

## **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

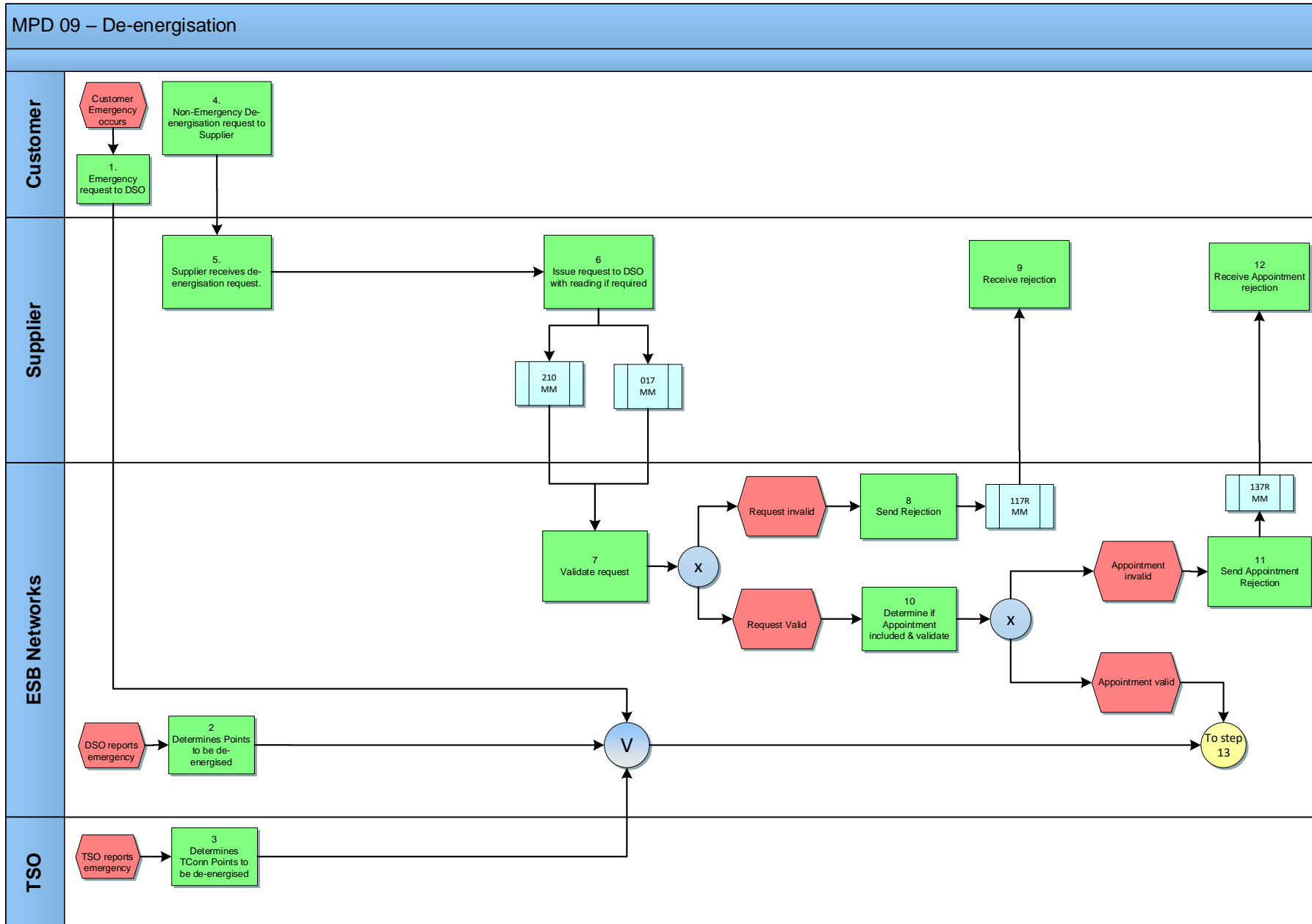
This Procedure includes the following changes:

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.
		<i>Change applied since version 3.1</i>
Draft	Design	Inclusion of process for handling cancellation of request for de-energisation
Draft	MIG September 17 <sup>th</sup>	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.
		<i>Updates arising from Supplier Clarifications</i>
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
		<i>Changes applied after version 4.1</i>
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.
		<i>Changes applied after version 4.2</i>
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).

