

# **MARKET PROCESS DESIGN**

## **MPD 10 - Market Process for Re-Energisation**

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# 1 Introduction

## 1.1 Scope

This process describes the procedure for re-energisation of a meter point or a single point unmetered site. This will usually be requested by the registered supplier. In exceptional circumstances, however, it may be initiated by ESNB.

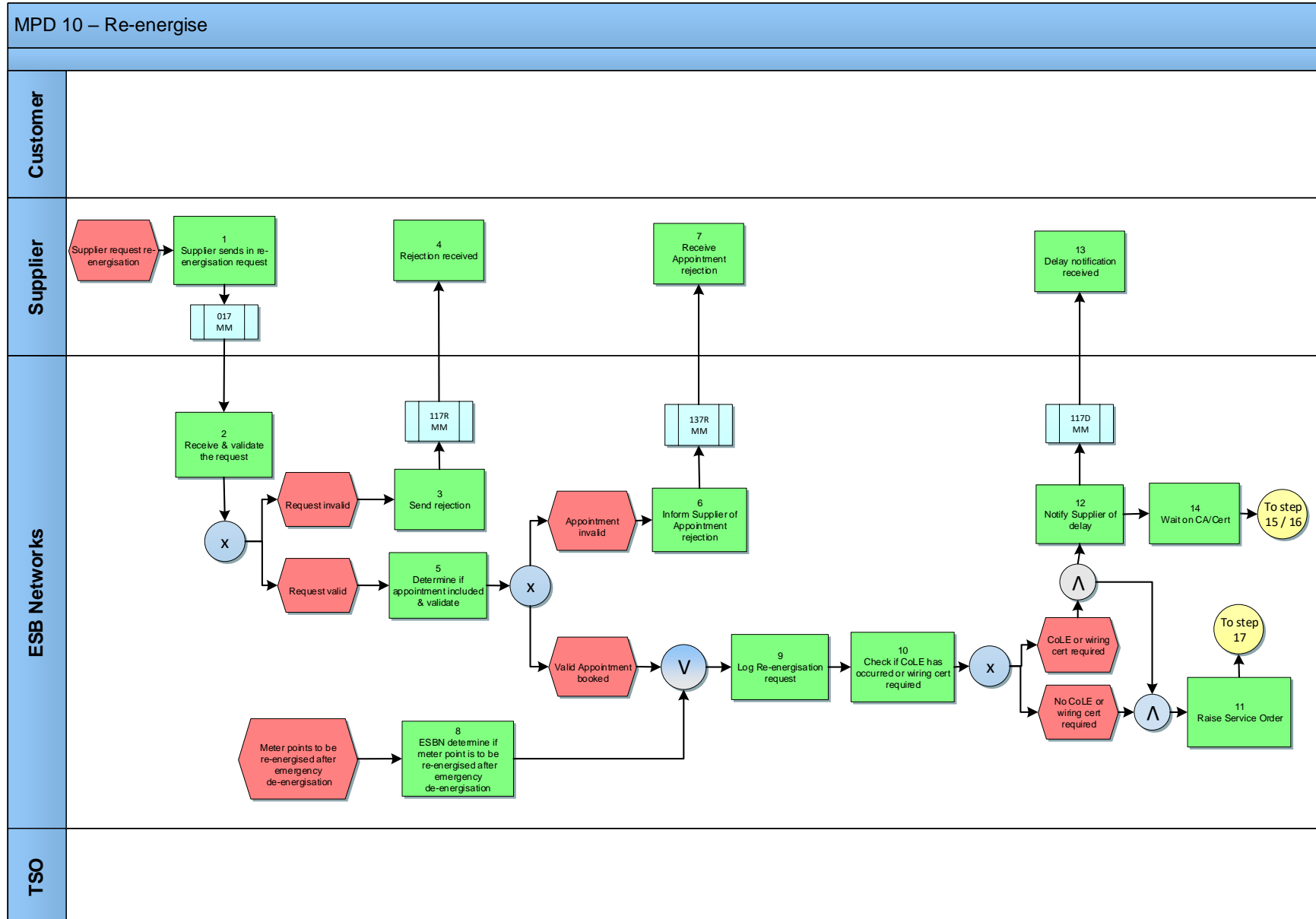
## 1.2 History of Changes

This Procedure includes the following changes:

