

# Retail Market Procedure NI 8

## Changes to Connection Characteristics

**21/11/2013**

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**Retail Market Procedure NI 8 - Changes to Connection Characteristics**

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# Retail Market Procedure NI 8 - Changes to Connection Characteristics

## 1 Introduction

### 1.1 Scope

This document describes the Retail Market Procedure for managing Changes to Meter Point Characteristics, e.g. MIC, Connection Voltage, in Northern Ireland.

The Procedure applies to Interval and Non-Interval metered sites.

The Procedure consists of the following sub-processes:

- **Customer Initiated Changes to Connection Characteristics – Agree Terms**
  - o Describes the process of a Customer and NIE agreeing to the design and related costs for a change to the connection characteristics at the customer's Meter Point, and Supplier notification of the proposed changes.
- **Customer Initiated Changes to Connection Characteristics – Complete Required Works**
  - o Describes the process of NIE notifying the Supplier of, and completing, the changes to the connection characteristics at a Meter Point.

This procedure excludes:

- o Relocation of metering or supply cable
- o Temporary removal of supply
- o Permanent removal of supply. Refer to procedure MP NI 19 – Terminate Connection

## Retail Market Procedure NI 8 - Changes to Connection Characteristics

### 1.2 History of Changes

Version	Source of Change	Description of Change
0.1	NIE	Initial Draft
0.2	Paul Merkens	Updated for Supplementary Information on MCR1006 and when MIC is exceeded
0.91	Paul Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop
0.93	P Merkens	Step to provide message 301N resequenced Updated for CRID 151
0.93	J-E Smith	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>• Update for DR1110/CRID 163 – correction to A1.1</li></ul>
2.1	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"><li>• Updated for DR1132-CRID177</li></ul>

### 1.3 Document References

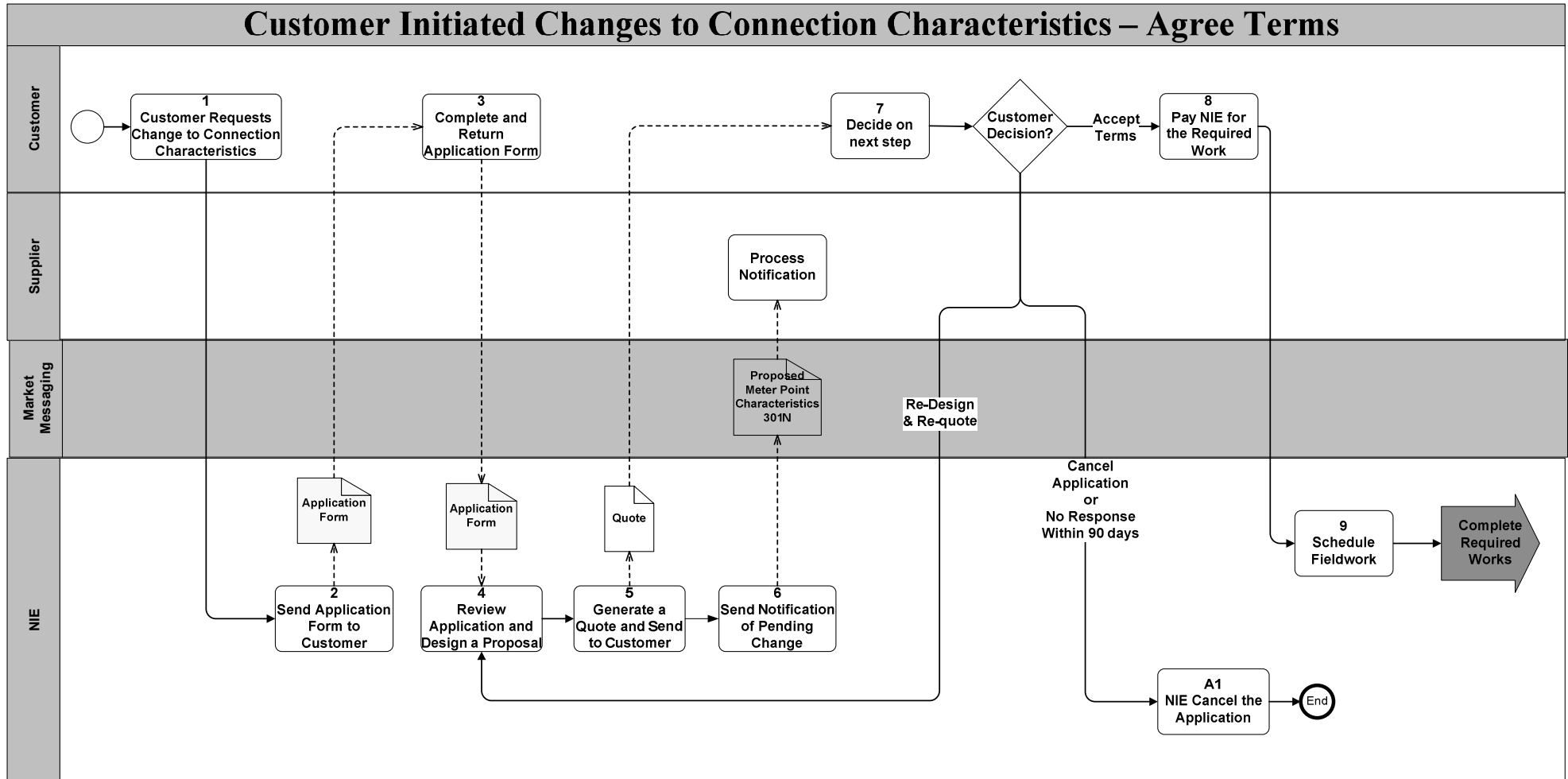
Document Reference	Document name
MP NI 11	Changes to Meter Configuration
MG NI 19	Terminate Connection
MG NI 34	Refer to MG NI 34 DUoS, Transaction and PSO Billing
MP NI 35	Change of Metering – Non Interval to Interval
MP NI 39	NI Market Procedures - Glossary of Terms

