

Retail Market Procedure NI 18

Special Read

06/06/2012

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Retail Market Procedure NI 18 – Special Read

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1. Introduction

1.1 Scope

This document is the Retail Market Procedure for Special Read in Northern Ireland.

The procedure applies to all Non-Interval metered sites.

The procedure is documented as a number of sub-processes:

- **Special Read – Job Request**
 - o Describes the process of a Supplier requesting a special read.
- **Special Read – Job Completion**
 - o Describes the process of NIE notifying a Supplier of the completion of a job to take a special reading.
- **NIE Cancellation/Non-Completion of Fieldwork**
 - o Describes the process of NIE notifying a Supplier of the cancellation or non-completion of a job to take a special reading.
- **Supplier Cancellation**
 - o Describes the process of a Supplier requesting the cancellation of a previously submitted special read request.

Interval meters and unmetered sites are excluded from the scope of this procedure.

1.2 History of Changes

Version	Source of Change	Description of Change
0.1		Initial draft version.
0.2	P Merkens	Updated for MCR 1010
0.91	P Merkens	Issued for SIG Review
0.92	P Merkens	Updated following SIG Workshop
0.93	P Merkens	Rejection where an appointment ID is incorrectly provided
0.94	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
0.95	A Ferguson	Updated for withdrawal of MCR 1070
1.0	A Ferguson	Baseline SIG Approval

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2.0	J-E Smith	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms

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1.3 Document References

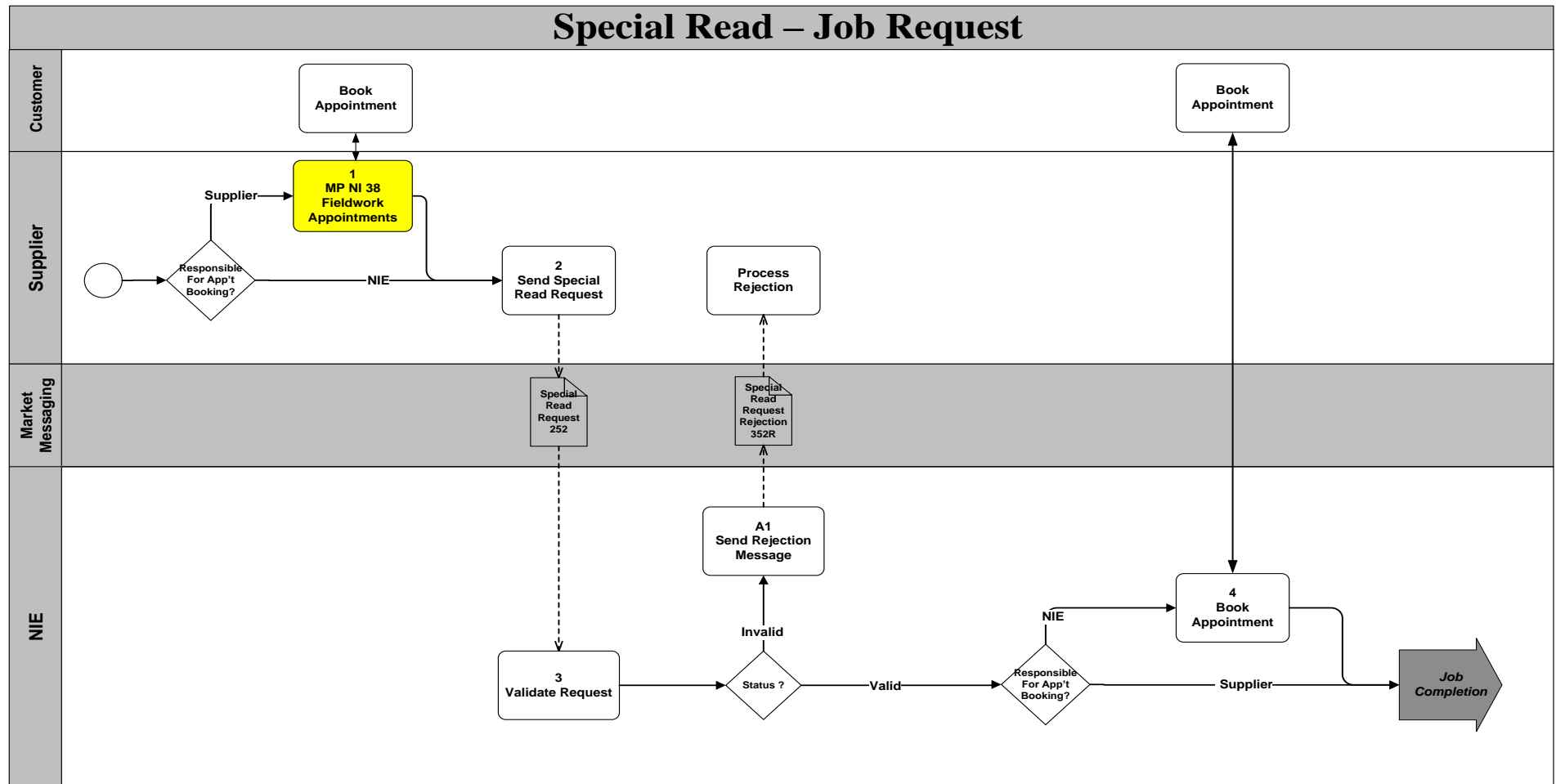
Document Reference	Name
MP NI 39	NI Market Procedures - Glossary of Terms
MP NI 38	Fieldwork Appointments
MG NI 41	Fieldwork Types, Charges and Delivery Time Targets

