

Market Change Request

Number	Title	Priority
MCR 0171	Proposal to add new message 131 Works status to meter works design.	<i>High</i>

Date	Version	Reason For Change
16.12.2008	1.0	Market Change Request raised containing no changes from the associated Discussion Request.
17.06.2009	1.1	Updated document based on ESNB meeting held on 25.5.09 – mainly syntax and indicating already established outcomes in appendix 1.
10.08.2009	2.0	<p>Changes to MCR made after impact assessment performed by ESNB. Changes include</p> <ul style="list-style-type: none"> i) Update of Work types and codes to be used to indicate work carried out. See table 2 on page 4 ii) Format – updated table names in body of MCR for easier reading. iii) Updated MPDs in appendix 6. MPD 9, 10, 11 reflects proposed design. iv) 3.2. new process point 3 has been changed as only 1 reason code will ever be sent on a 131 message. v) Updated detail on 3.1. b point 4 around RESC calls. Indicated that the number of calls will be reduced due to design proposed in this MCR. vi) 3.1. b point 8 – Included the following point - Cancellation 131 message may issue if supplier sends in duplicate works request messages. vii) Appendix 1, table 1 – all questions/points updated and closed. viii) Changed request status to include types of completed. C1 (call completed and work carried out as requested) and C2 (call completed and work not carried out as requested)

CHANGE REQUEST:		
Name of Requesting Organisation	RMDS	
Contact name	Jessica Gregory	
Date Change Request Raised	16 th December 2008	Originating Discussion Request
		DR 0117

Detail of Discussion Request
<p><u>1. BACKGROUND</u></p> <p>The DR which initiated this MCR was originally designed in 2006. Since the first design, various</p>

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system changes have taken place – the most significant change being the implementation of the mobile solution. These changes made it necessary to revisit the original DR requirements and design and establish whether they are still relevant. Some changes were made resulting in the proposed design below.

In summary this MCR was drawn up in order to create a new market message which would form part of the supplier initiated works processes. It was decided to number the message 131 and call it the Acceptance/Completion/Cancellation message. Since the nature of the message has changed slightly, the first diversion from the original design is to rename the message “Works Status”.

There are a few other changes besides the creation of a new message that will also need to be implemented in order to deliver this MCR. They include business process changes and changes to the central market system (and other associated systems within the suite of systems linked to the central market system).

2. THE PURPOSE OF THE MCR

The aim of the message/MCR is to facilitate the following:

- Reduce the number of emails being sent by clerical officers to suppliers
- Streamline the business process (where possible) between NT, clerical officer and supplier.
- Provide codified works detail and statuses on message to suppliers where possible
- Provide works status on all revenue protection orders.
- Support harmonisation between the Irish and Northern Irish business landscapes.

3. THE PROPOSED DESIGN

In order to deliver the requirements within this MCR, various design and process changes and additions need to be implemented. There are 4 main areas of change. They are:

- a. Create a new market message to be known as the 131 message
- b. Change to Networks NT order completion process
- c. Change to Works Cancellation process
- d. The 131 message within the Revenue Protection Process.

Each of these will be handled under its own heading which are documented below.

3.1 The 131 Message

a. General

1. The New message will be called “Works Status” message. It will be used to notify suppliers of some of the order statuses. Appendix 4 provides detail on the new message structure. Table 3 within Appendix 4 displays all values applicable for each message field.
2. Appendix 6 details all MPD flows of processes that will be affected by the inclusion of the 131 message.
3. Understanding what each status means is important to understanding how the message will work. The following table describes each status.

Status	Definition	Options
Acceptance	A message from the supplier has been received successfully by networks and the relevant process is going to proceed.	

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Completion	This means that the work order in Networks has completed. In most cases it means that the physical work has completed but there are exceptions to this whereby the order is complete but the request has not been performed. That is work is complete, but there are different completed outcomes. The different completed outcomes will be indicated by the outcome reason code on the 131 message.	1. Physical Work has completed successfully
		2. Physical Work has not completed as requested but work order is complete. This may be due to a variety of reasons (eg. no d/e due to bereavement etc).
Reschedule	Currently the Reschedule reason is used for two works outcomes. The new design proposes that it will only be used to indicate option 1.	1. The physical work is not complete and a subsequent visit is being made
		2. The physical work is not complete and an email has been sent to the supplier requesting a cancellation message to be sent by supplier.
Cancellation	The physical work has not taken place due to being cancelled. Cancellation can result in two outcomes: cancellation with charge or cancellation without charge. There are 2 reasons why a call is set at this status:	1. The Market Participant has requested cancellation of the work via a W (withdrawal message). Networks will set the order as cancelled and the 131 will issue confirming call is cancelled. Most cancellations will be supplier requested. This cancellation can result either with or without charge.
		2. Networks cancelling the order due to duplication of an order

Table 1: Definitions of Works status

b. When is the message sent and when is it not sent.

1. The 131 message will issue for the following types of work.
 - a. NPA De-energisation
 - b. Non NPA De-energisation

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- c. NPA Re-energisation
- d. Non NPA Re-energisation
- e. Supplier requested Meter Works of type MCC Change and Token Meter requests
- f. Revenue Protection

These works types will be categorised into 4 groups on the 131 message. The blue highlighted column (work type) will be the code displayed on the 131 message. The 4 categories are identified by the prefix 1 – 4

W1xx = De-energisation
 W2xx = Re-energisation
 W3xx = General Meter Work
 W4xx = Revenue Protection

Each category is further divided into specific detail on the work carried out. This is indicated by the last 2 digits of the work type code (i.e. W102 – 02 indicate de-energisation for Unmetered)

Works category	Work Type	work Type text
De-energisation	W101	De-energise-
	W102	De-energise Unmet
	W103	De-energise NPA
Re-energisation	W201	Re-Energise
	W202	Re-Energise
	W203	Re-Energise NPA
	W204	Re-Energise Unmet
Meter Works General	W301	MCC change-Exch from D/T to S/T
	W302	MCC change-Exch from F.R. to MD
	W303	MCC change-Exch from ST to D/T
	W304	MCC change-Install NSH MT & T/S
	W305	MCC change-Remove NSH MT & T/S
	W306	MCC change-Other MCC Change
	W307	Install Token Meter
	W308	Reset Token Meter
	W309	Token Meter Fault/Ex
	W310	Remove Token Meter
	W311	Other Meter Work-Inst Signals Ext MFM
	W312	Other Meter Work-Exch MD for MD+Sgnls
Revenue Protection	W401	Revenue Protection-Reseal MT/T/S Local
	W402	RP Inspection Visit
	W403	RP Special Test Exch
	W404	Revenue Protection-Special test in-situ
	W405	Revenue Protection-WC CK/Repl/Reset T/S
	W406	Revenue Protection-MM CK/Repl/Reset T/S
	W407	Revenue Protection-Meter/ T/S Damage

Table 2: Work types divided into categories. The blue column will appear on the 131 message.

