Work Practice ID	Title	Type	Status
WP 0019	***Keypad Meters***	*WA*	*FINAL*

Date Raised		Implementation Date	20/10/2011

Change History			
Version	Date	Comment	Checked by
0.1		Initial Draft	RMDS
0.2		Second Version following Market Participant workshops	PMP
1.0		Final version for publication to Retail Market Participants	RMDS
2.0		Changes due to technical elements of solution	PMP
3.0	17.10.2011	Small change made to CoS process during MP formal WP signoff. MPs agree to sign off on condition of 1 sentence added to section 4.1.2. Format of template changed but content remains unaffected.	RMDS
4.0	23.04.2019	Change of Supplier Business Rules and Assumptions amended for Cooling off Cancellations	RMDS
5.0	19.08.2020	Process step 16 In home keypad' – changed to read "main meter keypad" Section 4.4 Scenarios 1 & 2 updated Prepay to Credit Note processes References to CER changed to CRU	RMDS
5.1	27.06.2025	Introduction and Customer Eligibility updated to reflect current position following release of Market Schema version 14.00.00 and CRU Smart PAYG Policy Decision Paper (CRU21109)	ESBN

Identification of Retail Market Design Baseline Products Impacted
Market Design Documentation is only changing for Prepayment scenarios. All other Market processing will remain as is. The following MPDs have been impacted by the prepayment solution in the sense that prepayment steps have been added to existing processes which remain the same. MPD 01 CoS NQH V9.0 MPD 09 De-Energisation v9.0 MPD 10 Re-energise v9.0 MPD 11 Changes to Meter Configuration v9.0 MPD 12 Meter Problems & Damage v9.0 MPD 25 Change of Legal Entity v9.0

Table of Contents

Reason for Working Practice

1 Introduction

1.1 Scope

~~It has been decided that pending the introduction of SMART metering, an interim prepayment solution ("Keypads") will be introduced that will be available to all market participants by Q4 2011. This Working Practice has been prepared to that end.~~ This Working Practice was prepared to introduce an interim prepayment solution ("Keypads") available to all market participants by Q4 2011. It was anticipated at the time of drafting this Working Practice that Smart PAYG would eventually supersede the Keypad Meter solution, however following the go-live of Market Schema version 14.00.00 in November 2024 and the subsequent launch of Smart PAYG services in the retail electricity market in January 2025, both prepayment solutions are now available to customers.

As per the CRU Smart PAYG Policy Decision Paper (CRU21109), Smart PAYG is a prepayment service enabled by ESB Networks' smart meters and is offered as an additional smart service, not a direct replacement for existing prepayment meters. Over time, Smart PAYG may replace some legacy solutions such as the ESB Networks keypad meters that are the subject of this Working Practice, however both options remain available for customers in financial hardship at time of writing.

This Working Practice details the manual processes and all changes to existing processes which have arisen through the introduction of the Keypad Meter solution. It must be noted that the solution has been implemented through the introduction of the Keypads, new technology to support the keypads and manual process changes. No change to the existing central market systems has taken place. The proposed solution involves the replacement of the existing credit meter with a Keypad Meter with the dual functionality of both prepayment and meter of record.

Existing market processes have, where necessary, been modified to accommodate the introduction of keypad meters. In most cases the modifications have taken the form of additional parallel steps or sub-processes which facilitate the addition of the keypad meters. Every attempt has been made to maintain the existing market steps and processes and simply include additional parallel activities to facilitate the new technology. The following list includes all existing market processes where changes have taken place as well as the new processes which have been developed due to keypad meters.

1. Change of Supplier
2. Change Tariff Configuration Code & Debt
3. Installation of Keypad Meter
4. Re-configuration of Keypad Meter (prepayment to credit and credit to prepayment)
5. Change of Legal Entity
6. MCC Change
7. Fault Exchange
8. De-energisation
9. Re-energisation

Reason for Working Practice

The purpose of WP019 is to encapsulate all market relevant changes that have arisen out of the introduction of the keypad prepayment solution. The document will need to be signed off by all MPs. MPDs may be updated with changes from WP019 post implementation.

2 Core Assumptions and Business Rules applicable to prepayment

1	Keypad meters are intended for domestic customers in financial hardship only
2	Keypad meters will only be installed for sites which have a DUoS group of DG1 or DG2
3	Keypad meters will only be installed for customers where MCC = MCC01*
4	Keypad meters will not be installed for medically vulnerable customers
5	Keypad meters will not be installed for domestic microgeneration sites (i.e. import export QH metering)
6	Allocation of numbers of eligible customer per supplier has been decided by CRU and corresponds to Supplier market share.
7	Market participants have a licensed version of Liberty Client, a valid IIN and an agreement with an RNSP
8	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.
9	Treatment and status of debt and debt recovery rates are governed by a CRUdecision paper currently out for consultation.

3 Definitions and Glossary of Terms

Secure Meters	Vendor supplying Keypad Meters
Liberty Client	Database and software that hold customer data and generates and communicates vend codes to an RNSP terminal.
Eligible Customer	In a prepayment context, an eligible customer is one who meets all criteria laid out for the application of a Prepaid Meter. The criteria include: – Criteria and guidelines as set out in all relevant CRU directions – Standard domestic installation – Readily accessible meter position (i.e. inside the home or directly adjacent on exterior wall near front door) – 24hr flat rate: MCC01* – DG1 or DG2 – Will not be a Microgen or Medical Flag (etc) customer/site. *In exceptional circumstances a keypad meter may be installed for customers in financial hardship where MCC = MCC16/12 i.e.