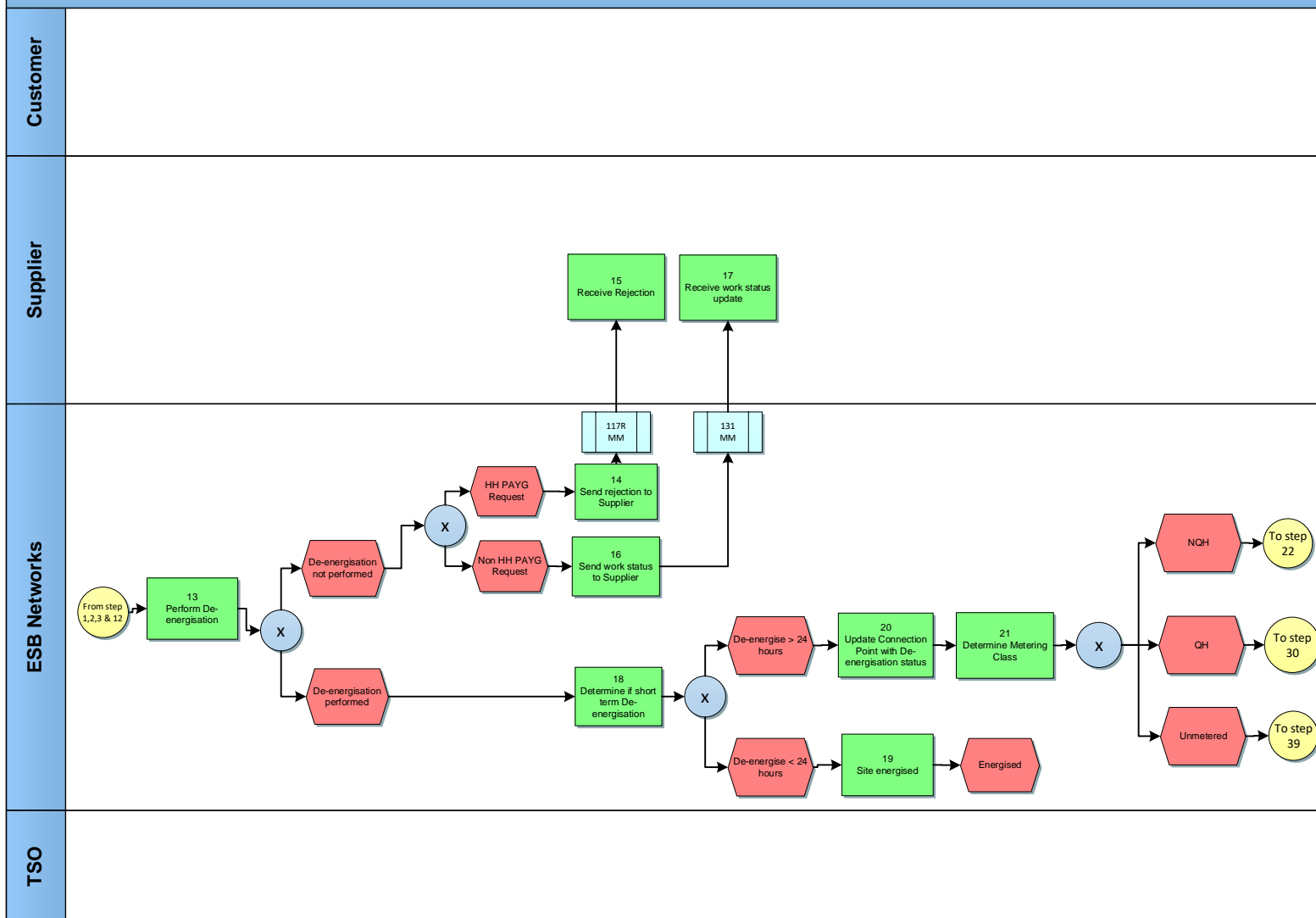
Version in which last change Implemented	Source of Change	Description of Change
Version 6.1	MCR 0168	Updated MPD to reflect process around TSO and Supplier receiving 331 message when meter is removed during de-energisation
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged 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).

