Retail Market Procedure NI 5

New Non-Interval Metered Connection

26/06/2019

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<th>Baseline</th>
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<td>Issue Date:</td>
<td>26/06/2019</td>
</tr>
<tr>
<td>Version:</td>
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</tbody>
</table>
# Retail Market Procedure NI 5 – New Non-Interval Metered Connection

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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 MG 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)
1.2 History of Changes

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<tr>
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<th>Source of Change</th>
<th>Description of Change</th>
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<tr>
<td>0.1</td>
<td>NIE</td>
<td>Initial Draft</td>
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<tr>
<td>0.2</td>
<td>P Merkens</td>
<td>Updated for MCR 1004</td>
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<tr>
<td></td>
<td></td>
<td>Website Publication removed to MG NI 23 Supplier Data Requests</td>
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<tr>
<td>0.3</td>
<td>P Merkens</td>
<td>Updated following NIE review and for MCR 1054</td>
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<td>0.91</td>
<td>P Merkens</td>
<td>Issued for SIG Workshop</td>
</tr>
<tr>
<td>0.92</td>
<td>P Merkens</td>
<td>Updated following SIG Workshop and for MCR 1057</td>
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<tr>
<td>0.93</td>
<td>J-E Smith</td>
<td>Final Draft Issued for Supplier Review prior to SIG Approval</td>
</tr>
<tr>
<td>0.94</td>
<td>J-E Smith</td>
<td>Visio Updated – New Non-Interval Meter Connection Registration Diagram</td>
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<tr>
<td>0.95</td>
<td>A Ferguson</td>
<td>Clarification on more than one rejection reason code on 101R</td>
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<tr>
<td>1.0</td>
<td>A Ferguson</td>
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<td>Baseline CDA Board Approved</td>
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<tr>
<td></td>
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<td>• Updated for DR1116/CRID166</td>
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<tr>
<td>2.1.1</td>
<td>J-E Smith</td>
<td>Updated to reflect MP NI 39 Glossary of Terms</td>
</tr>
<tr>
<td>3.0</td>
<td>NIE Networks</td>
<td>Updated to incorporate change of name from NIE to NIE Networks</td>
</tr>
<tr>
<td>3.1</td>
<td>NIE Networks</td>
<td>Replaced references to Revenue Protection Code of Practice with Energy Theft Industry Procedure</td>
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1.3 Document References

<table>
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<th>Document Reference</th>
<th>Document name</th>
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<tr>
<td>MP NI 3</td>
<td>Objections and Cancellation</td>
</tr>
<tr>
<td>MG NI 23</td>
<td>Supplier Data Requests</td>
</tr>
<tr>
<td>MP NI 39</td>
<td>NI Market Procedures – Glossary of Terms</td>
</tr>
</tbody>
</table>
Retail Market Procedure NI 5 – New Non-Interval Metered Connection

2. Procedure Description

2.1 New Non-Interval Metered Connection - Quotation Acceptance

2.1.1 Process Flow Diagram

New Non-Interval Metered Connection - Quotation Acceptance

1. Customer Contacts NIE Networks to Request New Non-Interval Metered Supply

2. Send Application Form to Customer

3. Complete and Return Application Form

4. Send Quote to Customer

5. Accept Terms & Pay

6. Generate New MPRN (Assigned Status)

7. Send Letter to Customer

8. Complete Site Construction and Make Supply Live to Cut-Out

A1.1 Send in Connection Card

A1.2 Register Receipt of Connection Card

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

#### 2.1.2 Process Description

<table>
<thead>
<tr>
<th>Step</th>
<th>Role</th>
<th>Action</th>
<th>Interface</th>
</tr>
</thead>
</table>
| 1 - 3 | Customer                   | A Customer, or their authorised agent, can contact NIE Networks directly to request an application form for a new Non-Interval metered connection, and NIE Networks will send out the form to the Customer. Alternatively the Customer can download the application form from the NIE Networks website. The Customer must complete and sign the form, and return it to NIE Networks along with any additional required documentation, e.g.  
  - 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. The complete list is defined in the Application Checklist on the application form. | Application Form to NIE Networks |
| 4    | NIE Networks                | On receipt of a completed, signed application form and all additional documentation, NIE Networks 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. The quotation letter will contain  
  - 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  
  