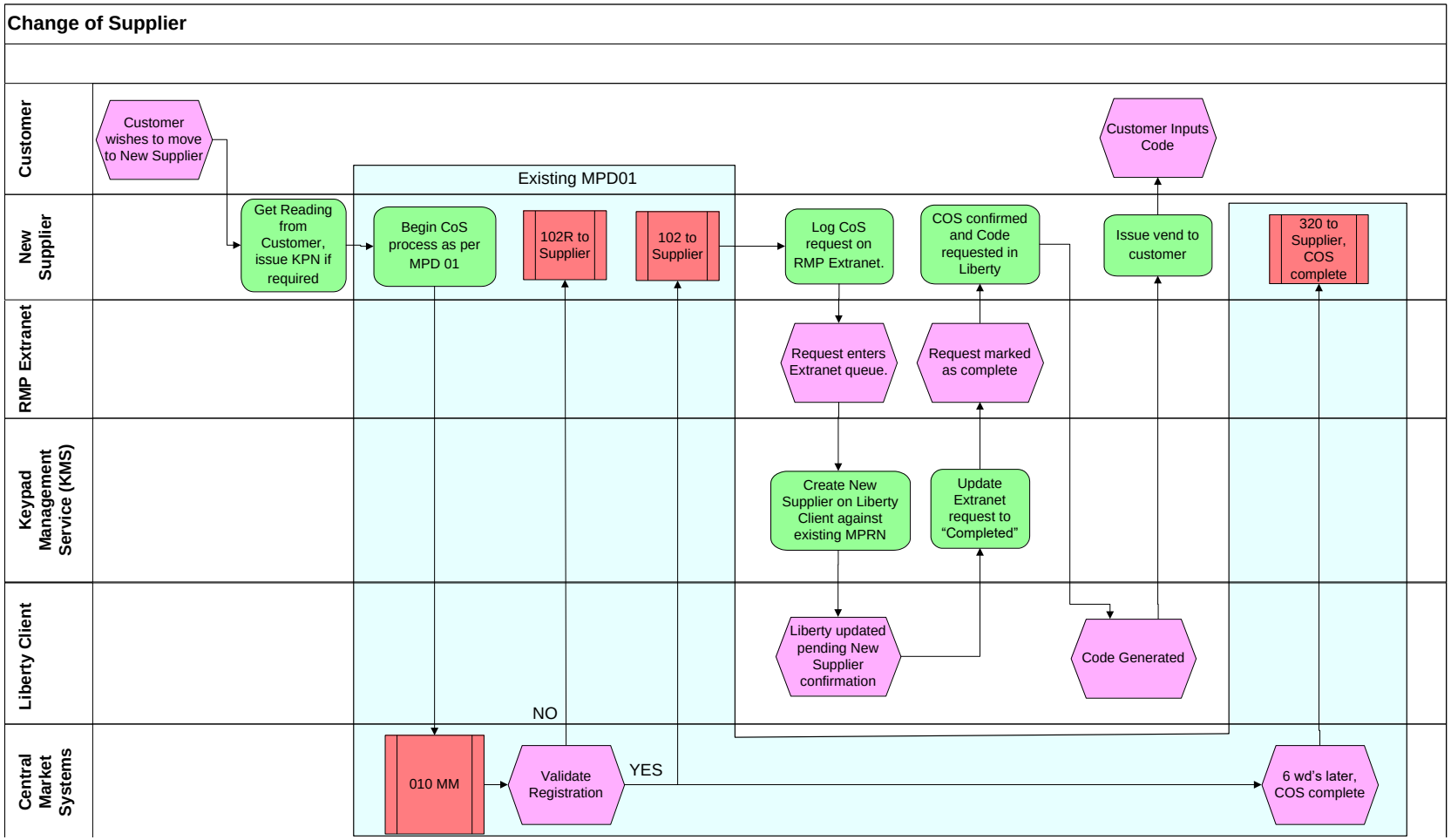
Reason for Working Practice

	• Where the CTF level at the site does not support the remote switch which is a requirement for Smart PAYG, or • The customer is MCC16 and does not consent to sharing their HH interval data.
TCC	Tariff Configuration Code
KPN	Keypad Number. The premise number assigned to a customer in Liberty Client.
secure FTP	Secure File Transfer Protocol
KMS	Keypad Management Services – the organisation within ESBN receiving requests from Suppliers relating to Keypad meters
NT	Network Technician
Premise No	A Supplier assigned identifier associated with a customer in Liberty Client
RNSP	Retail Network Service Provider – a payment agent or network of payment agents who receive and process payments and distribute vend codes to customers (e.g. Paypoint, Payzone etc)
IIN	Issuer Identification Number

Working Practice

4 Procedure Description

4.1 PP01: Change of Supplier



4.1.1 Process Description

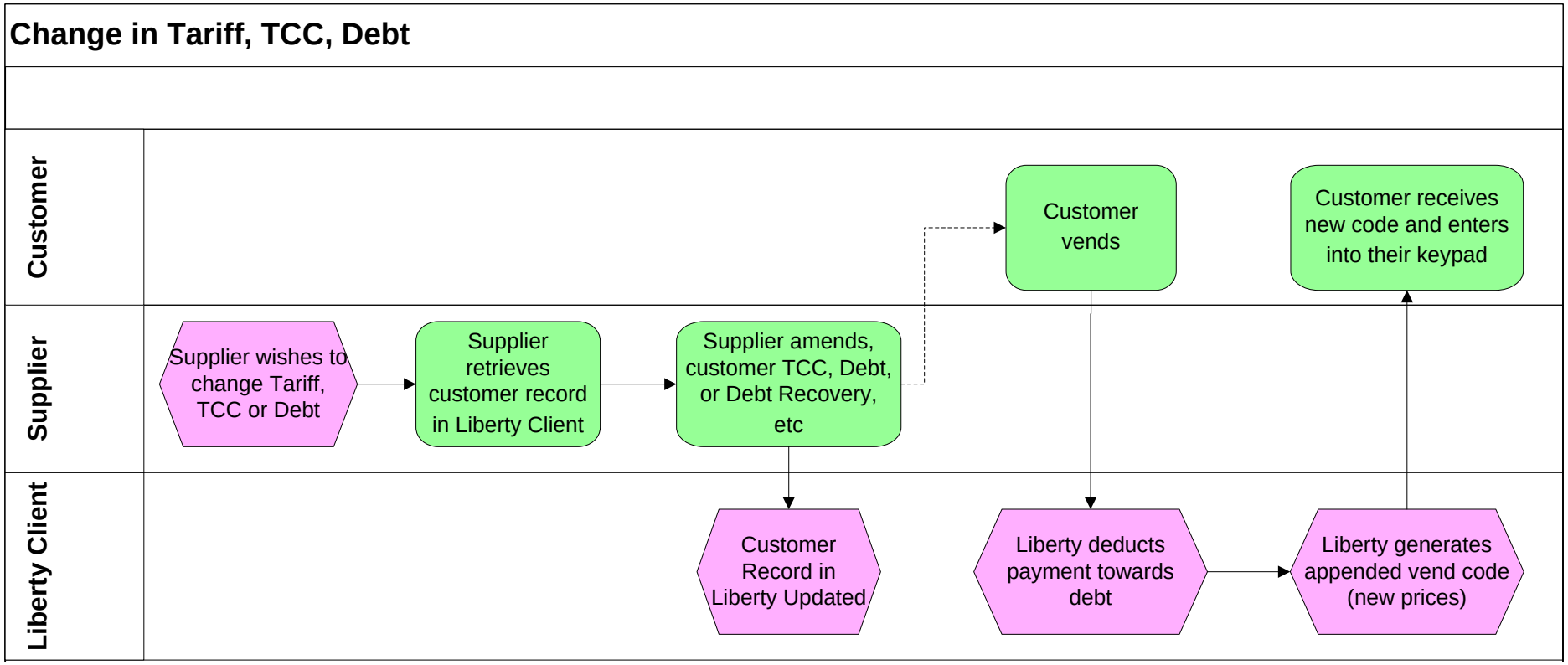
Process Step		Role	Process Step Description	Interface
1	Customer Contacts Supplier	Customer	Customer contacts New Supplier or agrees with New Supplier to sign up as their customer	
2	Supplier provides Customer with new KPN	Supplier	The New Supplier provides customer with a KPN and dispatches ID card (KPN card) if required • The KPN will be based on the customer's existing KPN. Use "Predict KPN" function in Liberty Client to generate the new number.	
3	CoS Process proceeds as per MPD 01	New Supplier	COS process is initiated with an 010MM as per existing MPD01; subject to the following: • Supplier should specify a customer reading in the message. This will facilitate Customer vending and DUoS billing to align as best as is practicable. If no customer read supplied, supplier must indicate that an estimated reading is acceptable. • Erroneous transfers can be handled in the normal fashion as there is no Liberty Client component. The Supplier registering the customer erroneously will not be in receipt of the Customer's vends. • Cancellation or Reversal of Change of Supplier process where the Supplier has not confirmed the COS record or generated an initiation code in Liberty Client can be handled through existing market processes. The COS will not be effective in Liberty Client until the initiation code has been generated by the Supplier. • Cancellation or Reversal of Change of Supplier process where the Supplier has already confirmed the COS record and generated the initiation vend code in Liberty Client is to be handled as a COS process via MPD01 with the Old and New Supplier roles reversed. Cancellations will not take place during a 20 working day period after the initial CoS (320 sent) completes. • If it is determined that a change of legal entity is applicable, the 010 MM is sent with flag COLE = Y.	
4	Validation of 010MM as per MPD01	Central Market System	010 received and validated. 2 outcomes	
4a	YES: 010 is valid	CMS	102MM issued to new supplier. Go to step 5	
4b	NO: 010 is not valid	CMS	102RMM issued to new supplier. The CoS process will not continue via the CMS – end of process	

Process Step		Role	Process Step Description	Interface
5	"Register a New Customer" Request logged on RMP Extranet	New Supplier	Once the new supplier has received a 102MM, they will log the request for a CoS on the extranet (select "Register a New Customer"). This enables the COS process to take place on the Liberty Client. The details that must be on the extranet request are: • MPRN • TCC • Customer Name Optional: • New Premise Number (KPN) If this step is not completed the following issues will occur: **Issue for Supplier:** The CoS will complete as per MPD01 but the new Supplier will not have been set up on the Liberty Client. The new Supplier will be billed for the energy used but won't receive any corresponding revenue from the customer.	
6	New Supplier Registered on Liberty Client against existing MPRN	KMS	The request created by new supplier on extranet enters a queue. KMS retrieves the customer record and applies the details to that record as provided in the extranet request. KMS create COS record in Liberty client. The COS record should now be available to the new supplier to confirm in their Liberty Client instance.	
7	Extranet updated to Completed	KMS	Once the customers record has been updated in Liberty Client, the original request on the extranet (above) is marked as COMPLETED.	
8	Customer contacts Supplier (e.g. when new card arrives)	Customer	The customer should contact their New Supplier to activate their new KPN card or receive an Initiation Code for their meter	
9	Supplier confirms COS and generates initiation code	Supplier	Supplier confirms the COS record and generates COS initiation code in Liberty Client (Use "Change of Supplier" Transaction). The generation of the code completes the COS process in Liberty Client and the new KPN valid from this point on	
10	CMS completion	Central Market systems	Central Market Systems after 6 working days (16 working days automatically if an objection received) will complete the COS process with a 320 MM sent. The process will retrospectively complete to the date the 010 MM was issued, using the Supplier provided customer reading. The New Supplier will be liable for DUoS from the date the 010 was sent.	

