

Retail Market Procedure NI 11

Changes to Meter Configuration

31/08/2016

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Retail Market Procedure NI 11 – Changes to Meter Configuration

Table of Contents

1.	Introduction.....	3
1.1	Scope.....	3
1.2	History of Changes.....	4
1.3	Document References	4
2.	Procedure Description	5
2.1	Changes to Meter Configuration – Meter Works Request.....	5
2.1.1	Process Flow Diagram	5
2.1.2	Process Description	6
2.1.3	Meter Works Request Validation.....	8
2.1.4	Allowable Meter Works Types.....	9
2.1.5	Fieldwork Charges	9
2.1.6	De-Energised Sites	9
2.2	Changes to Meter Configuration – Meter Works Completion.....	11
2.2.1	Process Flow Diagram	11
2.2.2	Process Description	12
2.3	NIE Networks Cancellation / Non-Completion of Meter Works	14
2.3.1	Process Flow Diagram	14
2.3.2	Process Description	15
2.4	Supplier Cancellation of Meter Works.....	17
2.4.1	Process Flow Diagram	17
2.4.2	Process Description	18
2.4.3	Meter Works Withdrawal Request Validation.....	19

Retail Market Procedure NI 11 – Changes to Meter Configuration

1. Introduction

1.1 Scope

This document defines the Retail Market Procedure (Northern Ireland) for changes to the meter configuration at a Meter Point that may either be requested by the Registered Supplier using the Meter Works Request market message, or initiated by NIE Networks. The procedure applies to all metered sites.

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

- **Changes to Meter Configuration – Meter Works Request**
 - o Describes the process of a Supplier requesting meter works from NIE Networks to change the meter configuration at a Meter Point.
- **Changes to Meter Configuration – Meter Works Completion**
 - o Describes the process of NIE Networks notifying a Supplier of the completion of Supplier-requested meter works which change the meter configuration at a Meter Point.
 - o The process also covers NIE Networks notifying a Supplier of meter configuration changes resulting from NIE Networks-initiated meter works.
- **NIE Networks Cancellation / Non-Completion of Meter Works**
 - o Describes the process of NIE Networks notifying a Supplier of the cancellation or non-completion of Supplier-requested meter works to change the meter configuration at a Meter Point.
- **Supplier Cancellation of Meter Works**
 - o Describes the process of a Supplier requesting the cancellation of Supplier-requested meter works to change a meter configuration at a Meter Point.

This document excludes:

- Changes of Metering from Non Interval to Interval – (refer to *MP NI 35 Change of Metering - Non-Interval to Interval*)
- New Connections (refer to *MP NI 5 New Non-Interval Metered Connection & MP NI 6 New Interval Metered Connection*)
- De-energisation of a Meter Point (refer to *MP NI 9 De-energisation*)
- Re-energisation of a Meter Point (refer to *MP NI 10 Re-energisation*)
- Special Read Requests (refer to *MP NI 18 Special Read Requests*)
- Fieldwork associated with a Registration request (refer to *MPD 1 Change of Supplier Non-Interval, MPD 2 Change of Supplier Interval and MPD 37 Change of Supplier Keypad*)
- Work performed on the network or at a Meter Point that does not impact the metering configuration
- Procedures for the initiation of Fieldwork in response to Customer requests
- Cases where meter works are required in response to a change of connection characteristics or in conjunction with a change of usage (refer to *MP NI 8 Changes to Connection Characteristics*)

Retail Market Procedure NI 11 – Changes to Meter Configuration

1.2 History of Changes

Version	Source of Change	Description of Change
0.1	Initial Draft	Initial Draft
0.2	Ann Ferguson Review	
0.3	Paul Merkens	Updated for MCR1042
0.91	Paul Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop and for CRID 145
0.93	P Merkens	Update for CRID 148 Rejection where an appointment ID is incorrectly provided
0.94	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	J-E Smith	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/CRID163• MCR1108
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

1.3 Document References

Document Reference	Document Name
MP NI 8	Changes to Connection Characteristics
MP NI 10	Re-Energisation
MP NI 14	Readings Processing – Non Interval
MP NI 38	Fieldwork Appointments
MP NI 39	NI Market Procedures - Glossary of Terms
MG NI 41	Fieldwork Types, Charges and Delivery Time Targets