The quotation is valid for 90 days. NIE Networks may need to carry out a detailed site survey before issuing the quotation. NIE Networks will make arrangements with the Customer first if this is required.  
  - This design process can take between two and twelve weeks. | Quote to Customer |


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

<table>
<thead>
<tr>
<th>Step</th>
<th>Role</th>
<th>Action</th>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Customer</td>
<td>The Customer makes the appropriate payment to NIE Networks.</td>
<td>Payment to NIE Networks</td>
</tr>
<tr>
<td>6</td>
<td>NIE Networks</td>
<td>On acceptance of the terms of the quotation by the Customer, and receipt of payment, NIE Networks will move the new MPRN(s) to an Assigned state and details will be made available on the Market Website.</td>
<td></td>
</tr>
<tr>
<td>7-8</td>
<td>NIE Networks</td>
<td>NIE Networks 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.</td>
<td>Telephone call / Email / Letter to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer sites will not be energised until a Registration Request from a Supplier for the Meter Point has been accepted by NIE Networks.</td>
<td></td>
</tr>
<tr>
<td>A1.1</td>
<td>Customer</td>
<td>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 Networks.</td>
<td>Connection Card to NIE Networks</td>
</tr>
<tr>
<td>A1.2</td>
<td>NIE Networks</td>
<td>NIE Networks 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.</td>
<td></td>
</tr>
</tbody>
</table>
## 2.2 Accelerated New Non-Interval Metered Connection - Quotation Acceptance

### 2.2.1 Process Description

<table>
<thead>
<tr>
<th>Step</th>
<th>Role</th>
<th>Action</th>
<th>Interface</th>
</tr>
</thead>
</table>
| 1    | NIE Networks| 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 Networks will endeavour to accelerate the connection process:  
  - NIE Networks 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 Networks may contact their Supplier of choice and request that the Supplier contacts the Customer as soon as possible  
  - NIE Networks will reserve an Appointment, on condition that a Registration is received by an agreed time. |           |

**Default Supplier**

NIAUR will appoint a default Supplier for each certification class of metering. The default Supplier will be contacted by NIE Networks to provide a Registration Request where no Registration is received from another Supplier.

The default Supplier will be required to submit a Registration Request to NIE Networks 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.

The default Supplier will also be required to submit a New Connection Registration Request to NIE Networks where NIE Networks 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 Networks. NIE Networks will in this scenario perform a Fieldwork visit to check and confirm the metering and to collect readings.
2.3 New Non-Interval Metered Connection - Registration

2.3.1 Process Flow Diagram

New Non-Interval Metered Connection - Registration

**Supplier**
- Quotation Acceptance
  - 1. Submit Registration Request
  - Process Rejection
  - Process Provisional Acceptance

**Market Messaging**
- Registration Request 010
  - Registration Rejection 101R
  - Provisional Acceptance 101P

**NIE Networks**
- Validate Registration Request
  - A1 Send Registration Rejection
    - Invalid
  - A2 Send Provisional Acceptance
    - Yes
  - A3 Complete Outstanding Actions
    - Energisation & Completion
  - Outstanding Actions?
    - Valid

Quotation Acceptance
Submit Registration Request
Process Rejection
Process Provisional Acceptance
Registration Request 010
Registration Rejection 101R
Provisional Acceptance 101P
Validate Registration Request
A1 Send Registration Rejection
Invalid
A2 Send Provisional Acceptance
Yes
A3 Complete Outstanding Actions
Energisation & Completion
Outstanding Actions?
# Retail Market Procedure NI 5 – New Non-Interval Metered Connection

## 2.3.2 Process Description

<table>
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<tr>
<th>Step</th>
<th>Role</th>
<th>Action</th>
<th>Interface</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Supplier</td>
<td>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). The Supplier will request Registration of a Meter Point by providing an application to NIE Networks via a Registration Request market message, completed in accordance with the message implementation rules. Read Arrangements must not be specified for a new connection. The MPRN will have been provided to the Customer as part of the Quotation Acceptance activities between the customer and NIE Networks. <strong>Temporary Supplies</strong> 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:  - 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. <strong>Default Supplier</strong> For accelerated new connections the effective date of the Registration will be the date of installation. 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 the Energy Theft Industry Procedure.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>NIE Networks</td>
<td>NIE Networks 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). 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</td>
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# Retail Market Procedure NI 5 – New Non-Interval Metered Connection