Version in which last change Implemented	Source of Change	Description of Change
V1.0 Draft V14.0	Smart Phase 2 Initial Version	Updated to include PAYG Remote De-Energisation request
V1.1 Draft V14.0	Smart Phase 2 Initial Version	Updated to include re-versioned PAYG remote De-energisation request DR1219 V1.1
V1.2 Draft V14.0	Smart Phase 2 – MCR1189 updates	Updated as part of Phase 2 – MCR1189
V1.2 Draft V14.0	Smart Phase 2 Draft Version	Updated to include re-versioned MCR1216 & MCR1219
V1.3 Draft V14.0	Smart Phase 2 Draft Version	Updated to include re-versioned V14.00.00 MCRs: <ul style="list-style-type: none"> <li>- MCR1216</li> <li>- MCR1189</li> <li>- MCR1219</li> </ul>
Version14.0	Smart Phase 2	Updated to include re-versioned V14.00.00 MCRs post detailed design: <ul style="list-style-type: none"> <li>- MCR1216</li> <li>MCR1189</li> </ul>
Version 14.3	Non conformance	Correction made in section 3.11

## **2.   *Process Map***

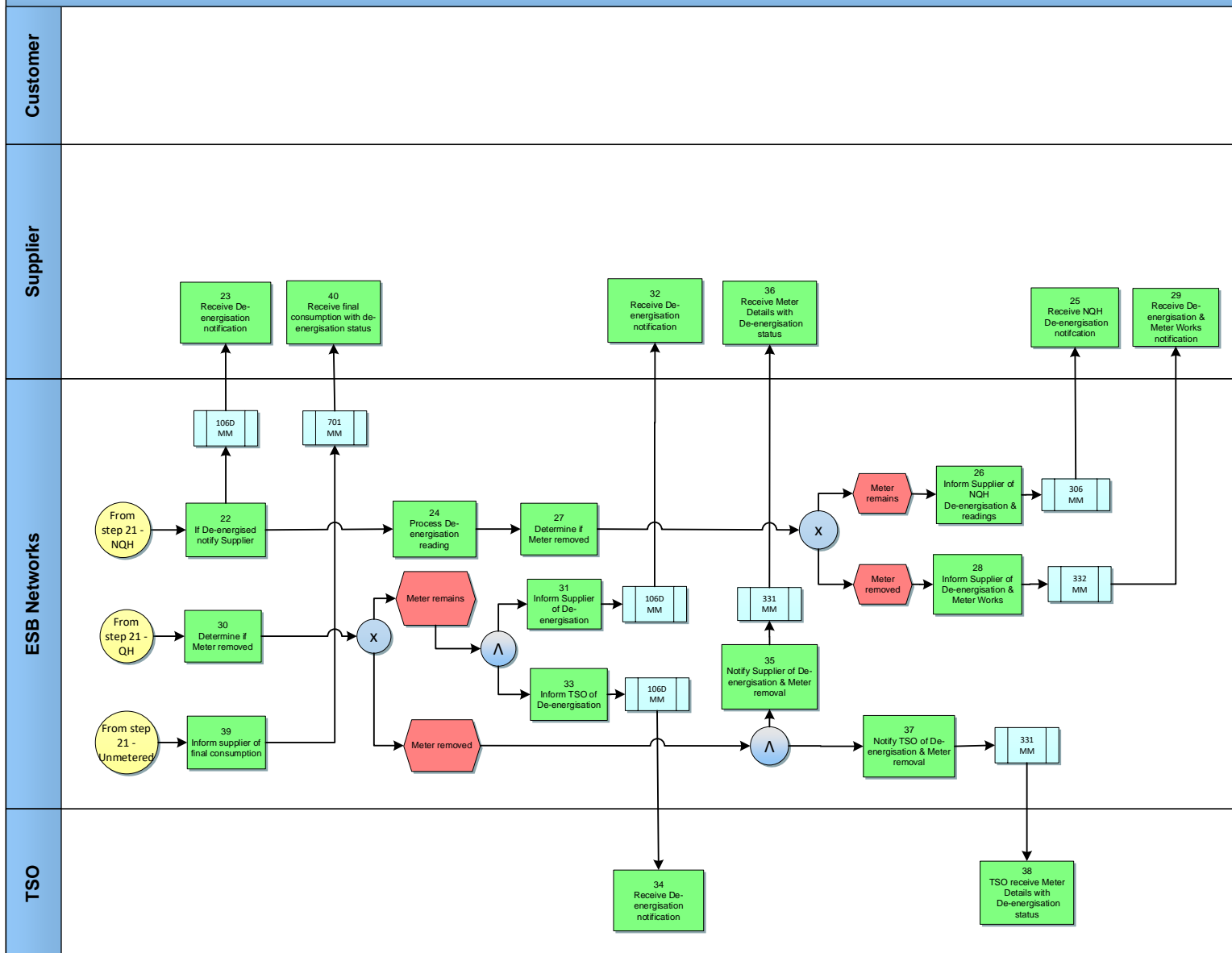


# MPD 09 – De-energisation





# MPD 09 – De-energisation



## 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 - <b>next step 13</b>	
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 - <b>next step 13</b>	
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 - <b>next step 13</b>	
4	Customer requests a routine/non-emergency de-energisation of service	Customer	Customer contacts their Supplier with their de-energisation request.	
5	Supplier processes de-energisation request	Supplier	Supplier establishes type of de-energisation required. See Supplementary Information for De-Energisation Meter Point Status Reason Codes.  Where Meter and/or Service Removal is required, the Supplier must include in the Access Arrangements field in the 017MM that the customer has requested that the service cable is to be de-energised and removed and include any other relevant information.	
6	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
7	Validate De-energisation	ESBN	To ensure the request information is accurate Validation is based on the following criteria. <ul style="list-style-type: none"> <li>The request must be from the registered Supplier at that meter.</li> </ul>	

Process Step		Role	Process Step Description	Interface
	request		<ul style="list-style-type: none"> <li>The request must be for a meter point which is already energised or where the meter point has a Meter Point Status of De-energise Remote (DR), a Supplier can request De-energisation for reason of De-energise (Service Removal) or De-energise (Customer Request) and site will be de-energised with site visit.</li> <li>Where the Meter Point has a Meter Point Status of 'D' - De-energised, a Supplier can request De-Energise (Service Removal) and the service will be removed via site visit.