2. The 131 message will only issue in **response to a supplier generated** message. The only exception to this is in the case of a Networks initiated revenue protection call, which would also generate a 131 message. The supplier initiated works order

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requirement will need to be translated technically by means of distinguishing supplier initiated orders in the central market system from Networks initiated orders. The market messages which could result in the creation of a 131 message are:

- a. 030
- b. 017
- c. 260

See Appendix 7 for a tabulated list of inbound market messages and associated works requests that could be generated.

Please note – revenue protection calls initiated from call types (see table 2 above - W401, W402, W403, W404, W405, W406, W407) will result in 131 message being sent. These calls may or may not be triggered by a supplier inbound message.

3. The 131 message **will NOT** be sent to acknowledge acceptance of request for any meter work, revenue protection, special reads or de/re energisation. To clarify using an example, if a 017 message is received by Networks, a 131 will not issue acknowledging receipt of 017 prior to any processing in Networks system. This means that “acceptance” will not be a status on the 131 message.
4. The 131 messages will be sent for rescheduled De-energisations (NPA, Non NPA), Re-energisations, meter works and revenue protection. This will provide Market Participants ongoing view of the status of works being carried out. The volumes of RESC calls will be significantly reduced in relation to calls which are currently set at RESC. This is due to the design change around FINI’ing calls with an outcome reason rather than setting as RESC and requesting the supplier to Cancel call. If a supplier does not want to use the RESC 131 messages, they can choose to ignore them.
5. The 131 message **is NOT** sent when De-energisations, Re-energisations, meter work completes successfully. The mobile system has reduced the time between physical work completion and confirmation market message notification being sent, to the same day. If the 131 was being sent, it would mean a duplication of work completion messages. There are very few situations when there would be a delay in the processing of the de-energisation. Examples of when this may occur are when there are incorrect readings supplied on de-energisation, when time switch details or meter details are incorrect. The networks business has indicated that these are outsourced and are fixed within 1 working day. This would mean that in the few cases a delay of 1 day only may be encountered between physical de-energisation and notification on the standard confirmation message.
 - It is important to note that if we follow the proposed design cited in section 3.2 – the New Networks Completion process, we will need to distinguish between calls which are FINId “successfully” and calls which are FINId and the work was not physically completed. The outcome reason code on a call will be used to distinguish between these two call outcomes. The logic described for this point will refer only to calls which are FINId successfully.
6. The 131 message **is sent** when a call is FINId but the actual work may not have been completed as requested. An example could be “no access” or “incorrect call type logged”.
7. The 131 message **is sent** during the revenue protection process to provide notification of revenue protection work completion. It will be for rescheduled revenue protection calls. The list of revenue protection calls that a M131 will issue for is documented in

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section 3.4. The 131 will be issued for all revenue protection calls whether initiated by Networks or Market Participant. This has relevance to Market Participants in terms of reconciliation.

8. The 131 **is sent** to notify market participants of supplier requested cancellations. The cancellations could be for Re/De-energisations, meter works or revenue protection calls. Cancelled status may follow a withdrawal message from supplier or may be triggered due to a duplicate set of messages sent by supplier. It would indicate cancelled with or cancelled with no charge.

Summary

The 131 **will be sent**:

- At various points in the NPA and Non NPA de-energisations, re-energisations, meter works and revenue protection processes
- Only supplier requested works (the exception to this being revenue protection where 131 is sent for both supplier requested and networks requested works)
- When work requested was not completed but call is FINId
- When a call is cancelled by supplier request
- When a call is set as rescheduled.

The 131 will **not be sent**:

- To acknowledge receipt of supplier works requests
- When supplier works completes successfully (the exception to this being revenue protection where the 131 will always be sent for FINId status)

3.2 The Networks Order Completion Process

This MCR has generated much discussion around how various works processes are handled. One area of the ESB Networks works process was identified which, besides requiring modification to improve the overall works completion process, needed to change in order to facilitate optimal functioning of the 131 message.

Current Process

Currently, when an NT (Network Technician) has been to site and has finished the call (that is, there will be no further rescheduling of the call), there are 2 outcomes that can occur. The NT can either set the call status to:

1. FINISHED - if the work has actually been completed as requested
2. RESCHEDULED – if the work was not able to be completed due to a variety of reasons (for eg. No access), the NT has to request the supplier to send in a cancellation for this call. This request is made by a Clerical officer emailing a supplier representative. The supplier then sends a cancellation market message to Networks. The clerical officer in Networks then cancels the call. This process is entirely manual and has proved to be cumbersome and prone to error. The code RESCHEDULED is also used to indicate genuine rescheduling of a call. This code is therefore used for 2 different reasons which is confusing.

In order to move away from the manual process cited above, the following changes are proposed.

New Process

1. Calls which will have a subsequent visit made will be set at RESCHEDULED. They will have a supporting reason code explaining reason for rescheduling. Please note,

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RESCHEDULED will ONLY be used for genuinely rescheduling a call and not for requesting cancellation as is currently the process.

2. All calls which are completed and do not require rescheduling, will be FINISHED. There are 2 outcomes to a call being FINISHED:
 - i) Successfully completed as requested and
 - ii) Not completed as requested.
3. Each of the FINISHED, RESCHEDULED or CANCELLED statuses will be supplemented with a reason code. This is referred to in the 131 message as the outcome reason code. The 131 message will have this code populated in all cases besides where a call is set as cancelled. The reason codes are a direct mapping to the codes selected by the NT in the field. These codes will need to be added to the central market system, the mobile system and be included into the schema for the 131 message. The process proposed mirrors the way in which the existing NPA de-energisation process is handled
4. Changes will need to be made to the mobile solution which makes the reason code mandatory for all calls. The change to the call completion process will need to be rolled out to all NTs in a training and change management programme. The change has been discussed with representatives in this area and the assumption is that this change would be welcomed.
5. The list of reason codes used to explain the status of an order is detailed in appendix 3. All codes highlighted in yellow are the newly proposed codes. All reason codes will be given a unique market facing code for use within the 131 message. See appendix 3, table 2, last column (Market Code) for this detail.

Various completion, rescheduled and cancellation scenarios are detailed in appendix 5. The change to the works completion process explained above necessitates a change to the cancellation of works process as well. This is covered in section 3.3.

3.3 Cancellation Process

Current Process

The existing process is largely in place due to the fact that NTs are unable to FINISH all calls on the system. Through investigation, it is thought that this rule was enforced due to a requirement that the onus be on the supplier to cancel calls which could not be completed. It is now evident that it may not be necessary to follow this process and rather follow a process similar to that followed for NPA de-energisations. The following describes the existing process in place.

