MARKET PROCESS DESIGN

MPD 09 - Market Process for De-Energisation

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1. Introduction

1.1 Scope

This process describes the procedure for de-energisation of meter points or a single site unmetered connection. This will normally be requested by the registered supplier but may be initiated by the customer or by DSO in exceptional circumstances.

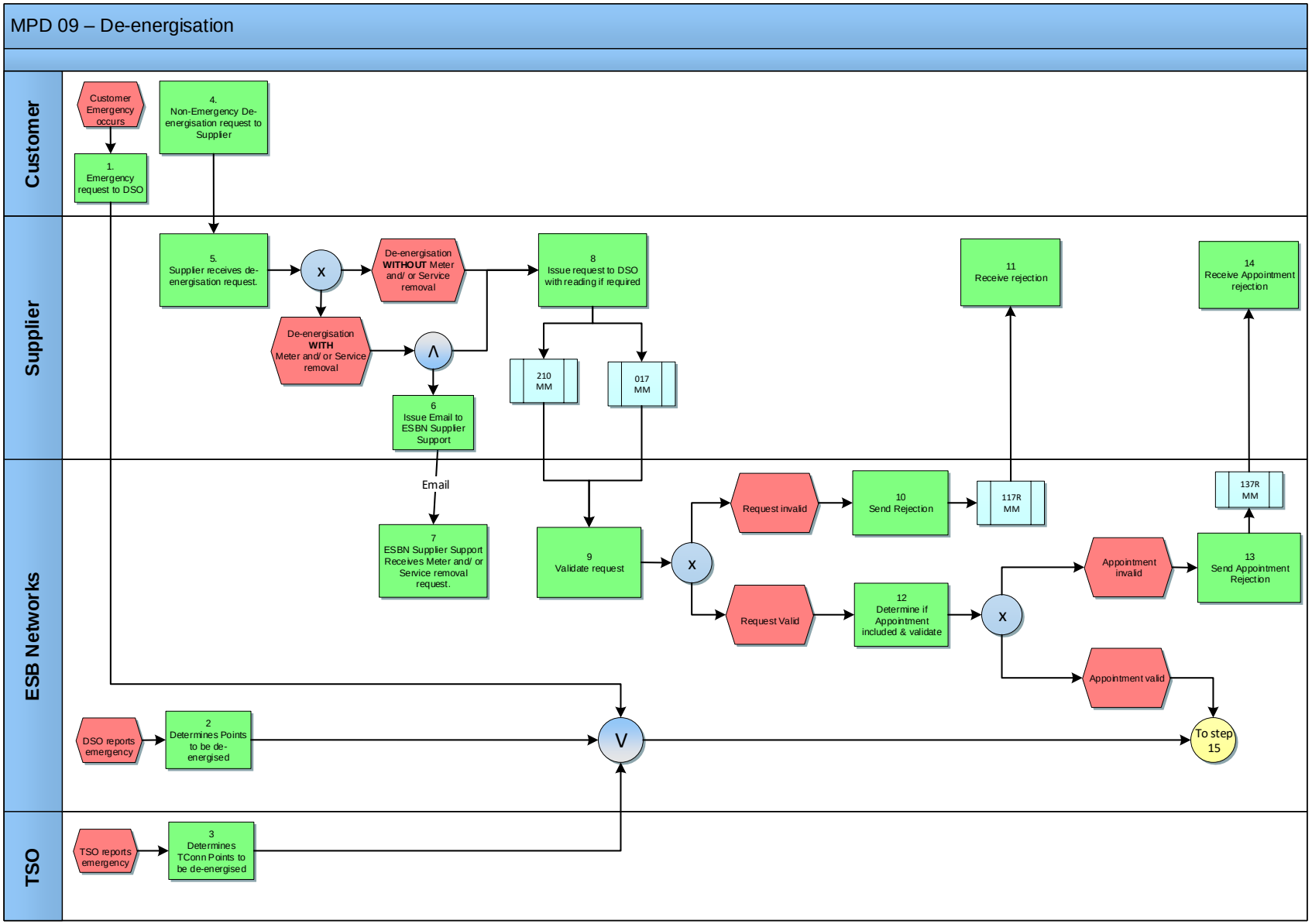
1.2 History of Changes

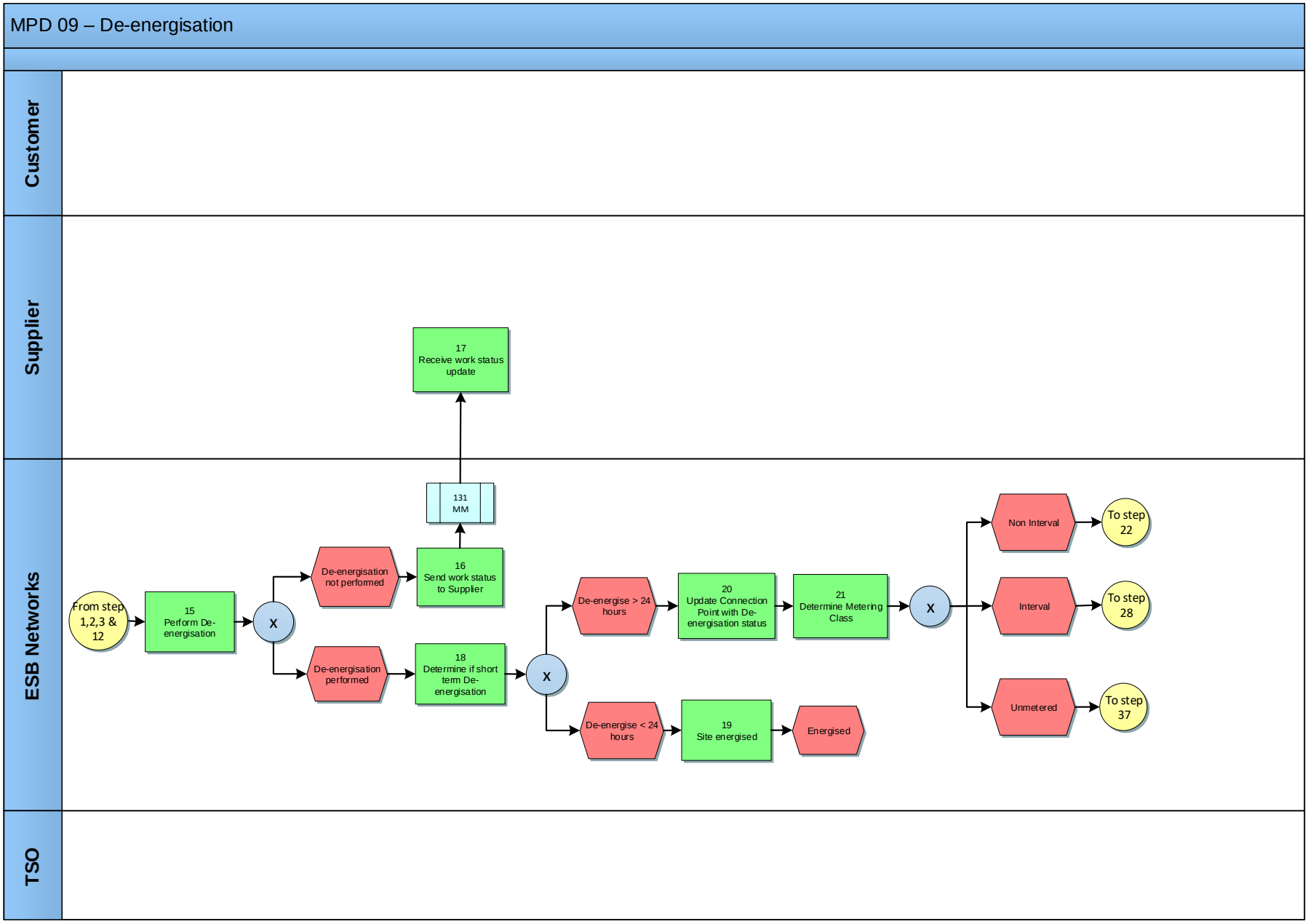
This Procedure includes the following changes:

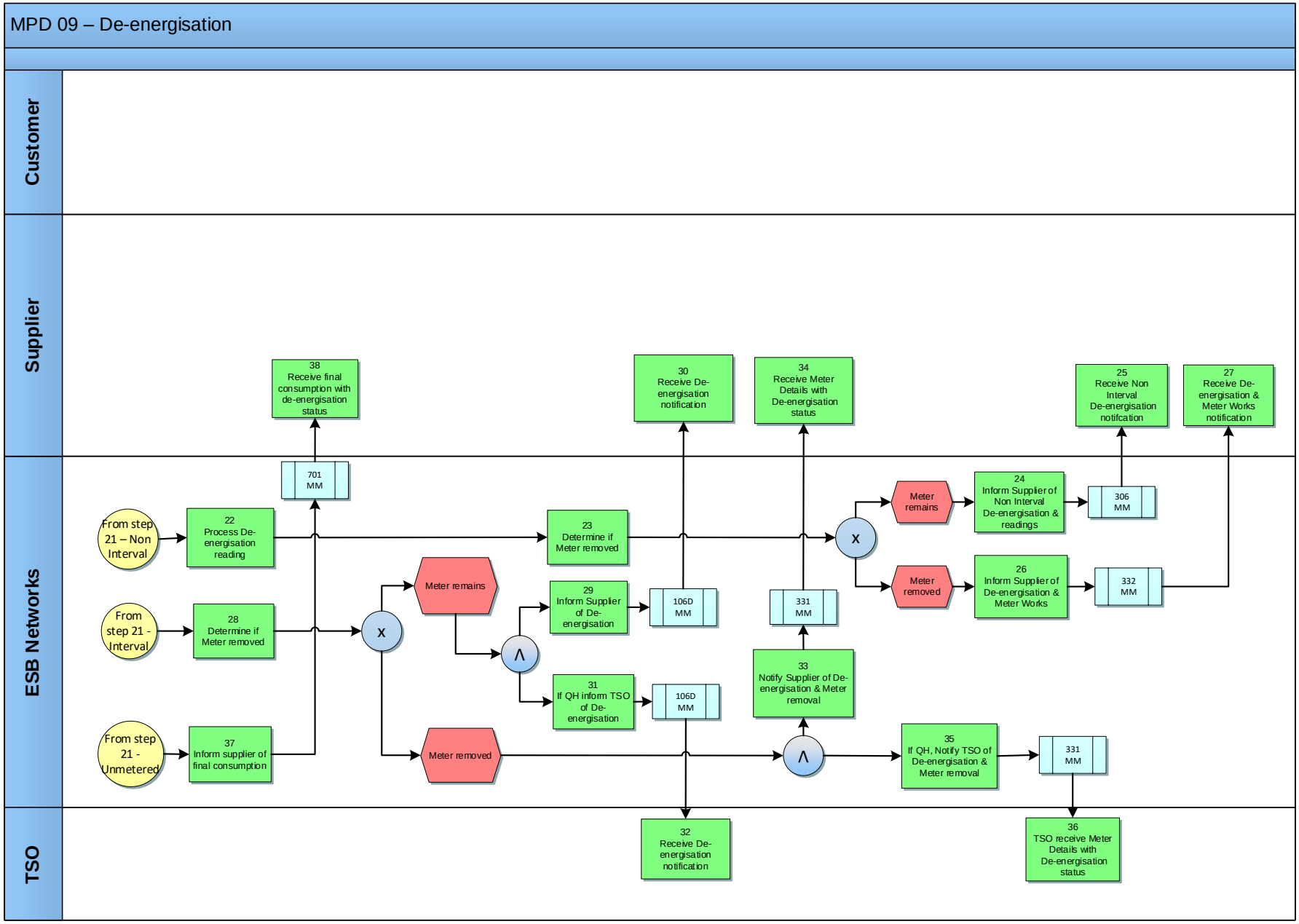
Version in which last change Implemented	Source of Change	Description of Change
Draft	93	Flow 106D has been renamed to 306 for NQH sites only and will be sent by MRSO. For QH metered and unmetered sites 106D will be sent by DSO.
		Change applied since version 3.1
Draft	Design	Inclusion of process for handling cancellation of request for de-energisation
Draft	MIG September 17th	Standardised on use of QH/NQH Terminology
Draft	B138	Updated to include handling of Meter Works requests while a Change of Supplier is in progress
Draft	TSO	Updated MPD to include TSO initiating de-energisations for safety reasons similar to DSO.
		Updates arising from Supplier Clarifications
Draft	Written Supplier Clarifications	Modifications made to diagram to clarify that Meter removal rather than meter works may be performed. Box 10 updated to reference MPD 10
Draft	Written Supplier Clarifications 9	Updated process around Cancellation of meter works - prioritisation
		Changes applied after version 4.1
Version 4.2	MCR 009	Inclusion of 137R flow. The generation of a 137R when a Supplier generated appointment is rejected by Networks
Version 4.2	MCR 0029	Update of Market Process Documentation to reflect single point unmetered design
Version 4.2	MCR 0025	Update to include manual interaction between Networks and Suppliers for continued no access to a site.
		Changes applied after version 4.2
Version 4.3	DRR 0006	Clarification to MPD for NPA
Version 6.1	MCR 0167	Updated MPD to reflect inclusion of TSO organisation stream. Added TSO receiving 106D message. Changed for Nov 09 Market Schema Release (v7.0).
Version 6.1	MCR 0168	Updated MPD to reflect process around TSO and Supplier receiving 331 message when meter is