</li> <li>Where a request to De-Energise (Service Removal) is received and DSO records indicate that the service is already removed, the request will be rejected.</li> <li>A Change of Supplier must not already be in progress for that meter point for all de-energisation requests except De-energise (HH PAYG) requests.</li> <li>Where an invalid email address is received, the request will be rejected.</li> <li>A De-energise (HH PAYG) request must be for a Customer with a CTF = 04</li> <li>A De-energise (HH PAYG) request must be for a Customer with a Whole Current Single Phase Smart Meter installed</li> <li>A De-energise (HH PAYG) request must be for an MCC12 Customer</li> <li>A De-energise (HH PAYG) request must not include a change to Smart Data Services</li> <li>A PAYG request must be within the De-energisation period.</li> <li>An NPA request must be within the De-energisation period.</li> <li>A Supplier requested; Not Non Payment of Account request must be within the De-Energisation period</li> </ul> <p>Where a request that can be completed remotely is received with a date in the future, it will be validated on the date of receipt and on the required date.</p> <p>Following validation of the 017 message:</p> <ul style="list-style-type: none"> <li>De-Energisation request invalid - <b>next step 8</b></li> <li>De-Energisation request valid - <b>next step 10</b></li> </ul>	
<b>8</b>	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
<b>9</b>	Receive Rejection message	Supplier	The Supplier receives the rejection message	

Process Step		Role	Process Step Description	Interface
10	Determine if appointment is included and validate	ESBN	<p>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.</p> <ul style="list-style-type: none"> <li>Invalid appointment - <b>next step 11</b></li> <li>Valid appointment - <b>next step 13</b></li> </ul> <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> <p>Appointments will be rejected where de-energisation is requested for the following reasons:</p> <ul style="list-style-type: none"> <li>De-energise (Supplier request, not NPA related)</li> <li>De-energise (NPA related)</li> <li>De-energise (Service Removal)</li> <li>De-energise (HH PAYG)</li> </ul> <p>Appointments are optional where de-energisation is requested for the following reasons:</p> <ul style="list-style-type: none"> <li>D06 De-energise (Customer Request)</li> </ul> <p>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.</p>	
11	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 required to complete the de-energisation.	137R MM
12	Receive Appointment	Supplier	The Supplier receives the rejection message. Where an appointment is rejected for a reason	