- i) If works can not be completed at a site and no subsequent visit is to be made, the call is set to RESCHEDULED.
- ii) The NT then contacts the ESB Networks clerical officer to request contact be made with the supplier to request cancellation of the order.
- iii) The clerical officer emails a supplier representative
- iv) The supplier sends a withdrawal message to cancel the call
- v) The message is received by ESB Networks and processed by workflow
- vi) The workflow outsorts the request and the clerical officer manually cancels the call and completes the workflow.

This is a largely manual process which is open to human error. This translates into a large number of orders on the central market system which are left at status RESCHEDULED and

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not completed.

Proposed process

The cancellation process as described above will become obsolete if the new order completion process is implemented. All calls which were previously set as RESCHEDULED and required supplier cancellations will be FINISHED and will be supported by an outcome reason explaining why the call was finished. This mirrors the process currently followed for NPA De-energisations. This change will remove the need for steps i) – vi) above. Please note, the status RESCHEDULED will still be used for calls which are genuinely being rescheduled.

A supplier will still be able to request or initiate a cancellation of any works by sending in a withdrawal message. This will be handled as per the existing process for this scenario. The only difference to the process will be the inclusion of the 131 message at the end of the process confirming the cancellation has taken place.

Appendix 5 details the various cancellation, completion and rescheduled scenarios that could be encountered for each type of meter works. The yellow highlighted columns represent the fields that would be displayed on the 131 message.

3.4 Revenue Protection Process.

The initial design of the MCR did not include using the 131 within the revenue protection process. Discussion with market participants and the revenue protection unit have revealed that Revenue protection would benefit from the inclusion of the 131 message within their process. Please see appendix 2 for a view of the revenue protection process. The process flow includes the proposed 131 message. Currently there are occasions when Suppliers are not notified when revenue protection calls are completed. That is, if a revenue protection call is generated from a process besides the 260 message, the supplier will not automatically be notified of the call outcome. The 131 message aims to eliminate this gap.

Revenue protection calls can be Networks or Supplier initiated. This is the only scenario where the 131 may be issued without a related inbound message. Suppliers will need to be aware of this as it will impact how they reconcile inbound and outbound messages.

All revenue protection calls, regardless of the calls outcome will be followed by a 131 message.

All Revenue protection calls besides Revenue Protection Inspection Visit (Z31) will be FINI'd like all other calls (In Appendix 3, table 2, finished codes for all other orders - C001, C002, C003, C004, C005, C006, C007 set of codes). A single reason will be selected and this will be updated and ultimately be sent on the 131. This will mean a change to SAP, mobile and business process as currently these calls are FINId without any reasons.

For Revenue protection inspection visits, a sequence of up to 4 questions is asked on the mobile to identify the progression of the work. The final point of this call will be to FINI it using C001 – C007 set of codes – this would involve a change to the existing mobile and SAP solution as well as business process.

The following lists the revenue protection order types and works status codes for which the 131 message will issue (from table 2 in section 3.1).

W401	Revenue Protection-Reseal MT/T/S Local
W402	RP Inspection Visit
W403	RP Special Test Exch
W404	Revenue Protection-Special test in-situ

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W405	Revenue Protection-WC CK/Repl/Reset T/S
W406	Revenue Protection-MM CK/Repl/Reset T/S
W407	Revenue Protection-Meter/ T/S Damage
4. IMPACT OF CHANGE	
<ol style="list-style-type: none"> 1. Changes will be necessary in SAP in the form of configuration and development. 2. Changes will be necessary in the mobile system and mobile interface in the form of development. This will be necessary to include the new code groups as well as facilitating the changes to the networks works process. 3. Market process will change especially in the area of cancellations. 4. Networks meter works process will change. This will involve the change from setting calls to RESC to FINI. Training of NTs will be necessary. From discussion with Networks business representatives, change management will be necessary due to the regular changes that have taken place in this area over the last few years. This change does seem as though it would be welcomed by NTs. 5. Market participants would need to change systems to interpret 131 message 6. Revenue protection process will change. 	
Reason for Discussion Request	
<ol style="list-style-type: none"> 1. There is no way of notifying Suppliers of the progression/status of requested meter work. In some processes there is no way of notifying suppliers when work has completed as well as when it hasn't been completed and isn't going to be completed. 2. Currently notification of De/Re-energisation and Meter Works cancellations are carried out manually by phone / email. This manual process has resulted in a significant log of errors. 	
Market Design Documents impacted by Request	
<p><i>MPD 9 De-energisation v6.1</i></p> <p><i>MPD 10 Re-energisation v6.1</i></p> <p><i>MPD 11 Change to Meter Configuration v6.1</i></p> <p><i>Market Messages v6.1</i></p>	
Date of IGG where discussed	<i>11th December 2008</i>
Change Request xref (if applicable)	<i>N/A</i>

PART 2 MARKET ASSURANCE:				
Applicability				
ESB Networks	Suppliers	TSO	SSA	Generators
Scope of Test				
Connectivity	DTT	MSA	IPT	Other
X				
			No. Of Scenarios	

PART 3 RESPONSES AND MODIFICATIONS:
Collation of Impact Assessment (from Form C)
<i>Not Applicable</i>
Modifications Included
<i>Not Applicable</i>
Reason for Modifications
<i>Not Applicable</i>

PART 4 ASSESSMENT & RECOMMENDATION:
Part 4(a) ASSESSMENT
Summary of Impact Assessment
Recommendation on Implementation Plan

Part 4(b) RECOMMENDATION			
ACCEPTANCE	REJECTION	NO RECOMMENDATION	COMMENT
Reason for Recommendation			
Date of Recommendation			