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<th>Interface</th>
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<td></td>
<td>Supplier Non-Interval.</td>
<td></td>
</tr>
<tr>
<td>A1</td>
<td>NIE Networks</td>
<td>Where a New Connection Registration Request market message fails validation NIE Networks will send a New Connection Registration Rejection market message to the Supplier.</td>
<td>101R/102R to Supplier</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The market message will contain one or more Reject Reason codes to indicate the reasons for the rejection.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>A2</td>
<td>NIE Networks</td>
<td>Where the Registration Request market message is accepted but there are outstanding actions, NIE Networks will send a New Connection Provisional Acceptance market message to the Supplier.</td>
<td>101P to Supplier</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The market message will contain one or more Provisional Acceptance Completion Requirement Codes to indicate the actions that are awaited, including:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Energisation is awaited</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Connection Agreement required where the Supply Agreement does not cover customer acceptance of the NIE Networks Connection Conditions.</td>
<td></td>
</tr>
<tr>
<td>A3</td>
<td>NIE Networks</td>
<td>NIE Networks will complete any outstanding actions.</td>
<td></td>
</tr>
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</table>
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 Networks; where such data is held by NIE Networks. The matching is case sensitive.
- The Supplier ID is not recognised by NIE Networks
- The Supplier ID and Supplier Unit combination is not recognised by NIE Networks
- 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 Networks 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.
Retail Market Procedure NI 5 – New Non-Interval Metered Connection

2.4 New Non-Interval Metered Connection – Energisation & Completion

2.4.1 Process Flow Diagram

New Non-Interval Metered Connection – Energisation & Completion

Customer
- Arrange Appointment

Supplier
- Email / Telephone

Market Messaging
- Process Acceptance
- Process details
- Non-Interval Meter Technical Details
- New Connection Registration Acceptance 101
- Non-Interval Meter Technical Details 332

NIE Networks
- Registration
- Arrange Appointment with Customer
- Complete Meter Installation & Energisation
- Works Status ?
- Complete

- 3 Process Meter Reading(s)
- 4 Assign Profile and EUF
- 5 Complete Registration Process
- 6 Send Registration Acceptance
- Send Non-Interval Meter Technical Details

End

Complete

Objection and Cancellation

Summary:
- Register
- Arrange Appointment
- Install and Energise
- Accept Registration
- Send Acceptance
- End
## Retail Market Procedure NI 5 – New Non-Interval Metered Connection

### 2.4.2 Process Description

<table>
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<tr>
<th>Step</th>
<th>Role</th>
<th>Action</th>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NIE Networks</td>
<td>For installation and energisation of all new connections, NIE Networks will contact the Customer, or their authorised agent, directly to arrange an Appointment.</td>
<td>Email / Telephone to Customer</td>
</tr>
<tr>
<td>2</td>
<td>NIE Networks</td>
<td>NIE Networks will complete the meter installation and energise the Meter Point.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>For keypad new connections NIE Networks will:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Configure the keypad meter tariff in accordance with the Registration Request and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refer to MP NI 3 Objections and Cancellations for circumstances where NIE Networks will cancel a new connection.</td>
<td></td>
</tr>
<tr>
<td>3 - 4</td>
<td>NIE Networks</td>
<td>NIE Networks will process the meter readings obtained as part of the meter works job completion.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>NIE Networks will assign a Load Profile and Estimated Usage Factor (EUF) to the Meter Point.</td>
<td></td>
</tr>
<tr>
<td>5-6</td>
<td>NIE Networks</td>
<td>NIE Networks will complete the Registration process and send a New Connection Registration Acceptance market message to the Supplier.</td>
<td>101 to Supplier</td>
</tr>
<tr>
<td>7</td>
<td>NIE Networks</td>
<td>NIE Networks will send the new meter details to the Supplier on a Non-Interval Meter Technical Details market message</td>
<td>332 to Supplier</td>
</tr>
</tbody>
</table>