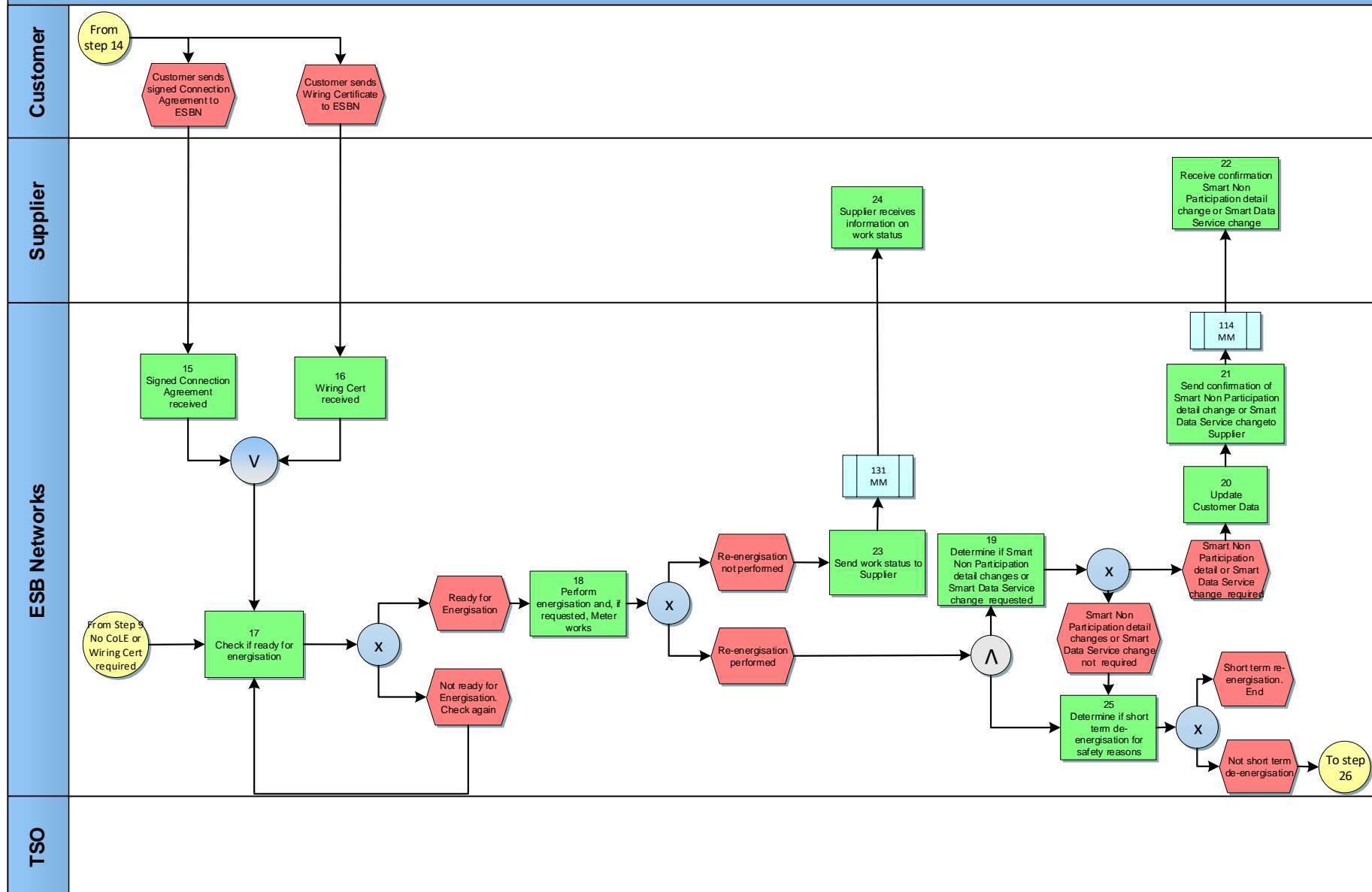
Version in which last change Implemented	Source of Change	Description of Change
Draft	513	Changes surrounding Connection agreements in the case of Change of Legal Entity
Draft	518	Changes to DSO requirements for re-energisation – explicit signalling of CoLE on 017 flow
Draft	93	Flow 106E has been renamed to 307 for NQH sites only and will be sent by MRSO. For QH metered and unmetered sites 106E will be sent by DSO.
Draft	102	New flow, 117D, introduced to inform Suppliers of a delay in re-energisation due to a need for a wiring cert or Connection Agreement
		Further Changes since version 3.1
Draft	Design	Handling of cancelled Re-energisation requests
Draft	MIG September 17 <sup>th</sup>	Standardised on use of QH/NQH terminology
		<i>Updates arising from Supplier clarifications</i>
Draft	Proposed Modification 1	Text on MPD updated to QH
Draft	Proposed Modification 2	Suppliers will not be informed of re-energisation and de-energisation occurring on the same day when these are DSO initiated only.
Draft	Proposed Modification 3	Update text around step 19 to include TSO initiated de-energisations.
Draft	Written Supplier Clarification 1	Step 24 re-worded to reflect MPD 11
		Change arising following version 4.0 DRAFT
		Changes applied after version 4.1
Version 4.2	MCR 0029	Update of Market Process Documentation to reflect single point unmetered designs.
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	MCR 0046	ESB National Grid Requirements communicating Re-Energisation

