

Retail Market Guide NI 41

Fieldwork Types, Charges and Delivery Time Targets

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1. Introduction

1.1 Scope

This document is the Retail Market Guide for Fieldwork Types, Charges and Delivery Time Targets in Northern Ireland.

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

- **Fieldwork Types**
 - o Lists the types of Fieldwork and indicates whether they may be initiated by Supplier request, Customer request or by NIE Networks.
- **Fieldwork Charges**
 - o Lists the types of Fieldwork for which charges will be made to the Supplier and indicates whether charges will be levied in all cases or in specific circumstances.
 - o Lists the types of Fieldwork for which charges will be made to the Customer.
- **Fieldwork Delivery Time Targets**
 - o Lists the delivery time targets that apply to commercial and Residential sites for different types of Fieldwork.

1.2 History of Changes

Version	Source of Change	Description of Change
0.1		Initial draft version.
0.2	P Merkens	Updated for MCR 1042, MCR 1051
0.91	P Merkens	Issued for SIG Review
0.92	P Merkens	Updated following SIG Workshop
0.93	P Merkens	Correction of statement on Fieldwork transaction billing Chargeability for domestic de-energisation and re-energisation (other than non-payment)
0.94	A Ferguson	Final Draft Issued for Supplier Review prior to SIG Approval
0.95	A Ferguson	Updated for MCR 1069, corrections to K08 description and Fieldwork delivery times (warrants), comments clarifications
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved - Updated for DR1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks
3.1	NIE Networks	Replaced references to Revenue Protection Code of Practice with Energy Theft Industry Procedure

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1.3 Document References

Document	Document Reference
MP NI 8	Changes to Connection Characteristics
MP NI 39	NI Market Procedures - Glossary of Terms

2. Procedure Description

2.1 Fieldwork Types

Code	Description	Comments	Supplier Request	Customer Request	NIE Networks Initiated
M01	MCC Change (Non Interval), Non Keypad)	Includes Change of Supplier via 010.	Yes	No	In response to MIC change
M04	Install Interval Metering and Communications		Yes	Yes	No
M11	General Meter Damage (non RPU)		Yes	Yes, out of hours in an emergency	Yes
M12	Change from Prepayment to Credit	Physical replacement and reconfiguration of meter from pre-payment to credit.mode	Yes	No	No
M14	Fit Check Meter		Yes	No	Yes
M15	Heating Not Working		Yes	No	No
K02	Prepayment meter, configuration code change		Yes	No	No
K05	Change from Credit to Prepayment	Physical replacement and reconfiguration of meter from credit to pre-payment.mode.	Yes	No	No
K06	Forced replacement of credit meter with prepayment meter (Supplier warrant required)		Yes	No	No

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Code	Description	Comments	Supplier Request	Customer Request	NIE Networks Initiated
K08	Prepayment meter with large minus credit		Yes	No	No
N01	New Connection	Energisation of a new connection requires a Supplier registration. Refer to MP NI 5, MP NI 6.	No	Yes	No
N02	Permanent removal of supply (decommissioning)	Will lead to de-registration of Supplier.	No	Yes	Yes
N04	Meter replacement	Upgrade, re-certification or like for like change.	No	No	Yes
D01	De-energise (other than non-payment)	Credit metered sites only.	Yes ¹	Yes ²	Yes ³
D02	De-energise (for non-payment)	Commercial, credit metered sites only.	Yes	No	No
E01	Re-energise (other than non-payment)	Includes Change of Supplier via 010.	Yes	No	Yes
E02	Re-energise (for non-payment)		Yes	No	No
E04	Re-energise (rewire)		Yes	No	No
S02	Special reading (other than dispute)	Includes Change of Supplier via 010.	Yes	No	No
S04	Special reading (dispute)		Yes	No	No
	Revenue protection activities		No	No	Yes (RP Services)
	Change to metering functionality (excluding changes of Meter Configuration)	Includes upgraded data management capabilities.	No	Yes	Yes
	Relocation of metering		No	Yes	Yes
	Relocation of supply cabling		No	Yes	Yes
	Change to connection voltage		No	Yes	Yes

¹ De-energisation may only be requested for a Residential meter point where there is no Supply Agreement in existence.