4.1.2 Business Rules and Assumptions

No	Item
1	The customer already has a Keypad meter installed in their premises.
2	**Cancellations or Reversals:** Once the 010MM has been issued, Objections from the Old Supplier do not inhibit the COS process from automatically completing, merely delaying its completion. Should the New Supplier decide that subsequent to confirming the COS and generating the initiation code in Liberty Client and an Objection from the Old Supplier; a Cancellation or Reversal is valid, this will be handled as a COS process (as per MPD01) with the Old Supplier and New Supplier reversing roles for these prepayment customers. This will minimise the disruption to the customer and remove ambiguity as to which vending card they should be using. This is a consequence of using Liberty Client which does not share the reversible features of the existing Central Market Systems. The customer needs to be registered to the Supplier who is currently paying the Use of System and Consumption charges for the vends the customer makes. Should the New Supplier decide that subsequent to an Objection from the Old Supplier, but prior to confirming the COS and generating the initiation code in Liberty Client, that a Reversal or Cancellation is valid, normal market procedures shall be observed. As no changes have occurred in Liberty Client, the customer will continue to vend with their existing card and Supplier.
3	**Erroneous Transfers:** Should a Supplier erroneously request a customer who is a prepayment customer (the Supplier intended to register a non-prepayment customer), that Supplier will not be issuing a COS request via the RMP Extranet. In that event, KMS will not transfer the customer to the New Supplier. The Central Market Systems without intervention will transfer the customer to the New Supplier. This will mean the New Supplier is liable for consumption and DUoS as per MPD01, but is not in receipt of customer vends. A reversal executed due to an erroneous transfer can be executed in the normal fashion as per existing MPD's. The consumption and DUoS will correct to the Old Supplier as per current market processes. The customer on the ground is none the wiser and continues to vend as normal unimpeded. Erroneous transfers for a prepayment customer where the Supplier also issues an RMP extranet request are unlikely to happen for the following reasons: • The customer will need to submit a reading to the New Supplier. • The customer will receive a new ID Card. • The customer may need to perform Retained Credit or another vend code transaction with the New Supplier Therefore the customer is likely to be aware that they are in the midst of changing their Electricity Supplier. The request in this scenario is unlikely to be found to be erroneous.
4	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.
5	If Liberty Client errors occur during the CoS process the Market Participant must contact KMS.
6	**Cooling off cancellations :** Once the cancellation confirmation (MM111L) has been received then the old Supplier should log registration request on the RMP extranet to ensure that the liberty system is aligned.

4.2 PP02:Change Tariff Configuration Code & Debt



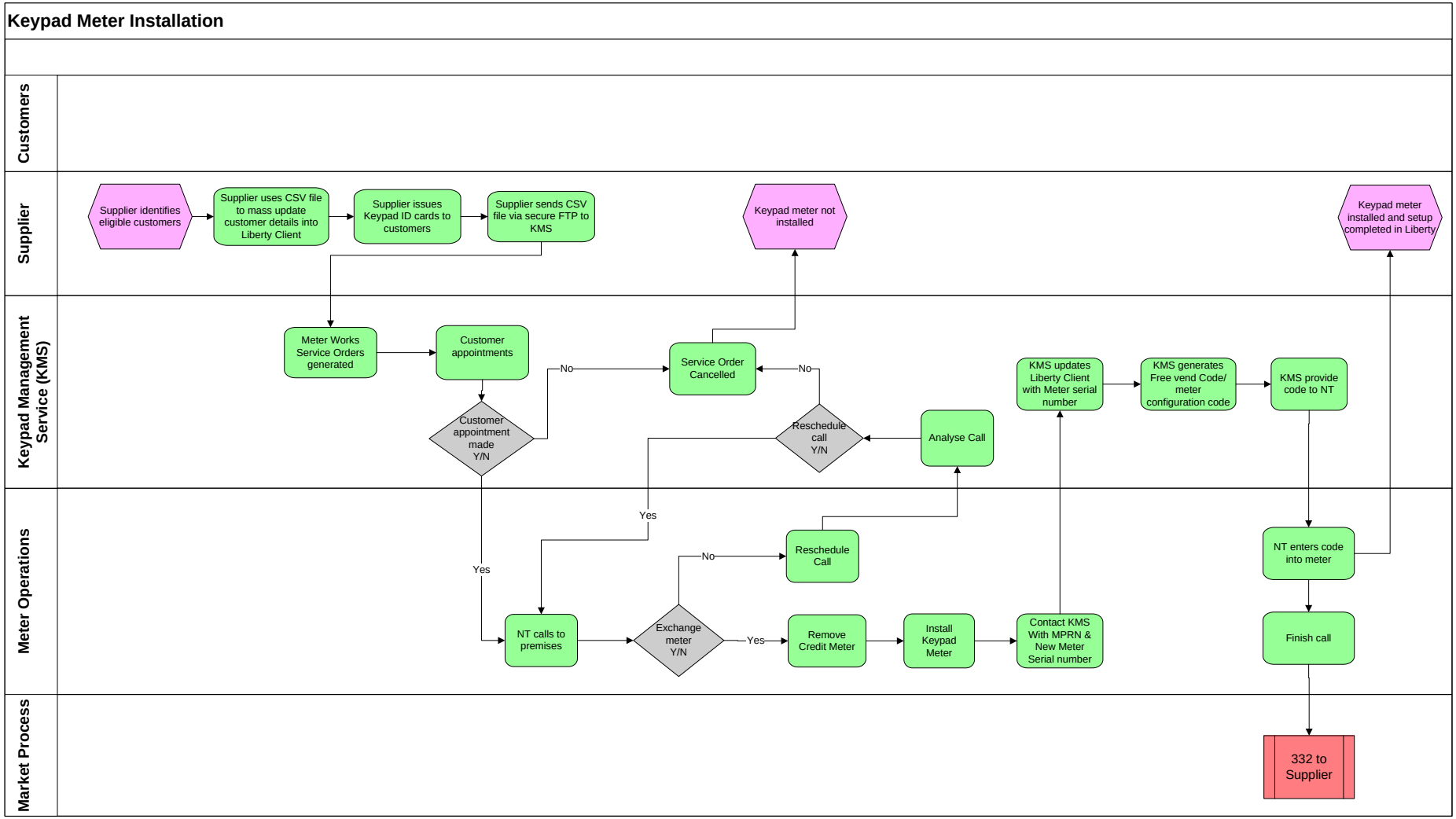
4.2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Supplier wishes to change Tariff, TCC or Debt, etc	Supplier	The supplier wishes to change the tariff configuration, the tariff, the debt or debt recovery rate for a customer.	
2	Retrieve record	Supplier	The supplier retrieves the customer record in the Liberty client.	
3	Record amended	Supplier	The supplier amends the record in the Liberty Client. The following data can be amended • TCC • Debt • Debt Recovery Rate • Tariff prices	
4	Customer Vends	Customer	The customer vends. The Liberty Client will deduct payment towards debt for the specified debt recovery rate in Liberty Client.	
5	New vend code generated	Liberty Client	The Liberty Client will generate a new vend code which is longer than normal. The vend code will relate to a new price and/or new details that were updated in Liberty Client.	
6	Customer enters new code into meter	Customer	The customer receives the new code and enters this into the meter. The meter will be updated with the new data which was changed in Liberty Client.	

4.2.2 Business Rules and Assumptions

No	Item
1	The TCC must be consistent with the MCC it is defined for. Initially only MCC01 is proposed. Therefore all TCC's must adhere to the MCC01 structure. MCC01 is for 24 hour flat rate customers. The TCC rates and registers structure must be priced and applied to customers accordingly. If more than one price rate exists in that structure, all prices must be equal.
2	The debt recovery rate is governed by a CRU decision paper currently out for consultation.
3	The handling of the status and definition of debt is governed by a CRU decision paper currently out for consultation.