Version in which last change Implemented	Source of Change	Description of Change
		Changes applied after version 4.3
Version 4.4	DRR 0062	Update to include Clarification to Non NPA related Re-energisation process.
		No changes applied after version 4.4
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 8.0a	MCR 0161	Updated to reflect implementation of "MCR 0161 - Increasing the threshold for connection agreement return". Changed references of threshold from "100 kVA" to "MV (Medium Voltage)" the following step: * Check if CoLE has occurred or wiring cert required
Version 9.1	RMDS QA	"Swimlane" removed from MPD Name
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 10.4	MCR 0161	Changed reference of threshold from "100 kVA" to "MV (Medium Voltage)" for Step 10 - Check if CoLE has occurred or Wiring Cert is required.
Version 10.5	AIQ 2831	Description for step 10 reworded to "A signed Connection Agreement must be returned for customers where the site is not LV greater than or equal to 100 kVA"
Version 13.0	MCR 1160 & MCR 0176	Final version incorporating Draft V1.0 to V3.0 V13.0 SMART:  Updated Process Step 2, 18 & 31  New Process Steps 11, 19 – 22, 32, 37 - 44 Supplementary information updated
Version 13.2	Non-Conformance	Process Step Descriptions added to steps 20, 21 & 22
MMR 13.6	MCR1225	Updated to reflect impacts of MCR1225 – MCC02 Exchanges:  Updated Process Step 2 to include MCC check and MCC02 validation