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2. Procedure Description

2.1 Special Read – Job Request

2.1.1 Process Flow Diagram



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2.1.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>Fieldwork Appointments</p> <p>Except where circumstances set out below apply the Supplier must book an Appointment and obtain an Appointment Id prior to sending a Fieldwork request message to NIE.</p> <p>If any of the following circumstances apply, an Appointment should not be made through the Market Website:</p> <ul style="list-style-type: none"> • Where the Maximum Import Capacity (MIC) is greater than or equal to 70kVA; or • The Meter Point is Interval metered; or • The Meter Point is CT metered; or • An estimated reading is required. <p>Refer to <i>MP NI 38 Fieldwork Appointments</i> for a detailed description of the appointment booking procedures</p>	Market Website/ Appointments section.
2	Supplier	<p>The Supplier should request a special reading by sending a Special Read Request message to NIE.</p> <p>A Supplier may request either of the following:</p> <ul style="list-style-type: none"> • A special reading to dispute a previous reading. • A special reading for any reason other than a dispute. <p>The Supplier must indicate:</p> <ul style="list-style-type: none"> • The read type as follows: <ul style="list-style-type: none"> • A – denoting that an actual reading is required. • E - denoting that an estimated reading is required. This setting may only be used with a read reason of 04 where a Change of Supplier reading is being disputed. • The read reason, i.e. <ul style="list-style-type: none"> • 04 – denoting that a special reading is required to dispute a previous reading and may be chargeable. • 02 – denoting a chargeable special reading that is required for any reason other than a dispute. • Appointment Id where the Supplier is required to book a Fieldwork Appointment. 	252 to NIE.

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Step	Role	Action	Interface
3, A1	NIE	NIE will validate the Special Read Request (see section 2.1.3) If the request is rejected NIE will inform the Supplier by sending a Special Read Request Rejection message. This message will include one Reject Reason.	352R to Supplier.
4	NIE	In the circumstances where a Supplier should not book an Appointment using the Market Website, NIE will arrange an Appointment with the Customer or their authorised agent to complete the request. If it is not possible to schedule the work for a date acceptable to the Customer or their authorised agent then the request may be cancelled.	Telephone call to customer or their authorised agent.

2.1.3 Special Read Request Validation

A special read request will be rejected if:

- The Read Reason is neither 02 nor 04.
- The Read Reason is 02 but the Supplier is not registered to the Meter Point.
- The Read Reason is 04 but the Supplier is neither registered to the Meter Point nor the Supplier that was registered as the immediate previous Supplier.
- The Read Reason is 02 and the Read Type is not for an Actual Read.
- Where a Fieldwork Appointment is required to be made by the Supplier and an Appointment Id is not included in the Special Read Request message or the Appointment Id included in the Special Read Request message is invalid.
- The Special Read Request message fails field or segment level validation (please refer to 'NI Market Message Implementation Guide – Meter Works' for details of message validation).
- Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Special Read Request message