4.3 PP03: Installation of Keypad Meter



4.3.1 Process Description

Process Step		Role	Process Step Description
1	Supplier identifies eligible customers	Supplier	Supplier identifies eligible customers and get customer agreement to the installation of a Keypad Meter in their premises
2	Customer set up in Liberty Client	Supplier	Supplier using a CSV file performs mass update of the following customer details into Liberty Client. This is a standard function of the Liberty Client software. o Name & Address o MPRN o Keypad ID Card Number (Premises Number) o TCC o Debt (optional, can be set at a later date) o Debt recovery rate (optional, can be set at a later date)
3	Supplier provides customer with Premise Number ID Card	Supplier	Supplier will advise the customer of the KPN and arrange to issue the KPN card to the customer
4	Supplier sends CSV file to ESBN	Supplier	Supplier will send a corresponding CSV file via a secure FTP to ESBN providing the following detail o MPRN o Contact Phone Number
5	Creation of Meter Works Service Orders	KMS	KMS will create a Meter Works Service Order for each MPRN to exchange the existing meter and replace it with a Keypad Meter
6	Customer appointments	KMS	KMS will contact customers and agree an appointment date to carry out the exchange. In the event that the customer cannot be contacted or refuses/unable to make a suitable appointment the Meter Works Service Order will be cancelled
7	Supplier advised of Cancellations	KMS	KMS will send a report to each Supplier of MPRN's where the Meter Works Service Order is cancelled. The report will be sent via the secure FTP mechanism.
8	Schedule calls	KMS	KMS will schedule calls with appointments

Process Step		Role	Process Step Description
9	NT calls to premises	NT	NT calls to the premises and determines if the meter can be installed, there are a number of reasons why this may not be possible ○ No access ○ Meter Location unsuitable ○ Customer Electrical Installation not up to agreed safety standard In these circumstances the NT will reschedule the call.
10	KMS Analyse Service Order	KMS	KMS will analyse reason why the meter could not be installed, If another call is deemed appropriate KMS will contact the customer and arrange another visit. In other circumstances the call will be cancelled and the Supplier advised in the report
11	Meter exchanged	NT	When the meter has been exchanged the NT will contact KMS and advise them of the new Meter Serial Number. As per normal meter exchange, a meter reading will be taken on old meter and on new meter.
12	Update Record in Liberty Client	KMS	KMS will access the customer record in Liberty Client and update the record with Meter Serial Number
13	KMS creates Initial Free Vend	KMS	KMS creates Initial Free Vend code in Liberty
14	Generate code	Liberty	Liberty Client generates a transaction code. The code has two purposes ○ configure the meter in line with TCC in Liberty Client ○ create an initial credit amount on the meter
15	KMS provides Code to NT	KMS	KMS provides the NT with the transaction code
16	Code entered into meter	NT	The code generated by Liberty Client is entered into the meter by the NT via the main meter keypad, this code will configure the meter & create the initial credit on the meter
17	Market Message	ESBN	Upon finishing the call, Networks will automatically issue a 332MM to the Supplier. This will inform the Supplier that the Keypad Meter has been successfully installed

4.3.2 Assumptions, Pre-requisites and Business Rules

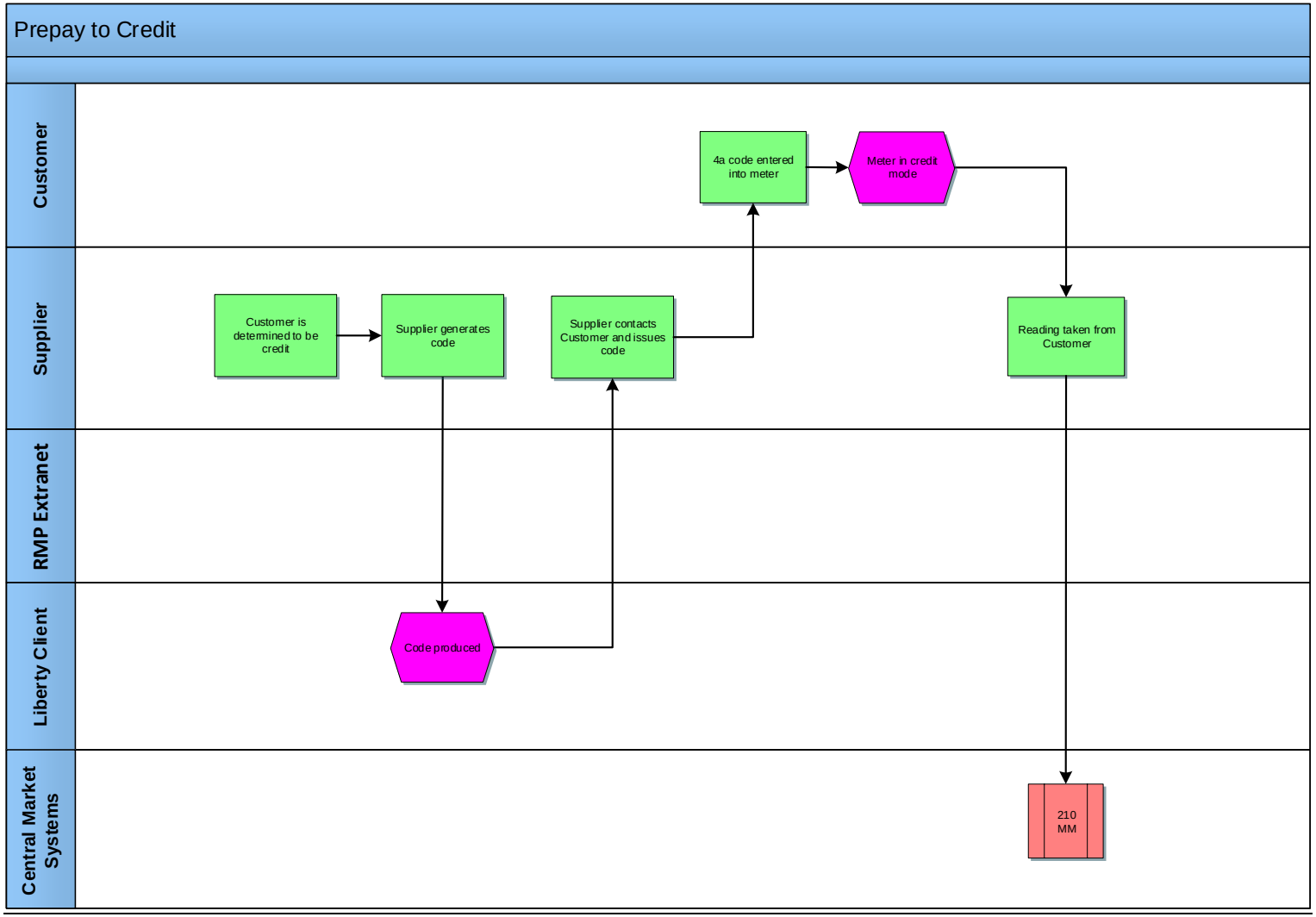
No	Item
1	Supplier has agreement with customer to have a Keypad Meter installed at their premises
2	Before Keypad Meters are installed they must first be loaded into Central Market Systems by ESBN
3	Keypad Meters must be loaded into Liberty Client by Secure
4	Site must have existing meter which is energised
5	Supplier requesting installation of the Keypad Meter must be the registered Supplier for that MPRN
6	DUoS group must be DG1 or DG2
7	MCC must be MCC01
8	What happens when a Keypad is not installed? • Following creation of the Meter Works Service Order there are a number of situations when the Keypad may not be installed in the customers premises. o Prior to Service Order being scheduled a) KMS unable to make contact with customer to agree an appointment b) Customer refuses to agree an appointment date or unreasonably delays appointment. **Outcome:** ▪ The Service Order will be cancelled. The Supplier may commence the process again in the future from the first step. o Meter Works Sevice Order scheduled a) NT calls to premises but unable to get access – **Outcome:** ▪ The NT will • Reschedule call • Contact KMS and advise them of the situation ▪ KMS will attempt to contact the customer, if the situation is not resolved within 5 working days KMS will • Cancel the Service Order • KMS will advise Suppliers of cancelled orders in a report. ▪ The Supplier may commence the process again in the future from the first step. b) NT gets access to meter position but is unable to exchange the meter due to • Meter Location unsuitable • Customers Electrical Installation not up to standard **Outcome:** ▪ In this situation the NT will • Reschedule the call

No	Item
	• Contact KMS and advise them of the situation. • Where the customers installation is not up to agreed safety standards the NT will leave a safety letter with the customer ▪ KMS will in these situations: • Cancel the Service Order • KMS will advise Suppliers of cancelled orders in a report.
9	Suppliers will be notified of Meter Exchange Details as per existing process. That is, they will receive a 332 MM once CMS has been updated with the details of the meter exchange. The 332 will contain details of the newly installed meter.