# Retail Market Procedure NI 8 - Changes to Connection Characteristics

## 2 Procedure Description

### 2.1 Customer Initiated Changes to Connection Characteristics – Agree Terms

#### 2.1.1 Process Flow Diagram



## Retail Market Procedure NI 8 - Changes to Connection Characteristics

### 2.1.2 Process Description

Step	Role	Action	Interface
1	<b>Customer</b>	<p>A Customer, or their authorised agent, can contact NIE directly to request an application form for:</p> <ul style="list-style-type: none"> <li>• A change to an existing MIC or MEC</li> <li>• A new MEC, where no existing MEC is in force</li> <li>• Changes to Connection Voltage</li> <li>• Changes between single and three phase metering</li> <li>• A change of meter configuration in parallel with a change of usage</li> </ul> <p>Alternatively the Customer can download the application form from the NIE website.</p>	
2	<b>NIE</b>	NIE will send out the form to the Customer.	Form to Customer
3	<b>Customer</b>	<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"> <li>• Increased supply</li> <li>• Existing load details</li> <li>• Proposed additional load</li> <li>• Anticipated new maximum demand</li> </ul> <p>The complete list is defined in the Application Checklist on the application form.</p>	Application Form to NIE
4, 5	<b>NIE</b>	<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.</p> <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

