

Retail Market Procedure NI 12

Meter Problems and Damage, Enquiries and Complaints

31/08/2016

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Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

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1. Introduction

1.1 Scope

This document describes the Retail Market Procedure for the notification to NIE Networks of:

- Meter Problems and Damage; and
- Enquiries and Complaints

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

1.1.1 Meter Problems and Damage

This section contains the following sub-processes:

- **Supplier Assessment of Meter Problems**
 - Describes the process of a Supplier assessing a Customer's report of meter problems or damage, determining urgency and deciding if/how NIE Networks should be notified.
- **Meter Problems and Damage – Non-Urgent**
 - Describes the process of handling notifications initiated
 - By a Supplier via the 260 market message, or
 - Directly by a Customer into the NIE Networks Customer contact centre, or
 - Internally by NIE Networks field staff.
- **Meter Problems and Damage – Urgent (030-Initiated)**
 - Describes the process of handling notifications initiated by a Supplier via the 030 market message.

1.1.2 Enquiries and Complaints

This section contains the following sub-processes:

- **Meter Reading Enquiries and Complaints**
 - Describes the process of handling Meter Reading Enquiries and Complaints
- **Check Meter Accuracy**
 - Describes the process of checking the accuracy of an installed meter, when a Customer is disputing the readings. This process can be triggered by

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- A field representative assessment, resulting from a Usage Query on a 260 market message, indicates that a Check Meter is required to validate the disputed meter readings, or
 - A Supplier requests the fitting of a Check Meter using a Meter Works Request.
- **Check Meter Accuracy – Variance Within Limits, Customer not Satisfied**
 - Describes the process for handling the situation where the read variance between a disputed meter and the installed Check Meter is within NIE Networks defined tolerance but the Customer is still not satisfied with the outcome.
 - **Check Meter Accuracy – Variance Outside Limits**
 - Describes the process for handling the situation where the read variance between a disputed meter and the installed Check Meter is outside NIE Networks defined tolerance and a Customer Impact Settlement must be agreed.

This document excludes the following sub-processes:

- Booking Appointments for Fieldwork associated with meter problem notifications, submitted using the 030 market message, for SOSA Meter Points (Refer to *MP NI 38 Fieldwork Appointments*)
- Cancellation, or non-completion, by NIE Networks of 030-initiated Fieldwork associated with meter problem notifications (Refer to *MP NI 11 – Changes to Meter Configuration : NIE Networks Cancellation / Non-Completion of Meter Works*)
- Cancellation by the Supplier of 030-initiated Fieldwork associated with meter problem notifications (Refer to *MP NI 11 – Changes to Meter Configuration : Supplier Cancellation of Meter Works*)

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1.2 History of Changes

Version	Source of Change	Description of Change
0.1	NIE	Initial Draft
0.2	NIE	Extended to include Enquiries and Complaints
0.3	P Merkens	
0.91	Paul Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop
0.93	P Merkens	Rejection where an appointment Id is incorrectly provided
0.94	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
0.95	A Ferguson	Clarification on health and safety Observation Code on 260
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• Updated for DR1100/CRID160• Updated for DR1100/CRID161
2.1	J-E Smith	CDA Board Approved <ul style="list-style-type: none">• Updated for DR1116/CRID166
	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

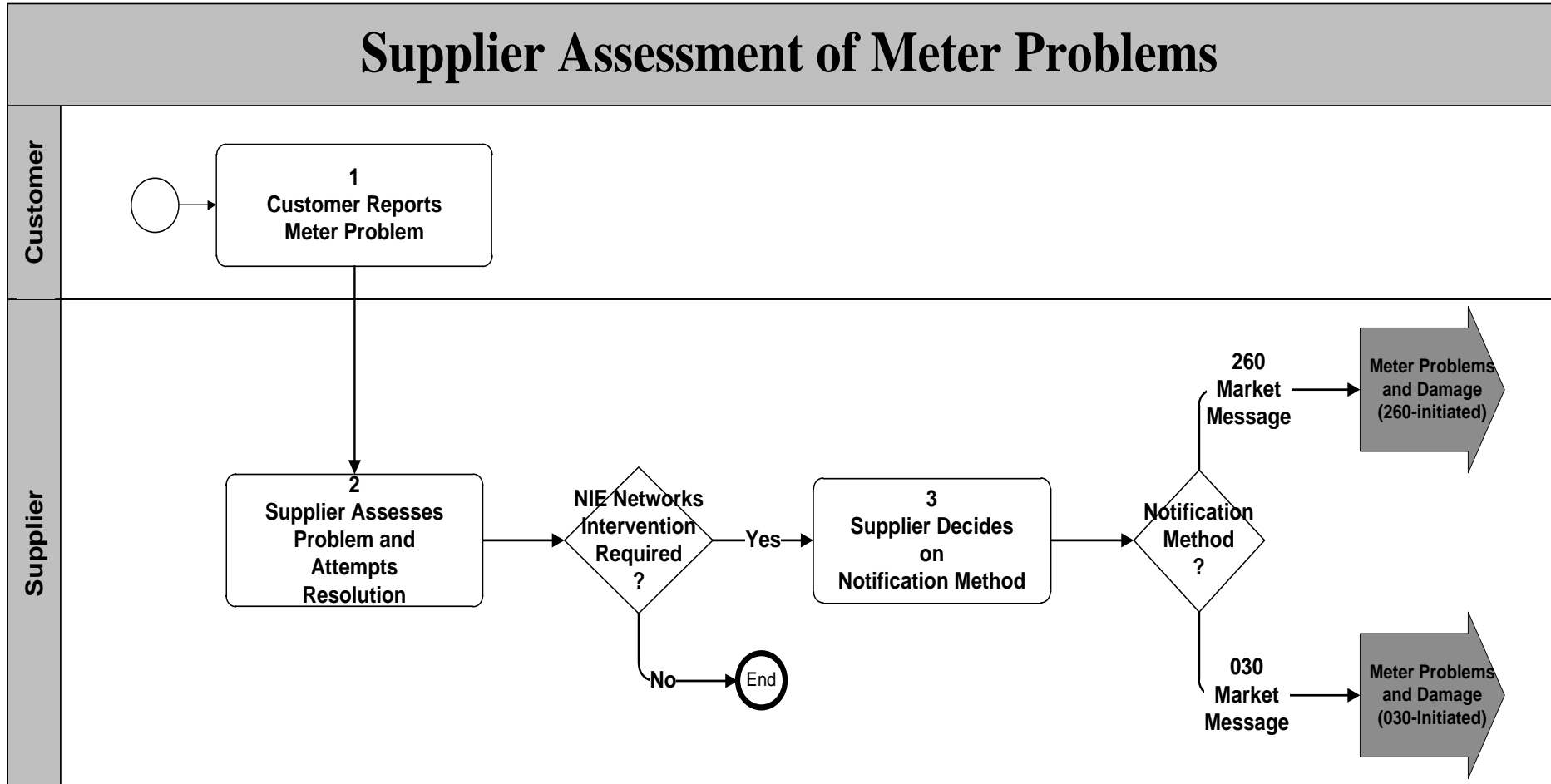
Document Reference	Document name
MP NI 17	Consumption Adjustments
MP NI 38	Fieldwork Appointments
MP NI 39	NI Market Procedures - Glossary of Terms