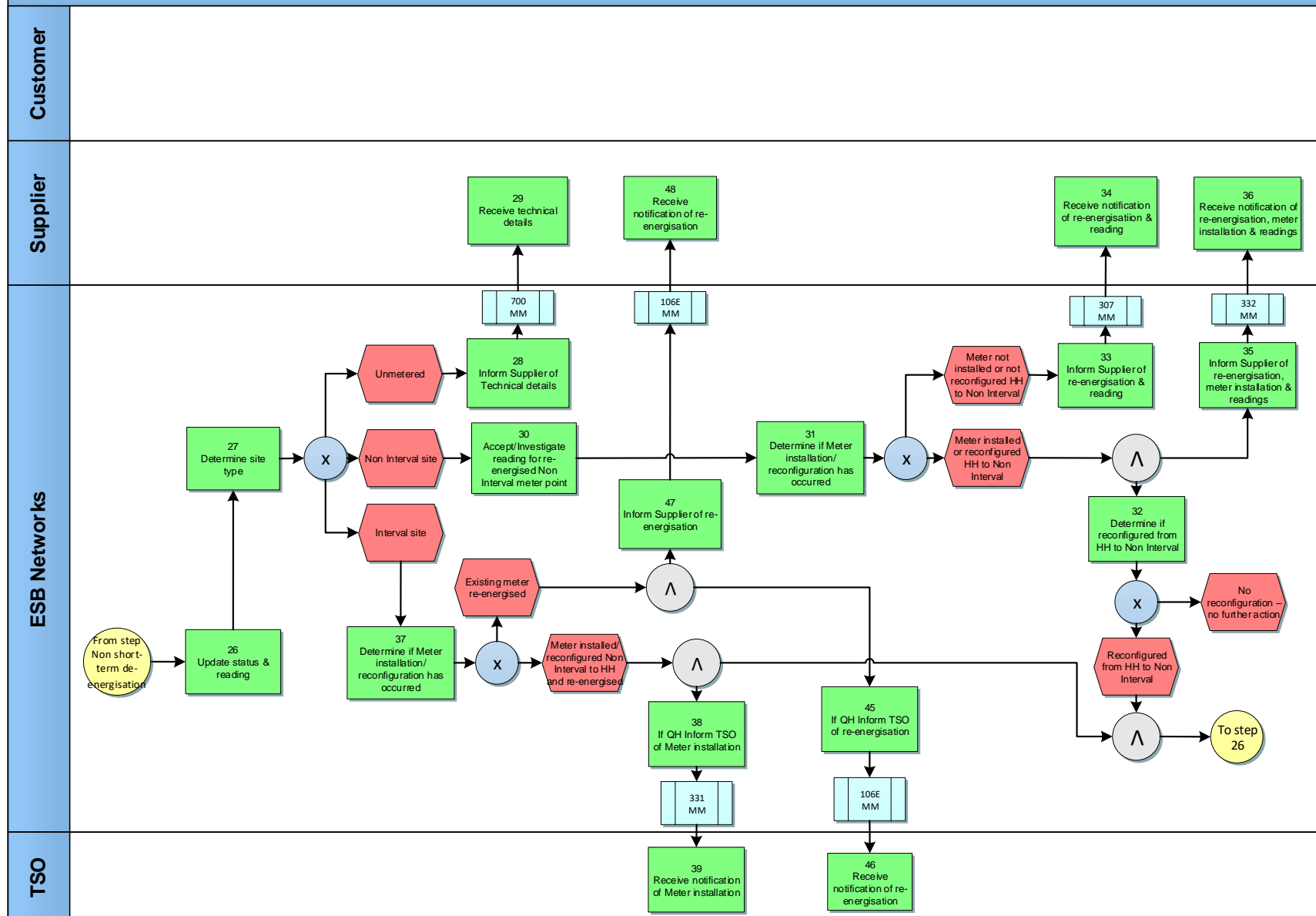
## 2. Process Map



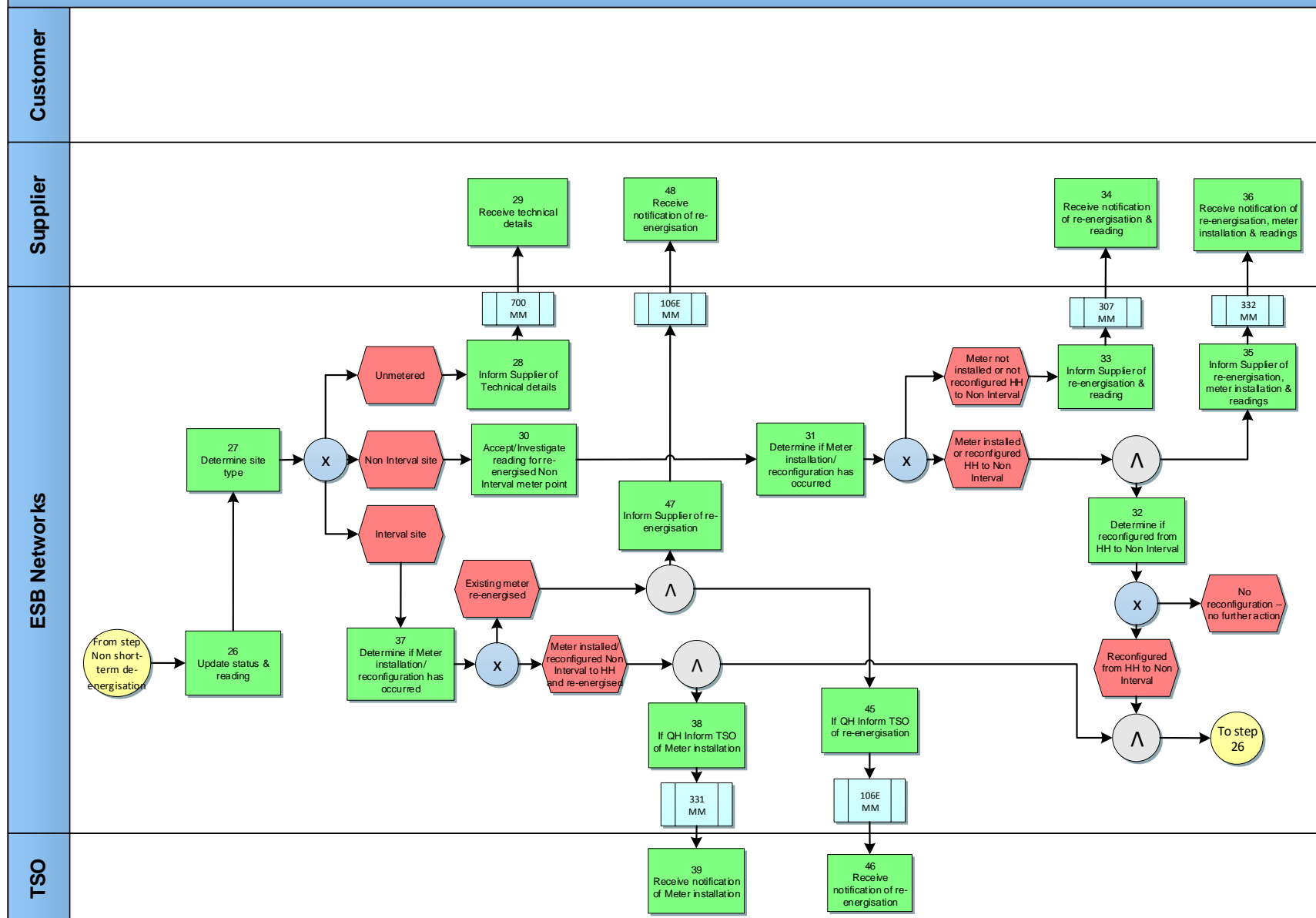
MPD 10 – Re-energise



MPD 10 – Re-energise



MPD 10 – Re-energise





## 2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Supplier sends re-energisation request	Supplier	The Supplier requests a re-energisation at a meter point where they are the registered Supplier	017 MM
2	Receive and validate re-energisation request	ESBN	<p>The request to re-energise the meter point is validated based on the following criteria:</p> <ul style="list-style-type: none"> <li>The request must be from the registered Supplier at that meter point</li> <li>The request must be for a meter point which is already de-energised</li> <li>Where the re-energisation does not follow a de-energisation for reason of NPA then a Change of Legal Entity should be flagged on message 017</li> <li>Are the Smart Data Service details and requested MCC correct?</li> <li>Are the Smart Data Services populated where required?</li> <li>Where Smart Data Services are populated on a MCC02 site with a Smart Meter the request will be rejected</li> <li>Where an invalid email address is received, the request will be rejected</li> </ul> <p>Following validation of the 017 MM:</p> <ul style="list-style-type: none"> <li>Re-energisation request invalid - <b>next step 3</b></li> <li>Re-energisation valid - <b>next step 5</b></li> </ul>	
3	Notify Supplier of re-energisation request rejection	ESBN	Where a re-energisation request fails the validation process a Rejection Market Message which will include the rejection reason is issued to the Supplier.	117R MM
4	Receive Notification of re-energisation rejection	ESBN	Supplier receives rejection message	
5	Determine if appointment included and validate	ESBN	<p>If an appointment is included on the re-energisation request, the appointment will be validated:</p> <ul style="list-style-type: none"> <li>Appointment invalid - <b>next step 6</b></li> <li>Appointment valid - <b>next step 9</b></li> </ul> <p>The appointment may be considered invalid where, for example:</p> <ul style="list-style-type: none"> <li>A meter works delay exists. The delay would be caused by an outstanding Connection Agreement or Wiring Cert</li> <li>If the appointments route/time combination or call type is invalid for the</li> </ul>	