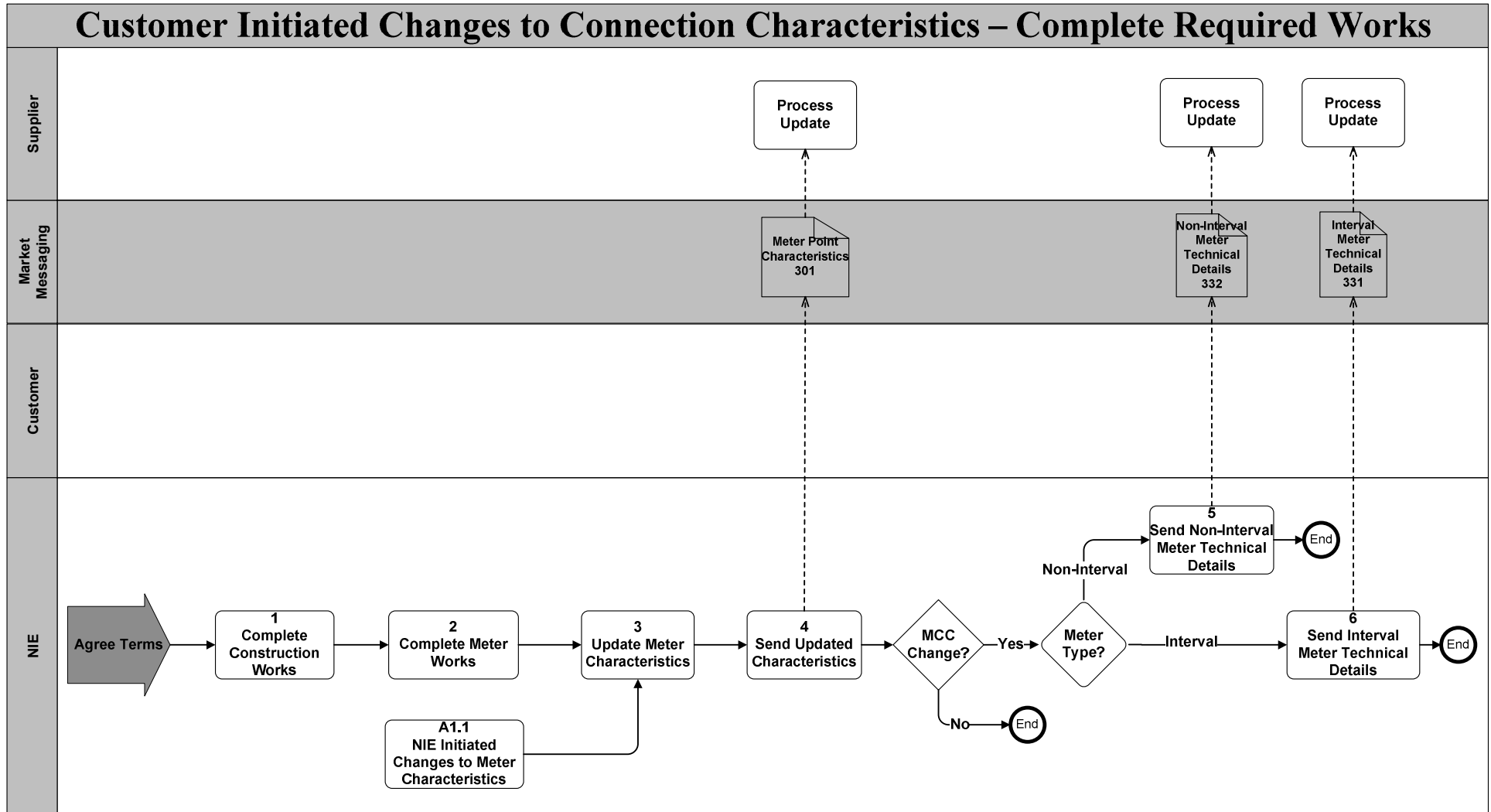
## Retail Market Procedure NI 8 - Changes to Connection Characteristics