Process Step		Role	Process Step Description	Interface
	Rejection		other than the time slot being no longer 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	
<b>13</b>	Perform De-energisation	ESBN	<p>ESBN schedules the de-energisation request via site visit or where a site visit is not required ESBN schedules the de-energisation request and carries out the de-energisation remotely.</p> <p>Only sites where a Whole Current Single Phase Smart Meter is installed can be de-energised remotely, any other metering type will require a site visit.</p> <p>The outcome of the visit will be:</p> <ul style="list-style-type: none"> <li>Site is not de-energised. <ul style="list-style-type: none"> <li>Any request other than De-energise (HH PAYG)- <b>next step 16</b></li> <li>De-energise (HH PAYG) – <b>next step 14</b></li> </ul> </li> <li>Site is de-energised - <b>next step 18</b></li> </ul>	
<b>14</b>	Send Rejection	ESBN	Where a De-Energisation (HH PAYG) request fails, a rejection market message which will include the rejection reason is issued to the Supplier and no further processing.	117RMM
<b>15</b>	Receive Rejection	Supplier	The Supplier receives the rejection message	
<b>16</b>	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
<b>17</b>	Receive Work Status Update	Supplier	The Supplier receives the market message advising them of the status of their de-energisation request	
<b>18</b>	Determine if short term de-energisation	ESBN	<p>In case of Non QH customers, if the de-energisation and re-energisation have been initiated by ESN/TSO and have occurred on the same day e.g., de-energisation for safety reasons, the Supplier will not be informed.</p> <ul style="list-style-type: none"> <li>De-energised/re-energised within 24 hours - <b>next step 19</b></li> <li>De-energised for greater than 24 hours - <b>next step 20</b></li> </ul> <p>In case of Non QH customers, if the de-energisation and re-energisation requested by the Supplier have occurred on the same day, the Supplier will not be sent de-energisation readings.</p> <ul style="list-style-type: none"> <li>De-energised/re-energised on the same day - <b>next step 20</b></li> </ul>	

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> <li>De-energised/re-energised on different days - <b>next step 19 &amp; 20</b></li> </ul>	
<b>19</b>	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.	
<b>20</b>	Update connection point with de-energisation status	ESBN	Following completion of de-energisation, ESNB updates the status for the meter point	
<b>21</b>	Determine Metering Class	ESBN	<p>ESBN determines the metering class of the site which has been de-energised</p> <ul style="list-style-type: none"> <li>Non Interval site - <b>next step 22</b></li> <li>Interval site - <b>next step 30</b></li> <li>Unmetered - <b>next step 39</b></li> </ul>	
<b>22</b>	If De-energised	ESBN	<p>If De-energised issue de-energisation confirmation to Supplier. At this stage in the process for sites De-energised/Re-energised on the same-day, refer to MPD 10 – Re-energisation.</p> <p>For HH sites, if De-energised for reason of De-energise (Supplier request, not NPA related) or De-energise (Service Removal) and meter removal has occurred, MM106D will not issue to the Supplier.</p> <p>If De-energised for reason of De-energise (Service Removal) and service removal has occurred on a site which has no meter present, MM106D will be sent to the Supplier</p>	106D MM
<b>23</b>	Inform Supplier of de-energisation	Supplier	Confirmation of the de-energisation status for the meter point is received by the Supplier	
<b>24</b>	Process de-energisation reading	ESBN	The readings are validated and processed	
<b>25</b>	Determine if meter is removed	ESBN	<p>Determine if the meter at the site remains or removed at the de-energisation stage.</p> <ul style="list-style-type: none"> <li>Meter remains - <b>next step 26</b></li> <li>Meter removed - <b>next step 28</b></li> </ul>	
<b>26</b>	Inform supplier of Non Interval de-energisation readings	ESBN	<p>Following validation of the returned Non Interval readings, the supplier will be informed of the new de-energised status together with the validated readings.</p> <p>In the event that it is not possible to obtain de-energisation readings, ESNB will provide an</p>	306 MM