Process Step		Role	Process Step Description	Interface
			<p>appointment.</p> <p>If 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 required to complete the re-energisation.</p> <p>If no appointment is included on the re-energisation request, but Networks consider an appointment is necessary to carry out the re-energisation, Networks will contact the customer to schedule an appointment.</p> <p>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</p>	
6	Inform Supplier of Appointment rejection	ESBN	<p>Where an appointment included in a re-energisation request fails the validation process a Rejection Market Message which will include the appointment rejection reason will issue to the Supplier.</p> <p>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 ESB Networks Customer Care Team with a preferred appointment. Other wise, the re-energisation request will be progressed and Networks will schedule an appointment with the Customer, if required.</p>	137R MM
7	Receive Appointment Rejection	Supplier	The Supplier will receive the rejection message	
8	ESBN determine if a meter point is to be re-energised	ESBN	ESBN determine if a meter point is to be re-energised following a temporary de-energisation which was effected for safety reasons	
9	Log Re-Energisation Request	ESBN	<p>Where an appointment is valid a re-energisation request will be generated. If no appointment is included on the re-energisation request, but Networks consider an appointment is necessary to carry out the re-energisation, Networks will contact the customer to schedule an appointment.</p> <p>ESBN may initiate the re-energisation process without a Supplier request – this can only be done by ESBN where a temporary de-energisation was effected for safety reasons.</p>	

10	Check if CoLE has occurred or Wiring Cert is required	ESBN	<p>ESBN will analyse the request to determine if a Change of Legal Entity has occurred. If this is the case the following may be required as appropriate:</p> <ul style="list-style-type: none"> <li>• A signed Connection Agreement must be returned for customers where the site is not LV greater than or equal to 100 kVA.</li> <li>• The site will be re-energised at the MIC previously in existence at that site. If the new customer wishes to progress a change in MIC this must be done separately with ESNB.</li> <li>• An Unmetered Agreement must be in place before re-energisation for unmetered sites</li> </ul> <p>ESBN will determine whether a Wiring Certificate is required before the site can be energised. This may be the case when:</p> <ul style="list-style-type: none"> <li>• The site has been de-energised for more than 6 months</li> <li>• There have been safety issues at the meter point</li> </ul> <p>Depending on result of check:</p> <ul style="list-style-type: none"> <li>• CoLE or Wiring Cert required - <b>next step 11 &amp; 12</b></li> <li>• No CoLE or Wiring Cert required - <b>next step 11 &amp; 17</b></li> </ul>	
11	Raise service order	ESBN	<p>Smart Data Services</p> <p>Where there is a re-energisation with a CoLE and the site is Non Interval, Comms are feasible and the customer requests Smart Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Half Hourly</p> <p>Where there is a re-energisation with a CoLE and the site is Half hourly and the new customer is requesting Smart Non Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Non Interval</p> <p>Where there is a re-energisation with a CoLE and the previous customer was Non-Technical Non Participation (02) or Multiple Visits No Access (03) then raise a service order to re-energise, <a href="#">Separately add the MPRN to the schedule to exchange to a Smart Non Interval meter as part of Smart Metering Deployment.</a></p>	