4.4 PP04: Re-configure Keypad Meter

4.4.1 PP04a: Scenario 1: Prepay to Credit mode

4.4.1.1 Process Flow


Prepay to Credit
Customer
Supplier
RMP Extranet
Liberty Client
Central Market Systems
4a code entered into meter
Meter in credit mode
Customer is determined to be credit
Supplier generates code
Supplier contacts Customer and issues code
Reading taken from Customer
Code produced
210 MM

4.4.1.2 Process Description

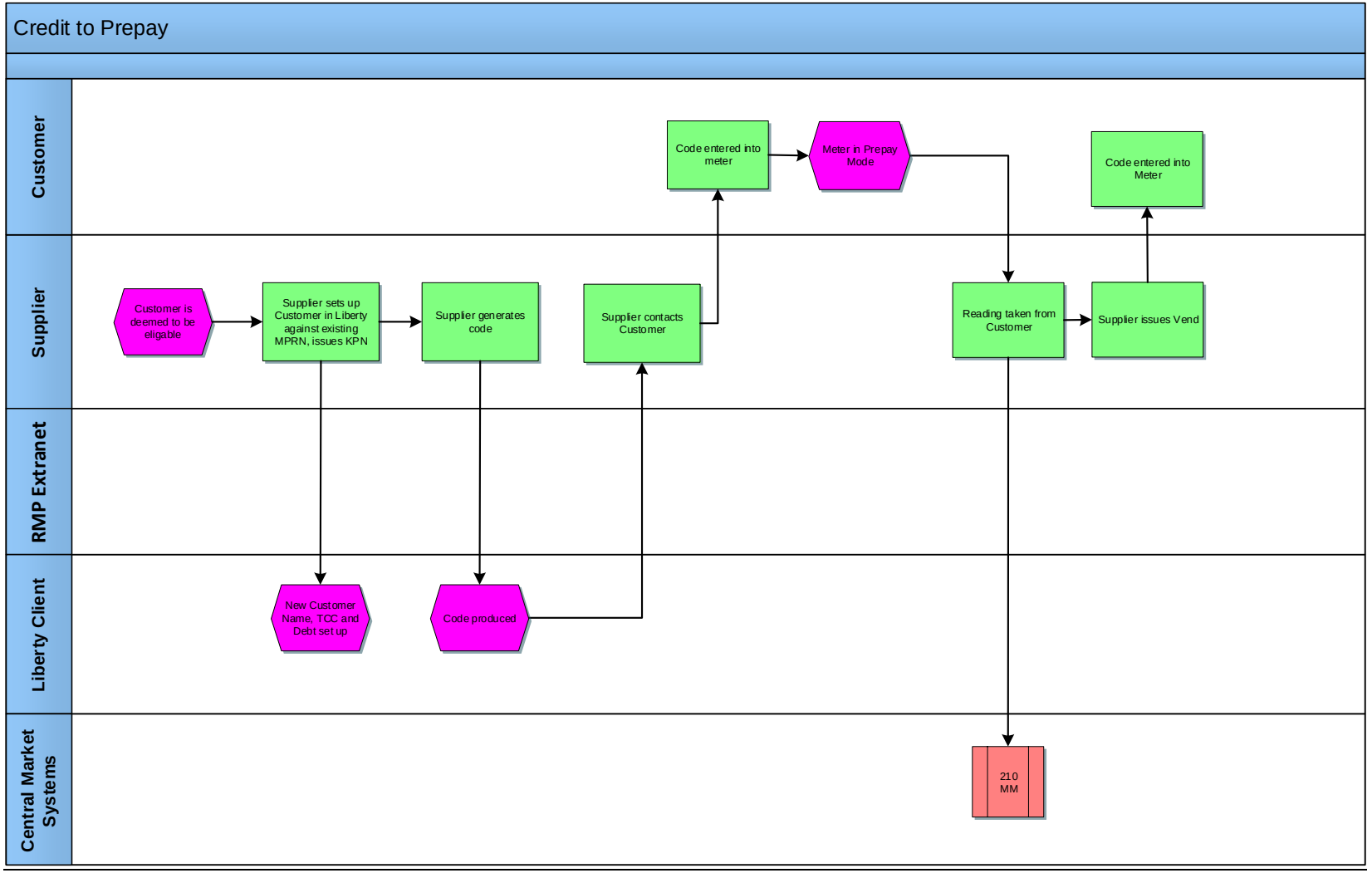
Process Step		Role	Process Step Description Interface
1	Customer identified as “credit”	Supplier	A customer is to be a “credit” customer
2	Generate code	Supplier	Supplier generates code
3	Supplier contacts customer	Supplier	Supplier contacts customer and gives code to the customer
4	Input code	Customer	Customer inputs code to configure meter to Credit mode
5	Customer reading	Supplier	Supplier obtains a reading from the meter and generates a 210MM

4.4.2 Business Rules and Assumptions

No	Item
1	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.

4.4.3 PP04b: Scenario 2: Credit to Prepay mode

4.4.3.1 Process Flow



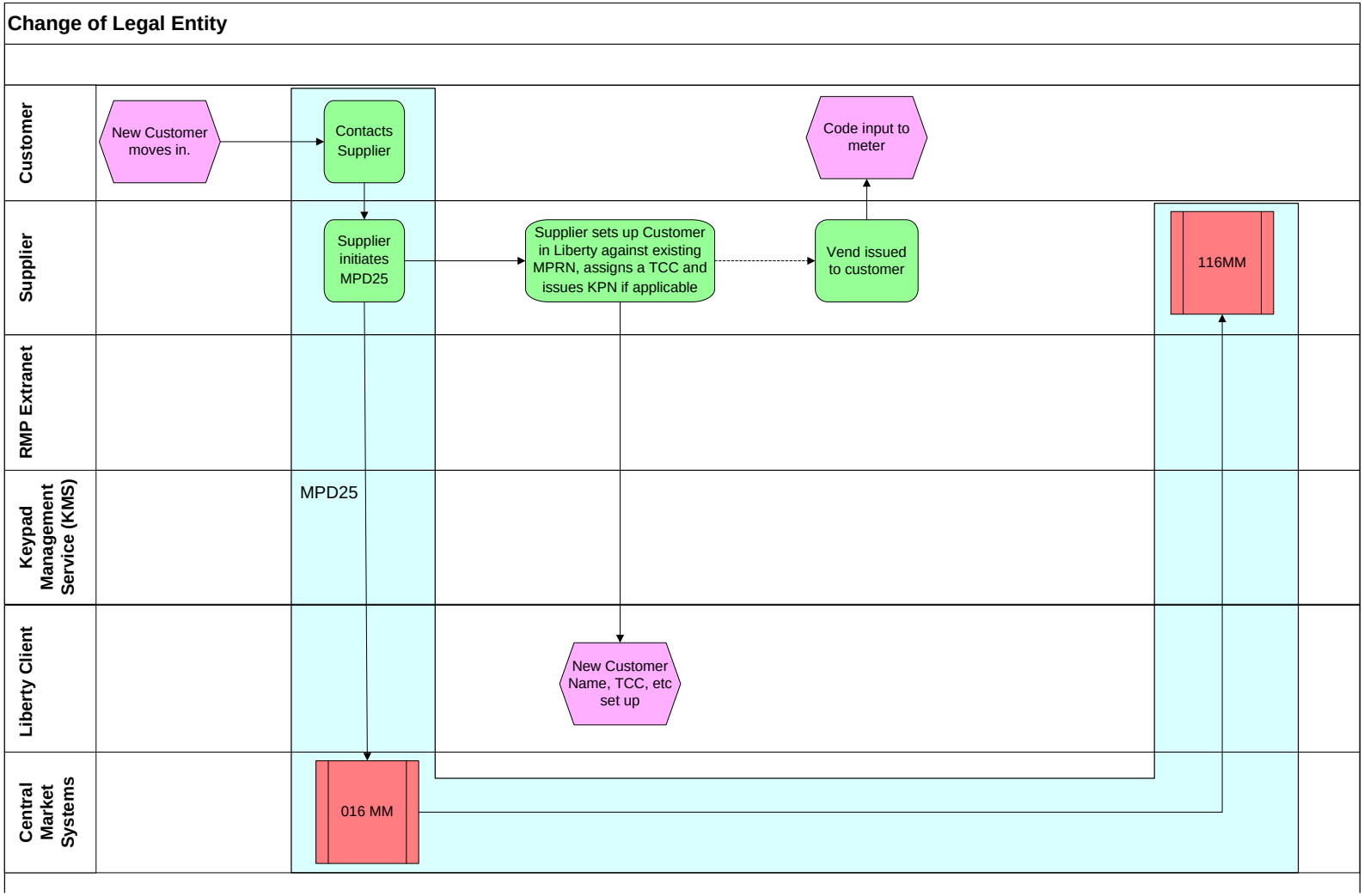
4.4.3.2 Process Description

Process Step		Role	Process Step Description Interface
1	Customer identified as eligible	Supplier	A customer qualifies as eligible for a prepayment meter.
2	Liberty Client update	Supplier	Supplier sets up customer in Liberty Client against existing MPRN and issue Premise Number ID Card
3	Generate code	Supplier	Supplier generates code
4	Supplier contacts customer	Supplier	Supplier contacts customer and gives code to the customer
5	Input code	Customer	Customer inputs code to configure meter to Prepay mode
6	Customer reading	Supplier	Supplier obtains a reading from the meter and generates a 210MM

4.4.4 Business Rules and Assumptions

No	Item
1	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.