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2. Meter Problems and Damage - Procedure Description

2.1 Supplier Assessment of Meter Problems

2.1.1 Process Flow Diagram



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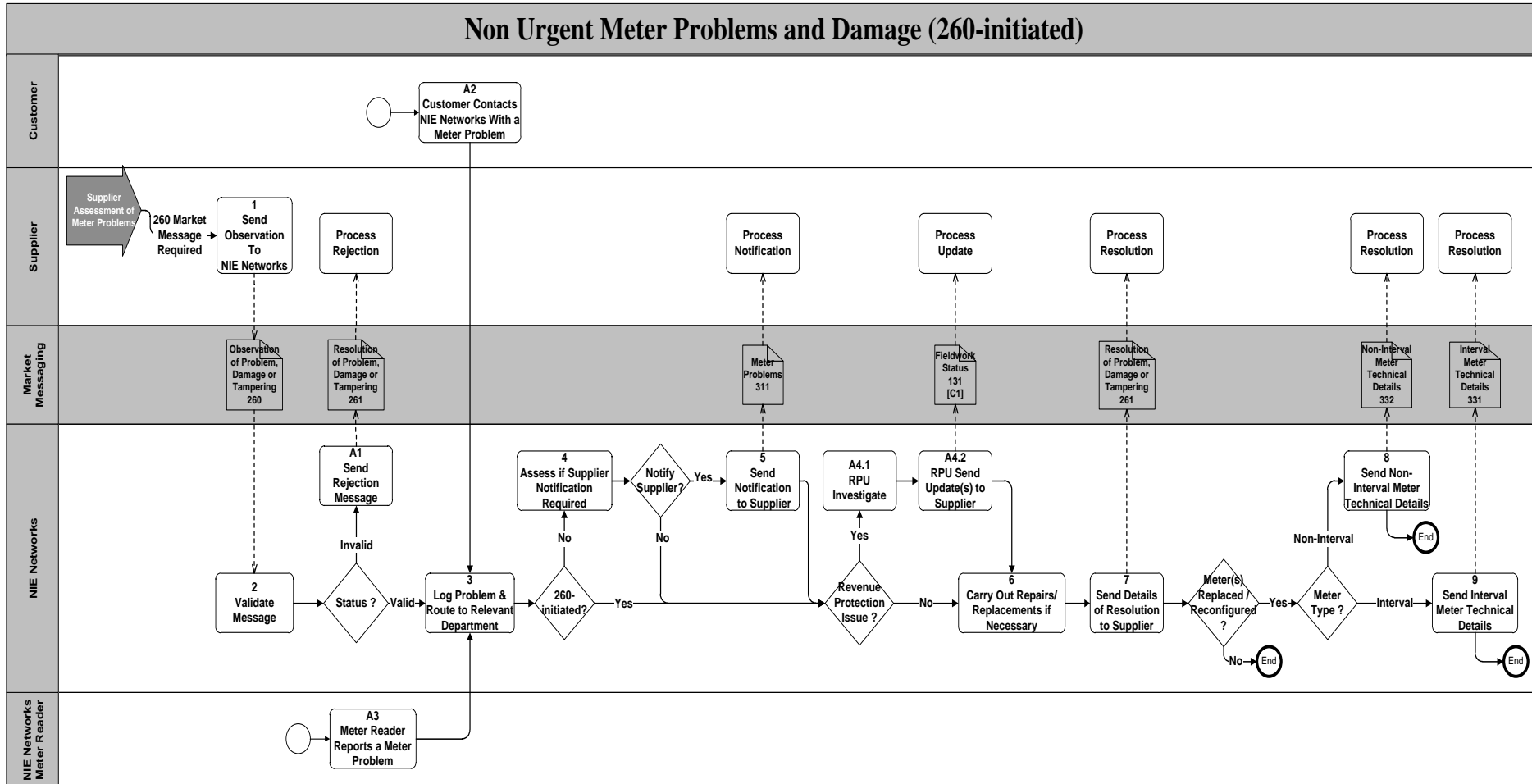
2.1.2 Process Description

Step	Role	Action	Interface
1	Customer	A Customer, or their authorised agent, can contact their Supplier to report a problem with their meter.	Telephone call/ letter/ email to Supplier
2	Supplier	The Supplier will discuss the problem with the Customer and should attempt to resolve it without requesting NIE Networks intervention. If the Supplier can resolve the problem with the Customer, no notification will be sent to NIE Networks.	
3	Supplier	<p>If the Supplier cannot resolve the problem and decides that NIE Networks intervention is required, they must decide on the most appropriate market message (260 or 030) to use for notification:</p> <ul style="list-style-type: none"> • Market message 260 is used for non-urgent meter problems such as: <ul style="list-style-type: none"> ○ a Keypad Meter requiring an extension to its freedom unit's communications cable ○ a time switch which is set at the wrong time ○ difficulty identifying the Customer's meter, e.g. in an apartment block with a communal meter room <p>Note: Although all 260-initiated notifications are created for non-urgent meter problems, code 219 – Health and Safety will be given a high priority by NIE Networks. If the Supplier feels that the Health and Safety issue requires immediate attention they should contact NIE Networks directly by telephone.</p> <ul style="list-style-type: none"> • Market message 030 is used for urgent meter problems such as: <ul style="list-style-type: none"> ○ the heating at a Meter Point is not working ○ a Keypad Meter has a large negative credit displayed ○ the glass on a meter is broken ○ a Keypad Meter has a faulty freedom unit <p>Note: All 030-initiated and some 260-initiated notifications automatically generate Fieldwork for NIE Networks to investigate/resolve the problem. Other 260-initiated notifications will first be reviewed by NIE Networks.</p>	

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2.2 Non Urgent Meter Problems and Damage (260-initiated)

