

# Retail Market Procedure NI 38

## Fieldwork Appointments

**06/06/2012**

<i>Current Status:</i>	Baseline
<i>Issue Date:</i>	06/06/2012
<i>Version:</i>	2.1

## **Retail Market Procedure NI 38 – Fieldwork Appointments**

### **Table of Contents**

<b>1.</b>	<b>Introduction.....</b>	<b>3</b>
<b>1.1</b>	<b>Scope .....</b>	<b>3</b>
<b>1.2</b>	<b>History of Changes.....</b>	<b>4</b>
<b>1.3</b>	<b>Document References .....</b>	<b>4</b>
<b>2.</b>	<b>Procedure Description .....</b>	<b>5</b>
<b>2.1</b>	<b>Book New Appointment.....</b>	<b>5</b>
2.1.1	Process Flow Diagram .....	5
2.1.2	Process Description .....	6
<b>2.2</b>	<b>Re-Schedule Appointment .....</b>	<b>9</b>
2.2.1	Process Flow Diagram .....	9
2.2.2	Process Description .....	10
<b>2.3</b>	<b>Supplementary Information.....</b>	<b>12</b>

# **Retail Market Procedure NI 38 – Fieldwork Appointments**

## **1. Introduction**

### **1.1 Scope**

This document is the Retail Market Procedure for Fieldwork Appointments in Northern Ireland.

A Fieldwork Appointment made by the Supplier through the Market Website is required for all Fieldwork that requires a site visit requested by a Supplier with the exception of the circumstances listed below.

A Fieldwork Appointment is not required in the following circumstances:

- De-energisation for non-payment.
- Re-energisation following de-energisation for non-payment.
- Re-energisation following rewire
- An estimate is required to dispute a Change of Supplier read
- Forced meter changes from credit to keypad for debt management.
- Request to fit Check Meter
- New connections. NIE will arrange all Appointments for New Connections directly with the Customer.
- The Maximum Import Capacity (MIC) is greater than or equal to 70kVA
- The Meter Point is Interval metered
- The Meter Point is CT metered

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

- **Book New Appointment**
  - Describes the process of a Supplier booking a new Appointment for Fieldwork.
- **Re-Schedule Appointment**
  - Describes the process of a Supplier re-scheduling an existing Appointment for Fieldwork.

## **Retail Market Procedure NI 38 – Fieldwork Appointments**

### **1.2 History of Changes**

<b>Version</b>	<b>Source of Change</b>	<b>Description of Change</b>
0.1		Initial draft version.
0.2	P Merkens	Updated as a result of design changes
0.91	P Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop
0.93	P Merkens	Supplier ability to update Access Arrangements
0.94	A Ferguson	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none"><li>• MCR1058</li><li>• DR1110/CRID163</li></ul>
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms

### **1.3 Document References**

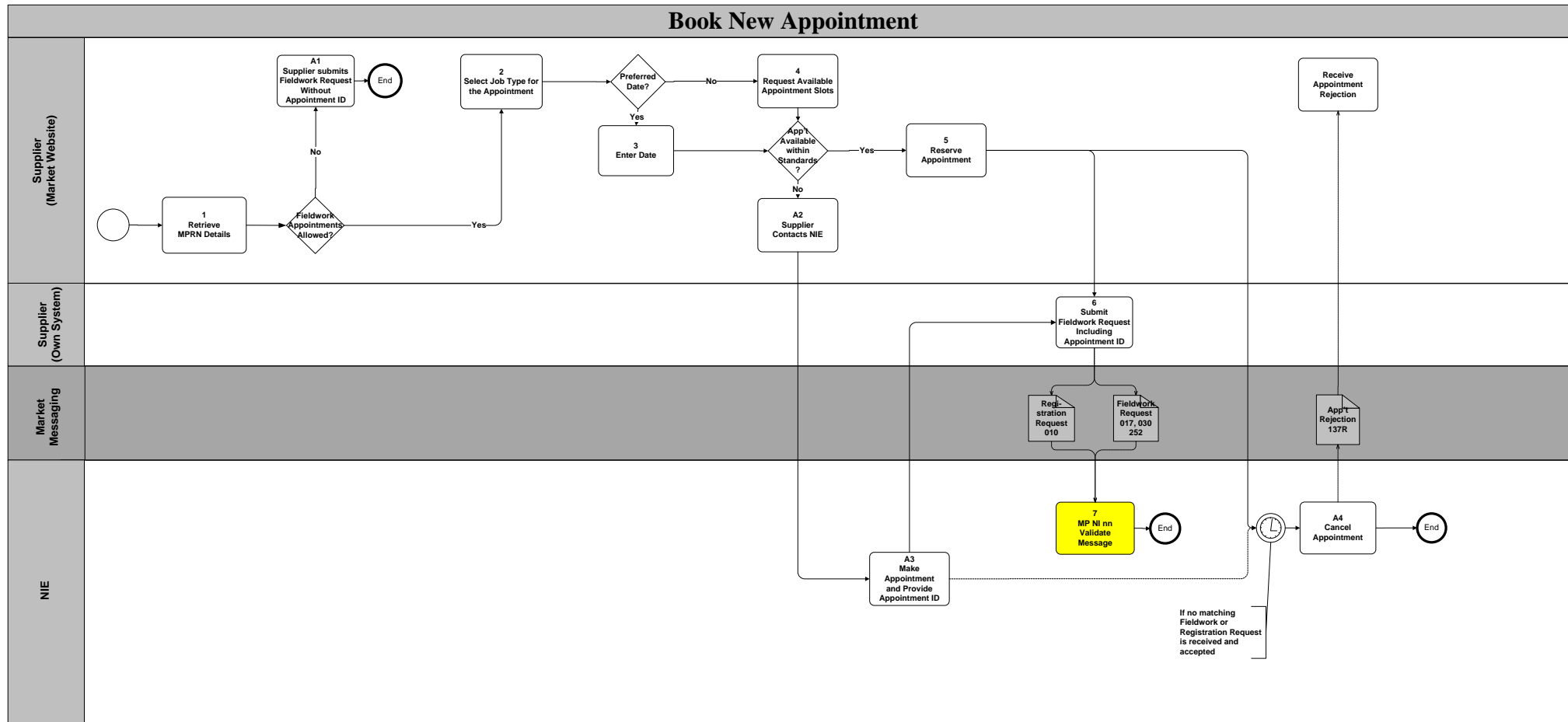
<b>Document</b>	<b>Document Reference</b>
MP NI 39	NI Market Procedures - Glossary of Terms
MG NI 41	Fieldwork Types, Charges and Delivery Time Targets