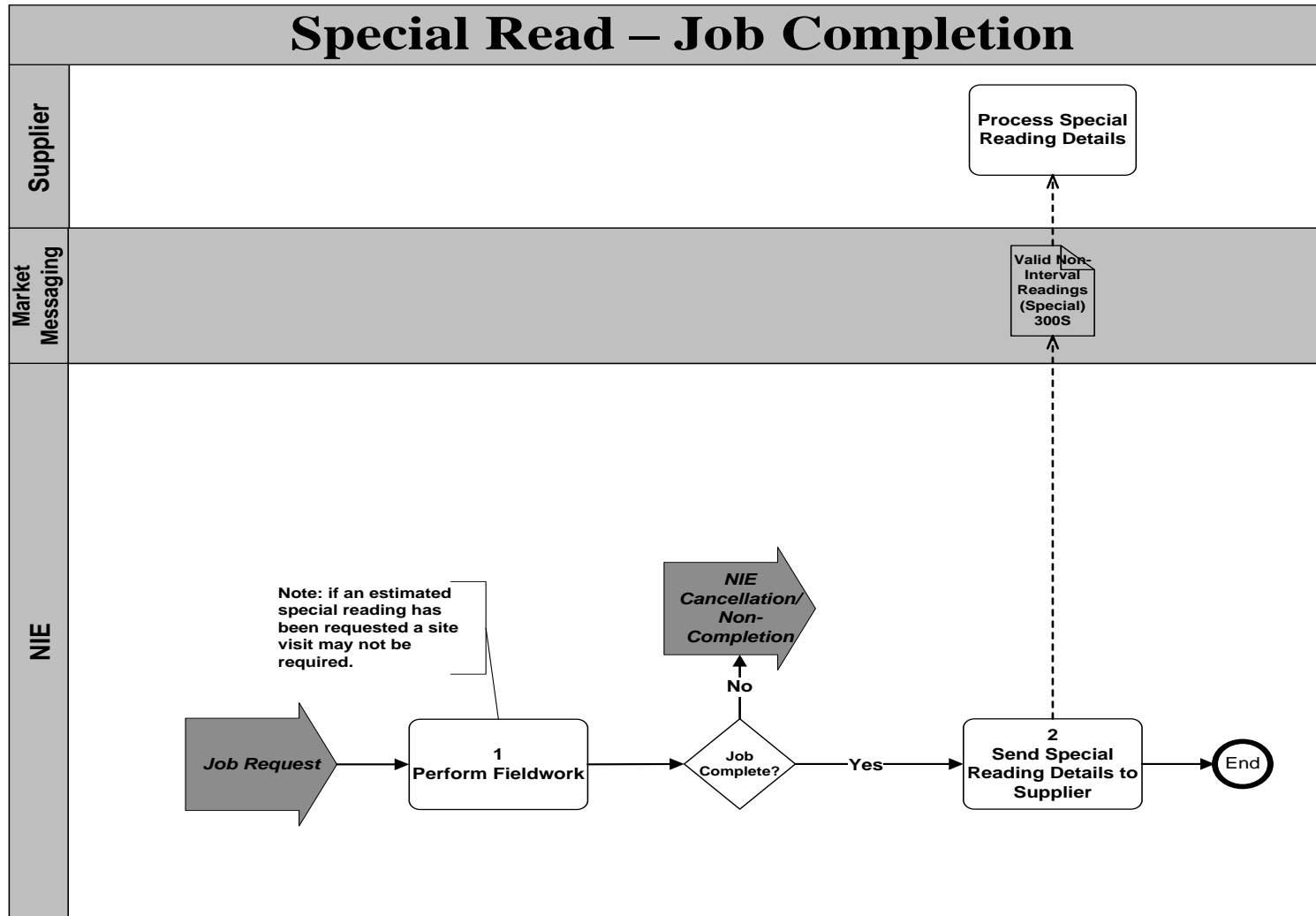
2.1.4 Fieldwork Charges

Please refer to Market Guide MG NI 41 for information on Fieldwork charges.

