

Retail Market Procedure NI 5

New Non-Interval Metered Connection

21/11/2013

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Retail Market Procedure NI 5 – New Non-Interval Metered Connection

1. Introduction

1.1 Scope

This document describes the Retail Market Procedure for the Registration of a Non-Interval metered new connection in Northern Ireland.

Registration is required both for import sites and for export sites having import capability.

The Procedure applies to Non-Interval metered import sites. It contains the following sub-processes:

- **New Non-Interval Metered Connection - Quotation Acceptance**
 - Describes the standard new connection application, quotation and acceptance process
- **Accelerated New Non-Interval Metered Connection - Quotation Acceptance**
 - Describes the new connection application, quotation and acceptance process which can be applied in exceptional circumstances to shorten the standard process duration
- **New Non-Interval Metered Connection - Registration**
 - Describes the submission and validation of the Supplier Registration Request
- **New Non-Interval Metered Connection - Energisation and Completion**
 - Describes the completion of the meter works related to a new connection

This procedure excludes:

- New Interval metered connections. (Refer to *MP NI 6 New Interval Metered Connection*)
- New unmetered connections. (Refer to *MP NI 27 New Grouped MPRN* and *MP NI 28 New Technical MPRN*)
- Registration cancellation by a Supplier. (Refer to *MP NI 3 Objections and Cancellations*)
- Nomination by Suppliers of contracted generation. (Refer to *MP NI 7 Generator Nominations*)
- Registration requests received for registered meter point in an energised or de-energised state. (Refer to *MP NI 1 Change of Supplier - Non Interval Credit* and to *MP NI 37 Change of Supplier – Keypad*)

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1.2 History of Changes

Version	Source of Change	Description of Change
0.1	NIE	Initial Draft
0.2	P Merkens	Updated for MCR 1004 Website Publication removed to MG NI 23 Supplier Data Requests
0.3	P Merkens	Updated following NIE review and for MCR 1054
0.91	P Merkens	Issued for SIG Workshop
0.92	P Merkens	Updated following SIG Workshop and for MCR 1057
0.93	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
0.94	J-E Smith	Visio Updated – New Non-Interval Meter Connection Registration Diagram
0.95	A Ferguson	Clarification on more than one rejection reason code on 101R
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR 1110/CRID163
2.1	J-E Smith	CDA Board Approved <ul style="list-style-type: none">• Updated for DR1113/CRID165• Updated for DR1116/CRID166
	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
2.1.1	J-E Smith	CDA Board Approved <ul style="list-style-type: none">• Updated for DR1132/CRID177

1.3 Document References

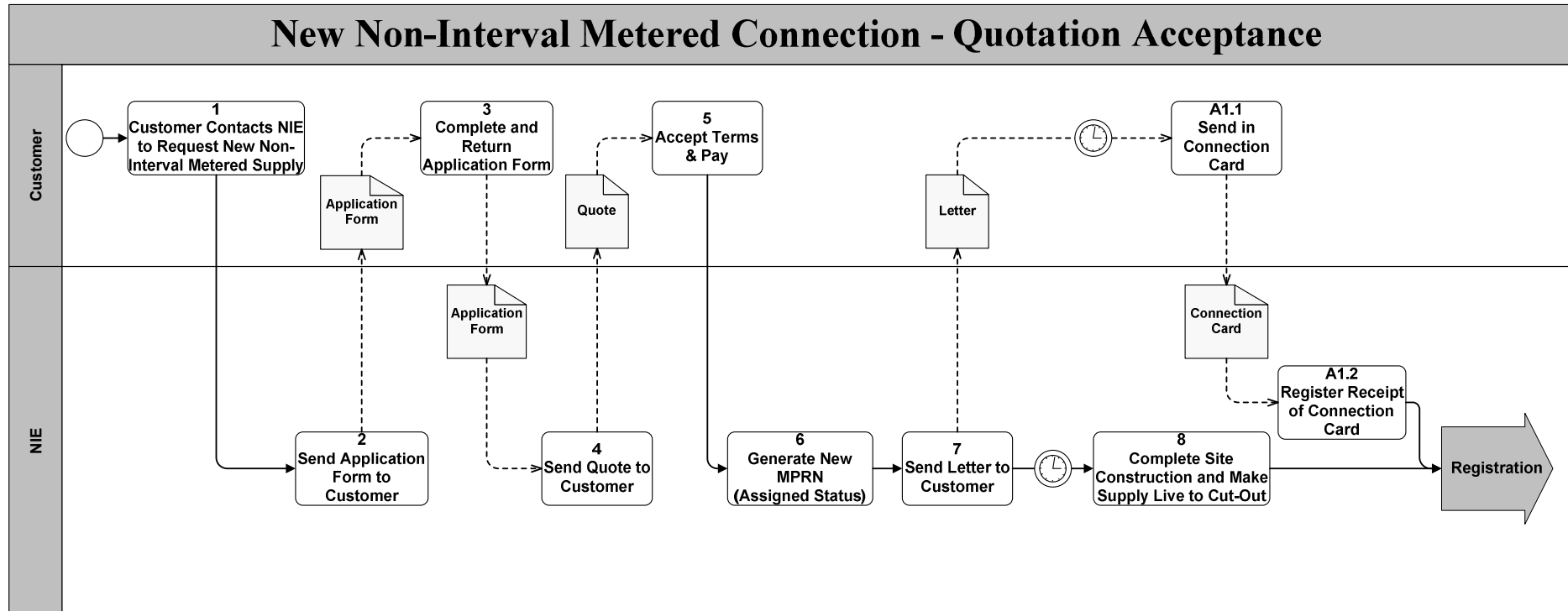
Document Reference	Document name
MP NI 3	Objections and Cancellation
MG NI 23	Supplier Data Requests
MP NI 39	NI Market Procedures – Glossary of Terms

