

ESB Networks

Remote Switch Operation Guidance Document

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1 Purpose of Document

The purpose of this document is to provide information on the operation of remote switch functionality for Single Phase Whole Current Smart Meters.

This document describes:

- The eligibility criteria for the remote switch
- The hours of operation and retry periods.

This document should be read in conjunction with :

- MCR1218 Remote Operations
- MPD09 – Market Process for De-energisation
- MPD10 – Market Process for Re-energisation
- Meter Works Market Message Guide
- Comms Technically Feasible (CTF) Briefing Document
- Working Practice 35 Contingency Process for Smart PAYG

2 Remote Switch Eligibility

Remote Switch functionality enables eligible meter points to be disconnected and re-connected remotely following supplier request to de-energise or re-energise via Market Message 017 (MM017), without the need for a site visit by ESB Networks personnel.

Where a request to de-energise or re-energise meets the criteria for the remote switch set out below, ESB Networks will automatically attempt to carry out the request remotely within the processing windows set out in this document.

Where a request to de-energise or re-energise does not meet the criteria for the remote switch, ESB Networks will schedule a site visit to carry out the request as per usual process.

2.1 Eligible Meter Point Status Reason Codes

Requests to de-energise and re-energise that are received by ESB Networks via MM017 with the following Meter Point Status Reason codes are eligible to be carried out remotely:

- D01 (De-energisation for reason Not-NPA (Not Non-Payment of Account))
- E01 (Re-energisation for reason Not-NPA)
- E02 (Re-energisation for reason NPA (Non-Payment of Account)*)
- D05 (De-energisation for reason HH PAYG (Half-Hourly Pay as You Go))
- E05 (Re-energisation for reason HH PAYG)

**Note that re-energisation for reason NPA will only be carried out remotely where the MPRN has previously been de-energised with Meter Point Status Reason Code D02 (NPA (Non-Payment of Account)). The remote switch has not been enabled for D02 requests at time of writing pending CRU direction.*

2.2 Eligible MPRNs

Where a de-energisation or re-energisation request type is eligible for the remote switch, the MPRN must also meet the following criteria:

Meter Point Status Reason Code*	Meter Type	Comms Technically Feasible (CTF)	Meter Configuration Code	Meter Point Status at time request is submitted
D01 (De-energise (Supplier request, Not NPA))	Single Phase Whole Current Smart meter	04	MCC01, MCC02, MCC12 or MCC16	E
E01 (Re-energise (Not NPA related))	Single Phase Whole Current Smart meter	04	MCC01, MCC02, MCC12 or MCC16	DR
E02 (Re-energise (NPA related))	Single Phase Whole Current Smart meter	04	MCC01, MCC02, MCC12 or MCC16	DR
D05 (De-energise (HH PAYG))	Single Phase Whole Current Smart meter	04	MCC12	E
E05 (Re-energise (HH PAYG))	Single Phase Whole Current Smart meter	04	MCC12	DR**

*For further information on which Meter Point Status Reason code(s) are valid for a request to re-energise via MM017 based on the Meter Point Status Reason code indicated on the preceding request to de-energise, please refer to the Meter Works Market Message Guide, Appendix 4.

**Note that where a request to de-energise for reason HH PAYG is in progress with ESB Networks for an MPRN (i.e. the meter point status is still E but the request has been initiated, meaning that as per MPD10 Supplementary Information the request cannot be cancelled if the Supplier submits a withdrawal via MM017) and a subsequent request is received to re-energise for reason HH PAYG, the request to re-energise will be held by ESB Networks until the request to de-energise has completed processing. ESB Networks will then process the re-energisation request.

3 Hours of Operation and Retry Periods

3.1 Allowed De-energisation Period

This is the period during which a valid request to de-energise via MM017 will be accepted and processed by ESB Networks. While the allowed de-energisation period applies to both site visits and remote, the processing windows and re-try periods below apply specifically to remote

requests, which by their nature are carried out within a very short period from receipt of a valid request by ESB Networks.

Requests received outside of the allowed de-energisation period will be rejected via MM117R with reason “ODP” (Outside De-energisation Period.). A new valid request will then need to be submitted within the allowed de-energisation period.