Process Step		Role	Process Step Description	Interface
			estimate of the de-energisation reading. No estimated usage will be aggregated in respect of a Meter Point during a period of de-energisation.	
27	Receive Non Interval De-Energisation Notification	Supplier	The Supplier receives confirmation of the de-energised status and readings	
28	Inform Supplier of De-Energisation & Meter Works	ESBN	<p>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.</p> <p>Market Message 306 is not used where de-energisation is concurrent with meter removal. In this instance Market Message 332 is used</p> <p>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.</p>	332 MM
29	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	
30	Determine if meter removed	ESBN	<p>Following de-energisation at an Interval meter point, determine whether the meter remains or is removed.</p> <ul style="list-style-type: none"> <li>• Meter remains - <b>next step 31 &amp; 33</b></li> <li>• Meter removed - <b>next step 35 &amp; 37</b></li> </ul>	
31	Inform Supplier of de-energisation	ESBN	Confirmation of the de-energisation status for the meter point is sent to the Supplier	106D MM
32	Receive De-Energisation Notification	Supplier	The Supplier receives notification of the de-energisation	
33	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
34	Receive Notification of De-Energisation	TSO	TSO receive notification of the de-energisation	
35	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

Process Step		Role	Process Step Description	Interface
36	Receive Meter Details with De-Energisation Status	Supplier	The Supplier receives notification of the de-energisation and meter details	
37	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
38	TSO Receive Meter Details with De-Energisation Status	TSO	TSO receives notification of the de-energisation and meter details	
39	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
40	Receive Final Consumption with De-Energisation Status	Supplier	The Supplier receives the final consumption recorded at the un-metered site	

### 3. Supplementary Information

#### 3.1 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.

A de-energisation request withdrawal can be sent where it is due to be carried out remotely and the de-energisation request will be cancelled where it hasn't been initiated.

### 3.2 De-energise (HH PAYG)

A De-energise (HH PAYG) request is where a MM017 is sent with a requested MeterpointStatusCode of D and a requested MeterPointStatusReasonCode of D05.

The De-energisation Period for De-energise (HH PAYG) is as follows:

1. De-energise (HH PAYG) requests are carried out ~~must be~~ between 9am and 4pm Monday to Friday. Requests received outside of the De-energisation period will be rejected on MM117R with Reject Reason ODP – Outside De-energisation period
2. De-energise (HH PAYG) requests are not carried out on a weekend and the fixed date bank holidays. Requests received outside of the De-energisation period will be rejected on MM117R with Reject Reason ODP – Outside De-energisation period

The following validations will be performed on a De-energise (HH PAYG) request;

1. Where the MPRN Status is D or DR the message in its entirety will be rejected using the Rejection Reason **IMS** Invalid MPRN Status
2. Where the customer is a vulnerable customer on the Priority Services Register the message in its entirety will be rejected using the Rejection Reason **VUL** Vulnerable Customer
3. Where there has been a change to the Smart Data Service requested the message in its entirety will be rejected using the Rejection Reason **SCI** Smart Configuration Invalid
4. Where the request is for a customer with a CTF less than CTF04 the message in its entirety will be rejected using the Rejection Reason **ISR** Inconsistent Service Request
5. Where the request to de-energise is outside the de-energisation Period the message in its entirety will be rejected using the Rejection Reason **ODP** Outside De-Energisation Period
6. Where the request is for an MPRN which isn't MCC12 the message in its entirety will be rejected using the Rejection Reason **ISR** Inconsistent Service Request

7. Where the request is for an MPRN where a Whole Current Single Phase Smart Meter is not installed the message in its entirety will be rejected using the Rejection Reason **ISR** Inconsistent Service Request
8. Where there is an SoLR event in progress, the message in its entirety will be rejected using the Rejection Reason **LOC** Supplier of Last Resort Lock-In.