Appendix 1

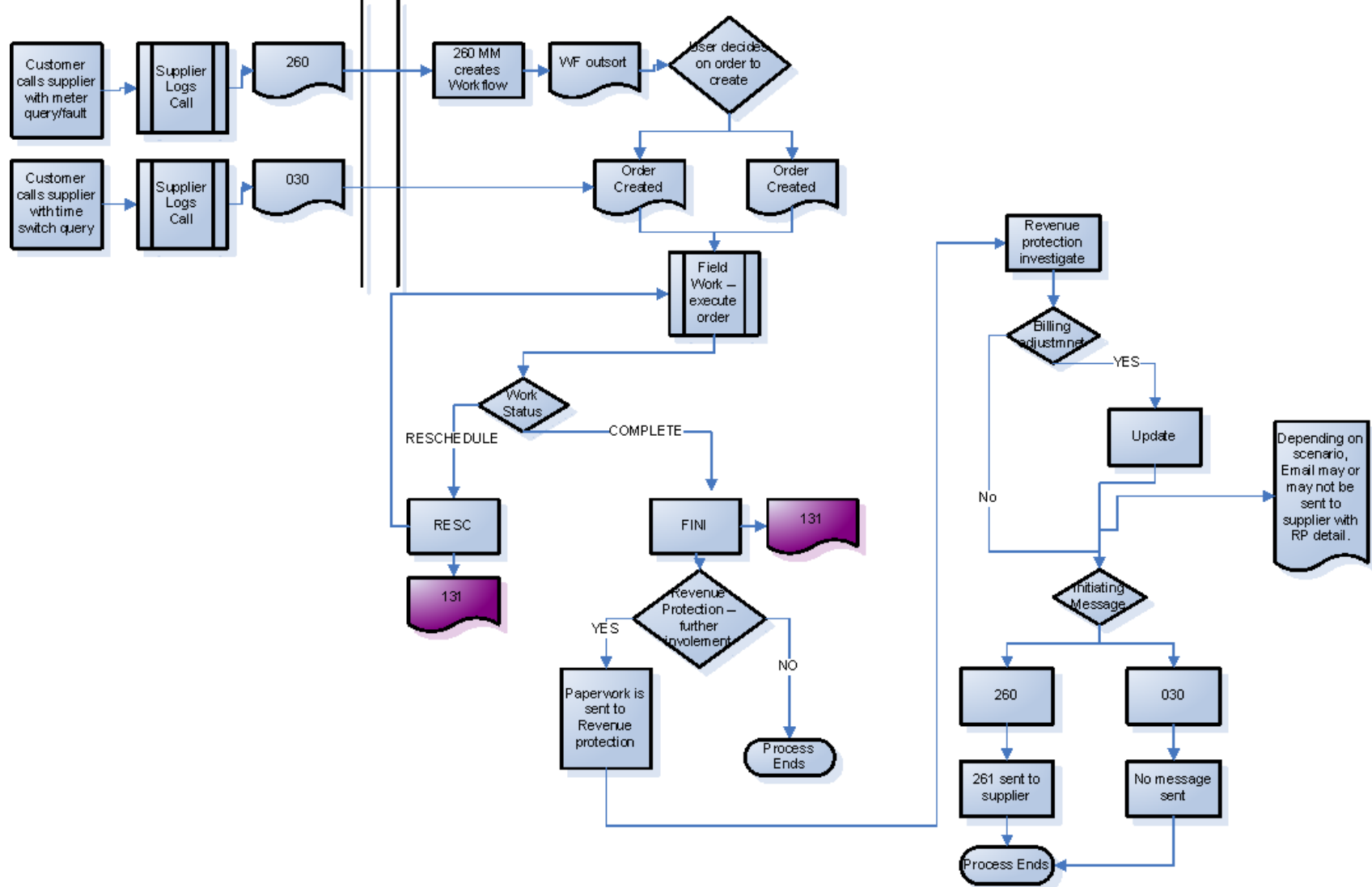
Table 1: Questions and considerations to MP, Networks and Revenue Protection.

	Question audience	Question/Discussion Point/Assumption	Pro	Con	Outcome
1	MP and Networks	A new reschedule option has been added to the 131. This will be used when de/re energisation and meter works cannot be completed and must be rescheduled (i.e. a second visit made to complete the work).	<ul style="list-style-type: none"> • MP is kept updated on works progress in order to provide customer service to their customers • Will be reduced number of RESC calls due to new cancellation process design • 	<ul style="list-style-type: none"> • Increased number of market messages being sent during the cycle of work. 	When a call is set as RESC a message will issue to the supplier. Supplier can choose to use or ignore this message as they see fit. Closed
2	MP and Networks	In original design, there was talk about the 131 being used during special read process. Discussion with networks business and some suppliers reveals that there would be limited value added by including this message here. If suppliers feel there is significant value to be gained by including the 131 within the special read process, please substantiate so that we can discuss and investigate any solutions. If suppliers agree that 131 is not to be included in special read process, we can close this point off.	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	IGG held on 30 October 2008 discussed detail of design and put forward that as per design the MM131 would not be used for special reads. Issue closed off .
3	MP and Networks	It was proposed that the 131 message NOT be sent when a message is received by ESB Networks. This is in line with all other processes in Networks. If the message or process is invalid for a variety of reasons a rejection message is sent. If no rejection message is sent, the assumption is that the message has been received and will be processed. Issues with the message failing at the hub or during transmission would be handled like	<ul style="list-style-type: none"> • Reduces enormous influx of messages being sent. • Aligns this 	<ul style="list-style-type: none"> • 	The design will work as described here. Closed

		in all other processes.	process with all other networks processes.		
3	MP and Networks	The proposal to FINI all calls results in the existing cancellation process become redundant. Discussion with various stakeholders indicates that this is a preferred solution. Are networks and MP happy that this will take place.	•	•	Happy with design. Closed
4	Networks/mobile solution	Question for Networks ISC – Mobile notification (which has all the code groups) seems only to be created when user updates details on an order (NPA de-eng as no access for eg). If a reason becomes mandatory, it would mean creating a mobile notification for all relevant orders.	•	•	Spoke with mobile reps. They agree it is an option and would mean a mobile notification per call. closed
5	Networks	Under what circumstances would we want to send more than 1 reason code (from notification) on 131. there could be more than 1 reason code if an order has been RESC (No access for eg) and then a subsequent visit made and it is FINI (completed as requested). Need to look at different scenarios to ensure the solution is robust and feasible technically.	•	•	No issue identified by Networks. Would only ever be 1 reason code sent Issue closed.
6	Networks	Can Networks confirm that all orders for which 131 is to be sent has been accommodated in the mapping table 2 page 4 (would be want any other order types and are the categories adequate?).	•	•	All orders covered. No further identified. Closed
7	Networks	Please confirm list of new task codes (outcome reason codes) highlighted in yellow in Appendix 3 table 2 are correct. If more or differences required, please let us know.	•	•	Happy with list of codes Closed
8	Networks and MP	Are the values which will appear in 131 message for outcome reasons (market code) appropriate, meaningful enough etc? Please confirm if you would want different 4char codes or whether these are ok?	•	•	No response was given to this when asked if any concerns when MCR was approved. Codes as stated in design will remain Closed
9	Revenue protection	Is the change to process for revenue protection, especially around Z31 (revenue protection inspection visit) feasible?	•	•	Have discussed with members of revenue

					protection team who are happy with proposal. Closed
11	Networks (SAP specifically)	The date of visit field. Would this definitely be the scheduled date? Will there always be a scheduled date? Does this date change when a call is RESC? Could there ever not be a date on the order (for eg if the call was cancelled?).	•	•	Networks response via email. -we can show scheduled date and FINI date. - for cancelled call field is blank - for RESC call- we cannot show the date of the rescheduled visit- this is unknown at the time the call is rescheduled. We can show the date on which the call was rescheduled. Closed
12	Networks	I have changed the description of one of the reason codes to Completed/Completed as requested. The first Completed is to accommodate revenue protection scenarios where a request has not been made by a supplier.	•	•	Accepted Closed