Version in which last change Implemented	Source of Change	Description of Change
		removed during de-energisation
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 8.1	RMDS QA	Added comment: "Note: this MPD includes De-Energisation of Single Point Unmetered sites". This was to clarify the scope of the process, following enquiries from Market Participants.
Version 10.0	Harmonisation Go-Live MCR 171	New Market Message 131 included in MPD
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Corrected SMO listed as a role in the swimlane in ARIS but should be TSO.
Version 11.1	MCR 1188 – Update MPD 09 to Reflect Actual Market Process in relation to Meter and/or Service Removal	Process modified to capture the process Suppliers are to follow if a Meter and/or Service removal is required. Steps 4-7 added to show if a Meter and/or service removal is required
Version 13.0	MCR 1160 & MCR 0176	Updated as part of V13.00.00 Retail Market Release February 2021 Process Step Description changes steps 9 and general Process Step changes from NQH to Non Interval and QH to Interval
Version 13.2	Non-Conformance	Process Step 4 – removed 017MM & 210MM in Interface. Process Step 33 description typo – changed to de-energisation. Swimlane Page 3 yellow box “from step 21 NQH” changed to read “from step 21 Non Interval” & yellow box “from step 21 QH” changed to read “from step 21 Interval”. Supplementary Information – Appointments: Continued No Access to site updated as follows: In the situation where a Networks Technician encounters continued no access and is unable to complete the work, the network technician will update the service order status to ‘fini’. A 131 market message will return to the Supplier with ORDER STATUS CODE: FINI, METER POINT STATUS D or E and the OBSERVATION TEXT will show status of fini (WND).