## Retail Market Procedure NI 38 – Fieldwork Appointments

### 2. Procedure Description

#### 2.1 Book New Appointment

##### 2.1.1 Process Flow Diagram



## Retail Market Procedure NI 38 – Fieldwork Appointments

### 2.1.2 Process Description

Step	Role	Action	Interface
1	<b>Supplier</b>	<p>Where an on-line Appointment is required the Supplier must book an Appointment using the Market Website and obtain an Appointment Id prior to sending a Fieldwork request message to NIE.</p> <p>The Supplier should log on to the Market Website and go to the Appointments section in order to book an Appointment for Fieldwork.</p> <p>The Supplier will be able to search for an MPRN on the Market Website.</p> <p>The Market Website will retrieve the MPRN details and check whether Appointments are allowed to be made by the Supplier.</p> <p>If the Supplier is not permitted (e.g. by reason of the Meter Point characteristics or the type of metering installed) to make Fieldwork Appointments for the MPRN a message will be displayed on the Appointments Website. Refer to the Scope section for details on when the Supplier is not permitted to make Fieldwork Appointments.</p> <p>If a Supplier selects an MPRN that is not currently registered to that Supplier, the Supplier will be asked to confirm that the Appointment is in relation to a Change of Supplier.</p>	Market Website/ Appointments Section.
A1	<b>Supplier</b>	Where it is not possible to book an Appointment for Fieldwork, the Supplier may submit a Fieldwork request to NIE without having previously booked an Appointment. If the Fieldwork request is accepted, NIE will arrange an Appointment directly with the Customer.	
2	<b>Supplier</b>	<p>If Fieldwork Appointments are permitted MPRN details will be displayed on the screen.</p> <p>For a new Fieldwork request the Supplier should select the type of job for which the Appointment is being booked from a list of job types on the Market Website.</p>	Market Website/ Appointments Section.