			<p>Where there is a re-energisation and the site is Non Interval, Comms are feasible and the customer requests Smart Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Half Hourly</p> <p>Where there is a re-energisation and the site is Half hourly and the customer is requesting Smart Non Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Non Interval</p> <p>Where there is a re-energisation with and the customer requests removal of Non-Technical Non Participation (02) or Multiple Visits No Access (03) then raise a service order to re-energise. Separately add the MPRN to the schedule to exchange to a Smart Non Interval meter as part of Smart Metering Deployment.</p> <p>Otherwise raise a service order to re-energise.</p>	
12	ESBN notify Supplier of delay	ESBN	Where a re-energisation request is delayed a Market Message which will include the delay reason is issued to the Supplier	117D MM
13	Delay Notification received	Supplier	The Supplier receives notification which will include the reason for the delay in completing the re-energisation	
14	Wait on Connection Agreement /Completion Certificate	ESBN	ESBN wait receipt of Connection Agreement and or Wiring Certificate	
15	Signed Connection Agreement received	ESBN	ESBN receive a signed Connection Agreement from the customer	
16	Wiring Certificate received	ESBN	ESBN receive a Wiring Certificate from the customer	

17	Check if ready for re-energisation	ESBN	ESBN will check if all the criteria have been met in relation to the re-energisation e.g. Wiring Certificate received where required.  <ul style="list-style-type: none"> <li>• Ready for re-energisation - <b>next step 18</b></li> <li>• Not ready for re-energisation – check again - <b>return to step 17</b></li> </ul>	
18	Perform re-energisation and, if requested, Meter works	ESBN	ESBN will attempt to perform re-energisation Where a reconfiguration to or from Half Hourly/Non Half Hourly is required and re-energisation will be performed concurrently.  <ul style="list-style-type: none"> <li>• Re-energisation not performed - <b>next step 23</b></li> <li>• Re-energisation performed - <b>next step 19</b></li> </ul>	
19	Determine if Smart Non Participation detail changes or Smart Data Service change requested	ESBN	<ul style="list-style-type: none"> <li>• Smart Non Participation detail changes or Smart Data Service change not required – <b>Next step 25</b></li> <li>• Smart Non Participation detail changes or Smart Data Service change required – <b>next step 20</b></li> </ul>	
20	Update Customer data	ESBN	ESBN updates the Customer Data	
21	Send confirmation of Smart Non Participation detail change or Smart Data Service change to supplier	ESBN	ESBN sends confirmation of the Smart Non Participation detail change or Smart Data change to the Supplier via the 114MM	114 MM
22	Receive confirmation Smart Non Participation detail change or Smart Data Service change	Supplier	The Supplier receives confirmation from ESBN of the Smart Non Participation detail change of a Smart Data Service change via a 114MM	
23	Send Work Status to Supplier	ESBN	Where the re-energisation is not completed ESBN notify the Supplier by Market Message of the status of the re-energisation request.	131 MM
24	Supplier receives information on Work Status	Supplier	The Supplier receives Work Status update	
25	Determine if short term de-energisation for	ESBN	ESBN will determine if the de-energisation has been short term e.g. de-energisation / re-energisation same day for safety reason.	

	safety reasons		<ul style="list-style-type: none"> <li>• Short term de-energisation - supplier not informed, no further action</li> <li>• Not short term de-energisation - <b>next step 26</b></li> </ul>	
<b>26</b>	Update status and reading	ESBN	Following completion of re-energisation, ESBN updates the status for the meter point	
<b>27</b>	Determine Site Type	ESBN	ESBN determines the metering class of the site which has been re-energised: <ul style="list-style-type: none"> <li>• Unmetered - <b>next step 28</b></li> <li>• Non Interval site - <b>next step 30</b></li> <li>• Interval site - <b>next step 37</b></li> </ul>	
<b>28</b>	Inform Supplier of Technical Details	ESBN	Advise Supplier of Technical Details	700 MM
<b>29</b>	Receive Technical Details	Supplier	Suppliers receives Technical Details	
<b>30</b>	Accept/Investigate readings for re-energised Non Interval meter point	ESBN	ESBN validates the readings at re-energisation. Where the reading fails validation Database will investigate, this may involve referral to Revenue Protection	