2. Process Map




MPD 09 – De-energisation
Customer
Supplier
ESB Networks
TSO
17
Receive work status update
131
MM
From step 1,2,3 & 12
15
Perform De-energisation
X
De-energisation not performed
16
Send work status to Supplier
De-energisation performed
18
Determine if short term De-energisation
X
De-energise > 24 hours
20
Update Connection Point with De-energisation status
21
Determine Metering Class
X
Non Interval
To step 22
Interval
To step 28
Unmetered
To step 37
De-energise < 24 hours
19
Site energised
Energised


MPD 09 – De-energisation
Customer
Supplier
ESB Networks
TSO
38 Receive final consumption with de-energisation status
30 Receive De-energisation notification
34 Receive Meter Details with De-energisation status
25 Receive Non Interval De-energisation notifcation
27 Receive De-energisation & Meter Works notification
701 MM
From step 21 – Non Interval
22 Process De-energisation reading
23 Determine if Meter removed
Meter remains
24 Inform Supplier of Non Interval De-energisation & readings
306 MM
Meter removed
26 Inform Supplier of De-energisation & Meter Works
332 MM
From step 21 - Interval
28 Determine if Meter removed
Meter remains
29 Inform Supplier of De-energisation
106D MM
331 MM
33 Notify Supplier of De-energisation & Meter removal
31 If QH inform TSO of De-energisation
106D MM
From step 21 - Unmetered
37 Inform supplier of final consumption
Meter removed
35 If QH, Notify TSO of De-energisation & Meter removal
331 MM
32 Receive De-energisation notification
36 TSO receive Meter Details with De-energisation status

2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Emergency request to DSO	Customer	Customer contacts ESBN directly to request de-energisation in exceptional circumstances e.g. hazard/safety at a meter point **- next step 15**	
2	Determine meter points to be De-Energised	ESBN	ESBN may determine meter points to be de-energised in exceptional circumstances e.g. hazard/safety **- next step 15**	
3	Determine TConn Points to be De-Energised	TSO	TSO contacts ESBN where it determines meter points to be de-energised in exceptional circumstances e.g. hazard/safety **- next step 15**	
4	Customer requests a routine/non-emergency de-energisation of service	Customer	Customer contacts their Supplier with their de-energisation request.	
5	Supplier receives de-energisation request	Supplier	Supplier establishes with the customer if a Meter and/or Service removal is required. □ De-energisation **WITH** Meter and/or Service removal . **- Next step 6 & 8** □ De-energisation **WITHOUT** Meter and/or Service removal. **- Next step 8**	
6	Issue email to ESBN Supplier Support	Supplier	Supplier sends an email to ESBN Supplier Support with the information detailed in **Section 3 - Supplementary Information.**	email
7	ESBN Supplier Support receives Meter and/or Service removal email	ESBN	ESBN Supplier Support receives email from Supplier and ensures that the Meter Works Service Order is assigned to the appropriate resource.	
8	Issue request to DSO with reading if required	Supplier	The Supplier may request de-energisation of a meter point or single point unmetered connections by ESBN. Suppliers are responsible for ensuring that the correct MPRN or TMPRN address is provided as part of the de-energisation request For Non Interval metered and non Maximum Demand sites, the Supplier may provide a customer reading to DSO at this point in time – this may be to handle cases where a Network Technician cannot gain access to the premises and must perform the de-energisation from outside e.g. holiday homes.	017 MM 210 MM
9	Validate De-energisation request	ESBN	To ensure the request information is accurate Validation is based on the following criteria • The request must be from the registered Supplier at that meter point	