2.2.1 Process Flow Diagram



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2.2.2 Process Description

Step	Role	Action	Interface																																
1	Supplier	<p>If NIE Networks notification is required, the Supplier must send an Observation of Problem, Damage or Tampering to NIE Networks using one of the permitted Observation Codes below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Code</th> <th style="text-align: center;">Description</th> </tr> </thead> <tbody> <tr><td style="text-align: center;">37</td><td>Meter Stopped</td></tr> <tr><td style="text-align: center;">41</td><td>Meter Removed</td></tr> <tr><td style="text-align: center;">47</td><td>Time Switch at wrong time > 2 hours</td></tr> <tr><td style="text-align: center;">53</td><td>Investigate/Change Tele/Time-switch</td></tr> <tr><td style="text-align: center;">77</td><td>Derelict premises</td></tr> <tr><td style="text-align: center;">81</td><td>Old meter requiring updating</td></tr> <tr><td style="text-align: center;">82</td><td>Suppliers check meter number request</td></tr> <tr><td style="text-align: center;">83</td><td>Incoming Supply ID – e.g. clarify communal metering</td></tr> <tr><td style="text-align: center;">99</td><td>Freeform Trouble message</td></tr> <tr><td style="text-align: center;">217</td><td>Missing Seals</td></tr> <tr><td style="text-align: center;">218</td><td>Revenue Protection</td></tr> <tr><td style="text-align: center;">219</td><td>Health & Safety</td></tr> <tr><td style="text-align: center;">221</td><td>Wrong number of digits</td></tr> <tr><td style="text-align: center;">223</td><td>Confirm Multiplier Attached</td></tr> <tr><td style="text-align: center;">226</td><td>Extend KPM Communications cable</td></tr> </tbody> </table>	Code	Description	37	Meter Stopped	41	Meter Removed	47	Time Switch at wrong time > 2 hours	53	Investigate/Change Tele/Time-switch	77	Derelict premises	81	Old meter requiring updating	82	Suppliers check meter number request	83	Incoming Supply ID – e.g. clarify communal metering	99	Freeform Trouble message	217	Missing Seals	218	Revenue Protection	219	Health & Safety	221	Wrong number of digits	223	Confirm Multiplier Attached	226	Extend KPM Communications cable	260 to NIE Networks
Code	Description																																		
37	Meter Stopped																																		
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219	Health & Safety																																		
221	Wrong number of digits																																		
223	Confirm Multiplier Attached																																		
226	Extend KPM Communications cable																																		
2, A1	NIE Networks	<p>NIE Networks will validate the market message.</p> <p>An Observation of Problems, Damage or Tampering market message, which is reporting meter problems or damage, will be rejected if the Supplier is not registered to the MPRN.</p> <p>Where an Observation of Problems, Damage or Tampering is to be rejected, NIE Networks will send the Supplier a Resolution of Problems, Damage or Tampering market message with the reason for rejection included within the Observation Text field.</p>	261 to Supplier																																

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Step	Role	Action	Interface
A2	Customer,	A Customer can also contact NIE Networks directly to report a problem with their meter.	Telephone call/email to NIE Networks
A3	NIE Networks Meter Reader	A NIE Networks Meter Reader can report metering problems using a Trouble Code returned from their Handheld Unit.	Meter Reader Trouble Code To NIE Networks
3	NIE Networks	NIE Networks will log the reported problem and route it to the relevant department for follow up.	
4, 5	NIE Networks	<p>If the problem was reported either by a meter reader or a Customer directly, NIE Networks will assess it and decide if the Registered Supplier at the MPRN should be notified of the problem.</p> <p>If it is deemed that the Supplier should be notified, NIE Networks will send a Meter Problems market message to the Supplier.</p> <p>The Meter Problems market message will convey the nature of the observed problem using the following fields:</p> <ul style="list-style-type: none"> • Observation Code, to describe observations made at, or concerning, a Meter Point or meters at a Meter Point • Observation Date, to provide the date that the observation was made • Observation Text, to provide a description of the observation, and to convey comments regarding a problem 	311 to Supplier
A4.1, A4.2,	NIE Networks	<p>If the problem becomes a Revenue Protection issue, NIE Networks will send status updates on the Revenue Protection Unit investigation to the registered Supplier using the Fieldwork Status market message, with the following field values:</p> <ul style="list-style-type: none"> • The Work Type W402 (RP Inspection Visit) • Outcome Reason Code is set to C008 (Revenue Protection Issue) • Observation Text will be used by NIE Networks to convey comments regarding the issue to the Supplier. 	131 (C1) to Supplier