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2.2 Special Read – Job Completion

2.2.1 Process Flow Diagram



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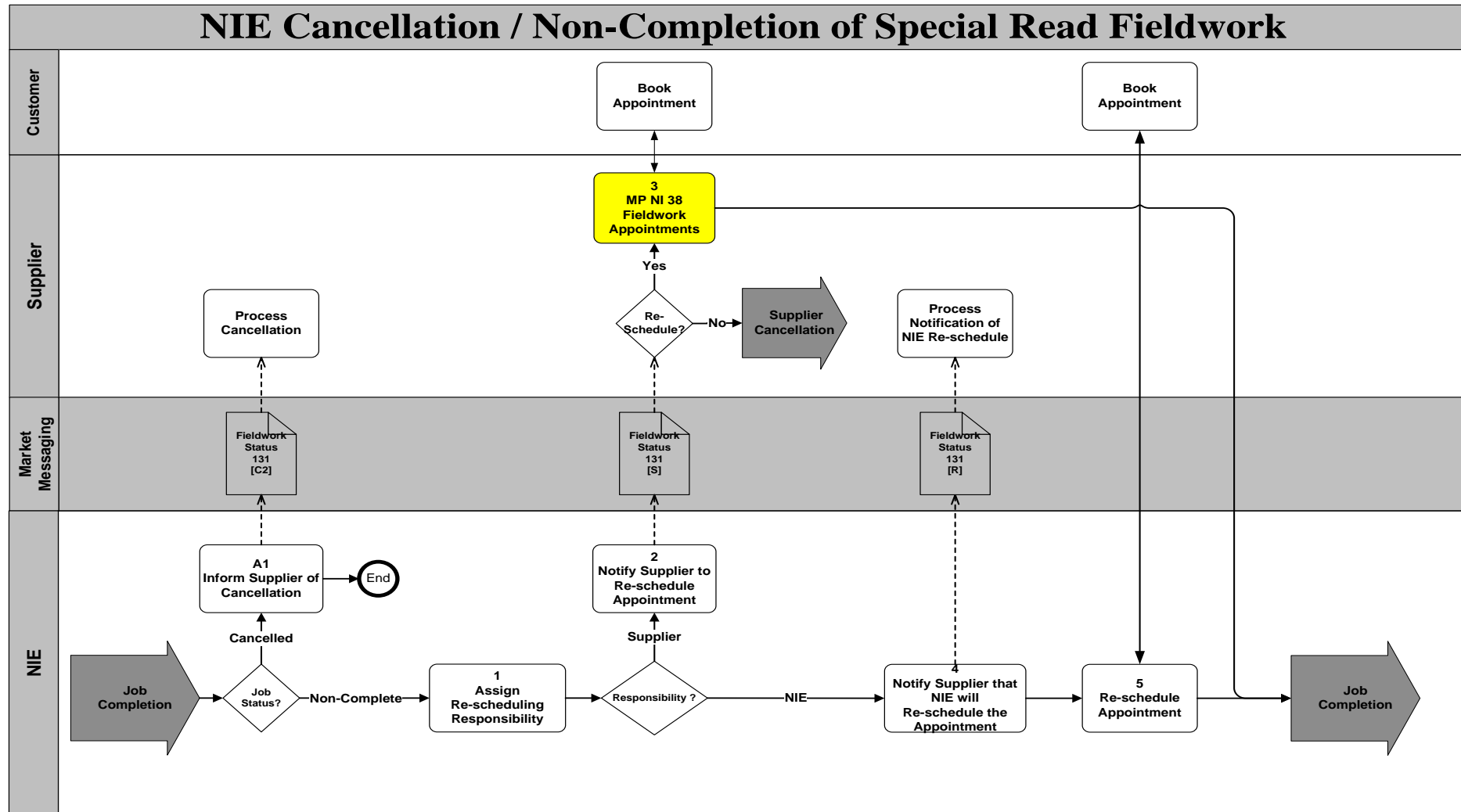
2.2.2 Process Description

Step	Role	Action	Interface
1	NIE	<p>An electrician will make a site visit to perform the Fieldwork that has been requested by the Supplier.</p> <p>Note: if an estimated special reading has been requested, a site visit may not be required.</p> <p>It may not be possible to complete the Fieldwork as requested and this may result in cancellation of the Fieldwork request by NIE or may require an Appointment to be arranged with the Customer for a repeat visit – see section 2.3 for more information on NIE cancellation/non-completion.</p>	
2	NIE	<p>If the job is completed NIE will send actual special reading details to the Registered Supplier in a Valid Non Interval Readings (Special) message.</p>	300S to Supplier.