Appendix 2 – Revenue Protection Flow Diagram



Appendix 3 – Outcome Reasons

Table 2: Mapping Table For Outcome Reasons

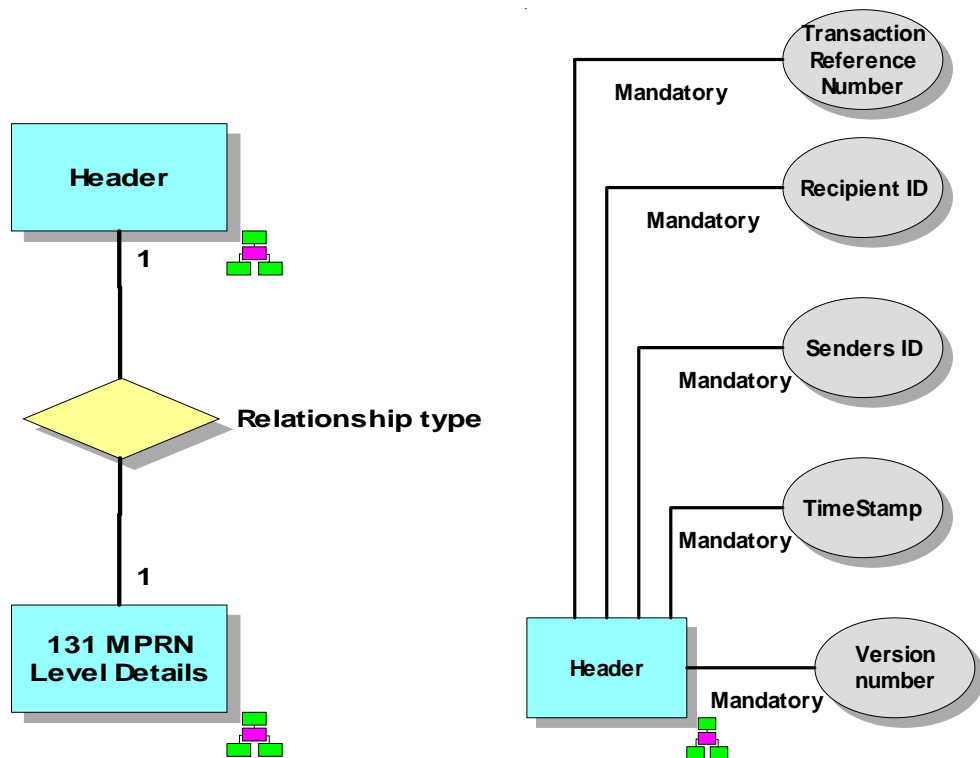
HEADER	Description	Market Code
NPA FINISHED codes	D/E - At Cutout	DN01
	D/E - Non Standard	DN02
	Not D/E - Sickness/Bereavement	DN03
	Not D/E - No Adult Present	DN04
	Not D/E - Refused Access	DN05
	Not D/E - Cust/Supp Arr/Paid	DN06
	COLE done by Supplier	DN07
	Not D/E - o/s/costs involved	DN08
	Supplier Phone Unanswered	DN09
	Staff Safety Problem	DN10
All call Reschedule codes	No Access	R001
	Snag Customer Fault	R002
	Snag ESBs Fault	R003
	Temporary Repair	R004
	Partial Complete Customers Fault	R005
	Partial Complete ESBs Fault	R006
	Missed Appointment Customers Fault	R007
	Missed Appointment ESBs Fault	R008
	Unreached	R009
	Cert required	R010
Non NPA FINI codes	D/E - At Cutout	DS01
	D/E - Non Standard	DS02
	Not D/E - Bereavement	DS03
	COLE done by Supplier	DS04
	Not D/E - o/s/costs involved	DS05
	Supplier Phone Unanswered	DS06
	Could not locate premise	DS07
	Safety Problem	DS08

	Missed Appointment Customers Fault	DS09
FINI reasons for re-energisation	Re-Energised	RE01
	Not Re-energised due to No Access	RE02
	Not Re-energised due to Missed appointment / Customers fault	RE03
	Not re-energised – safety problem	RE04
FINISHED reasons for all other service order types	Completed as requested	C001
	Could not locate premise	C002
	No access/ missed appt cust fault	C003
	Incorrect call type requested	C004
	Location not suitable	C005
	cust did not allow job to proceed	C006
	Staff Safety Problem	C007