Process Step		Role	Process Step Description	Interface
			• The request must be for a meter point which is already energised • A Change of Supplier must not already be in progress for that meter point. • Where an invalid email address is received, the request will be rejected Following validation of the 017 message: • De-Energisation request invalid **- next step 10** • De-Energisation request valid **- next step 12**	
10	Send Rejection message	ESBN	Where a de-energisation request fails the validation process a rejection market message which will include the rejection reason is issued to the Supplier.	117R MM
11	Receive Rejection message	Supplier	The Supplier receives the rejection message	
12	Determine if appointment is included and validate	ESBN	If an appointment is included on the de-energisation request, the appointment is validated. Where the appointment is valid it will be scheduled. Where the appointment is not valid, the Supplier will be notified. • Invalid appointment **- next step 13** • Valid appointment **- next step 15** Networks can be contacted by a Supplier or Customer at any point to arrange or reschedule an appointment, up to the point at which the work is considered to be in progress. This will supersede any previous appointments made. Note: Appointments for Non Payment Accounts related de-energisations, are excluded from the appointment making. If no appointment is included on the de-energisation request, but Networks consider an appointment is necessary to carry out the de-energisation, Networks will contact the customer to schedule an appointment.	
13	Send Appointment Rejection	ESBN	Where the appointment fails the validation process a rejection market message which will include the rejection reason is issued to the Supplier. The appointment may be considered invalid where the appointments route/time combination or call type is invalid for the appointment. When an appointment has been rejected due to the proposed timeslot being no longer available, a new appointment will be made by Networks with the customer if it is	137R MM

Process Step		Role	Process Step Description	Interface
			required to complete the de-energisation.	
14	Receive Appointment Rejection	Supplier	The Supplier receives the rejection message. Where an appointment is rejected for a reason other than the time slot being no longer available, the onus is on the Supplier or Customer to contact the Contact Centre with a preferred appointment. Otherwise, the de-energisation request will be progressed and Networks will schedule an appointment with the Customer, if required	
15	Perform De-energisation	ESBN	ESBN schedules the de-energisation request and visits the meter point site. The outcome of the visit will be • Site is not de-energised **- next step 16** • Site is de-energised **- next step18**	
16	Send Work Status to Supplier	ESBN	Following a site visit where the de-energisation is not completed a market message will issue to the registered Supplier to advise them of the status of the de-energisation request	131 MM
17	Receive Work Status Update	Supplier	The Supplier receives the market message advising them of the status of their de-energisation request	
18	Determine if short term de-energisation	ESBN	In case of Non QH customers, if the de-energisation and re-energisation have been initiated by ESBN/TSO and have occurred on the same day e.g. de-energisation for safety reasons, the Supplier will not be informed. • De-energised/re-energised within 24 hours **- next step 19** • De-energised for greater than 24 hours **- next step 20**	
19	Site Energised	ESBN	Where a site has been de-energised for safety reasons and re-energised (see MPD10) within 24 hours no further action is required.	
20	Update connection point with de-energisation status	ESBN	Following completion of de-energisation, ESBN updates the status for the meter point	
21	Determine Metering Class	ESBN	ESBN determines the metering class of the site which has been de-energised • Non Interval site **- next step 22** • Interval site **- next step 28** • Unmetered **- next step 37**	
22	Process de-energisation reading	ESBN	The readings are validated and processed	

Process Step		Role	Process Step Description	Interface
23	Determine if meter is removed	ESBN	Determine if the meter at the site remains or removed at the de-energisation stage. • Meter remains **- next step 24** • Meter removed **- next step 26**	
24	Inform supplier of Non Interval de-energisation & readings	ESBN	Following validation of the returned Non Interval readings, the supplier will be informed of the new de-energised status together with the validated readings. In the event that it is not possible to obtain de-energisation readings, ESBN will provide an estimate of the de-energisation reading. No estimated usage will be aggregated in respect of a Meter Point during a period of de-energisation.	306 MM
25	Receive Non Interval De-Energisation Notification	Supplier	The Supplier receives confirmation of the de-energised status and readings	
26	Inform Supplier of De-Energisation & Meter Works	ESBN	Following validation of the returned Non Interval readings, the supplier will be informed of the new de-energised status together with the validated readings and details of the meter work completed at the meter point. Market Message 306 is not used where de-energisation is concurrent with meter removal. In this instance Market Message 332 is used In the event that it is not possible to obtain de-energisation readings, ESBN will provide an estimate of the de-energisation reading. No estimated usage will be aggregated in respect of a Meter Point during a period of de-energisation.	332 MM
27	Receive De-Energisation and Meter Works Notification	Supplier	The Supplier receives confirmation of the de-energised status/ readings together with the meter work details – meter removed	
28	Determine if meter removed	ESBN	Following de-energisation at a Interval meter point, determine whether the meter remains or is removed. • Meter remains **- next step 29 &31** • Meter removed **- next step 33 & 35**	
29	Inform Supplier of de-energisation	ESBN	Confirmation of the de-energisation status for the meter point is sent to the Supplier	106D MM
30	Receive De-Energisation Notification	Supplier	The Supplier receives notification of the de-energisation	