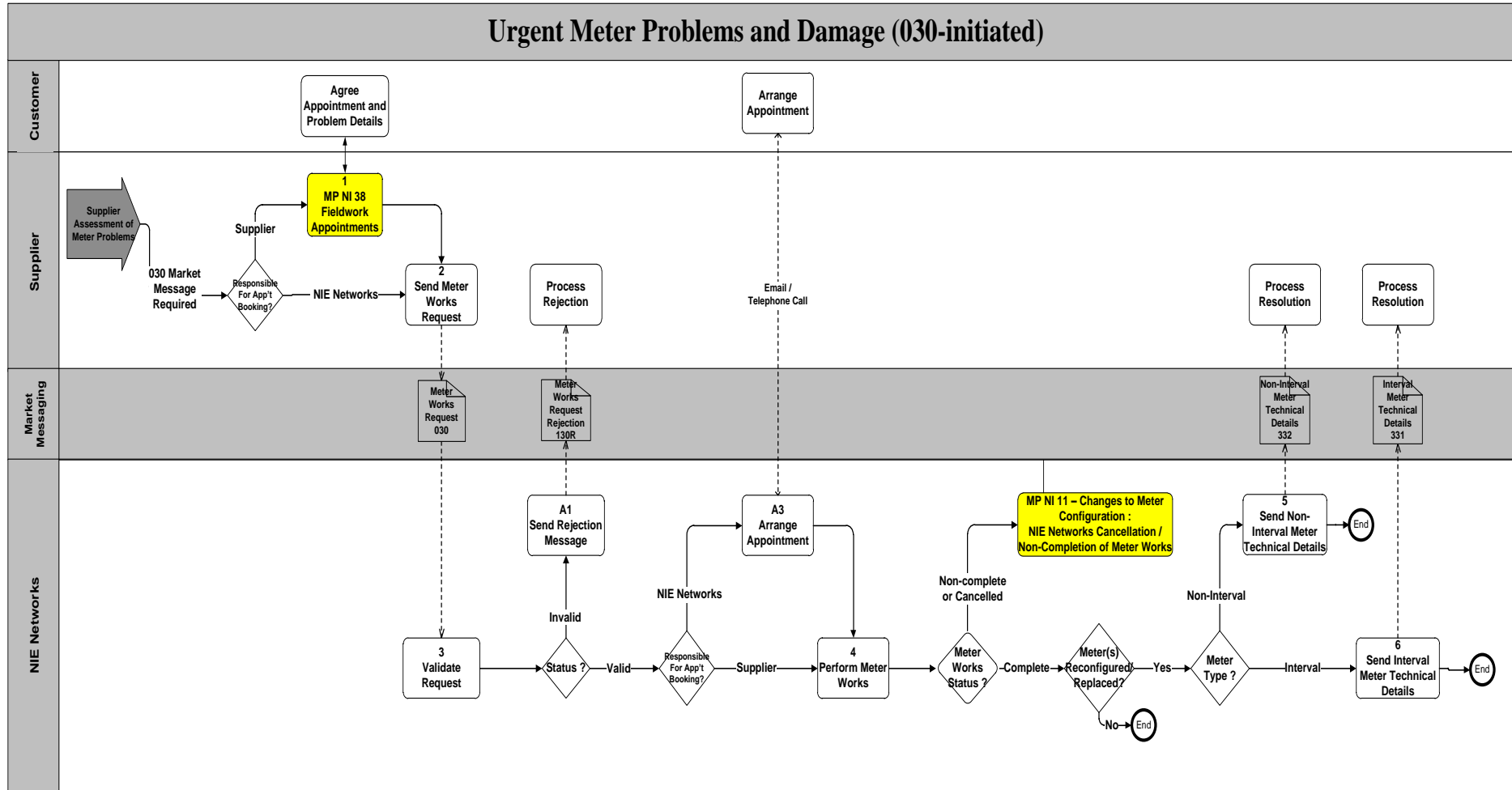
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Step	Role	Action	Interface
		If the problem is not a Revenue Protection issue, no Fieldwork Status messages will be sent to the Supplier.	
6,7	NIE Networks	<p>NIE Networks will send a Resolution of Problem, Damage or Tampering market message to the registered Supplier on completion/closure of logged problems that were initiated by:</p> <ul style="list-style-type: none"> • a Supplier using the Observation of Problems, Damage or Tampering market message; or • a Customer, where NIE Networks subsequently sent a Meter Problems market message to the Supplier; or • a NIE Networks meter reader, where NIE Networks subsequently sent a Meter Problems market message to the Supplier. <p>The Observation Text field on the Resolution of Problem, Damage or Tampering will be used by NIE Networks to convey comments regarding the completion/closure of the problem to the Supplier.</p>	261 to Supplier
8	NIE Networks	For replaced or reconfigured Non-Interval meters, NIE Networks will send the updated meter details to the Supplier on a Non-Interval Meter Technical Details market message.	332 to Supplier
9	NIE Networks	For replaced or reconfigured Interval meters, NIE Networks will send the updated meter details to the Supplier on an Interval Meter Technical Details market message.	331 to Supplier

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2.3 Urgent Meter Problems and Damage (030-initiated)

2.3.1 Process Flow Diagram



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2.3.2 Process Description

Step	Role	Action	Interface								
1		<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. <p>Refer to <i>MP NI 38 Fieldwork Appointments</i> for a detailed description of the appointment booking procedures.</p>									
2	Supplier	<p>If the Supplier decides that meter works are required, they must send a Meter Works Request market message to NIE Networks, using one of the permitted Meter Works Type Codes below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Code</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>M11</td> <td>General Meter Damage (Non RPU)¹</td> </tr> <tr> <td>M15</td> <td>Heating not working</td> </tr> <tr> <td>K08</td> <td>Keypad Meter with large minus credit</td> </tr> </tbody> </table> <p>The Supplier should provide details of the problem using the Access Arrangements field.</p> <p>The Appointment Id provided by the Market Website must be included in the Meter Works Request market message.</p> <p>Where the Maximum Import Capacity (MIC) is greater than or equal to 70kVA, the Supplier can request an appointment date on the Meter Works Request message. 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>	Code	Description	M11	General Meter Damage (Non RPU) ¹	M15	Heating not working	K08	Keypad Meter with large minus credit	030 to NIE Networks
Code	Description										
M11	General Meter Damage (Non RPU) ¹										
M15	Heating not working										
K08	Keypad Meter with large minus credit										

¹ General Meter Damage (Non RPU)¹ would incorporate problems such as a noisy meter, a meter with broken glass, faulty Freedom Units (Keypad) or a communications cable needing changed or repaired.

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Step	Role	Action	Interface
3, A1	NIE Networks	NIE Networks will validate the Meter Works Request (Refer to <i>Section 2.3.3</i> for validation rules) and, if the message fails validation, will send a Meter Works Request Rejected message to the Supplier. The Meter Works Request Rejected message will contain one Reject Reason.	130R to Supplier
A3	NIE Networks	In the circumstances where a Supplier should not book an Appointment using the Market Website, NIE Networks will contact the Customer, or their authorised agent, directly to arrange an Appointment. 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, and NIE Networks will send a Fieldwork Status market message to the Supplier to indicate that the meter works have been cancelled by NIE Networks.	Telephone call / Email to Customer 131[C2] to Supplier
4	NIE Networks	NIE Networks will perform the requested meter works. Refer to <i>MP NI 11 – Changes to Meter Configuration: NIE Networks Cancellation / Non-Completion of Meter Works</i> for the processing of meter works that could not be completed at the appointed time.	
5	NIE Networks	For replaced or reconfigured Non-Interval meters, NIE Networks will send the updated meter details to the Supplier on a Non-Interval Meter Technical Details market message.	332 to Supplier
6	NIE Networks	For replaced or reconfigured Interval meters, NIE Networks will send the updated meter details to the Supplier on an Interval Meter Technical Details market message.	331 to Supplier

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2.3.3 Meter Problems - Meter Works Request Validation

A Meter Works Request which is reporting meter problems will be rejected if:

- The Supplier is not registered to the Meter Point
- The Meter Point status is Terminated
- The request duplicates an existing request that is in progress
- 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
 - The Appointment Id has previously been received by NIE Networks on another message, unless this is a withdrawal.
- Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Meter Works Request message