4.5 PP05: Change of Legal Entity



4.5.1.1 Process Description

Process Step		Role	Process Step Description
1	New Customer moves in	New Customer	The new customer (legal entity) moves into the premises which currently has a prepayment meter contact the supplier
2	CoLE process proceeds as per MPD25	Supplier	CoLE process is initiated with a 016MM as per MPD25
3	Customer updated in Liberty	Supplier	Supplier sets up customer in Liberty against existing MPRN, assign a TCC and issue a Premise Number ID Card where applicable
4	Liberty updated	Supplier	Liberty Client updated with customer details
5	Vend code issued	Supplier	The Supplier provides a vend code to the customer for input to the meter
6	CMS completion	Central Market System	On completion of the CoLE process a 116MM will issue to the Supplier to confirm that the Change of Legal Entity at the Meter point as requested by the Supplier has been completed

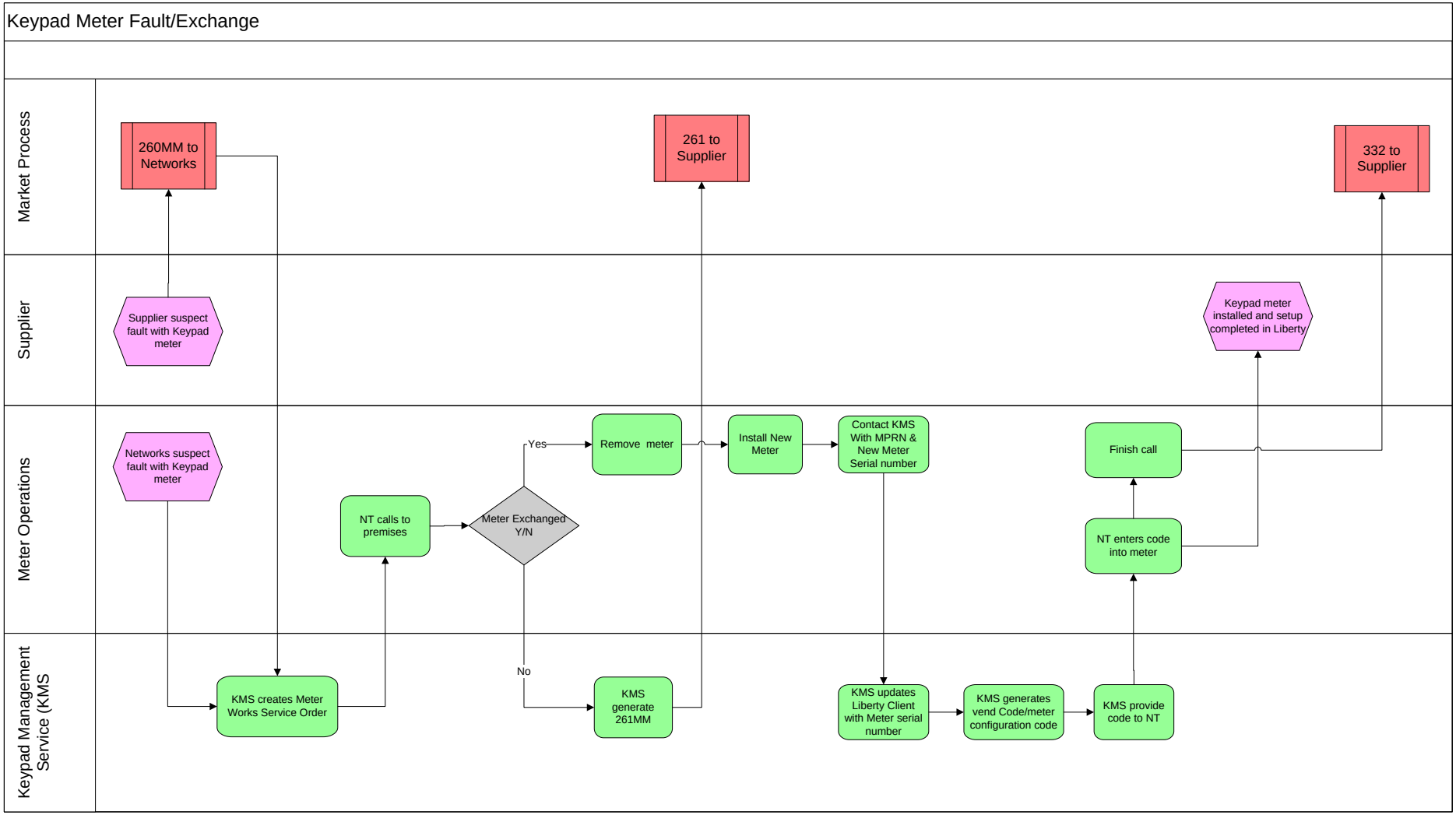
4.5.2 Business Rules and Assumptions

No	Item
1	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.

4.6 PP06: Change of MCC Code

Currently this process cannot be facilitated. Currently the only MCC code which a prepayment meter is allowed to be installed against is MCC01.