## Retail Market Procedure NI 38 – Fieldwork Appointments

Step	Role	Action	Interface
3, 4	<b>Supplier</b>	<p>The Supplier then has two choices:</p> <ul style="list-style-type: none"> <li>• If the Customer has a preferred date for the Appointment, the Supplier should enter this date. Any available Appointment slots for this date will be displayed.</li> <li>• The Supplier can request available Appointment slots. A number of available Appointment slots within a time period determined by the NIE guaranteed standards and depending on the job type selected will be offered to the Supplier.</li> </ul> <p>For details of Fieldwork delivery time targets please refer to MG NI 41 Fieldwork Types, Charges and Delivery Time Targets.</p>	Market Website/ Appointments Section.
5	<b>Supplier</b>	<p>The Supplier should select one of the Appointment slots offered on the Market Website.</p> <p>The Appointment slot will then be provisionally reserved for that Supplier for a period of one hour and a unique Appointment Id will be displayed. The Supplier should note the Appointment Id.</p>	Market Website/ Appointments Section.
A2	<b>Supplier</b>	If there are no available Appointment slots within the time period determined by the NIE guaranteed standards, or for a preferred date if entered, the Supplier should contact NIE by telephone.	
A3	<b>NIE</b>	<p>NIE will make an Appointment and provide to the Supplier an Appointment Id for an agreed date and timeslot within the time period determined by the NIE guaranteed standards. The Appointment slot will then be provisionally reserved for that Supplier for a period of one hour</p> <p>The Appointment Id must be provided by the Supplier on the related market message.</p> <p>Where the preferred date is outside of the NIE guaranteed standards, NIE will endeavour to find a slot and provide an Appointment Id to the Supplier, but this may not always be possible.</p>	
6	<b>Supplier</b>	The Supplier should send a Fieldwork request (or Registration Request if appropriate) market message including the Appointment Id to NIE. This must be received and accepted by NIE within one hour of the Appointment being booked in order to secure the Appointment slot.	010, 017, 030 or 252 to NIE

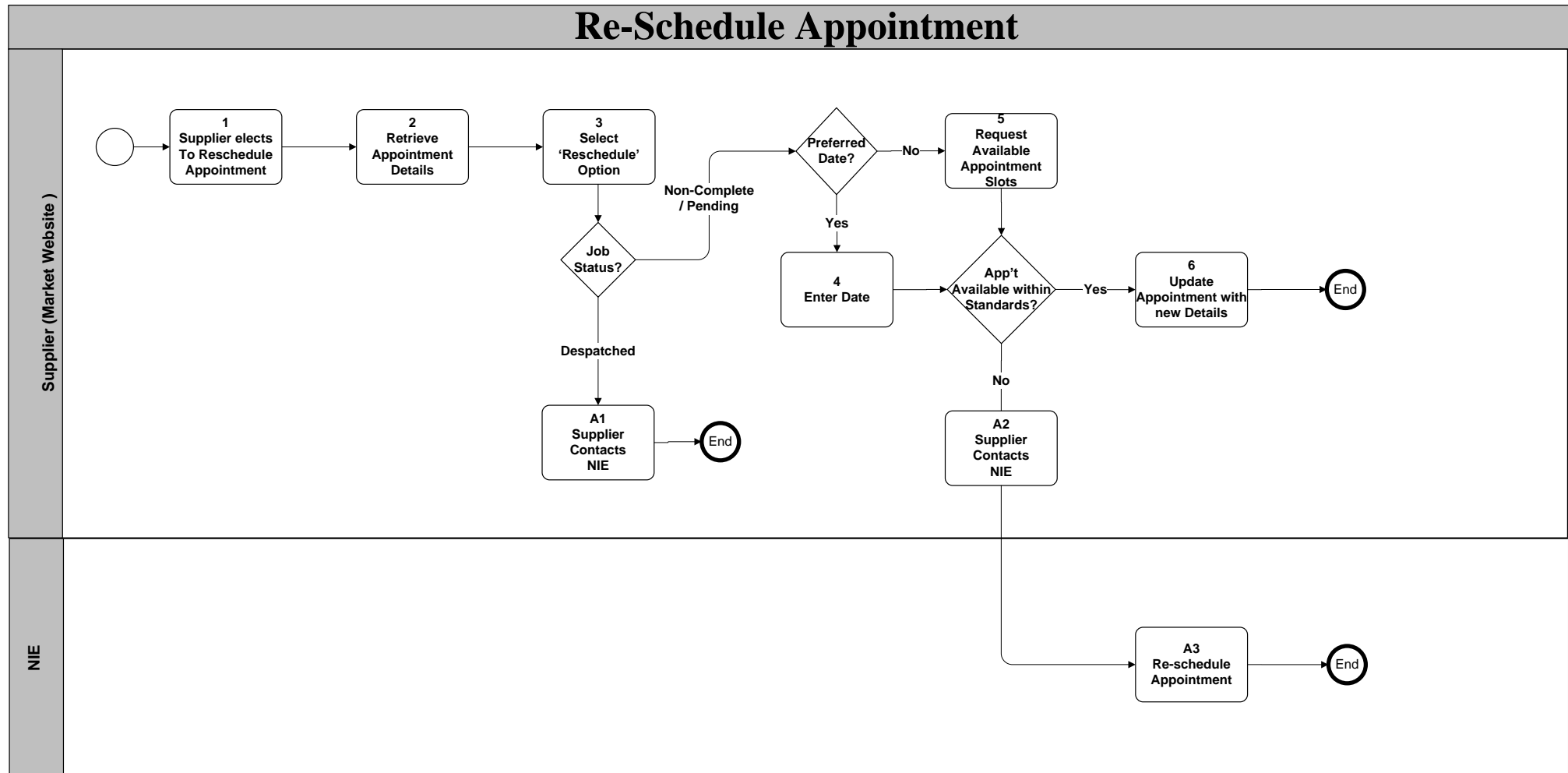
## **Retail Market Procedure NI 38 – Fieldwork Appointments**