2.3.4 Supplementary Information

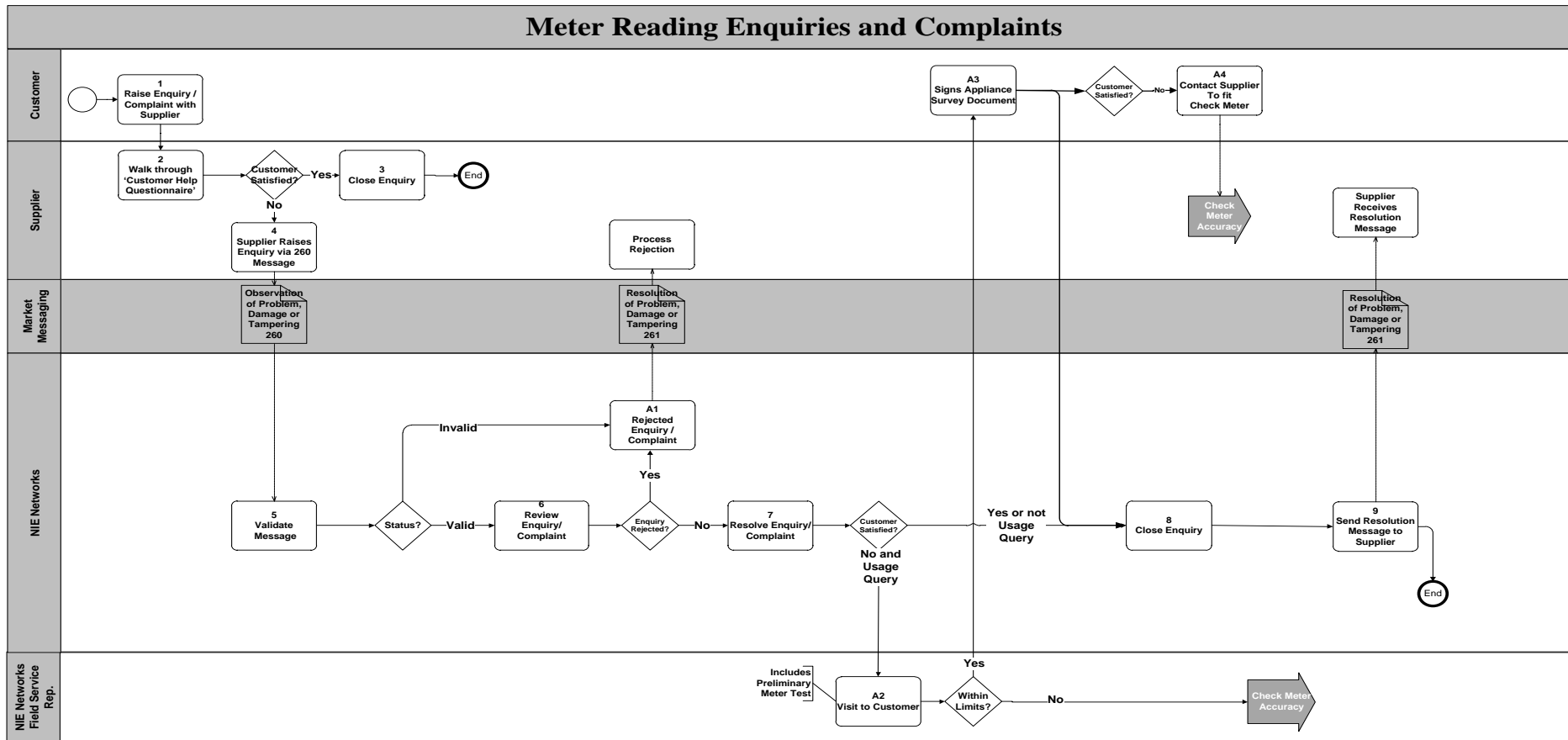
If a meter has been removed as a result of the 'large minus credit' visit, the Supplier will receive a Non-Interval Meter Technical Details market message to inform them of the exchange. If the Supplier wishes to follow up they can contact NIE Networks directly by email or telephone.

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3. Enquiries and Complaints - Procedure Description

3.1 Meter Reading Enquiries and Complaints

3.1.1 Process Flow Diagram



Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

3.1.2 Process Description

Step	Role	Action	Interface										
1	Customer	<p>A Customer can contact their Supplier to raise a Meter Reading Enquiry or Complaint.</p> <p>Where a customer contacts NIE Networks to raise a Meter Reading Enquiry or Complaint they will be advised to contact their Supplier.</p>											
2, 3	Supplier	<p>The Supplier will review the Enquiry/Complaint with the Customer and should attempt to resolve it.</p> <p>Where the Enquiry/Complaint is resolved the process will end.</p>											
4	Supplier	<p>If NIE Networks notification is required, the Supplier must send an Observation of Problem, Damage or Tampering market message to NIE Networks using one of the permitted Observation Codes below and should provide observation text to explain the nature of the enquiry or complaint:</p> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="text-align: center;">Code</th> <th style="text-align: center;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">91</td> <td>Usage Query</td> </tr> <tr> <td style="text-align: center;">92</td> <td>Meter Reading Complaint</td> </tr> <tr> <td style="text-align: center;">93</td> <td>Meter Reading Enquiry</td> </tr> <tr> <td style="text-align: center;">94</td> <td>RPU Complaint</td> </tr> </tbody> </table>	Code	Description	91	Usage Query	92	Meter Reading Complaint	93	Meter Reading Enquiry	94	RPU Complaint	260 to NIE Networks
Code	Description												
91	Usage Query												
92	Meter Reading Complaint												
93	Meter Reading Enquiry												
94	RPU Complaint												
5,A1	NIE Networks	<p>NIE Networks will validate the market message.</p> <p>An Observation of Problems, Damage or Tampering market message will be rejected if:</p> <ul style="list-style-type: none"> • The Supplier is not registered to the MPRN. • The message contains a usage enquiry for a Meter Point at which a usage enquiry has already been raised for the current customer tenancy in the last 12 months. <p>Where the message is to be rejected, NIE Networks will send the Supplier a Resolution of Problems, Damage or Tampering market message with the reason for rejection included within the Observation Text field.</p>	261 to Supplier										