4.7 PP07: Keypad Meter Fault Exchange



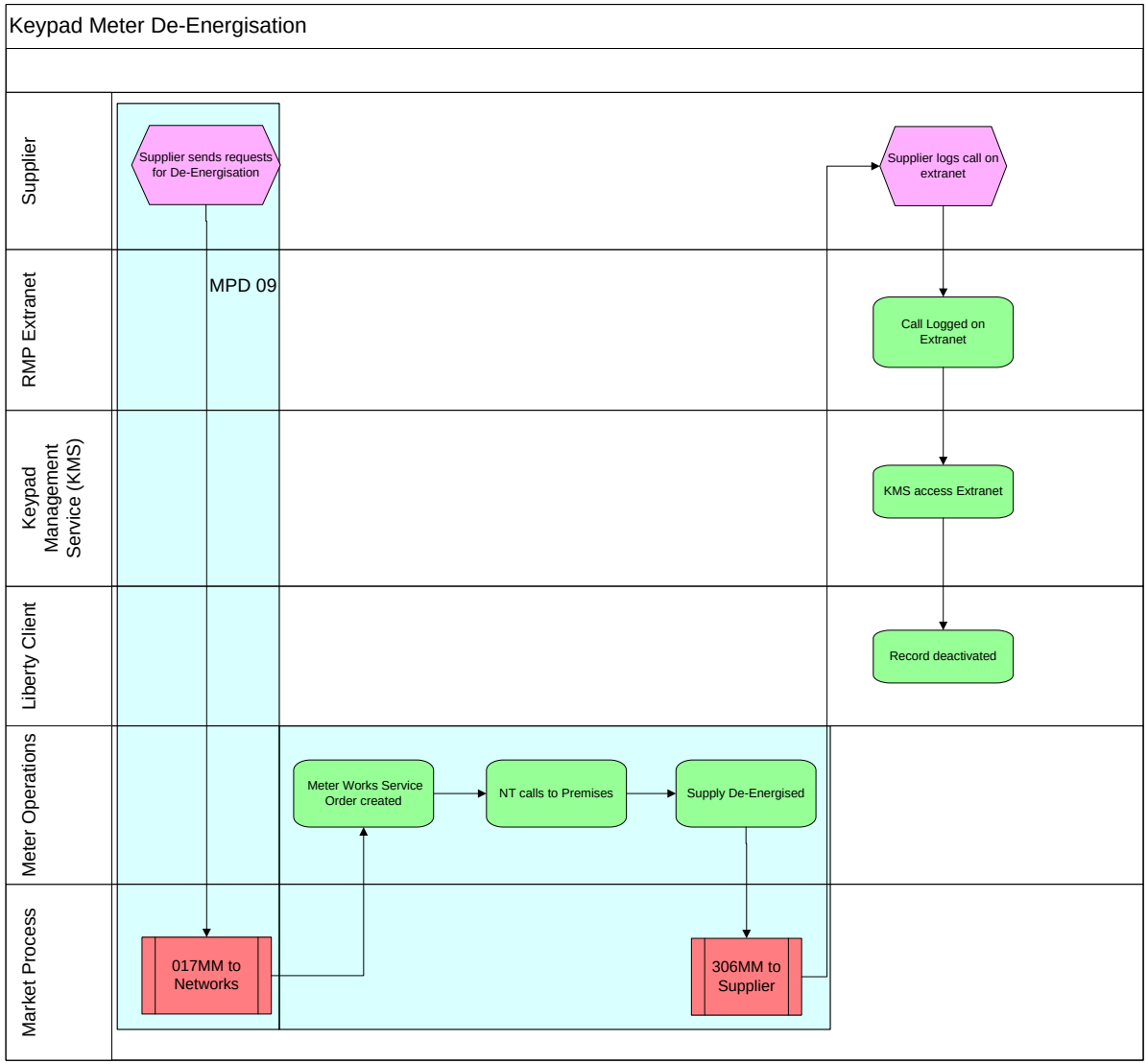
4.7.1 Process Description

Process Step		Role	Process Step Description Interface
1	Supplier sends 260MM	Supplier	Where Supplier suspects a problem, damage or tampering at a meter point, ESBN will be notified of this by the Supplier on a 260 market message. ○ The Supplier must use Observation Code 99 for Keypad meters The Freeform text must identify the meter as Keypad meter and detail the problem which the Supplier has identified, the freeform text start with Keypad Meter
2	Report from Networks	ESBN	Where Networks suspects a problem a notification will issue to KMS
3	Create Service Order	KMS	KMS will create a Meter Works Service Order
4	NT calls to premises	NT	NT calls to premises and investigates the problem to determine if the Keypad Meter requires to be exchanged If there is no access, the NT will reschedule call
5	Market Message	ESBN	A 261MM will issue informing the supplier that problems with the meter point notified by the Supplier on the 260MM have been resolved
6	Meter Exchanged	NT	NT exchanges meter and contacts KMS with • new meter serial number • MPRN
9	Update record in Liberty Client	KMS	KMS will access customer record in Liberty Client and update the new Meter Serial Number
10	Generate code	KMS	KMS generate codes to configure new meter
11	KMS provides Code to NT	KMS	KMS provides the NT with the codes. This is all performed while NT is on site.
12	Code entered into meter	NT	The codes generated by Liberty Client are entered into the meter by the NT, the codes will configure the meter with the correct rates, standing charge, and applicable credit etc
13	Market Message	ESBN	Upon finishing the call, Networks will automatically issue a 332MM to the Supplier. This will inform the Supplier that the Keypad Meter has been successfully installed. This is as per existing process

4.7.2 Business Rules and Assumptions

No	Item
1	260MM received from Supplier, Code 99 used on the market message & text identifying Keypad Meter and problem
2	In circumstances where the Keypad Meter is exchanged and CMS is updated with details of a meter exchange, the market message is issued as per the existing process (MPD 12) which contains details of the new meter.
3	In situations where credit remaining on the faulted meter is in dispute, the matter will be resolved as follows: 1) NT will request €5 initial free vend on the new meter as per Keypad Meter installation Process 2) Faulted meter will be returned to Meter Asset Management for verification of credit remaining on meter, which will be communicated to the Supplier 3) Supplier arranges refund for customer

4.8 PP08: De-energisation



4.8.1 Process Description

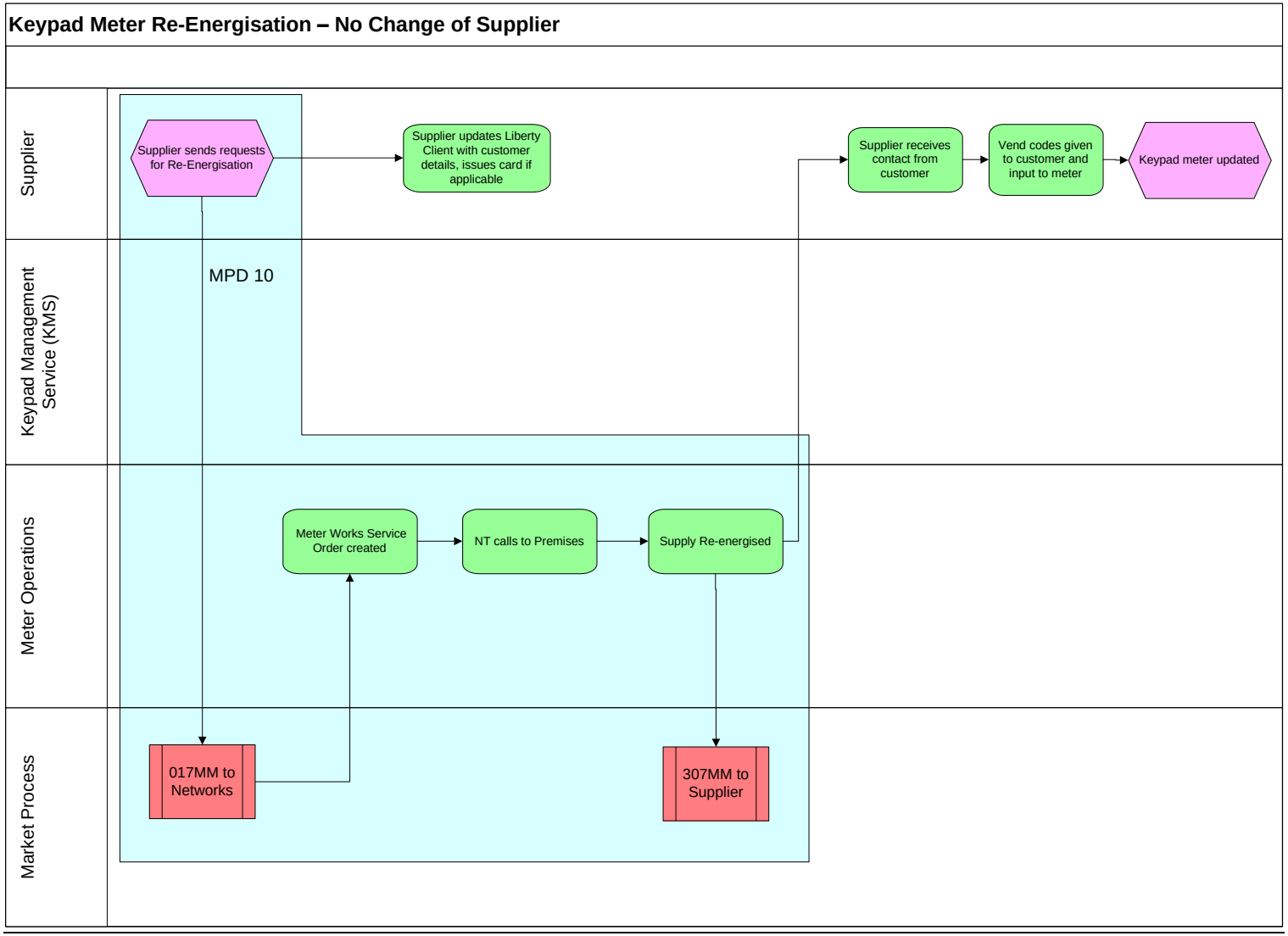
Process Step		Role	Process Step Description	Interface
1	De-energisation request initiated by supplier	Supplier	The Supplier sends an 017MM to ESBN requesting de-energisation of Supply at a Meter Point where they are the registered Supplier. The standard De-energisation process detailed in MPD09 takes place.	
2	MPD 09 takes place	Central Market Systems	The 017 is received by the central market system and initiates the creation of a meter works service order. The NT calls to the premises and de-energises supply at the site. The central market system is updated and creates a 306MM	
3	Supplier receives 306MM	Supplier	The supplier receives the 306MM indicating that the site has been de-energised.	
4	Log De-Activate call on extranet	Supplier	Once a 306MM is received (and only then) the supplier logs a De-Activate request on the RMP Extranet.	
5	De-Activate call on extranet picked up by KMS	KMS	KMS access the de-activate request on the Extranet	
6	Record De-activated in Liberty Client	KMS	KMS amend the customer status in Liberty Client for the MPRN to de-activated. Request marked as complete.	

4.8.2 Business Rules and Assumptions

No	Item
1	The De-Energisation request through the 017MM and MPD09 is the only valid means of de-energising a meter point. i.e. the alteration of data or a record in Liberty Client in such as way as to cause a customer to be unable to vend is prohibited.