31	Determine if meter installation /reconfiguration has occurred	ESBN	Determine if a meter installation/reconfiguration has occurred: <ul style="list-style-type: none"> <li>• Meter not installed or not reconfigured Half Hourly to Non Interval - <b>next step 33</b></li> <li>• Meter installed or reconfigured Half Hourly to Non Interval - <b>next step 32 &amp; 35</b></li> </ul>	
32	Determine if reconfigured from HH to Non Interval	ESBN	Determine if the meter was reconfigured from Half Hourly to Non Interval as part of the re-energisation. <ul style="list-style-type: none"> <li>• No reconfiguration – No further action</li> <li>• Meter Reconfigured from Half Hourly to Non Interval next step 40</li> </ul>	
33	Inform Supplier of the Re-energisation and readings	ESBN	Inform Supplier of the re-energisation status and the validated readings	307 MM
34	Receive Notification of Re-energisation and reading	Supplier	Supplier receives notification of re-energisation and readings	
35	Inform Supplier of re-energisation, Meter Installation and readings	ESBN	Notify Supplier of the re-energisation status, meter readings and the technical details of the meter which was installed	332 MM
36	Receive notification of re-energisation, Meter Installation and readings	Supplier	Supplier receives notification of re-energisation, readings and meter technical details	
37	Determine if Meter installation/reconfiguration has occurred	ESBN	Determine if Meter installation/Reconfiguration has occurred: <ul style="list-style-type: none"> <li>• Meter previously installed and no reconfiguration from Non Interval to Half Hourly - <b>next step 45 and 47</b></li> <li>• Meter installed or reconfigured from Non Interval to Half Hourly – <b>next step 38 and 40</b></li> </ul>	
38	If QH Inform TSO of Meter installation	ESBN	ESBN informs TSO of <del>Interval</del> QH Meter installation	331 MM
39	Receive notification of Meter installation	TSO	TSO receives notification of Meter installation	
40	Inform Supplier of Meter installation/reconfiguration	ESBN	Notify supplier of re-energisation status and the meter technical details of the Interval (QH or HH) meter installed or reconfigured.	331 MM
41	Receive notification of Meter installation/configuration	Supplier	Receive notification of Meter installation/reconfiguration	

42	Determine if meter reconfiguration Non Interval to HH		Determine if Meter Reconfiguration has occurred: <ul style="list-style-type: none"> <li>No reconfiguration – No further action</li> </ul> Meter Reconfigured from Non Interval to Half Hourly next step 43	
43	Inform Supplier of re-energisation, Meter reconfiguration and readings	ESBN	Notify Supplier of the re-energisation status, meter readings and the technical details of the meter.	332 MM
44	Receive notification of re-energisation, Meter reconfiguration and readings	Supplier	Supplier receives notification of re-energisation, readings and meter technical details	
45	If QH, inform TSO of re-energisation of QH site	ESBN	For QH, notify TSO of re-energisation for a QH site	106E MM
46	Receive notification of re-energisation	TSO	Receive notification of re-energisation from ESBN	
47	Inform Supplier of re-energisation of Interval site	ESBN	Notify Supplier of re-energisation at Interval site	106E MM
48	Receives notification of re-energisation of Meter Point	Supplier	Supplier receives notification of re-energisation of meter point from ESBN	



## **3 Supplementary Information**

### **Cancellation of Re-energisation Request**

The Supplier may contact ESNB to request the cancellation of a re-energisation request by sending a 017 Market Message to Networks with a request status set to 'Withdrawn'. DSO will cancel the re-energisation where the work has not already been scheduled. Otherwise DSO will endeavour to cancel the re-energisation – however if it cannot be cancelled and the re-energisation is carried out then the charge will be applied in the normal way.

### **Appointments: Continued Non Access to Site**

In the situation where a Networks Technician encounters continued non access and is unable to complete the work, Networks will manually contact the Supplier by phone to cancel the work, or re-submit a new request if required.

Any charge to a Supplier will be in line with the distribution use of system agreement.