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2.3 NIE Cancellation/Non-Completion of Fieldwork

2.3.1 Process Flow Diagram



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2.3.2 Process Description

Step	Role	Action	Interface
A1	NIE	<p>NIE may cancel requests in certain circumstances including:</p> <ul style="list-style-type: none"> • Revenue Protection issues at the Meter Point • Safety issues at the Meter Point • Customer actions, or those of their authorised agent, prevent completion, including the failure to arrange an Appointment by the required date • Customer did not allow the job to proceed • Incorrect Meter Point address • A Supplier fails to withdraw a Special Read Request or reschedule an Appointment within ten days of a rescheduling notification (see step 2) • It is not possible to re-schedule work for a date acceptable to the Customer or their authorised agent (see step 5) <p>NIE will send a Fieldwork Status message to the Supplier with a 'C2' Request Status to indicate that the Fieldwork request has been cancelled by NIE.</p> <p>The message will include an Outcome Reason Code to indicate the reason for cancellation.</p> <p>Cancelled Special Read Requests cannot be re-scheduled. If the Supplier wishes to request the special read again, they must send a new Special Read Request market message to NIE.</p>	131[C2] to Supplier.
1	NIE	<p>Where Fieldwork could not be completed but NIE do not cancel the job, the original Appointment can be re-scheduled to enable a repeat visit.</p> <p>NIE will decide where responsibility lies for re-scheduling the Appointment – with the Supplier, or with NIE.</p> <p>NIE will always take responsibility for re-scheduling Appointments where the job is deemed to be non-complete and the Maximum Import Capacity (MIC) at the Meter Point is greater than or equal to 70kVA.</p>	
2	NIE	Where NIE decide that responsibility for re-scheduling lies with the Supplier, NIE will send a Fieldwork Status message to the Supplier with an 'S' Request Status to indicate that the Fieldwork request has not been completed and that it is the Supplier's responsibility to contact the Customer to re-schedule the Appointment.	131[S] to Supplier

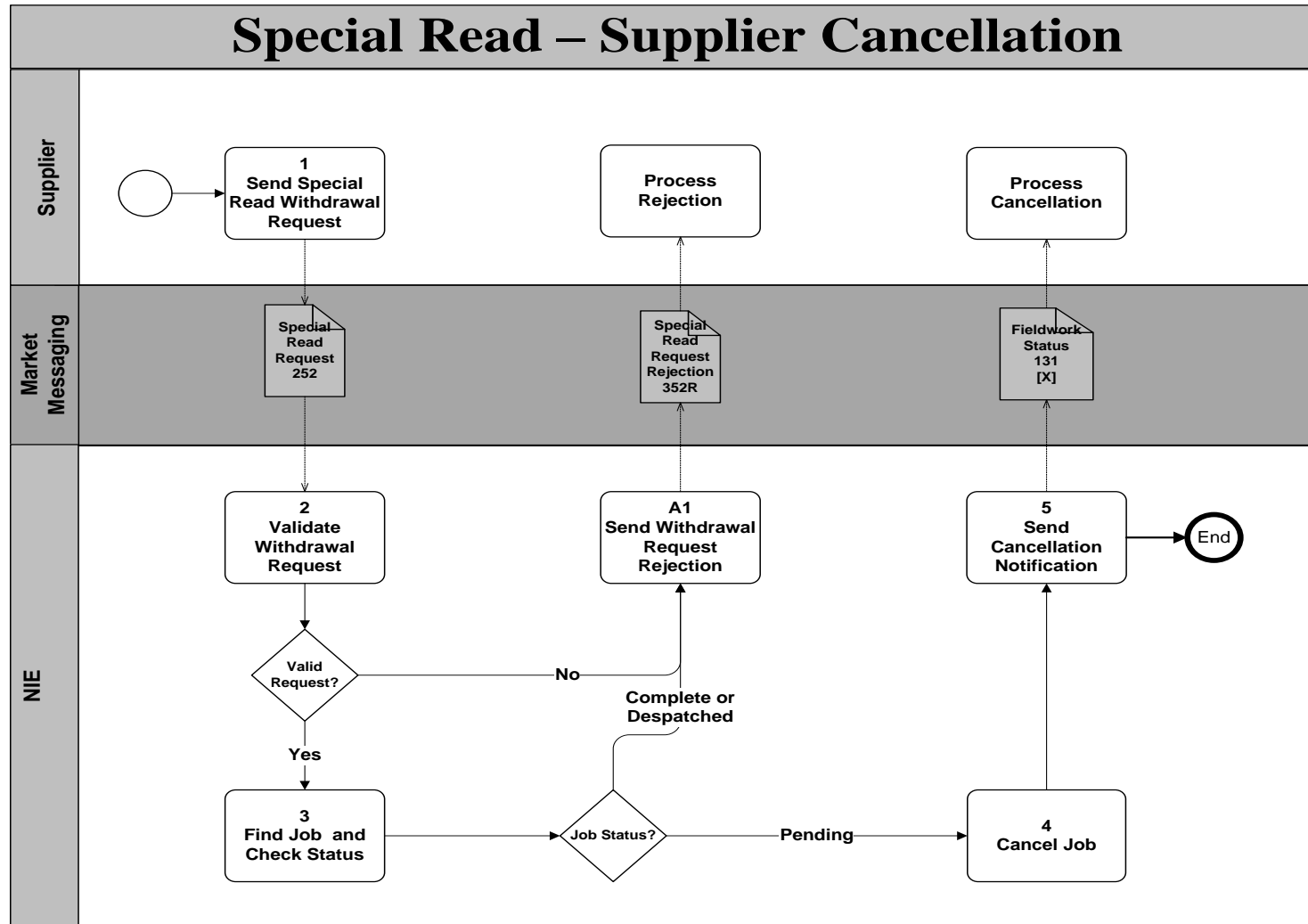
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Step	Role	Action	Interface
		<p>The message will include an Outcome Reason Code to indicate the reason for non-completion.</p> <p>If the Supplier does not re-schedule the Appointment, or send a withdrawal request, within 10 business days, NIE will automatically cancel the Special Read Request and any associated Appointment (see step A1).</p>	
3	Supplier	<p>The Supplier should contact the Customer to re-arrange the Appointment and then re-schedule the original Appointment via the Appointments section of the Market Website.</p> <p>If the Customer (or Supplier) does not wish to proceed with the meter works, the Supplier can submit a Meter Works Withdrawal Request (Refer to <i>Section 2.4 – Supplier Cancellation</i>).</p>	
4	NIE	<p>Where NIE take responsibility for re-scheduling the Appointment, NIE will send a Fieldwork Status message to the Supplier with an 'R' Request Status to indicate that the Fieldwork request has been not been completed and that NIE will take responsibility to contact the Customer to re-schedule the Appointment.</p> <p>The message will include an Outcome Reason Code to indicate the reason for non-completion.</p>	131[R] to Supplier
5	NIE	<p>NIE will contact the Customer, or their authorised agent, to arrange an Appointment for a repeat visit.</p> <p>If it is not possible to schedule the work for a date acceptable to the Customer or their authorised agent then the request may be cancelled (see step A1).</p>	Email/Telephone call to Customer or their authorised agent.