Appendix 4 – 131 Market Message structure

Diagrammatic representation of Message 131

131 Message
specific Information.x



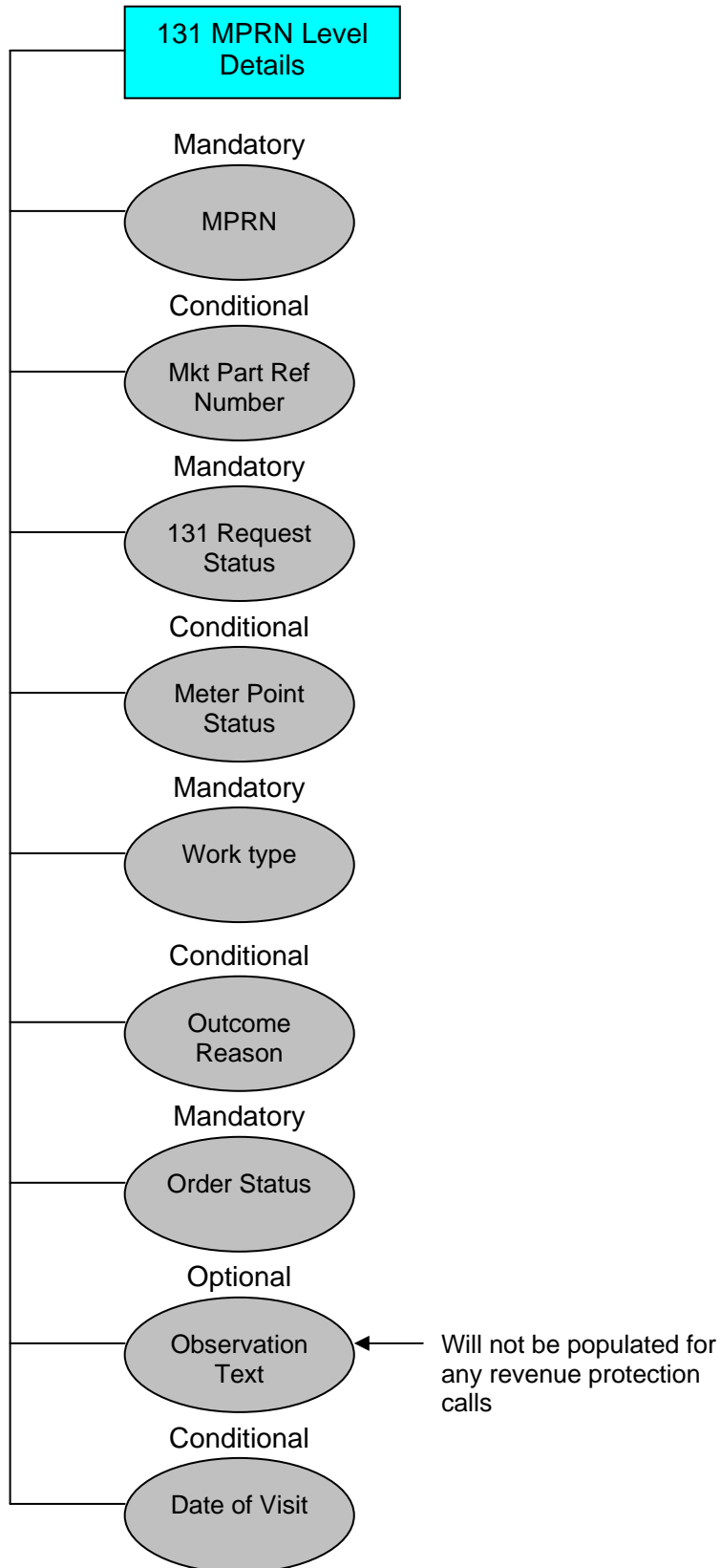


Table 3: 131 Message structure with data values and detail. (Yellow rows have been included for completeness. These reasons should not appear on the 131 message as the 131 will not be sent to indicate completion of an order.

Message Field Name	Conditionality	Conditionality Explanation	Data Codes	Code Description
MPRN	Mandatory	MPRN must always exist for message to be sent		10 digit MPRN number
Mkt Participant Ref Number	Conditional	Due to networks initiated Rev Protection calls, cant enforce this field		This is the Suppliers number given as reference in the request.
131 Request Status	Mandatory		A	Work request accepted
			X	Work is cancelled
			C1	Work Physically complete and call complete
			C2	Work Physically Incomplete and call complete
			R	Work is Rescheduled
Date of Visit	Conditional			This is the scheduled date for the order. It should also be the date the order is FINId. When the order status is RESC, this field will not show rescheduled date. Where a call is cancelled (status = WCCH or WCNC), this field will not be populated.
Meter Point Status	Conditional		E	Energised
			D	De-energised
			A	Assigned
			T	Terminated
			C	Created
Work Type	Mandatory		W101	De-energise-
			W102	De-energise Unmet
			W103	De-energise NPA

		W201	Re-Energise
		W202	Re-Energise
		W203	Re-Energise NPA
		W204	Re-Energise Unmet
		W301	MCC change-Exch from D/T to S/T
		W302	MCC change-Exch from F.R. to MD
		W303	MCC change-Exch from ST to D/T
		W304	MCC change-Install NSH MT & T/S
		W305	MCC change-Remove NSH MT & T/S
		W306	MCC change-Other MCC Change
		W307	Install Token Meter
		W308	Reset Token Meter
		W309	Token Meter Fault/Ex
		W310	Remove Token Meter
		W311	Other Meter Work-Inst Signals Ext MFM
		W312	Other Meter Work-Exch MD for MD+Sgnls
		W401	Revenue Protection-Reseal MT/T/S Local
		W402	RP Inspection Visit
		W403	RP Special Test Exch
		W404	Revenue Protection-Special test in-situ
		W405	Revenue Protection-WC CK/Repl/Reset T/S
		W406	Revenue Protection-MM CK/Repl/Reset T/S
		W407	Revenue Protection-Meter/ T/S Damage
Outcome Reason	Mandatory except where Order status = WCCH or WCNC	DN01	D/E - At Cutout
		DN02	D/E - Non Standard
		DN03	Not D/E - Sickness/Bereavement
		DN04	Not D/E - No Adult Present
		DN05	Not D/E - Refused Access
		DN06	Not D/E - Cust/Supp Arr/Paid
		DN07	COLE done by Supplier

		DN08	Not D/E - o/s/costs involved
		DN09	Supplier Phone Unanswered
		DN10	Staff Safety Problem
		R001	No Access
		R002	Snag Customer Fault
		R003	Snag ESBs Fault
		R004	Temporary Repair
		R005	Partial Complete Customers Fault
		R006	Partial Complete ESBs Fault
		R007	Missed Appointment Customers Fault
		R008	Missed Appointment ESBs Fault
		R009	Unreached
		R010	Cert required
		DS01	D/E - At Cutout
		DS02	D/E - Non Standard
		DS03	Not D/E - Bereavement
		DS04	COLE done by Supplier
		DS05	Not D/E - o/s/costs involved
		DS06	Supplier Phone Unanswered
		DS07	Could not locate premise
		DS08	Safety Problem
		DS09	Missed Appointment Customers Fault
		RE01	Re-Energised
		RE02	Not Re-energised due to No Access
		RE03	Not Re-energised due to Missed appointment / Customers fault

		RE04	Not re-energised – safety problem
		C001	Completed as requested
		C002	Could not locate premise
		C003	No access/ missed appt cust fault
		C004	Incorrect call type requested
		C005	Location not suitable
		C006	cust did not allow job to proceed
		C007	Staff Safety Problem
Order Status		FINI	Finished
		RESC	Rescheduled
		WCCH	Cancelled with charge
		WCNC	Cancelled with no charge
Observation Text			This field will contain free text where this is provided by the NT in completing the service order. This corresponds to 'crew remarks' on AREAS or the text provided on the current e-mail e.g.the name and contact details of e.g. New Tenant, Auctioneer etc . The text will not appear for revenue protection orders

Appendix 5 – Call Scenarios

Table 5 – Call Scenarios displaying what the 131 message would contain in each scenario.