² Where permitted by the Connection Agreement

³ NIE Networks may de-energise as a result of absence of a Connection Agreement or a Supply Agreement or in response to any other reason stated either in the terms and conditions of connection or in the Connection Agreement relating to the relevant Meter Point, and/or the Distribution Use of System Agreement between NIE Networks and the Supplier supplying to the relevant Meter Point including emergency situations notified to NIE Networks by a Customer.

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Code	Description	Comments	Supplier Request	Customer Request	NIE Networks Initiated
	Changes between single and three phase metering		No	Yes	Yes
	Change to MIC	Refer to MP NI 8.	No	Yes	Yes

Any meter readings obtained as a result of Fieldwork requested by a Customer or initiated by NIE Networks, together with details of any change of metering configuration or energisation status, will be provided to the Supplier in accordance with procedure MP NI 14 Readings Processing Non-Interval.

2.2 Fieldwork Charges

The following table indicates the items of commercial Fieldwork for which standard charges will be proposed.

Code	Description	Comments	Chargeable
M01	MCC Change (Non-Interval), Non Keypad)	Includes Change of Supplier	To Supplier in all cases
M04	Install Interval Metering and Communications		To Supplier where Supplier requested
M11	General Meter Damage (non RPU)		If Supplier requested, chargeable to Supplier if no problems are found
M14	Fit Check Meter		If Supplier requested, chargeable to Supplier if no problems are found
M15	Heating Not Working		Chargeable to Supplier if no problems are found
N01	New Connection		To Customer for Interval metering comms and > 1MW metering
D01	De-energise (other than non-payment)		If Supplier requested, chargeable to Supplier
D02	De-energise (for non-payment)		To Supplier in all cases
E01	Re-energise (other than non-payment)	Includes Change of Supplier	If Supplier requested, including Change of Supplier, chargeable to Supplier
E02	Re-energise (for non-payment)		To Supplier in all cases
E04	Re-energise (rewire)		To Supplier in all cases
S02	Special reading	Includes Change of Supplier	Chargeable to Supplier
S04	Special reading (dispute)	Includes Change of Supplier	Chargeable to Supplier if the disputed reading is within tolerance and there has been a reading within the last twelve months. If an estimate was requested and no visit was required then the special reading is not chargeable.
	Revenue protection activities		Refer to Energy Theft Industry Procedure
	Change to MIC	Refer to MP NI 8	To Supplier in all cases

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The following table indicates the items of Residential Fieldwork for which standard charges will be proposed.

Code	Description	Comments	Chargeable
D01	De-energise (other than non-payment)		If Supplier requested, chargeable to Supplier
E01	Re-energise (other than non-payment)	Includes Change of Supplier	If Supplier requested, including Change of Supplier, chargeable to Supplier
K02	Prepayment meter, configuration code change		To Supplier in all cases
K05	Change from Credit to Prepayment	Physical replacement and reconfiguration of meter from credit to pre-payment mode.	To Supplier in all cases
K06	Forced replacement of credit meter with prepayment meter (Supplier warrant required)	Physical replacement and reconfiguration of meter from credit to pre-payment mode.	To Supplier in all cases
K08	Prepayment meter with large minus credit		Chargeable to Supplier if no problems are found.
M01	MCC Change (Non-Interval), Non Keypad)	Includes Change of Supplier	To Supplier in all cases
M11	General Meter Damage (non RPU)		If Supplier requested, chargeable to Supplier if no problems are found.
M12	Change from Prepayment to Credit	Physical replacement and reconfiguration of meter from pre-payment to credit mode	To Supplier in all cases
M14	Fit Check Meter		If Supplier requested, chargeable to Supplier if no problems are found.
M15	Heating Not Working		Chargeable to Supplier if no problems are found
N01	New Connection		To Supplier in all cases
S02	Special reading	Includes Change of Supplier	Chargeable to Supplier with the following exceptions: <ul style="list-style-type: none"> • Change of Supplier where qualifying Customer Special Service Need codes are held by NIE Networks • Change of Supplier where a special read is obtained because there is no other reading within the last 12 months and an actual read cannot be obtained.
S04	Special reading (dispute)	Includes Change of Supplier	Chargeable to Supplier if the disputed reading is within tolerance and there has been a reading within the last twelve months
	Revenue protection activities		Refer to Energy Theft Industry Procedure