Retail Market Procedure NI 11 – Changes to Meter Configuration

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 Networks.</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 • Forced replacement of credit meter with prepayment meter. <p>Where the Supplier cannot book an Appointment via the Market Website, an appointment date can be requested on the Meter Works Request. This date is optional, and is provided for information purposes only. Actual dates will be determined when NIE Networks contact the customer to schedule the work and book the Appointment.</p> <p>Refer to <i>MP NI 38 Fieldwork Appointments</i> for a detailed description of the Appointment booking procedures</p>	Appointments section of Market Website
2	Supplier	<p>The Supplier must request a change to the meter configuration at a Meter Point by sending a Meter Works Request market message, with the Request Status set to 'I' (Initiate), to NIE Networks.</p> <p>The Supplier must provide:</p> <ul style="list-style-type: none"> • The type of meter works required, selected from the agreed list (Refer to <i>Section 2.1.4</i>) • If a change of metering configuration is required, the required Meter Configuration Code 	030 to NIE Networks
3	NIE Networks	NIE Networks will validate the Meter Works Request (Refer to <i>Section 2.1.3</i> for validation rules).	
A1	NIE Networks	If the message fails validation, NIE Networks will send a Meter Works Request Rejected market message to the Supplier. The 130R will contain one Reject Reason.	130R to Supplier

Retail Market Procedure NI 11 – Changes to Meter Configuration

Step	Role	Action	Interface
A2.1, A2.2	NIE Networks	<p>Where the 030 is requesting a change of MCC from a non-heat MCC (e.g. N001) to a heat MCC (e.g. N004), the Customer must provide a Connection Card to NIE Networks which defines the additional heating load to be supported at the premise.</p> <p>NIE Networks will send a Meter Works Request Delayed market message to the Supplier and the requested meter works will be postponed until a Connection Card is received from the Customer.</p> <p>The Meter Works Delayed market message will contain Delay Reason Code 'DE01'.</p>	130D to Supplier
4	NIE Networks	<p>In the circumstances where a Supplier should not book an Appointment using the Market Website, and with the exception of forced replacement of a credit meter by a prepayment meter, NIE Networks will contact the Customer, or their authorised agent, directly to arrange an Appointment.</p>	Telephone call / Email to Customer

Retail Market Procedure NI 11 – Changes to Meter Configuration

2.1.3 Meter Works Request Validation

A Meter Works Request will be rejected if:

- The Meter Works Request message fails field or segment level validation
- The Supplier is not registered to the Meter Point
- The Meter Point status is Terminated or is De-Energised. See section 2.1.6 on the procedure for De-Energised Meter Points.
- The request duplicates an existing request that is in progress
- A change of metering configuration is requested for a Meter Point at which there is a current Change of Supplier Registration Request pending completion
- A metering configuration is requested that may not be requested by the Supplier
- A metering configuration is requested that is incompatible with the connection characteristics (e.g. MIC) of the Meter Point
- A metering configuration is requested that is incompatible with the Usage Type of the Meter Point
- For Keypad metering, a tariff configuration is requested that cannot be requested by the Supplier. Tariff Configuration Codes that are permitted for use will be agreed between NIE Networks and each Supplier
- For Keypad metering, a tariff configuration is requested that is inconsistent with the change of metering configuration
- A change of Keypad meter configuration is requested but the required meter configuration is the same as the current meter configuration
- Where an Appointment is required to be made by the Supplier
 - An Appointment Id is not provided
 - The Appointment Id is invalid and does not match any existing pending Appointment Id booked via the Appointments section of the Market Website
 - The Appointment Id is associated with an Appointment for a Meter Point other than that referenced in the Meter Works Request message
 - The Appointment Id has previously been received by NIE Networks on another message. There is one exception to this:
 - A Meter Point Status Change Request and a Meter Works Request may contain the same Appointment Id, as a single Appointment may be booked for a change of meter configuration and energisation of a de-energised site
 - Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Meter Works Request message

Retail Market Procedure NI 11 – Changes to Meter Configuration

2.1.4 Allowable Meter Works Types

The following table describes the types of meter works that a Supplier can request on the Meter Works Request message:

Code	Description	Comments
M01	MCC Change (Non Interval), Non-Keypad)	
M04	Install Interval Metering and Communications	
M11	General Meter Damage (non RPU)	Refer to <i>MP NI 12 Meter Problems and Damage</i> for usage
M12	Change from Prepayment to Credit	Physical replacement and reconfiguration of meter from pre-payment to credit mode
M14	Fit Check Meter	Initiates NIE Networks <i>Check Meter Accuracy</i> procedure
M15	Heating not working	
K02	Prepayment meter, configuration code change	
K05	Change from Credit to Prepayment	Physical replacement and reconfiguration of meter from credit to pre-payment mode. Applies to residential customers only.
K06	Forced replacement of credit meter with prepayment meter.	Physical replacement and reconfiguration of meter from credit to pre-payment mode. Applies to residential customers only.
K08	Prepayment meter with large minus credit	

2.1.5 Fieldwork Charges

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

2.1.6 De-Energised Sites

Where a Supplier requires meter works for a de-energised site the Supplier should first submit a Re-Energisation Request by following procedure MP NI 10 Re-Energisation. The Supplier then has two options:

- Wait for the Re-Energisation to complete, and then submit a Meter Works Request for the meter works. This results in two Fieldwork visits.
- After submission of the Re-Energisation Request, submit a Meter Works Request for the change of meter configuration. Where the 017 requires the Supplier to provide an Appointment Id it must be populated on the market message. Where the subsequent 030 requires the Supplier to provide an Appointment Id it must be populated with the same Id as that used on the 017. Where the 030 does not require the Supplier to provide an Appointment Id it must not be populated, or the market message will be rejected. This will allow NIE Networks to combine the two requests into one Fieldwork visit. The Meter Works Request must comply with the normal timing rules and be submitted within one hour of booking the Appointment for the Re-Energisation.

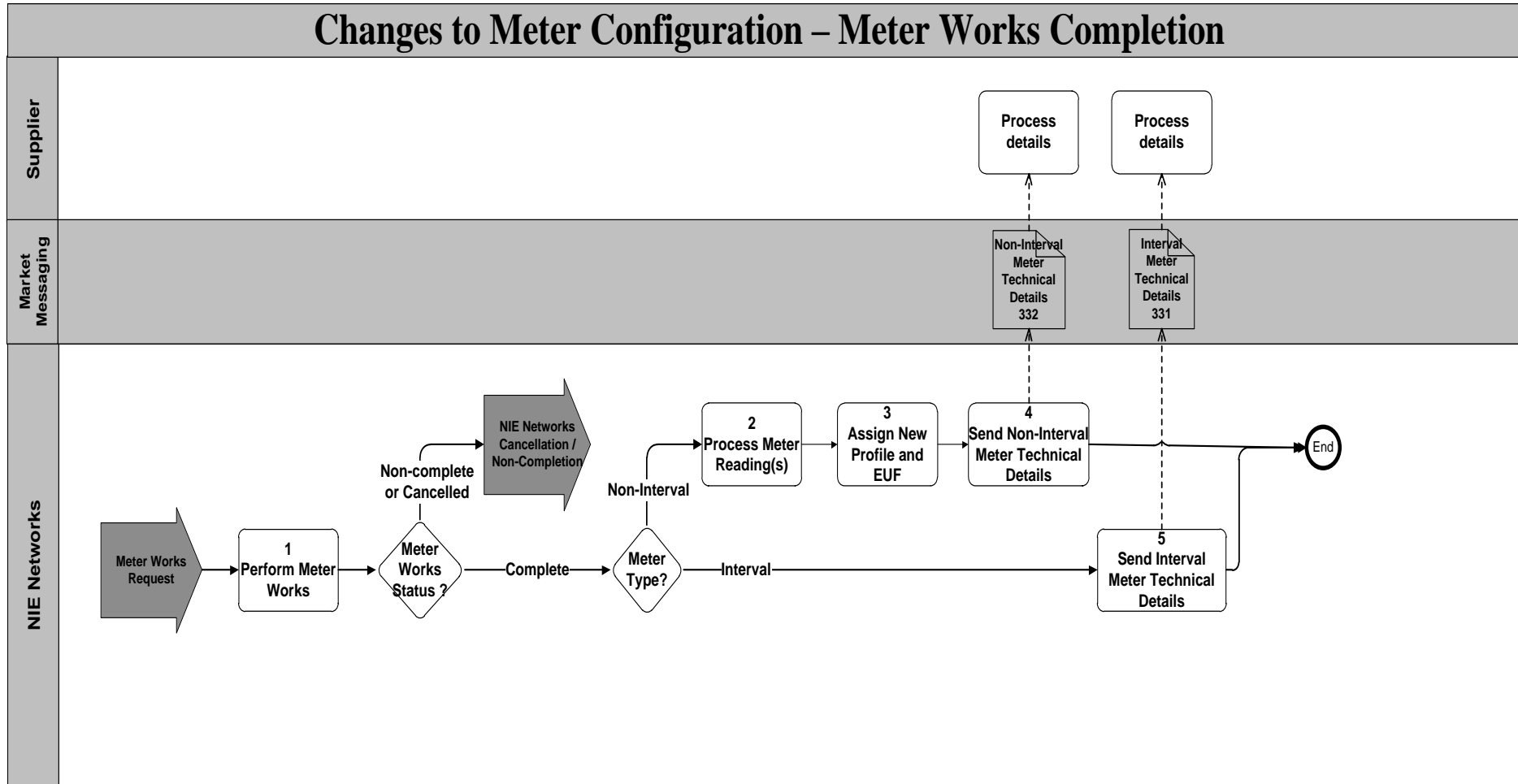
Retail Market Procedure NI 11 – Changes to Meter Configuration