Group	Outcome	131 Request Status	Date of Visit	Meter point Status	Work type	Outcome reason	Reason Detail	Order Status	Observation Text
NPA De-eng	Success	No 131 Message sent as standard message sent to confirm completion							
	Didn't De-energise. No Reschedule	C2	01.10.2009	E	W103	DN03	Not D/E - Sickness/Bereavement	FINI	
						DN04	Not D/E - No Adult Present		
						DN05	Not D/E - Refused Access		
						DN06	Not D/E - Cust/Supp Arr/Paid		
						DN07	COLE done by Supplier		
						DN08	Not D/E - o/s/costs involved		
						DN09	Supplier Phone Unanswered		
						DN10	Staff Safety Problem		
	Didn't De-energise Rescheduled	R	01.10.2009	E	W103	R001	No Access	RESC	
						R002	Snag Customer Fault		
						R003	Snag ESBs Fault		
						R004	Temporary Repair		
						R005	Partial Complete Customers Fault		
						R006	Partial Complete ESBs Fault		
						R007	Missed Appointment Customers Fault		
						R008	Missed Appointment ESBs Fault		
						R009	Unreached		
	Supplier Cancelled before de-energise with W message	X	none / 01.10.2009	E	W103	None		WCCH WCNC	

Non NPA De-eng	Success	No 131 Message sent as standard message sent to confirm completion							
	Didn't De-energise. No Reschedule	C2	01.10.2009	E	W101 W102	DS03	Not D/E - Bereavement	FINI	
						DS04	COLE done by Supplier		
						DS05	Not D/E - o/s/costs involved		
						DS06	Supplier Phone Unanswered		
						DS07	Could not locate premise		
						DS08	Safety Problem		
						DS09	Missed Appointment Customers Fault		
	Didn't De-energise Rescheduled	R	01.10.2009	E	W101 W102	R001	No Access	RESC	
						R002	Snag Customer Fault		
						R003	Snag ESBs Fault		
						R004	Temporary Repair		
						R005	Partial Complete Customers Fault		
						R006	Partial Complete ESBs Fault		
						R007	Missed Appointment Customers Fault		
						R008	Missed Appointment ESBs Fault		
						R009	Unreached		
	Supplier Cancelled before de-energise with W message	X	none / 01.10.2009	E	W101 W102	None		WCCH WCNC	
Re-energisation NPA & non NPA	Success	No 131 Message sent as standard message sent to confirm completion							
	Didn't Re-energise. No Reschedule	C2	01.10.2009	D	W201 W202 W203	RE02	Not Re-energised due to No Access	FINI	

					W204				
						RE03	Not Re-energised due to Missed appointment / Customers fault	FINI	
						RE04	Not re-energised – safety problem	FINI	
	Didn't re-energise Reschedule	R	01.10.2009	E	W201 W202 W203 W204	R001	No Access	RESC	
						R002	Snag Customer Fault		
						R003	Snag ESBs Fault		
						R004	Temporary Repair		
						R005	Partial Complete Customers Fault		
						R006	Partial Complete ESBs Fault		
						R007	Missed Appointment Customers Fault		
						R008	Missed Appointment ESBs Fault		
						R009	Unreached		
						R010	Cert required		
	Supplier Cancelled before re-energise	X	none / 01.10.2009	D	W201 W202 W203 W204	None		WCCH WCNC	
Meter Works	Success	No 131 Message sent as standard message sent to confirm completion							
	Work was not completed. No visit rescheduled	C2	01.10.2009	E	W301 W302 W303 W304 W305 W306 W307	C002	Could not locate premise	FINI	

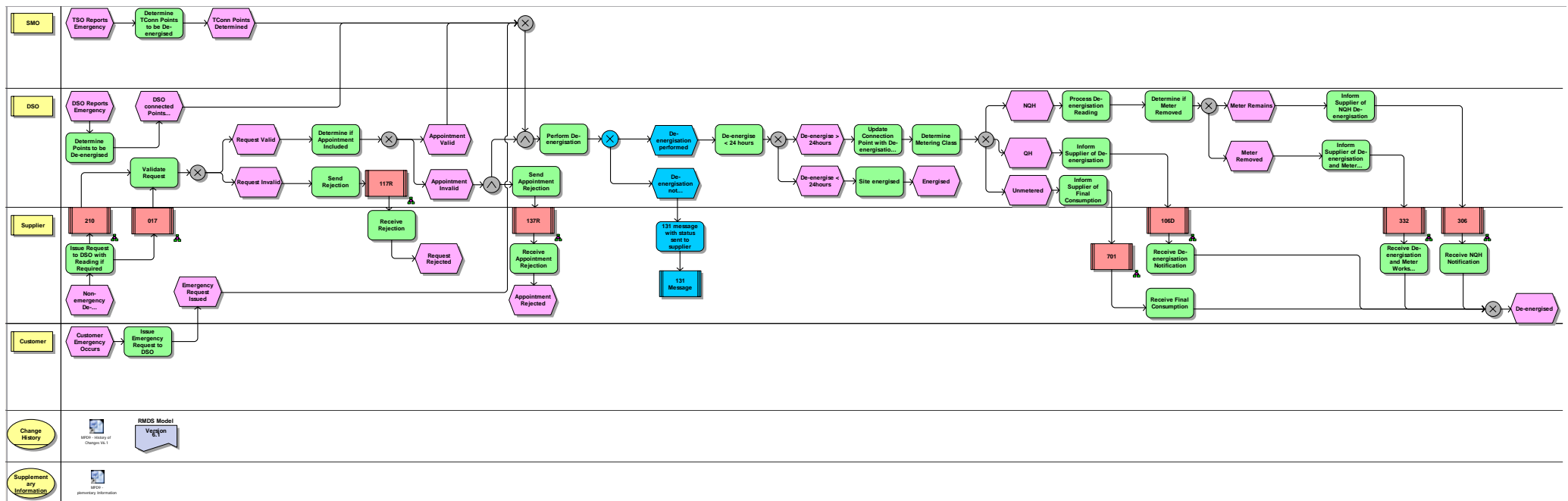
					W308 W309 W310 W311 W312			
						C003	No access/ missed appt cust fault	
						C004	Incorrect call type requested	
						C005	Location not suitable	
						C006	cust did not allow job to proceed	
						C007	Staff Safety Problem	
	Work was not completed, Reschedule	R	01.10.2009	E	W301 W302 W303 W304 W305 W306 W307 W308 W309 W310 W311 W312	R001	No Access	RESC
						R002	Snag Customer Fault	
						R003	Snag ESBs Fault	
						R004	Temporary Repair	
						R005	Partial Complete Customers Fault	
						R006	Partial Complete ESBs Fault	
						R007	Missed Appointment Customers Fault	
						R008	Missed Appointment ESBs Fault	
						R009	Unreached	
						R010	Cert required	
	Supplier Cancelled work request	X	none / 01.10.2009	E	W301 W302 W303 W304	None		WCCH WCNC