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2. Procedure Description

2.1 New Non-Interval Metered Connection - Quotation Acceptance

2.1.1 Process Flow Diagram



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2.1.2 Process Description

Step	Role	Action	Interface
1 - 3	Customer	<p>A Customer, or their authorised agent, can contact NIE directly to request an application form for a new Non-Interval metered connection, and NIE will send out the form to the Customer.</p> <p>Alternatively the Customer can download the application form from the NIE website.</p> <p>The Customer must complete and sign the form, and return it to NIE along with any additional required documentation, e.g.</p> <ul style="list-style-type: none"> • Stamp approved full planning approval for the development (if required) • Site plan 1:500 • Site location map 1:2500 • Floor plan showing the proposed meter position <p>The complete list is defined in the Application Checklist on the application form.</p>	Application Form to NIE
4	NIE	<p>On receipt of a completed, signed application form and all additional documentation, NIE will carry out a design for the connection and send a quotation for the work to the Customer. An MPRN is created but will not at this stage be available to the Market Website</p> <p>The quotation letter will contain</p> <ul style="list-style-type: none"> • Their new MPRN(s) • The connection voltage, agreed MIC, MCC and type of metering to be installed • Information regarding the need to obtain a Supplier before the connection can be energised • Information on where Supplier details can be obtained • The next steps in the process <p>The quotation is valid for 90 days.</p> <p>NIE may need to carry out a detailed site survey before issuing the quotation. NIE will make arrangements with the Customer first if this is required.</p> <p>This design process can take between two and twelve weeks.</p>	Quote to Customer

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Step	Role	Action	Interface
		If the Customer changes their requirements and requests another quotation, the original MPRN(s) will be Terminated and new MPRN(s) generated with each new quotation.	
5	Customer	The Customer makes the appropriate payment to NIE.	Payment to NIE
6	NIE	On acceptance of the terms of the quotation by the Customer, and receipt of payment, NIE will move the new MPRN(s) to an Assigned state and details will be made available on the Market Website.	
7-8	NIE	NIE will contact the Customer to agree a date for completion of the necessary site construction and to make the supply live to the cut-out at the Meter Point. Customer sites will not be energised until a Registration Request from a Supplier for the Meter Point has been accepted by NIE.	Telephone call / Email / Letter to Customer
A1.1	Customer	Before the Customer notifies their chosen Supplier to submit a Registration Request, they should send a completed Connection Card for the Meter Point, signed by their electrical contractor, to NIE.	Connection Card to NIE
A1.2	NIE	NIE will record receipt of the Connection Card to allow the Meter Point to be energised after receipt of a valid Registration Request from a Supplier.	

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2.2 Accelerated New Non-Interval Metered Connection - Quotation Acceptance