Note that if the Meter Works market message is not received by NIE Networks within the above time period, the re-energisation job will proceed and the meter works will have to be managed under a new Appointment.

Retail Market Procedure NI 11 – Changes to Meter Configuration

2.2 Changes to Meter Configuration – Meter Works Completion

2.2.1 Process Flow Diagram



Retail Market Procedure NI 11 – Changes to Meter Configuration

2.2.2 Process Description

Step	Role	Action	Interface
1	NIE Networks	<p>NIE Networks will perform the requested meter works.</p> <p>Keypad Meters</p> <p>When on-site meter works are performed to</p> <ul style="list-style-type: none"> • Install a Keypad Meter; • Replace a Keypad Meter with another Keypad Meter; or • Change a keypad meter configuration <p>the appointed NIE Networks electrician will contact the NIE Networks Call Centre from the Customer premise so that the requested meter configuration and tariff is set up for the Supplier on the Keypad Transaction System.</p> <p>For Keypad Meter installations, NIE Networks will set up the appropriate Customer data on the Keypad Transaction System and the NIE Networks electrician will provide the new Premises Number Card to the Customer.</p> <p>Following a Keypad Meter removal or a change of mode from prepayment to credit the Keypad Transaction System will contain a record of the credit removed from the meter.</p> <p>For Keypad Meter replacements, any existing credit will be transferred to the new meter by the NIE Networks electrician.</p> <p>When, as a result of a meter or switching fault, a transaction is executed to switch from tele-switching to clock-switching (or vice-versa) a further site visit may be arranged (e.g. to remove the tele-switch). Control transactions to switch from tele-switching to clock-switching can be executed via the NIE Networks Call Centre.</p>	
2 - 3	NIE Networks	<p>For completed Non-Interval meter works NIE Networks will process the meter readings obtained as part of the meter works job completion.</p> <p>If, for any reason, it is not possible to collect an actual reading on meter removal, then readings will be estimated.</p> <p>NIE Networks will assign a new Profile and Estimated Usage Factor (EUF) to the Meter Point.</p>	