					W305 W306 W307 W308 W309 W310 W311 W312				
Revenue Protection	Success	C1	01.10.2009	E	W401 W402 W403 W404 W405 W406 W407	C001	Completed/Completed as requested	FINI	Not displayed
	Work was not completed. No reschedule	C2	01.10.2009	E	W401 W402 W403 W404 W405 W406 W407	C002	Could not locate premise	FINI	Not displayed
						C003	No access/ missed appt cust fault		
						C004	Incorrect call type requested		
						C005	Location not suitable		
						C006	cust did not allow job to proceed		
						C007	Staff Safety Problem		
	Work was not completed, Reschedule	R	01.10.2009	E	W401 W402 W403 W404 W405 W406	R001	No Access	RESC	Not displayed

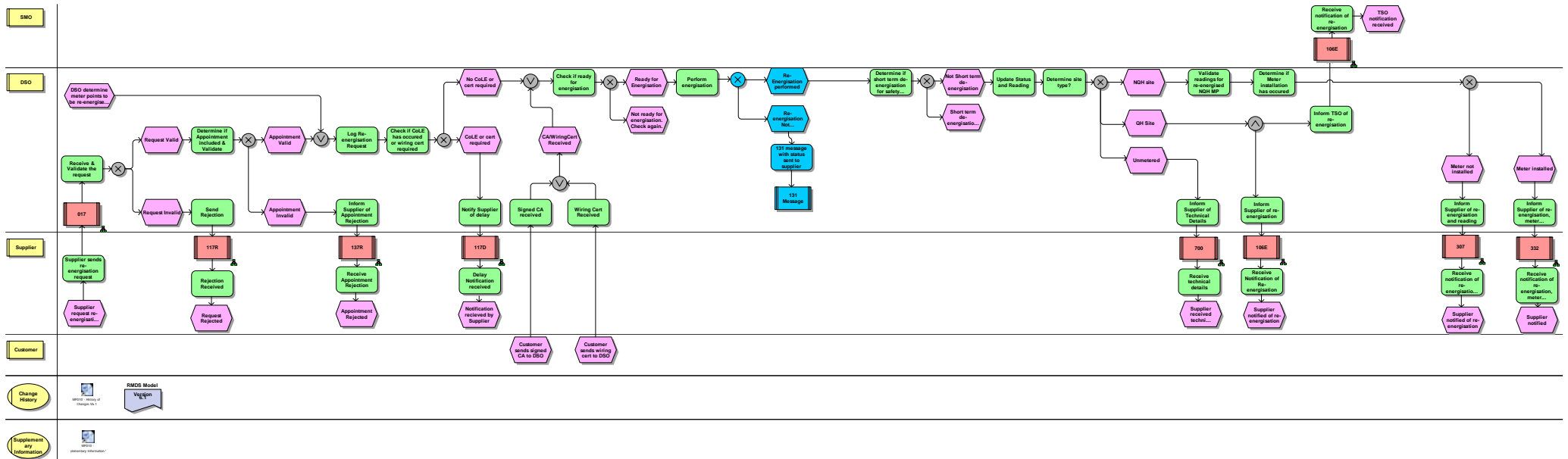
					W407			
						R002	Snag Customer Fault	
						R003	Snag ESBs Fault	
						R004	Temporary Repair	
						R005	Partial Complete Customers Fault	
						R006	Partial Complete ESBs Fault	
						R007	Missed Appointment Customers Fault	
						R008	Missed Appointment ESBs Fault	
						R009	Unreached	
	Supplier Cancelled work request	X	none / 01.10.2009	E	W401 W402 W403 W404 W405 W406 W407	None		WCCH WCNC Not displayed

Appendix 6 – MPD changes

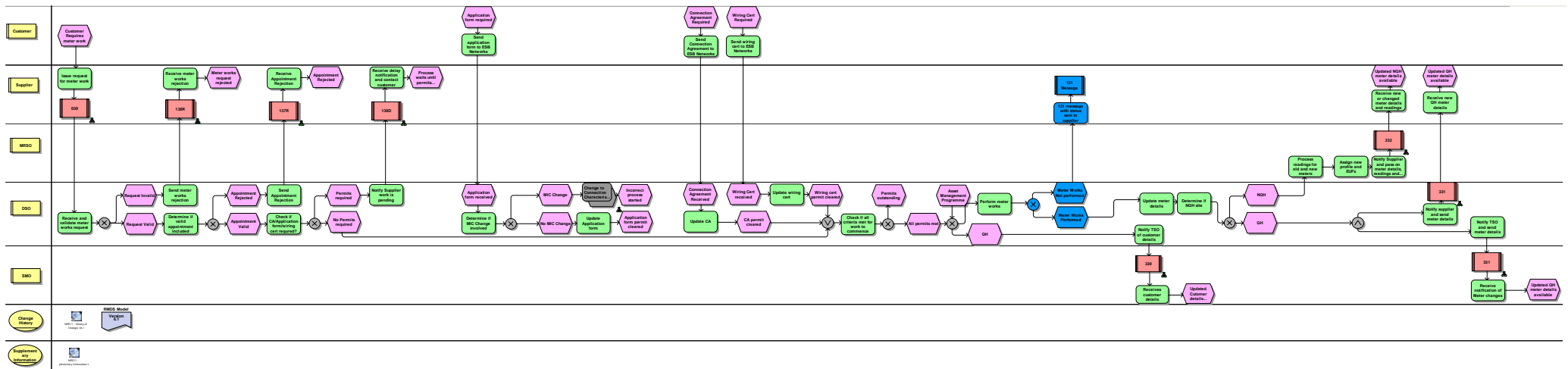
MPD 9 – De-energisation Request



MPD 10 – Re-energise Request



MPD 11 – Changes to Meter Configuration



Appendix 7 – Detail of Market Messages and resultant orders which may generate a 131 Message.

Order Type	PM Activity Description	Initiating Supplier Message
MCC Change	Exch from D/T to S/T	030
	Exch from F.R. to MD	030
	Exch from ST to D/T	030
	Install NSH MT & T/S	030
	Remove NSH MT & T/S	030
	Other MCC Change	030
Re-energise	Re-Energise	017
	Re-Energise	017
	Re-Energise NPA	017
	Re-Energise Unmet	017
De-energise	De-Energise	017
	De-energise Unmet	017
	De-Energise NPA	017
Token Meter	Install Token Meter	030
	Reset Token Meter	030
	Token Meter Fault/Ex	030
	Remove Token Meter	030
Revenue Protection	Reseal MT/T/S Local	260
	RP Inspection Visit	260
	RP Special Test Exch	260
Meter Fault and AM	Special test in-situ	260
	WC CK/Repl/Reset T/S	260
	MM CK/Repl/Reset T/S	260
	Meter/ T/S Damage	260
Other meter Wk	Inst Signals Ext MFM	030
	Exch MD for MD+Sgnls	030