4.9 PP09: Re-energisation

4.9.1 Re-energisation with no CoS



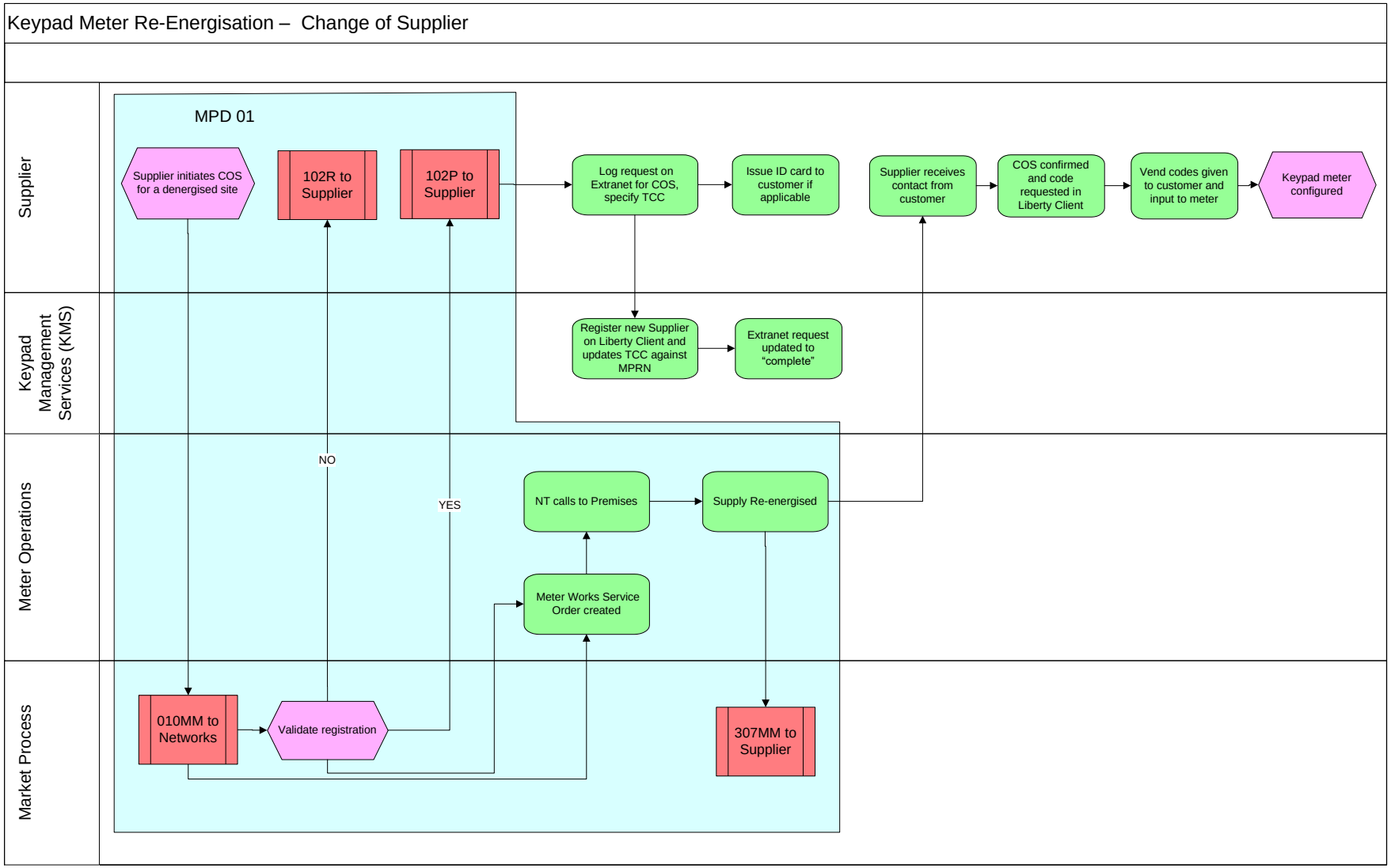
4.9.1.1 Process Steps

Process Step		Role	Process Step Description Interface
1	Supplier sends re-energisation request	Supplier	The supplier sends an 017MM to ESBN requesting re-energisation of supply at a meter point where they are the registered supplier. The standard Re-energisation process detailed in MPD 10 takes place.
2	Liberty Client updated	Supplier	The Supplier updates Liberty Client with the customer details and issues Premises Number ID Card to the customer if applicable
3	Meter Works Service Order created	Central Market System	The 017 is received by the central market system and initiates the creation of a meter works service order. The NT calls to the premises and re-energises supply at the site. The central market system is updated and creates a 307MM
4	NT calls to premises	NT	NT reconnects supply and advises customer to contact their Electricity Supplier to obtain codes to configure the meter's credit and billing information.
5	Market Message	ESBN	Upon finishing the call, Networks will issue a 307MM to the Supplier. This will inform the Supplier their request to Energise the Meter Point on a 017 has been completed
6	Generate Code(s)	Supplier	Supplier generates codes in Liberty Client.
7	Input codes	Customer	Customer inputs code(s) into the meter

4.9.2 Business Rules and Assumptions

No	Item
1	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.

4.9.3 Re-energisation with CoS



4.9.3.1 Process Steps

Process Step		Role	Process Step Description
1	Supplier sends 010MM	Supplier	COS process is initiated with an 010MM as per existing MPD01; subject to the following: • Supplier should specify a customer reading in the message. This will facilitate Customer vending and DUoS billing to align as best as is practicable. If no customer read supplied, supplier must indicate that an estimated reading is acceptable. • Erroneous transfers can be handled in the normal fashion as there is no Liberty Client component. The Supplier registering the customer erroneously will not be in receipt of the Customer's vends. • Cancellation or Reversal of Change of Supplier process where the Supplier has not confirmed the COS record or generated an initiation code in Liberty Client can be handled through existing market processes. The COS will not effect in Liberty Client until the initiation code has been generated by the Supplier. • Cancellation or Reversal of Change of Supplier process where the Supplier has already confirmed the COS record and generated the initiation vend code in Liberty Client is to be handled as a COS process via MPD01 with the Old and New Supplier roles reversed. Cancellations will not take place during a 20 working day period after the initial CoS (320 sent) completes. If it is determined that a change of legal entity is applicable, the 010 MM is sent with flag COLE = Y.
2	Validation of 010MM as per MPD01	Central Market System	010 received and validate. 2 outcomes
3.a	Yes: 010 is valid	CMS	102PMM issued to new supplier. Go to step 4
3.b	No: 010 is valid	CMS	102RMM issued to new supplier. The CoS process will not continue via the CMS – end of process
4	"Register a New customer" Request logged on RMP Extranet	Supplier	Once the new supplier has received a 102PMM, they will log the request for a CoS on the extranet (select "Register a New Customer"). This enables the COS process to take place on the Liberty Client. The details that must be updated on the extranet are: • MPRN • TCC • Customer Name

Process Step		Role	Process Step Description
			If this step is not completed the following issues will occur: **Issue for Supplier:** The CoS will complete as per MPD01 but the new Supplier will not have been set up on the Liberty Client. The new Supplier will be billed for the energy used but won't receive any corresponding revenue from the customer
5	Customer ID Card Issued	New Supplier	Once the new customer details have been entered onto the extranet by new supplier, the new supplier send out the customers new Premise number ID card, where applicable.
6	New Supplier Registered on Liberty Client against existing MPRN	KMS	The request created by new supplier on extranet enters a queue. KMS retrieves the customer record and applies the details to that record as provided in the extranet request. KMS create COS record in Liberty client. The COS record should now be available to the new supplier to confirm in their Liberty Client instance.
7	Extranet updated to Completed	KMS	Once the customer record has been updated in Liberty Client, the original request on the extranet (above) is marked as COMPLETED.
8	Meter Works Service Order created	ESBN	A Meter Works Service Order is created and NT calls to premises
9	NT calls to premises	NT	When the NT has reconnected the meter point, the NT will advise the customer to contact their Electricity Supplier to obtain initiation, billing and credit codes for the meter.
10	Market Message	ESBN	Upon finishing the call, Networks will issue a 307MM to confirm energisation at the Meter Point
11	Supplier contacted by Customer	Supplier	The Supplier receives contact from the customer, confirms the COS and generates the initiation code in Liberty Client.
12	Meter Configuration	Customer	The customer inputs the code(s) to configure the meter.

4.9.4 Business Rules and Assumptions

No	Item
1	The determination of customer eligibility for prepayment status of the meter is governed by CRU decisions and directions; likewise changes to payment meter functionality e.g. TCC; will be governed by policy as set out by CRU.

Supplementary Information
N/A