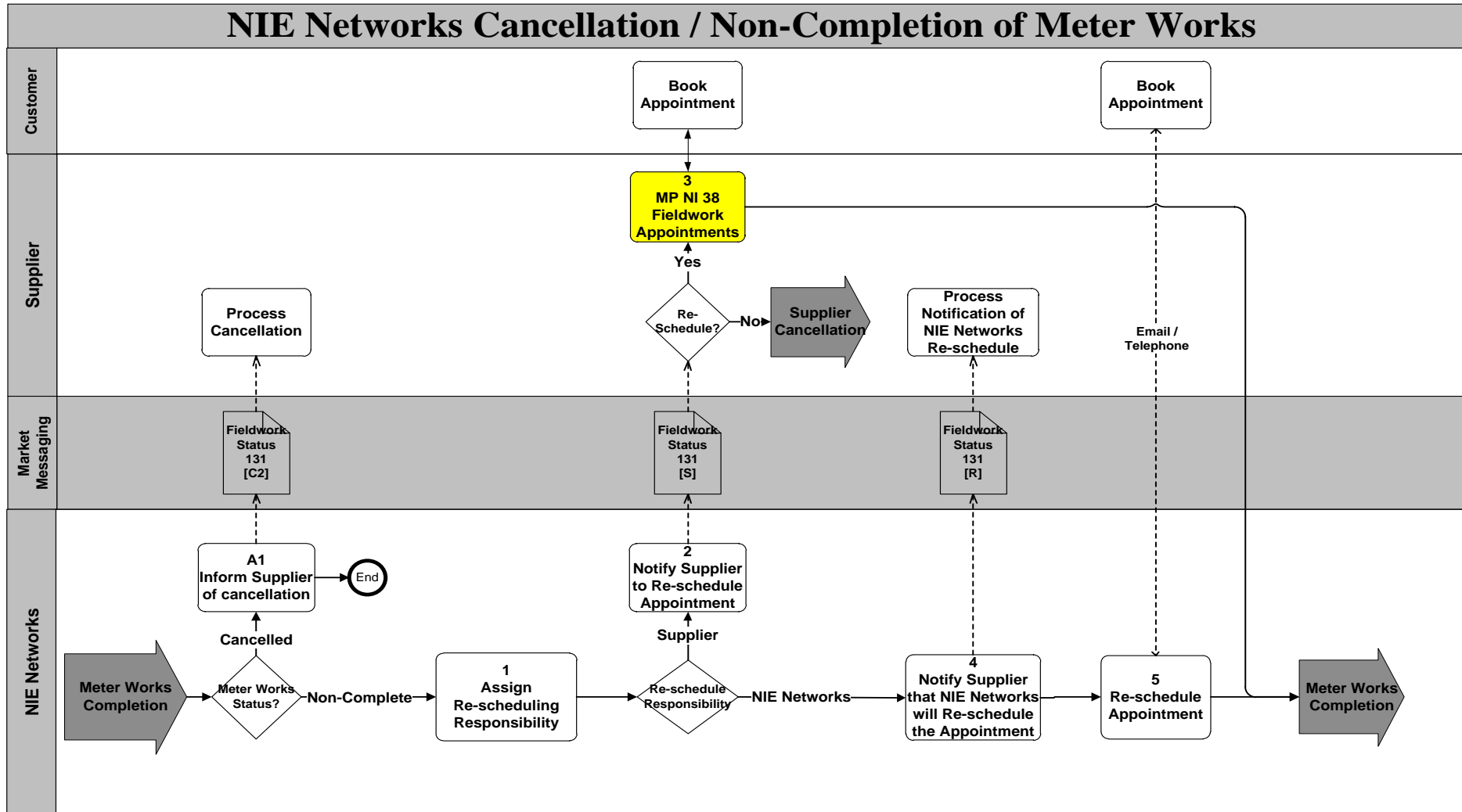
Retail Market Procedure NI 11 – Changes to Meter Configuration

Step	Role	Action	Interface
		Refer to MP NI 14 - Readings Processing Non-Interval for details of readings processing, estimation and Profile and EUF allocation.	
4	NIE Networks	NIE Networks will send the updated meter details to the Supplier on a Non-Interval Meter Technical Details market message.	332 to Supplier
5	NIE Networks	For Interval meter works NIE Networks will send the updated meter details to the Supplier on an Interval Meter Technical Details market message.	331 to Supplier