Step	Role	Action	Interface
7	NIE	NIE will validate the Fieldwork or Registration Request in accordance with the applicable Market Procedure.	
A4	NIE	<p>NIE will reject an Appointment where a Supplier has booked an Appointment for Fieldwork but NIE does not receive the related Fieldwork Market Message within one hour of the booking and the allocated timeslot is no longer available. If the market message is not received within one hour of the Appointment booking, the slot will be released and could be reserved for another job.</p> <p>NIE will cancel a CoS Registration and associated Fieldwork Appointment where a Supplier has booked an Appointment for Fieldwork associated with a CoS but NIE does not receive the associated 010 CoS within one hour of the booking.</p>	<p>137R to Supplier</p> <p>102R to Supplier</p>

## Retail Market Procedure NI 38 – Fieldwork Appointments

### 2.2 Re-Schedule Appointment

#### 2.2.1 Process Flow Diagram



## Retail Market Procedure NI 38 – Fieldwork Appointments

### 2.2.2 Process Description

Step	Role	Action	Interface
1	<b>Supplier</b>	<p>A Supplier may re-schedule an Appointment that has been previously booked (by that Supplier) in the following circumstances:</p> <ul style="list-style-type: none"> <li>• The associated Fieldwork job has not yet been despatched to an electrician.</li> <li>• NIE has been unable to complete the Fieldwork job, e.g. due to non-admittance or because the Customer's installation was incomplete, and has sent a Fieldwork Status market message 131[S] to the Supplier advising that it is the Supplier's responsibility to re-schedule the Appointment if a repeat visit is required.</li> </ul>	
2	<b>Supplier</b>	<p>The Supplier should log on to the Market Website and go to the Appointments section in order to re-schedule an existing Fieldwork Appointment.</p> <p>The Supplier should search for an existing Appointment by entering the MPRN and the Appointment Id. The details of the Appointment will be displayed on the screen.</p>	Market Website/ Appointments Section.
3	<b>Supplier</b>	<p>The Supplier can select an option to re-schedule the Appointment.</p> <p>The Market Website will check the status of the Fieldwork job associated with the Appointment.</p>	Market Website/ Appointments Section.
A1	<b>Supplier</b>	<p>If the Fieldwork job has already been despatched to an electrician, a message will be displayed and the Supplier will not be permitted to re-schedule the Appointment.</p> <p>The Supplier should contact NIE.</p>	

## **Retail Market Procedure NI 38 – Fieldwork Appointments**

<b>Step</b>	<b>Role</b>	<b>Action</b>	<b>Interface</b>
4, 5	<b>Supplier</b>	<p>If the Fieldwork job has not been despatched to an electrician the Supplier has two choices:</p> <ol style="list-style-type: none"> <li>1. If the Customer has a preferred date for the Appointment, the Supplier should enter this date. Any available Appointment slots for this date will be displayed.</li> <li>2. The Supplier can request available Appointment slots. A number of available Appointment slots within a time period determined by the NIE guaranteed standards and depending on the job type selected will be offered to the Supplier</li> </ol> <p>For details of Fieldwork delivery time targets please refer to MG NI 41 Fieldwork Types, Charges and Delivery Time Targets).</p>	Market Website/ Appointments Section.
6	<b>Supplier</b>	<p>The Supplier should select an Appointment slot offered on the Market Website and if necessary update the access arrangements.</p> <p>The Appointment will retain the original Appointment Id. The Supplier does not have to submit a new Fieldwork or Registration Request as the original request will still be valid.</p>	Market Website/ Appointments Section.
A2	<b>Supplier</b>	If no Appointment slots are available within the time period determined by the NIE guaranteed standards for the job type selected, or for a preferred date if entered, the Supplier will be asked to contact NIE by telephone.	Market Website/ Appointments Section.
A3	<b>NIE</b>	<p>NIE will re-schedule the Appointment within the time period determined by the NIE guaranteed standards.</p> <p>The Appointment will retain the original Appointment Id. The Supplier does not have to submit a new Fieldwork or Registration Request as the original request will still be valid.</p>	

## **Retail Market Procedure NI 38 – Fieldwork Appointments**

### **2.3 Supplementary Information**

#### **Waiving of Standards**

NIE assumes that if a Supplier submits or reschedules an Appointment booking for a Customer that is outside the Standards timeframe for the associated job, then the Customer has agreed to waive the Standards.

#### **Access Arrangements**

A Supplier may update the access arrangements on a previously booked Appointment via the Market Website,