Step	Role	Action	Interface
6	<b>NIE</b>	<p>NIE will notify the registered Supplier of the pending changes by sending a Proposed Meter Point Characteristics market message.</p> <p>The Proposed Meter Point Characteristics market message will only include values that are going to change, with the exception of the MPRN and Meter Point Address.</p>	301N to Supplier
7, 8	<b>Customer</b>	<p>On receipt of the quotation from NIE, the Customer has three options:</p> <ol style="list-style-type: none"> <li>1. Decide not to proceed with the proposed changes – NIE will cancel the application.</li> <li>2. Alter the proposed changes and request a new design and quotation from NIE – NIE will re-design and re-issue a new quotation to the Customer. A new quotation does not invalidate any previous quotation.</li> <li>3. Accept the terms of the quotation and pay NIE within 90 days of the quotation date.</li> </ol>	
A1	<b>NIE</b>	If the Customer does not contact NIE, or fails to pay NIE, within the 90 day timeframe, the quotation becomes invalid and NIE will cancel the application.	
9	<b>NIE</b>	NIE will schedule the Fieldwork on receipt of payment from the Customer	

# Retail Market Procedure NI 8 - Changes to Connection Characteristics

## 2.2 Customer Initiated Changes to Connection Characteristics – Complete Required Works

### 2.2.1 Process Flow Diagram





## Retail Market Procedure NI 8 - Changes to Connection Characteristics

### 2.2.2 Process Description

Step	Role	Action	Interface
1	<b>NIE</b>	NIE will contact the Customer to agree a date for completion of any necessary site construction work.	
2, 3	<b>NIE</b>	NIE will complete the necessary meter works at the Meter Point and update the Meter Point Characteristics and metering details accordingly.	
A1.1	<b>NIE</b>	<p>NIE may also initiate changes to Connection Characteristics outside of a request from a Customer. These changes can include:</p> <ul style="list-style-type: none"> <li>• Annual changes to CSC. Refer to MG NI 34 DUoS, Transaction and PSO Billing</li> <li>• CSC changes arising from buyout or termination of the five year agreement.</li> <li>• Change to MIC Start Date</li> <li>• Change to CSC Start Date</li> </ul> <p>Where there is a buyout of a five year CSC agreement, the buyout is completed manually and the CSC is immediately reset.</p>	
4	<b>NIE</b>	<p>NIE will notify the Supplier of the new characteristics by sending a Meter Point Characteristics market message.</p> <p>The market message will contain all Meter Point Characteristic values that are applicable at the Meter Point following any change, i.e. not only those which have changed.</p>	301 to Supplier
5, 6	<b>NIE</b>	<p>If the meter works involved a change to the metering configuration, NIE will notify the Supplier by sending either:</p> <ul style="list-style-type: none"> <li>• a Non-Interval Meter Technical Details market message for Non-Interval Meter Points, or</li> <li>• an Interval Meter Technical Details market message for Interval Meter Points.</li> </ul>	331 / 332 to Supplier

## **Retail Market Procedure NI 8 - Changes to Connection Characteristics**

### **2.3 Supplementary Information**

#### **Change of Connection Voltage**

The MPRN will remain unchanged following a change of Connection Voltage.

#### **MIC exceptions**

Where readings obtained show that the MIC has been exceeded and/or suggest that the MIC will be exceeded in future, NIE may advise the Customer to either reduce their consumption or make an application for increased supply.

As part of the application process, NIE will agree the new MIC, and any charges for changes to the supply, with the Customer.

Where an MIC is increased then the Chargeable Service Capacity will, except for an MIC over 1MW or a temporary supply, be set to the MIC for an agreed period.

Where the Customer does not agree to an increased MIC, or does not reduce their demand below the current MIC, then NIE may initiate de-energisation procedures.

In cases where the Customer is using less capacity than allowed by their MIC responsibility lies with the Customer to apply for a reduced supply.

#### **Supplier Issues and Meter Works**

NIE's quotation letter will include a clause stressing the importance of the Customer making contact with their Supplier to discuss the proposed changes. On receipt of the Proposed Meter Point Characteristics market message, if the Supplier has an issue with the proposed changes they must contact the Customer to discuss and resolve these issues (e.g. ask them to either cancel the job or change to a Supplier who can support their proposed change). NIE will not cancel or delay the completion of any related metering work if the Supplier contacts them with concerns about the proposed changes.