### **De-energise (HH PAYG) and Change of Supplier**

- De-energisation for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS is in progress. ESNB will action the request for De-Energisation for reason HH PAYG within the allowed De-Energisation period up to the date of CoS processing.
- De-energisation requests for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 that are received on the date of CoS processing will be rejected on MM117R with Reject Reason CIP - CoS in progress.
- De-energisation for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS with CoLE and/or MCC Change is in progress. ESNB will action the request for De-Energisation for reason HH PAYG within the allowed De-Energisation period up to the date of CoS processing.
- De-energisation requests for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 that are on the date of CoS with CoLE and/or MCC Change processing will be rejected on MM117R with Reject Reason CIP - CoS in progress

### **3.3 De-energise (Supplier Request, not NPA related) and De-energise (NPA related)**

The De-energisation Period is as follows:

- De-energise (Supplier Request, not NPA related) and De-energise (NPA related) requests are carried out between 9am and 4pm Monday to Thursday. Requests received outside of the De-energisation period will be rejected on MM117R with Reject Reason ODP – Outside De-energisation period.
- De-energise (Supplier Request, not NPA related) and De-energise (NPA related) requests are not carried out on a Friday, Weekends, Bank holidays or the day preceding a Bank Holiday. Requests received outside of the De-energisation period will be rejected on MM117R with Reject Reason ODP – Outside De-energisation period .
- De-energise (Supplier Request, not NPA related) and De-energise (NPA related) requests that can be completed remotely and via site visit will be rejected during the Christmas Moratorium period (as defined annually by CRU) on MM117R with Reject Reason IA – Invalid Action

The following validations will be performed on receipt of a De-energise (Supplier Request, not NPA related) and De-energise (NPA related) request that can be completed remotely:

- Where the De-energise (Supplier Request, not NPA related) and De-energise (NPA related) request to de-energise is outside the de-energisation period, the message in its entirety will be rejected using the Rejection Reason ODP Outside De-Energisation Period
- Where the De-energise (Supplier Request, not NPA related) and De-energise (NPA related) request is for a site with CTF less than CTF 04, a site visit will be scheduled to complete the De-energisation request.
- Where the De-energise (Supplier Request, not NPA related) and De-energise (NPA related) is for an MPRN where a Whole Current Single Phase Smart Meter is not installed, a site visit will be scheduled to complete the De-energisation request.
- De-energise (Supplier Request, not NPA related) and De-energise (NPA related) requests that can be completed remotely and via site visit will be rejected during the Christmas Moratorium period (as defined annually by CRU) on MM117R with Reject Reason IA – Invalid Action

### **3.4 De-energise (Service Removal) and De-energise (Customer Request)**

- De-energisation for reasons of De-energise (Service Removal) and De-energise (Customer Request) will be carried out on all working days, year round.

Where a site is De-energised remotely (Current Meter Point Status = 'DR'), and De-energisation is completed for reason of De-energise (Service Removal) or De-energise (Customer Request), the Meter Point Status will update to 'D' – De-energised.

### **3.5 Intermittent Comms**

Where a De-energise (Supplier Request, not NPA related) or D02 De-energise (NPA related) message is valid and due to communication unavailability, the following applies:

- Where the request to de-energise has failed due to communication issues a MM131 work status Message will issue with the 131 request status of R (Work is Rescheduled)

Where the De-energise (HH PAYG) message is valid and due to communication unavailability, the following applies:

- Where the request to de-energise has failed due to communication issues MM117R will issue with the Rejection Reason RCF Remote Change Failed

### **3.6 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.

### **3.7 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

### 3.8 Reading Processing for Non Interval sites for Same Day De-energisation and Re-energisation

#### Same Day De-energisation/Re-energisation - Remote

Where a Non Interval meter has been de-energised remotely and a request to re-energise has been received and carried out remotely on the same day the following will happen:

- Supplier will receive the MM106D confirming De-energisation
- Supplier will receive the MM106E confirming Re-energisation
- Supplier will receive the MM307 confirming the Re-energisation readings

Note the MM306 won't be sent in this instance

#### Same Day De-energisation/Re-energisation – Site Visit

Where a Non Interval meter has been de-energised via site visit and a request to re-energise has been received and carried out via site visit on the same day the following will happen:

- Supplier will receive the MM106D confirming De-energisation
- Supplier will receive MM306 confirming De-energisation readings
- Supplier will receive MM306W confirming withdrawal of De-energisation readings
- Supplier will receive the MM106E confirming Re-energisation
- Supplier will receive the MM307 confirming the Re-energisation readings

### 3.9 Reason for removal of supply

De-energise (Service Removal) should only be used where a full and permanent service removal is being requested. If a customer requires the service to be removed temporarily (for a renovation, build a garage etc) they should request a service alteration as per current process.

