

Clarifications on Proposals at HWG on 16th November 2009

Change of Customer Details

The 114 market message does not allow NIE to provide updated medical equipment details to Suppliers if NIE acquire this information independently from a Supplier update e.g. annual review of medical equipment details.

Can you clarify how this is to be handled.

Subject to data protection review, there are no proposals for NIE to provide these updates to Suppliers.

Change of Tenancy / Legal Entity

Can you confirm that if a 016 is rejected via a 116R and the 016 is re-submitted with the appropriate corrections but using the same value for MPBusinessReference then the 016 will be processed ok i.e. will not be rejected because it has the same value for MPBusinessReference.

Using the same MPBusinessReference on different messages will not cause a rejection.

In the scenario where a 300 message containing a confirmed CoT/CoLE meter read is sent to a supplier, it must carry the Market Participant Reference Number submitted on the related 016 message.

This will be the case

Change of Usage

It is important that the effective date is the same for a Change of Usage and a CoT/CoLE which were notified on the same 016. The validation and defaults should ensure that the same date is used.

Because NIE does not estimate for CoU, the effective dates will only be the same if a valid reading is provided on message 016 or if the Required Date matches that of an associated reading, such as fieldwork. In addition there are scenarios where a CoU could be rejected, if not supported by existing or proposed metering, although the CoT will be accepted.

Scenarios with Multiple Messages

Can you clarify that ESB will reject messages if received in the wrong order for a scenario which requires multiple messages e.g. if, for a de-energised site, the Supplier sends a 017 and a 030 to energise, notify Change of Tenancy and change the MCC but the 030 reaches ESB first then ESB will reject the 030.

Can you clarify what NIE will do in the same circumstances e.g. 017 and 030 as above for de-energised site

If message 030 reaches NIE first it will be processed as an automatic energisation. The 017 message will be irrelevant regarding the energisation (provided it as the same appointment Id), however the CoT will be processed as described on this message.

or

if, for a de-energised site, the Supplier sends a 030 and a 016 to energise, change the MCC and notify Change of Tenancy but the 016 reaches NIE first.

This should not be an issue because all the fieldwork is on the same message. However if there is a CoU on the 016 there is a possibility that the CoU is rejected – we will clarify further on December 1st.

Meter Point Characteristics

Can you clarify how the date related to the start, or preferably end, of a 5 year agreement related to MIC, is to be communicated to a Supplier.

NIE has requested that MIC Start Date is to be added to the message 301

This information is needed at New Connection and at Change of Supplier as it appears that not all MPRNs on the related UoS tariffs have 5 year agreements and it appears that the existing field 'Maximum Import Capacity Start Date' on a N105 and proposed 105 does not relate to the 5 year agreement start date.

Currently the MIC start date is the date that the MIC changed . There is not a direct correlation between this date and the 5 year charging period, because in those cases where the MIC changes and the network capacity is still sufficient, then the 5 year period does not change. This functionality now needs to be changed, the MIC Start Date should refer to the start of the 5 year period whereas the effective date on the 301 would convey the date of any MIC change.

It is proposed that a 301 will include all the details NIE/ESB hold for the MPRN even if they have not changed; however the EffectiveFromDate only relates to the fields which have changed and the fields which have changed are not identified on the message. It would be much clearer if the 301 only included the fields which have changed for the EffectiveFromDate and if there are other fields which have changed on a different date then these should be sent on a separate 301.

Message 301 will contain all fields as per ESB practice. The Supplier will need to check which fields have changed. For those that have changed, the effective from date is as per the 301. This is one of the reasons why message 301N is sent to notify the details which are changing

Change to Meter Point Address

Can you confirm that the only way for a Supplier to advise NIE/ESB of a change to the meter point address is via a 013.

This is correct

Can you confirm that a 013 to change the meter point address can be processed against a de-energised site; this would be to correct the address to ensure that the electrician goes to the correct address, prior to the issue of a 017 to have the site energised.

Yes it can – although it is rejected for an assigned (not yet energised) or terminated site . Note that message 013 must be sent by the Registered Supplier otherwise the 013 will be rejected.

Can we book an appointment on the appointments system even if we know the address is incorrect and we have already sent a 013 to correct the address i.e. will the electrician be informed of the updated address from the 013 or of the incorrect address which existed when the appointment was booked?

Yes

Message 017 Change of Meter Point Status Request

Can you confirm that the note below the schema details for the 017 should state 'customer contact' instead of 'contact address'?

Yes, message 017 contains Customer Contact Details (not address). Suppliers should note these are only updated in NIE systems from message 017 if the CoT flag is set to Yes. Otherwise they are for that job only.

Customer Contact Details

030, 252 and 260 messages do not include Customer Contact details; can you confirm that if the Supplier does not enter any contact details e.g. phone number, in the Access Arrangements or Observation Text fields then the customer contact details supplied on the earlier 010, 017 or 013 will be used by NIE/ESB.

This is the case and also applies for message 017 unless there is a change of tenancy.

Can you confirm that the Supplier will be able to update Phone Number and Access information on the Appointments website, when booking appointments, and that this information will take preference over original registration information and the fieldwork market message information.

Yes a Supplier can do this

DeEnergisation

Why is domestic de-energisation only allowed for vacant premises and reasons other than non-payment?

We will provide feedback on this at the December 1st meeting

We understand that whilst a supplier cannot de-energise a domestic site in case of non-payment, the supplier can request that the credit meter is exchanged against a keypad meter. Will the installation of the keypad meter for non-payment proceed even if the customer is opposed to the meter exchange?

If necessary, the Supplier is required to obtain necessary warrants so that NIE can carry out the fieldwork

There may be situations where the forced installation of a keypad meter at domestic premises for reasons of non-payment is not possible due to lack of access to the meter. Can power of entry be exercised to complete the work?

If necessary, the Supplier is required to obtain necessary warrants so that NIE can carry out the fieldwork

Combined credit meterpoints, where the majority of the usage is for business purposes and only a small percentage for domestic purposes are not classified as domestic. Can we therefore conclude that at such meterpoints, de-energisation will be possible even if the site is not vacant and/ or for reasons of non-payment?

As the customer is not classified as domestic under the de-energisation CoP a combined credit customer can be de-energised for non-payment.