Process Step		Role	Process Step Description	Interface
31	If QH, inform TSO of De-Energisation	ESBN	If QH, confirmation of the de-energisation status for the meter point is sent to the TSO	106D MM
32	Receive Notification of De-Energisation	TSO	TSO receive notification of the de-energisation	
33	Inform supplier of De-Energisation and Meter Removal	ESBN	Confirmation of the de-energisation status and meter removal for the meter point is sent to the Supplier	331 MM
34	Receive Meter Details with De-Energisation Status	Supplier	The Supplier receives notification of the de-energisation and meter details	
35	IF QH, notify TSO of De-Energisation Status and Meter Removal	ESBN	For QH, confirmation of the de-energisation status and meter removal for the meter point is sent to TSO	331 MM
36	TSO Receive Meter Details with De-Energisation Status	TSO	TSO receives notification of the de-energisation and meter details	
37	Inform Supplier of Final Consumption	ESBN	Where the de-energisation is completed at a single point un-metered site the final consumption is sent to the registered Supplier	701 MM
38	Receive Final Consumption with De-Energisation Status	Supplier	The Supplier receives the final consumption recorded at the un-metered site	

3. Supplementary Information

Cancellation of De-Energisation Request

The Supplier may contact DSO to request the cancellation of a De-energisation request by sending a flow 017 to Networks with a request status set to 'Withdrawn'. DSO will cancel the De-energisation where the work has not already been scheduled.

Otherwise DSO will endeavour to cancel the De-energisation – however if it cannot be cancelled and the De-energisation is carried out then the charge will be applied in the normal way.

Appointments: Continued No Access to Site

In the situation where a Networks Technician encounters continued no access and is unable to complete the work, the network technician will update the service order status to 'fini'. A 131 market message will return to the Supplier with ORDER STATUS CODE: FINI, METER POINT STATUS D or E and the OBSERVATION TEXT will show status of fini (WND).

Any charge to a Supplier will be in line with the Distribution Use of System Agreement.

Interval De-Energisation and Meter Removal.

3 scenarios can exist during a QH de-energisation.

Event	Message sent to supplier
Interval site de-energised only and meters remain	106D
Interval meters subsequently removed after a de-energisation (not on same day).	331
Interval site de-energised and meters removed at the same time	331

Removal of Service Requests in addition to De-energisation.

When a customer requests a de-energisation, he/she may also request the de-energisation and removal of the electricity service meter and cable supplying the premises. This may be to facilitate demolition of premises, building works, combination of premises etc. From a safety aspect it is important that suppliers communicate this additional request and information to ESBN.

Suppliers should log the de-energisation request as per normal process and include in the text field that customer has requested the service cable to be de-energised and removed also.

Immediately following the issue of the de-energisation request to ESBN, the supplier should email ESBN Supplier Support at MeterOp.esbnetworks@esb.ie with the following details:

- **Name of Customer:**
- **Telephone Number:**
- **MPRN Number**
- **Serial Number**
- **Meter to be removed: Yes / No**
- **Service cable to be removed: Yes / No**

Reason for removal of supply