Retail Market Procedure NI 11 – Changes to Meter Configuration

2.3 NIE Networks Cancellation / Non-Completion of Meter Works

2.3.1 Process Flow Diagram



Retail Market Procedure NI 11 – Changes to Meter Configuration

2.3.2 Process Description

Step	Role	Action	Interface
A1	NIE Networks	<p>NIE Networks can cancel meter works in certain circumstances including:</p> <ul style="list-style-type: none"> • It is not possible to schedule the work for a date acceptable to the Customer, or their authorised agent • 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 Fieldwork 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 Networks will send a Fieldwork Status market message to the Supplier with a 'C2' Request Status to indicate that the meter works have been cancelled by NIE Networks.</p> <p>The message will include an Outcome Reason Code to indicate the reason for cancellation.</p> <p>Cancelled meter works cannot be re-scheduled. If the Supplier wishes to request the meter works again, they must send a new Meter Works Request market message to NIE Networks.</p>	<p>131[C2] to Supplier</p>
1	NIE Networks	<p>Where meter works could not be completed but NIE Networks do not cancel the works, the original Appointment can be re-scheduled to enable a repeat visit.</p> <p>NIE Networks will decide where responsibility lies for re-scheduling the Appointment – with the Supplier, or with NIE Networks.</p> <p>NIE Networks will always take responsibility for re-scheduling Appointments when the meter works are deemed to be non-complete at a Meter Point with a Maximum Import Capacity (MIC) greater than or equal to 70kVA.</p>	

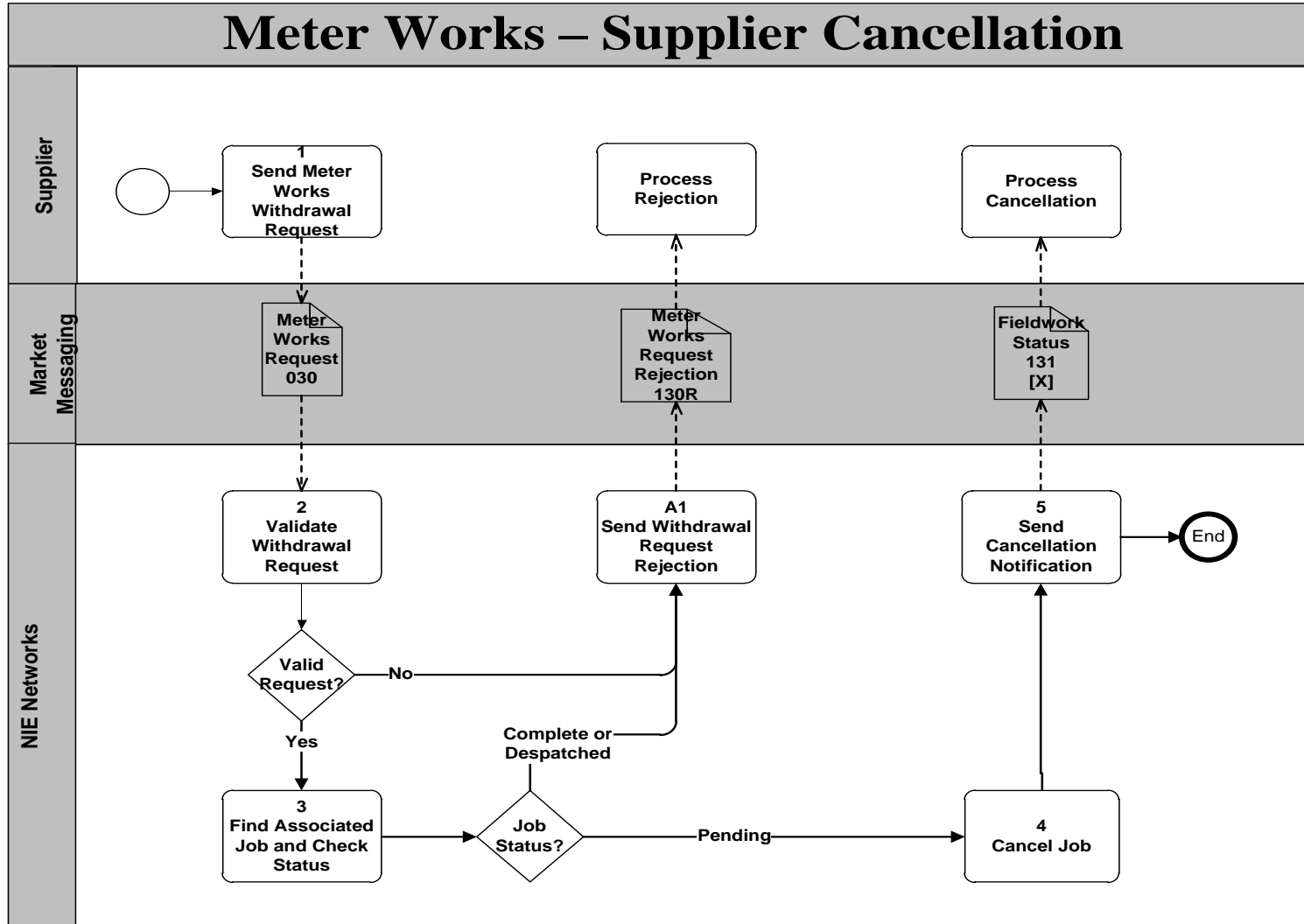
Retail Market Procedure NI 11 – Changes to Meter Configuration