2.2.1 Process Description

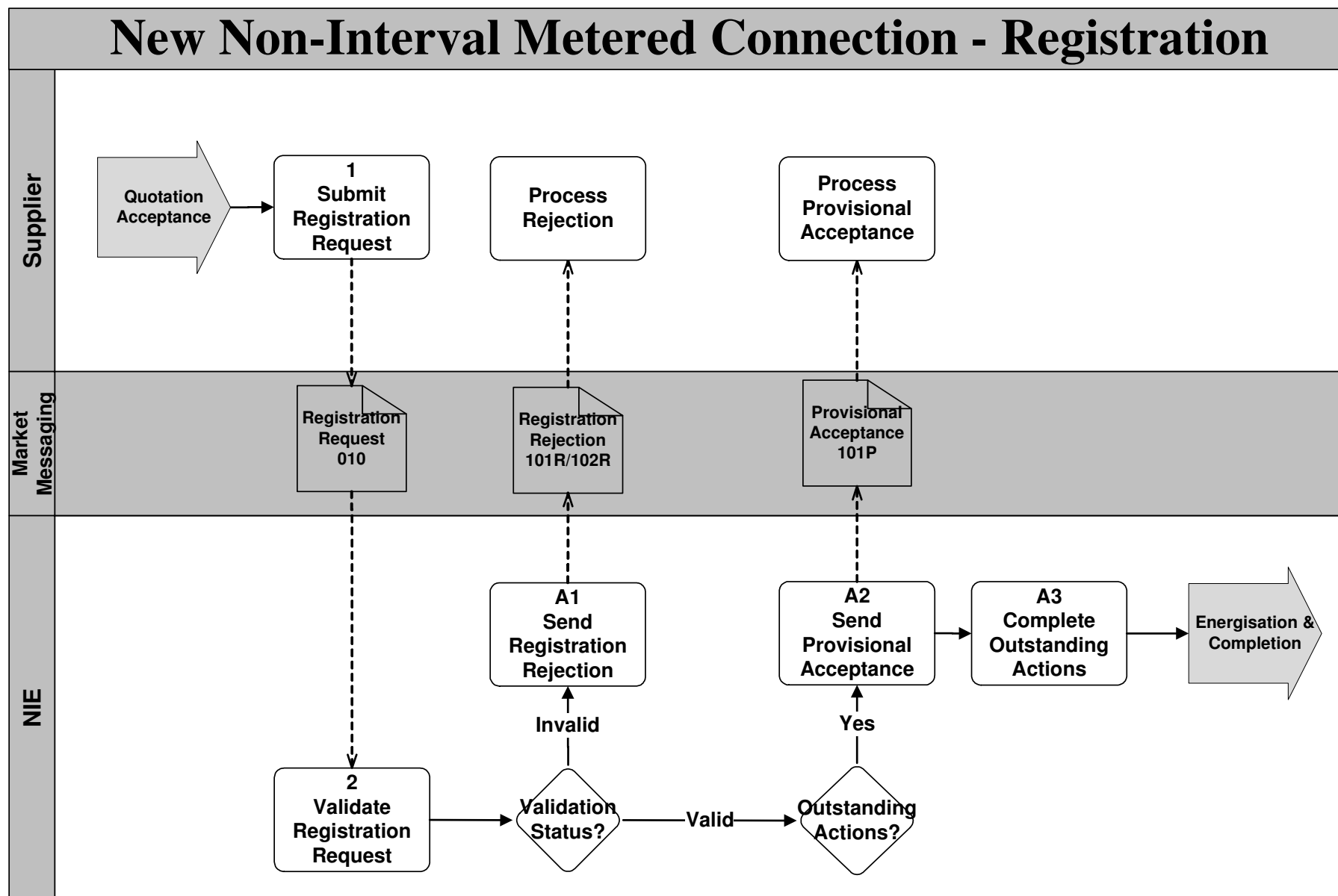
Step	Role	Action	Interface
1	NIE	<p>Where an accelerated New Connection Registration is required by a new Customer who is not aware of the requirement for Registration, e.g. if recently arrived from abroad, NIE will endeavour to accelerate the connection process:</p> <ul style="list-style-type: none">• NIE will provide the Customer with the MPRN and advise that they must select a Supplier of their choice• If the Customer has difficulty contacting a Supplier, then NIE may contact their Supplier of choice and request that the Supplier contacts the Customer as soon as possible• NIE will reserve an Appointment, on condition that a Registration is received by an agreed time <p>Default Supplier</p> <p>NIAUR will appoint a default Supplier for each certification class of metering. The default Supplier will be contacted by NIE to provide a Registration Request where no Registration is received from another Supplier.</p> <p>The default Supplier will be required to submit a Registration Request to NIE to facilitate an accelerated new connection process for a Customer who is unaware of the agreed connection process and requires energisation / Registration ahead of the normal two working day Guaranteed Standard.</p> <p>The default Supplier will also be required to submit a New Connection Registration Request to NIE where NIE identifies a metered connection at which electricity is consumed but which is not registered to a Supplier and for which a Registration Request is not received from another Supplier within five business days of an MPRN being advised to the Customer by NIE. NIE will in this scenario perform a Fieldwork visit to check and confirm the metering and to collect readings.</p>	