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Step	Role	Action	Interface
6, A1	NIE Networks	<p>NIE Networks will assign the Enquiry/Complaint to the relevant user/department. The Enquiry/Complaint will be reviewed at this stage.</p> <p>NIE Networks may reject the Enquiry/Complaint at this stage if the Supplier has not provided observation text to NIE Networks as to the nature of the Enquiry/Complaint and any previous discussions with the Customer.</p> <p>Where the Enquiry/Complaint is rejected at this stage, NIE Networks will send the Supplier a Resolution of Problems, Damage or Tampering market message, with the reason for rejection included within the Observation Text field.</p>	261 to Supplier
7	NIE Networks	<p>NIE Networks will try to resolve the Enquiry/Complaint with the Customer.</p> <p>Where the Customer is not satisfied and it is a Usage Query, NIE Networks will arrange for a visit to the Customer.</p> <p>It is envisaged that all other Enquiries/Complaints will be resolved by directly with the Customer.</p>	
A2, A3	NIE Networks	<p>NIE Networks will carry out the agreed site visit with the Customer for a Usage Enquiry. This will include a Site Appliance Survey and a Preliminary Meter Check, after which the Customer must sign a Site Appliance Survey form.</p> <p>Where the Preliminary Meter Check shows that the meter is operating within the defined limits, the Customer's signed Site Appliance Survey will be stored and the Usage Enquiry will be closed.</p> <p>Where the Preliminary Meter Check shows that the meter is operating outside the defined limits, NIE Networks will arrange for a Check Meter to be installed.</p>	Customer Signed Site Appliance Survey
A4	Customer	<p>Where a Customer is still not satisfied following a visit from NIE Networks, the Customer may contact their Supplier to request that a Check Meter is installed provided:</p> <ul style="list-style-type: none"> • The Customer has signed the Site Appliance Survey; and • The Preliminary Meter Check shows the meter to be operating within defined limits. 	

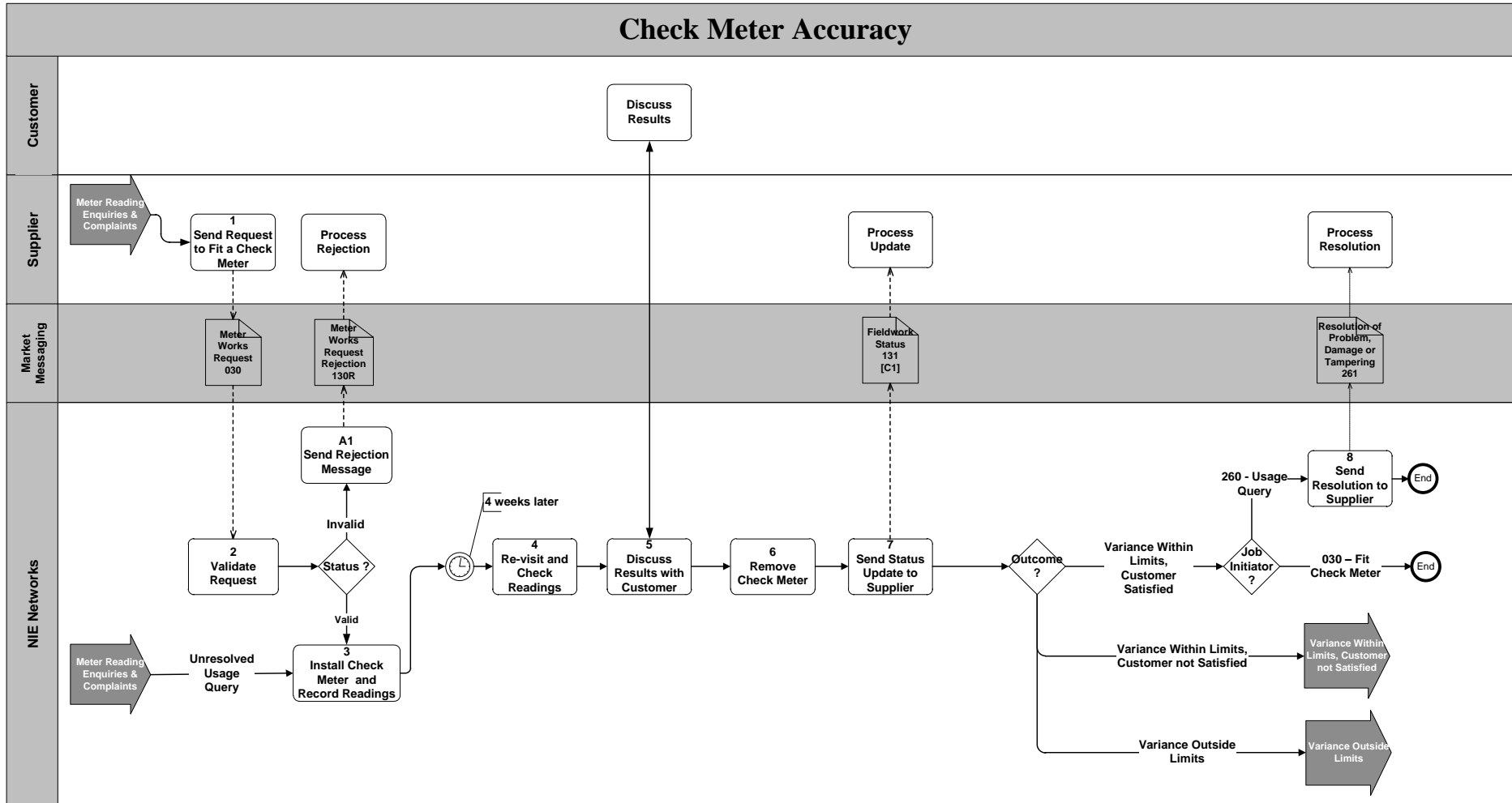
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Step	Role	Action	Interface
8, 9	NIE Networks	NIE Networks will send a Resolution of Problems, Damage or Tampering market message to the Supplier where an Enquiry/Complaint has been raised initially by the Supplier using an Observation of Problem, Damage or Tampering. This response message will contain details of the outcome of the Enquiry/Complaint.	261 to Supplier

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3.2 Check Meter Accuracy

3.2.1 Process Flow Diagram



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3.2.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>A Supplier only needs to request the fitting of a Check Meter if NIE Networks are satisfied that the meter is not faulty after the assessment, but the Customer still wants to insist on a Check Meter being fitted.</p> <p>A Supplier requests the fitting of a Check Meter using a Meter Works Request market message.</p>	030 to NIE Networks
2, A1	NIE Networks	<p>NIE Networks will validate the Meter Works Request (Refer to <i>Section 3.2.3</i> for validation rules) and, if the message fails validation, 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
3		As a result of a Preliminary Meter Check, or an accepted Supplier request, NIE Networks will install a Check Meter at the Meter Point and record the readings on both the Check Meter and the disputed meter.	
4, 5, 6	NIE Networks	<p>Approximately four weeks after fitting the Check Meter, NIE Networks will re-visit the Meter Point to check the variance between the readings on the Check Meter and the readings on the disputed meter.</p> <p>The results of the variance check will be discussed with the Customer before a decision is made on how to progress the issue.</p> <p>There are three potential outcomes:</p> <ul style="list-style-type: none"> • If the variance is within NIE Networks defined tolerance, and the Customer is satisfied with this outcome, the case will be closed. • If the variance is within NIE Networks defined tolerance, but the Customer is not satisfied with this outcome, the <i>Check Meter Accuracy - Variance Within Limits, Customer not Satisfied</i> process is followed (refer to section 3.3). The Customer will be advised to contact their Supplier if they wish the meter to be Bench Tested. • If the variance is outside NIE Networks defined tolerance the <i>Check Meter Accuracy - Variance Outside Limits</i> process is followed (refer to section 3.4) <p>NIE Networks will remove the Check Meter.</p>	