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2.4 Supplier Cancellation

2.4.1 Process Flow Diagram



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2.4.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>The Supplier should request the cancellation of a previously submitted Special Read Request by sending a Special Read Request message to NIE.</p> <p>The Request Status should be set to 'W'. The Special Read Request withdrawal message should mirror the data sent on the initiating Special Read Request in all other respects.</p> <p>The data in the following fields must be the same in both messages:</p> <ul style="list-style-type: none"> • MPRN • Market Participant Business Reference • Appointment Id (if applicable). 	252 to Supplier.
2, 3	NIE	NIE will validate the withdrawal request (Refer to <i>Section 2.4.3</i> for validation rules)	
A1	NIE	<p>If the message fails validation or the Fieldwork has already been despatched or completed and cannot be cancelled, NIE will send a rejection market message to the Supplier.</p> <p>The rejection message will contain one Reject Reason.</p>	352R to Supplier.
4	NIE	<p>If the Fieldwork withdrawal request is accepted by NIE, NIE will</p> <ul style="list-style-type: none"> • Cancel the Fieldwork job associated with the original request • Cancel any Appointment associated with the Special Read Request. 	
5	NIE	If the Fieldwork withdrawal request is accepted by NIE, NIE will acknowledge the cancellation of the Fieldwork to the Supplier by sending a Fieldwork Status message to the Supplier with an 'X' Request Status to indicate that the Fieldwork request has been cancelled at the request of the Supplier.	131[X] to Supplier.

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2.4.3 Fieldwork Withdrawal Request Validation

A Fieldwork withdrawal request will be rejected if:

- The Special Read withdrawal request cannot be matched to a Special Read Request made by the Supplier.
- The Special Read Request message fails field or segment level validation.
- Fieldwork has been despatched.
- Fieldwork has been completed.

Refer to 'NI Market Message Implementation Guide – Fieldwork' for details of message validation.