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Where Fieldwork is chargeable to the Supplier on a transaction basis then:

- Charges will be levied as 'ad-hoc' items on a monthly basis through the transactional charges invoice
- Standard charges assume a single site visit
- Charges will be based on a published list of standard charges except in cases where special conditions occur in which cases charges will be agreed with the Supplier in advance of work completion. Special conditions giving rise to non-standard charges are normally not known until the first visit has been made and include:
 - Interval communications are required that are not covered by the standard charges
 - Special equipment is required
 - Access cannot be obtained to the metering installation
 - Repeated visits are required for reasons outside of NIE Networks control. These reasons include safety of the Customers installation or property, inability to obtain access, delays caused by third parties working at the Customer site, requirements for special equipment
 - Non standard metering configurations
- Charges will be levied:
 - When the work is completed
 - When NIE Networks attend the site but cannot complete the work for reasons outside of NIE Networks control
 - When the Customer or their authorised agent fails to keep an Appointment arranged between either the Supplier or NIE Networks and the Customer or their authorised agent.

The following table indicates the items of Fieldwork for which charges will be made to the Customer.

Code	Description	Comments
N01	New Connection	Charges other than metering and Interval communications
N02	Permanent removal of supply (decommissioning)	
	Revenue protection activities	Refer to Energy Theft Industry Procedure
	Relocation of metering	
	Relocation of supply cabling	
	Change to connection voltage	
	Change to MIC	<p>The Customer will be responsible for payment to NIE Networks of charges for system, connection and supply cabling related work required to implement changes in the supply capacity.</p> <p>Where a change of metering is required in order to support a change of MIC (e.g. because an Interval meter is required) then these charges will be billed to the Registered Supplier. NIE Networks will communicate this charge to the Supplier before completion of the work. The Supplier should indicate to NIE Networks whether the Customer can be supplied under an Interval metering arrangement.</p>
	De-energisation of domestic meter points	

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2.3 Fieldwork Delivery Time Targets

Unless otherwise stated the delivery times stated in each of the tables below are stated in business days and apply either

- from the date that the Appointment is made by a Supplier using the Market Website; or
- from the date that the Appointment is made by NIE Networks in response to a call with a Supplier or a Customer.

The delivery times do not apply where the Customer or their authorised agent requests a date outside the specified delivery time.

Targets which apply to all commercial sites.

Code	Description	Fieldwork Delivery Time
M01	MCC Change (Non-Interval), Non Keypad)	10 days
M04	Install Interval Metering and Communications	10 days, unless land-line communications are to be installed
M11	General Meter Damage (non RPU)	10 days
M14	Fit Check Meter	10 days
M15	Heating Not Working	10 days

Targets which apply to commercial LV sites only

Code	Description	Fieldwork Delivery Time
D01	De-energise (other than non-payment)	4 days
D02	De-energise (for non-payment)	1 day from receipt of Supplier request
E01	Re-energise (other than non-payment)	4 days
E02	Re-energise (for non-payment)	1 day from receipt of Supplier request
E04	Re-energise (rewire)	4 days
S02	Special reading (other than dispute)	4 days
S04	Special reading (dispute)	4 days
	Relocation of Metering (non-interval)	15 days from quotation acceptance

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Targets which apply to Residential sites

Code	Description	Fieldwork Delivery Time
M01	MCC Change (Non-Interval), Non Keypad)	10 days
M11	General Meter Damage (non RPU)	10 days
M12	Change from Prepayment to Credit	10 days
M14	Fit Check Meter	10 days
M15	Heating Not Working	10 days
K02	Prepayment meter, configuration code change	10 days
K05	Change from Credit to Prepayment	10 days
K06	Forced replacement of credit meter with prepayment meter	28 days from receipt of Supplier warrant
K08	Prepayment meter with large minus credit	2 days
D01	De-energise (other than non-payment)	2 days
E01	Re-energise (other than non-payment)	2 days
E04	Re-energise (rewire)	2 days
S02	Special reading (other than dispute)	4 days
S04	Special reading (dispute)	4 days
	Relocation of Metering (non-interval)	15 days from quotation acceptance