Step	Role	Action	Interface
2	NIE Networks	<p>Where NIE Networks decide that responsibility for re-scheduling lies with the Supplier, NIE Networks will send a Fieldwork Status message to the Supplier with an 'S' Request Status to indicate that the meter works request has not been completed and that it is the Supplier's 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> <p>If the Supplier does not re-schedule the Appointment, or send a withdrawal request, within ten business days, NIE Networks will automatically cancel the meter works request and any associated Appointment (see step A1).</p>	131[S] to Supplier
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 of Meter Works</i>).</p>	
4	NIE Networks	<p>Where NIE Networks take responsibility for re-scheduling the Appointment, NIE Networks will send a Fieldwork Status message to the Supplier with an 'R' Request Status to indicate that the meter works request has not been completed and that NIE Networks will take responsibility for contacting 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 Networks	<p>NIE Networks 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

Retail Market Procedure NI 11 – Changes to Meter Configuration

2.4 Supplier Cancellation of Meter Works

2.4.1 Process Flow Diagram



Retail Market Procedure NI 11 – Changes to Meter Configuration

2.4.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>If a Supplier wishes to cancel a meter works request, they must send a Meter Works Request market message, with the Request Status set to 'W' (Withdraw), to NIE Networks.</p> <p>The Request Status should only be set to 'W' where a previous Meter Works Request has been sent and the Supplier wishes to cancel that instruction. The withdrawal message should mirror the data sent on the initiating Meter Works 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 • MP Business Reference • Appointment Id (if applicable) • Meter Works Type 	030 to NIE Networks
2, 3	NIE Networks	NIE Networks will validate the withdrawal request (Refer to <i>Section 2.4.3</i> for validation rules)	
A1	NIE Networks	<p>If the message fails validation or the Fieldwork has already been despatched or completed and cannot be cancelled, NIE Networks will send a Meter Works Request Rejected message to the Supplier.</p> <p>The Meter Works Request Rejected message will contain one Reject Reason.</p>	130R to Supplier
4	NIE Networks	<p>If the withdrawal request passes validation, and the internal NIE Networks job associated with the original Meter Works Request can be cancelled, NIE Networks will</p> <ul style="list-style-type: none"> - Cancel the internal job associated with the meter works request - Cancel any Appointment associated with the meter works request 	
5	NIE Networks	NIE Networks will send a Fieldwork Status message to the Supplier with an 'X' Request Status to indicate that the meter works request has been cancelled at the Supplier's request.	131 [X] to Supplier

Retail Market Procedure NI 11 – Changes to Meter Configuration

2.4.3 Meter Works Withdrawal Request Validation

A Meter Works withdrawal request will be rejected if:

- The withdrawal request message fails field or segment level validation
- The data in the fields listed below does not match exactly with an existing Initiated request:
 - MPRN
 - MP Business Reference
 - Appointment Id (if applicable)
 - Meter Works Type
- The withdraw request is for an initiated Meter Works Request where the NIE Networks job has either already been despatched to an electrician or has been completed and cannot be cancelled.

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