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2.3 New Non-Interval Metered Connection - Registration

2.3.1 Process Flow Diagram

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2.3.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>A Supplier may determine the characteristics of a Meter Point by reference to information published on the Market Website (see MG NI 23 Supplier Data Requests).</p> <p>The Supplier will request Registration of a Meter Point by providing an application to NIE via a Registration Request market message, completed in accordance with the message implementation rules. Read Arrangements must not be specified for a new connection.</p> <p>The MPRN will have been provided to the Customer as part of the Quotation Acceptance activities between the customer and NIE.</p> <p>Temporary Supplies</p> <p>Where a temporary supply is for a single domestic property, then it must be registered as a residential new connection. Any other temporary supply must be registered as a commercial new connection. Examples of commercial temporary supplies include:</p> <ul style="list-style-type: none"> • Builder's site hut where the service cable will be later removed (two or more dwellings) • Supply to a commercial property or industrial unit • Supply to a crane <p>Default Supplier</p> <p>For accelerated new connections the effective date of the Registration will be the date of installation.</p> <p>For unregistered existing connections the effective date of the registration will be the date of the fieldwork visit. Monies in respect of consumption prior to the effective date will be handled through Revenue Protection procedures.</p>	010 to NIE
2	NIE	<p>NIE will determine that the Registration is a metered New Connection Registration and, if so, validate the Registration (see section 2.3.3 New Connection Registration Validation).</p> <p>A Registration that is received after energisation, other than by a Supplier as required in section 2.2, will be treated as a Registration for a Change of Supplier and will be processed as provided in MP NI 1 Change of</p>	

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Step	Role	Action	Interface
		Supplier Non-Interval.	
A1	NIE	<p>Where a New Connection Registration Request market message fails validation NIE will send a New Connection Registration Rejection market message to the Supplier.</p> <p>The market message will contain one or more Reject Reason codes to indicate the reasons for the rejection.</p> <p>New Connection Registrations can supersede each other. Where a subsequent valid New Connection Registration Request is received and the Meter Point has not been energised, then the initial registration will be rejected and a rejection message 101R sent to the supplier that initiated the existing process.</p>	101R/102R to Supplier
A2	NIE	<p>Where the Registration Request market message is accepted but there are outstanding actions, NIE will send a New Connection Provisional Acceptance market message to the Supplier.</p> <p>The market message will contain one or more Provisional Acceptance Completion Requirement Codes to indicate the actions that are awaited, including:</p> <ul style="list-style-type: none"> • Energisation is awaited • Connection Agreement required where the Supply Agreement does not cover customer acceptance of the NIE Connection Conditions 	101P to Supplier
A3	NIE	NIE will complete any outstanding actions	

2.3.3 New Connection Registration Validation

A New Connection Registration Request for a new Non-Interval metered connection will be rejected and the New Supplier advised if:

- The MPRN does not exist
- The Meter Point status is Terminated. Note that a Registration for a registered site in an energised or de-energised state is treated as Change of Supplier
- The Meter Point Address Postcode provided does not exactly match the data held by NIE; where such data is held by NIE. The matching is case sensitive.