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Step	Role	Action	Interface
7	NIE Networks	<p>Where the Check Meter has been removed and the case closed, NIE Networks will notify the Supplier.</p> <p>NIE Networks will send a Fieldwork Status market message to the Supplier with the following field values:</p> <ul style="list-style-type: none"> • Work Type Code is set to W314 (Fit Check Meter) • Outcome Reason Code is set to C001 (Completed as Requested) <p>Observation Text contains details of the variance check result.</p>	131[C1] to Supplier
8		<p>Where the job was initiated through a Supplier initiated Usage Query message, NIE Networks will send a Resolution of Problem, Damage or Tampering market message to the Supplier with the details of the variance check result contained in the Observation Text field.</p>	261 to Supplier

3.2.3 Fit Check Meter - Meter Works Request Validation

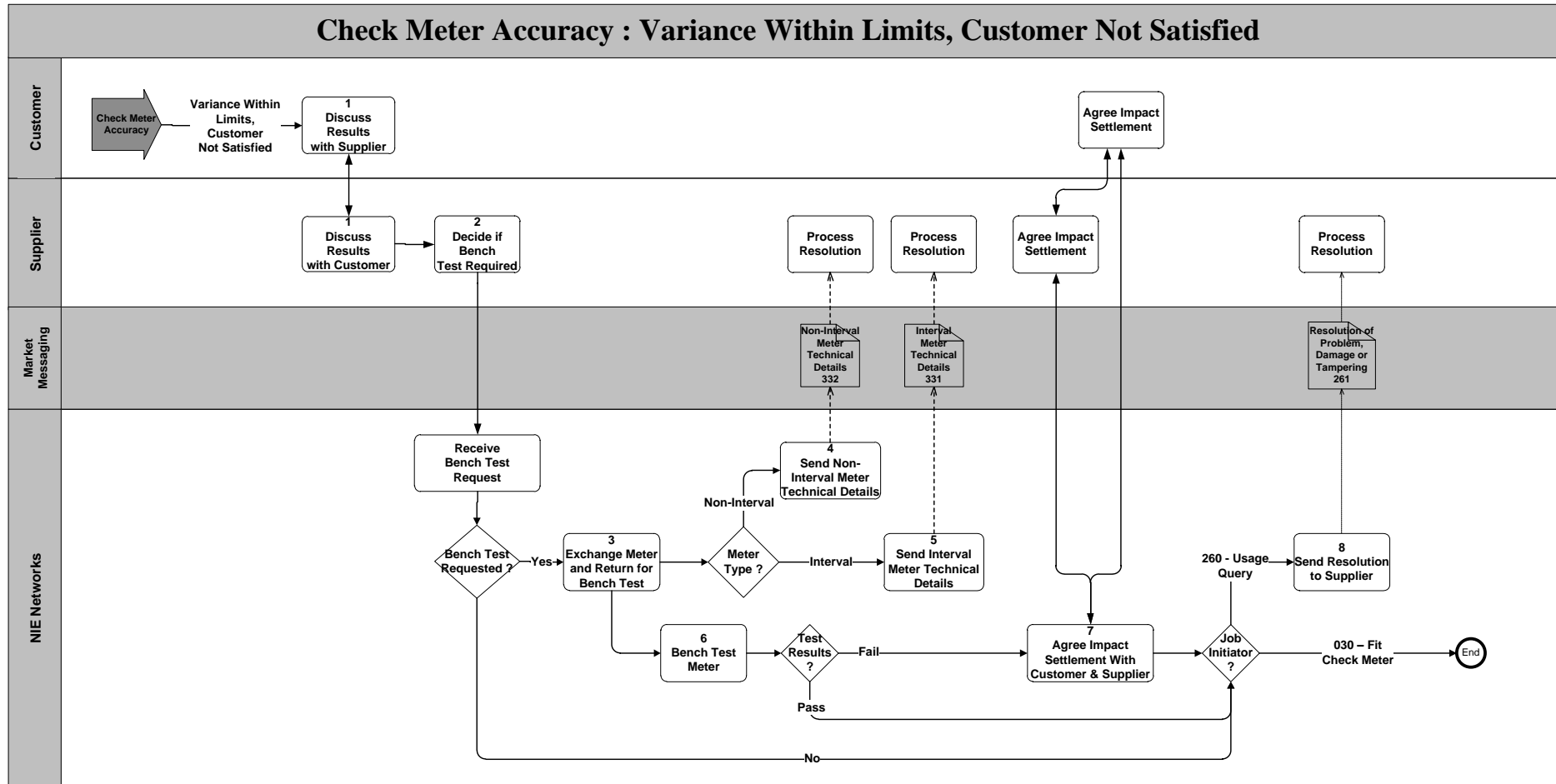
A Meter Works Request which is questing a Check Meter will be rejected if:

- The Supplier is not registered to the Meter Point
- The Meter Point status is Terminated
- The request duplicates an existing request that is in progress.

Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

3.3 Check Meter Accuracy – Variance Within Limits, Customer not Satisfied

3.3.1 Process Flow Diagram



Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

3.3.2 Process Description

Step	Role	Action	Interface
1	Customer	If the variance between the readings on the Check Meter and the disputed meter is within NIE Networks defined tolerance and the Customer is not satisfied with the outcome then the Customer should discuss this with their Supplier.	Discussion with Supplier
2	Supplier	The Supplier will have to decide if they wish to have the disputed meter bench tested by NIE Networks and, if so, should request this from NIE Networks.	Bench Test Request to NIE Networks
3	NIE Networks	If the Supplier is satisfied with the outcome of the Check Meter comparison and does not want the disputed meter bench tested, then NIE Networks will close the case. If the Supplier requests the disputed meter to be bench tested, then NIE Networks will remove the disputed meter from the Meter Point, install a new 'like-for-like' meter and return the disputed meter for bench testing.	
4, 5	NIE Networks	For replaced Non-Interval meters, NIE Networks will send the updated meter details to the Supplier on a Non-Interval Meter Technical Details market message. For replaced Interval meters, NIE Networks will send the updated meter details to the Supplier on an Interval Meter Technical Details market message.	332 to Supplier 331 to Supplier
6, 7	NIE Networks	NIE Networks will bench test the disputed meter. If the meter fails the bench test, NIE Networks will work with the Supplier and the affected Customer to agree an Impact Settlement to determine how much of a settlement needs to be made with the Customer. If a Customer credit is due it may be applied directly to their meter (by deducting the equivalent units from the closing meter reading), instead of making a cash payment. This will be agreed with the Customer in advance. Once the settlement has been agreed, the case is closed. Refer to MP NI 17 Consumption Adjustments for further detail.	

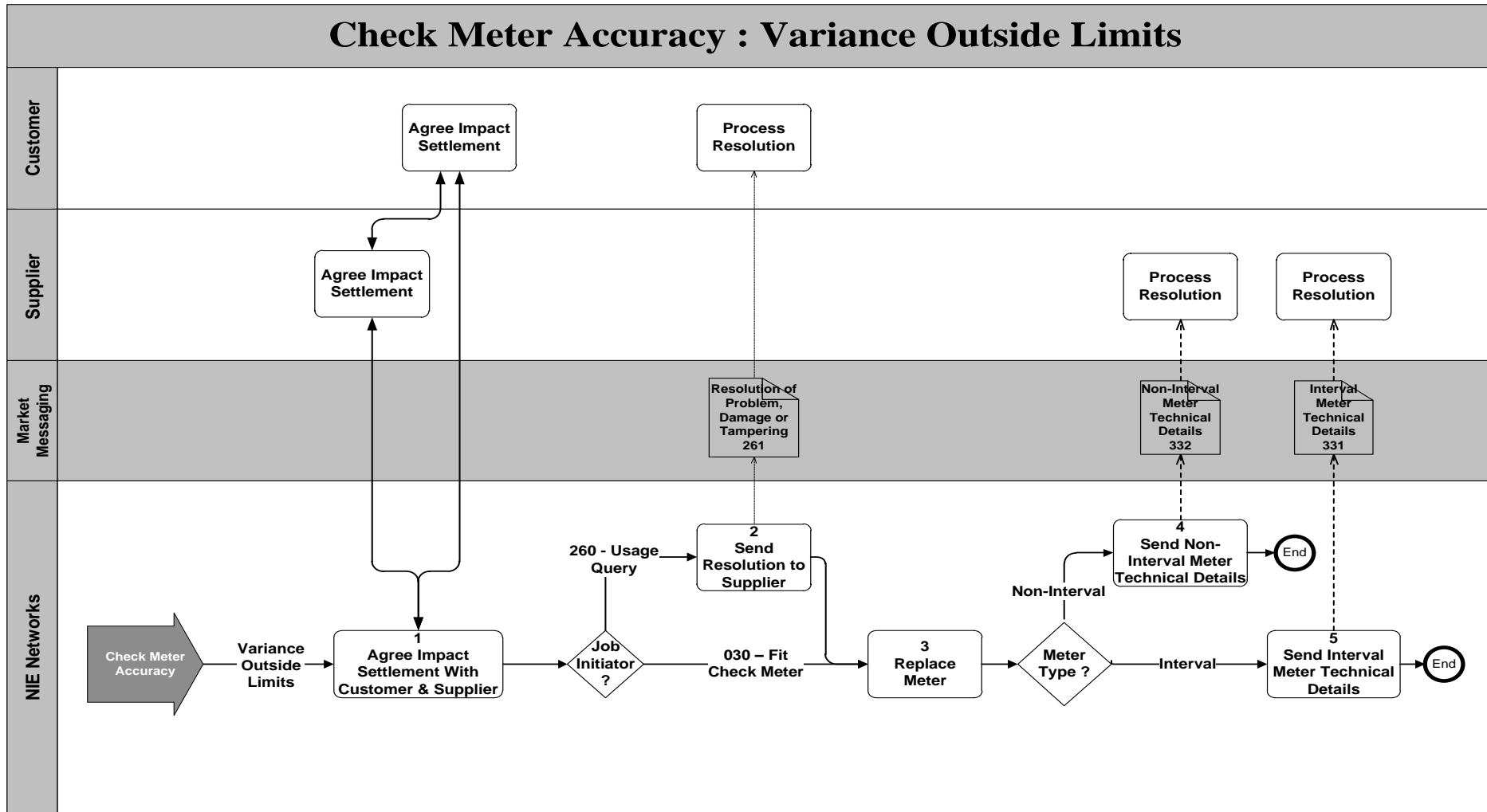
Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

Step	Role	Action	Interface
		If the meter passes the bench test, no Impact Settlement is necessary and the case is closed.	
8	NIE Networks	Where the 'Fit Check Meter' job was initiated by a Supplier initiated Usage Query message, NIE Networks will send a Resolution of Problem, Damage or Tampering market message to the Supplier with the details of the variance check result contained in the Observation Text field.	261 to Supplier

Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

3.4 Check Meter Accuracy – Variance Outside Limits

3.4.1 Process Flow Diagram



Retail Market Procedure NI 12 – Meter Problems and Damage, Enquiries and Complaints

3.4.2 Process Description

Step	Role	Action	Interface
1	NIE Networks	<p>If the variance between the readings on the Check Meter and the disputed meter is outside NIE Networks defined tolerance, NIE Networks will work with the Supplier and the affected Customer to agree an Impact Settlement to determine how much of a settlement needs to be made with the Customer.</p> <p>Refer also to MP NI 17 Consumption Adjustments for further detail.</p>	
2	NIE Networks	Where the 'Fit Check Meter' job was initiated by a Supplier initiated Usage Query message NIE Networks will send a Resolution of Problem, Damage or Tampering market message to the Supplier with the details of the variance test result contained in the Observation Text field.	261 to Supplier
3	NIE Networks	NIE Networks will remove the disputed meter from the Meter Point and install a new 'like-for-like' meter.	
4, 5	NIE Networks	<p>For replaced Non-Interval meters, NIE Networks will send the updated meter details to the Supplier on a Non-Interval Meter Technical Details market message.</p> <p>For replaced Interval meters, NIE Networks will send the updated meter details to the Supplier on an Interval Meter Technical Details market message.</p>	<p>332 to Supplier</p> <p>331 to Supplier</p>