The specific processing period is determined by the Meter Point Status Reason Code on the requesting MM017.

Remote De-energisation Processing Period	
D01 (De-energise, Supplier Requested Not NPA)	9am - 4pm, Mon – Thurs*
D05 (De-energise, Smart PAYG)	9am - 5pm, Mon – Fri**

*D01 – excludes public holidays.

**D05 – excludes weekends and fixed public holidays.

3.2 Remote De-energisation Retry Period

Where a remote de-energisation is not completed successfully on the first attempt, ESB Networks will continue to re-try the remote request for a specific period as set out below. A maximum number of attempts will be carried out within this period.

The number of re-tries is dependant on the request reason code and re-tries will only be attempted with processing periods above. Where the full re-try period has not elapsed within the relevant processing period, the re-try period will pause and resume from 9am the following day.

Remote De-energisation Retry		
Meter Point Status Reason Code on MM017	No. of attempts	Retry period
D01 (De-energise, Supplier Requested Not NPA)	12	6 hours
D05 (De-energise, Smart PAYG)	4	2 hours

- Where a D01 request is not carried out successfully within the re-try period, a site visit will be scheduled to de-energise. The registered Supplier will receive a MM131 advising them that the work has been rescheduled.
- Where a D05 request is not carried out successfully within the specified re-try period, the request will be rejected in its entirety via MM117R with Reject Reason Code RCF (Remote Change Failed).

Please refer to Working Practice 35 for further information on contingency management for Smart PAYG.

3.3 Remote Re-energisation Processing Period

This is the period during which a valid request to Re-energise via MM017 will be accepted and processed by ESB Networks.

The specific processing period is determined by the Meter Point Status Reason Code on the requesting MM017 .

Remote Re-energisation Processing Period	
E01 (Re-energise, Not NPA)	9am - 9pm*, 7 days
E05 (Re-energise, Smart PAYG)	24 x 7 days

**Please refer to section 3.4 below for further information*

3.4 Remote Re-energisation with CoLE (E01 only)

All requests to re-energise via MM017 with Meter Point Status Reason E01 (Re-energise, Not NPA) require a Change of Legal Entity (CoLE) to be indicated on the request. ESB Networks require 30 minutes from receipt of a valid MM017 with Meter Point Status Reason E01 to process the CoLE, to allow for potential duplicate requests.

As a result of this where a MM017 with Meter Point Status Reason E01 that is eligible to be carried out remotely is received by ESB Networks at or after 8.30pm, the remote re-energisation processing period will have elapsed and the remote re-energisation will be attempted from 9am the following day. Market participants are advised to allow sufficient time for a request to re-energised to be received and processed by ESB Networks.

3.5 Remote Re-energisation Retry Period

Where a remote re-energisation is not completed successfully on the first attempt, ESB Networks will continue to re-try the remote request for a specific period as set out below. A maximum number of attempts will be carried out within this period.

Note that a shorter retry period applies to requests to re-energise with Meter Point Status reason E05 (re-energise, Smart PAYG) due to the nature of the request; where a site visit is required, this will be prioritised for scheduling.

Remote Re-energisation Retry		
Meter Point Status Reason Code on MM017	No. of attempts	Time period
E01 (Re-energise, Not NPA)	12	6 hours (see further information below)
E05 (Re-energise, Smart PAYG)	4	2 hours (see further information below)

- Where a remote re-energisation request is not carried out successfully within the re-try period, a site visit will be scheduled to exchange the meter and re-energise the meter point.
- Re-tries for re-energisations with Meter Point Status Reason E01 (Not NPA) will not be made beyond 11pm. Where the full re-try period has not elapsed by 11pm, the re-try period will pause and will resume at 9am the following day.
- Re-tries for re-energisations with Meter Point Status Reason E05 (Smart PAYG) are attempted on a 24/7 basis. Site visits for Smart PAYG re-energisations that cannot be carried out remotely are carried out 9am to 8pm, seven days per week. Where a request is in re-try outside of the site visit window, ESB Networks will continue to attempt to re-energise the meter point remotely until 9am the following day.
- Please refer to Working Practice 35 for further information and scenarios relating to contingency management for Smart PAYG.