### 3.10 Priority Services Register (PSR) and Special Services Register (SSR)

Where a Supplier wishes to submit a de-energisation request for reasons of De-energise (Supplier request, not NPA related) or De-energise (NPA related), at any time during the year where MESN are held against the MPRN or during the winter months where CSSN are held against the MPRN, then the supplier should first remove the MESN and/ or CSSN by submitting an 013MM and once the MESN and/or CSSN have been removed then submit 017MM request to de-energise.

- Where a De-energise (Supplier request, not NPA related) request is received at any time of the year and there is an MESN attribute present on the MPRN, the MM017 request will be rejected in its entirety on MM117R with Reject Reason VUL
- Where a De-energise (Supplier request, not NPA related) request is received between November 1<sup>st</sup> and March 31<sup>st</sup> and there is an CSSN attribute present on the MPRN, the MM017 request will be rejected in its entirety on MM117R with Reject Reason VUL
- Where a De-energise (NPA related) request is received at any time of the year and there is an MESN attribute present on the MPRN, the MM017 request will be rejected in its entirety on MM117R with Reject Reason VUL
- Where a De-energise (NPA related) request is received between November 1<sup>st</sup> and March 31<sup>st</sup> and there is an CSSN attribute present on the MPRN from, the MM017 request will be rejected in its entirety on MM117R with Reject Reason VUL
- Where a De-Energise (HH PAYG) request is received at any time of the year and there is an MESN attribute present on the MPRN, the MM017 request will be rejected in its entirety on MM117R with Reject Reason VUL

#### **Note –**

- Vulnerable Customer Validations for De-energise (Supplier request, not NPA related) and De-energise (NPA related) apply to all Meter types
- No Vulnerable Customer validations occur where MM017 is received requesting De-energisation for reasons of De-energise (Service Removal) or De-energise (Customer request)

### 3.11 Required Date

#### **Required Date**

- Where the Required Date is blank on a MM017 De-Energisation request that can be completed remotely, the request will be completed on the date that the message is received if within the allowed de-energisation period, Where the request requires a site visit, the request will be completed according to existing SLAs.

- Where the Required Date is populated with the current date, on a MM017 De-Energisation request that can be completed remotely, the request will be completed on the same day, if received within the allowed de-energisation period. Where the request requires a site visit, the request will be completed according to existing SLAs.
- Where the Required Date is populated with a date in the future on a MM017 De-Energisation request that can be completed remotely, the request will be attempted from 9am on the Required Date, if the Required Date is within the allowed de-energisation period. Where the request requires a site visit, the request will be completed according to existing SLAs.
- Where the Required date is populated with a date in the past on a MM017 De-Energisation request that can be completed remotely, the Required Date will be ignored. The current date will be used to complete the request, where the current date is within the allowed De-energisation period. Where the request requires a site visit, the request will be completed according to existing SLAs.

### **Required Date and Appointment Date**

- Where the Required Date is blank, but the Appointment date is populated the Appointment Date will become the Required Date.
- Where the Appointment date and the Required Date are not the same, ESNB will attempt the De-Energisation on the Appointment date, if within the allowed De-energisation period.

## **3.12 Duplicate Requests**

- Where a De-energisation is in progress as a result of MM017 received from the Supplier, ESNB will reject any subsequent MM017 De-energisation request received on MM117R with Reject Reason IA – Invalid Action

## **3.13 Remote De-Energisation**

- Where a remote De-energisation has occurred and ESNB holds a valid mobile phone number for the Customer, ESNB will send a text message to the Customer to confirm
- Where a site has been remotely De-energised for a period of 6 months, ESNB will initiate a site visit to physically De-energise the site for safety reasons. Where a site is currently registered, the registered Supplier will be notified of the change in Energisation status from 'DR' (De-energise remote) to 'D' (De-energised) on MM106D (MPBREF will be blank in this scenario).
- Where a site visit De-Energisation with Meter Removal is completed:
  - o For NHH: MM106D and MM332 are sent to the Supplier.
  - o For HH: MM331 is sent to the Supplier.
 The Meter Point Status is updated to 'D'