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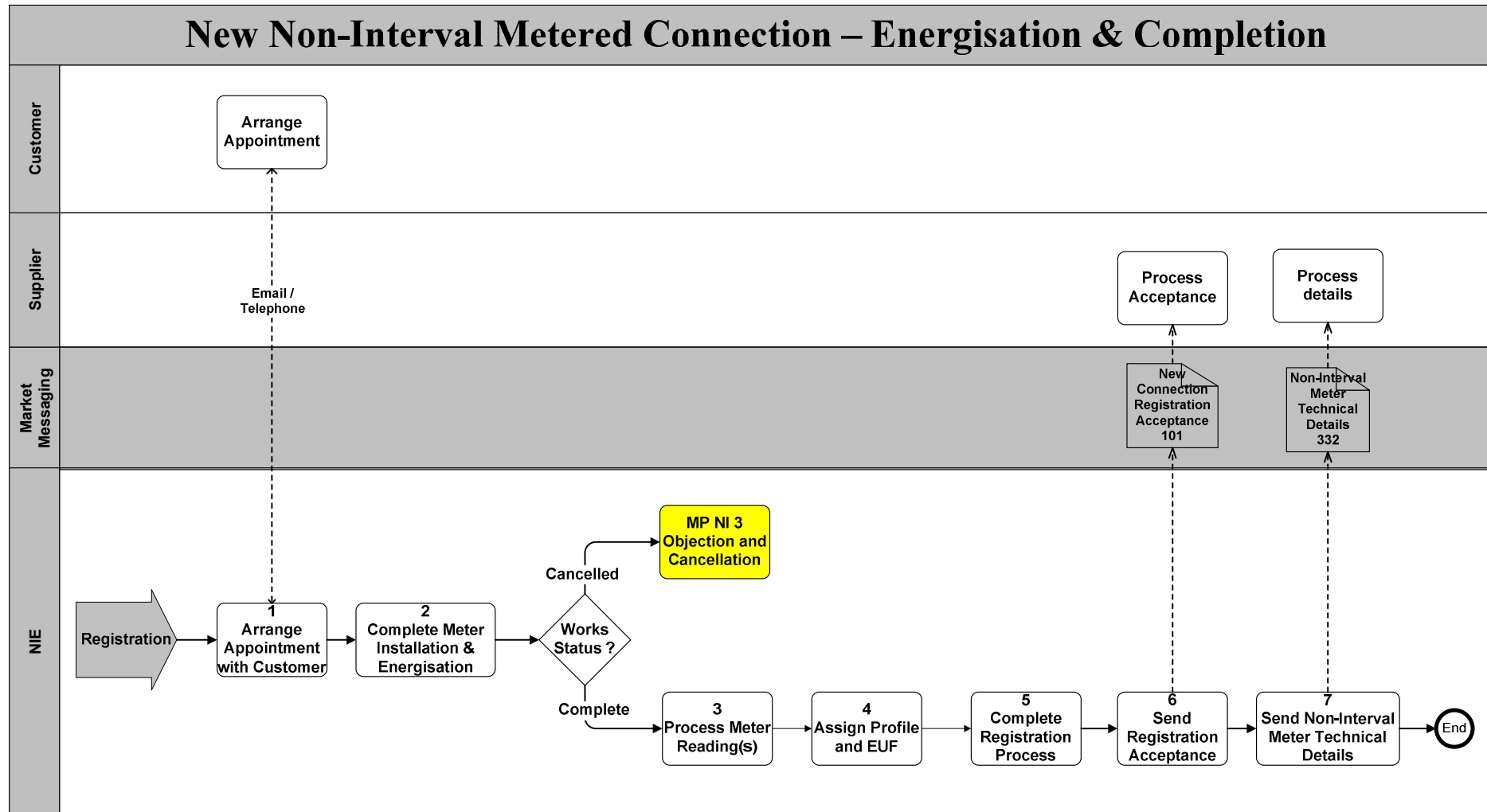
- The Supplier ID is not recognised by NIE
- The Supplier ID and Supplier Unit combination is not recognised by NIE
- The SSAC is not a valid arrangement for the Supplier Unit with respect to the Settlement Class of the Meter Point
- For a keypad metered new connection, the Tariff Configuration Code has not been registered for use by the Supplier or is incompatible with the Meter Configuration Code and the Prepayment Indicator.
- The Supplier has not confirmed that a Supply Agreement exists with the Customer. Where the Supplier has an agency agreement for LV connected Customers this must include a clause to cover Customer acceptance of NIE Connection Conditions
- A Registration Request for a trading site is not consistent with registration data obtained from the SEM-O under SEM Agreed Procedure 1

Note: the *NI Market Implementation Guide – Meter Registration* provides validation and allowable values at a message field level.

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2.4 New Non-Interval Metered Connection – Energisation & Completion

2.4.1 Process Flow Diagram



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2.4.2 Process Description

Step	Role	Action	Interface
1	NIE	For installation and energisation of all new connections, NIE will contact the Customer, or their authorised agent, directly to arrange an Appointment.	Email / Telephone to Customer
2	NIE	<p>NIE will complete the meter installation and energise the Meter Point.</p> <p>For keypad new connections NIE will:</p> <ul style="list-style-type: none"> • Configure the keypad meter tariff in accordance with the Registration Request and • Provide a keypad premises card to the Customer when the meter is installed, or, if the keypad premises card is not available at that point, will provide the keypad premises card number to the Customer and will provide the keypad premises card as soon as it is available. <p>Refer to MP NI 3 Objections and Cancellations for circumstances where NIE will cancel a new connection.</p>	
3 - 4	NIE	<p>NIE will process the meter readings obtained as part of the meter works job completion.</p> <p>NIE will assign a Load Profile and Estimated Usage Factor (EUF) to the Meter Point.</p>	
5-6	NIE	NIE will complete the Registration process and send a New Connection Registration Acceptance market message to the Supplier.	101 to Supplier
7	NIE	NIE will send the new meter details to the Supplier on a Non-Interval Meter Technical Details market message	332 to Supplier