

131 Work Status

Work Type code will appear on the 131 MM. Please see description below.

| 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 |

When will the 131 be sent and when will it not be sent?

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 FINld
- 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 FINld status)

131 Work Status

| Header | Description | Market Code | Header | Description | Market Code |
|----------------------------------|--|-------------|---|--|-------------|
| NPA FINISHED reasons | D/E - At Cutout | DN01 | Non NPA FINI reasons | D/E - At Cutout | DS01 |
| | D/E - Non Standard | DN02 | | D/E - Non standard | DS02 |
| | Not D/E - Sickness/Bereavement | DN03 | | Not D/E - Bereavement | DS03 |
| | Not D/E - No Adult Present | DN04 | | COLE done by Supplier | DS04 |
| | Not D/E - Refused Access | DN05 | | Not D/E - w/s/costs involved | DS05 |
| | Not D/E - Cost/Supp Arre/Paid | DN06 | | Supplier Phone Unanswered | DS06 |
| | COLE done by Supplier | DN07 | | Could not locate premise | DS07 |
| | Not D/E - oh/costs involved | DN08 | | Safety Problem | DS08 |
| | Supplier Phone Unanswered | DN09 | | Missed Appointment Customers Fault | DS09 |
| | Staff Safety Problem | DN10 | | | |
| | | | FINI reasons for re-energisation | Re-Energised | RE01 |
| All call Reschedule codes | No Access | R001 | | Not Re-energised due to No Access | RE02 |
| | Snag Customer Fault | R002 | | Not Re-energised due to Missed appointment/ Customers fault | RE03 |
| | Snag ESBs Fault | R003 | | Not re-energised - safety problem | RF04 |
| | Temporary Repair | R004 | | | |
| | Partial Complete Customers Fault | R005 | FINIed reasons for all other service order types | Completed as requested | C001 |
| | Partial Complete ESBs Fault | R006 | | Could not locate premise | C002 |
| | Missed Appointment: Customers Fault | R007 | | No access/ missed appt cust fault | C003 |
| | Missed Appointment: ESBs Fault | R008 | | | |
| | Unreached | R009 | | Incorrect call type requested | C004 |
| | Cert required | R010 | | Location not suitable | C005 |
| | | | | cust did not allow job to proceed | C006 |
| | | | | Staff Safety Problem | C007 |

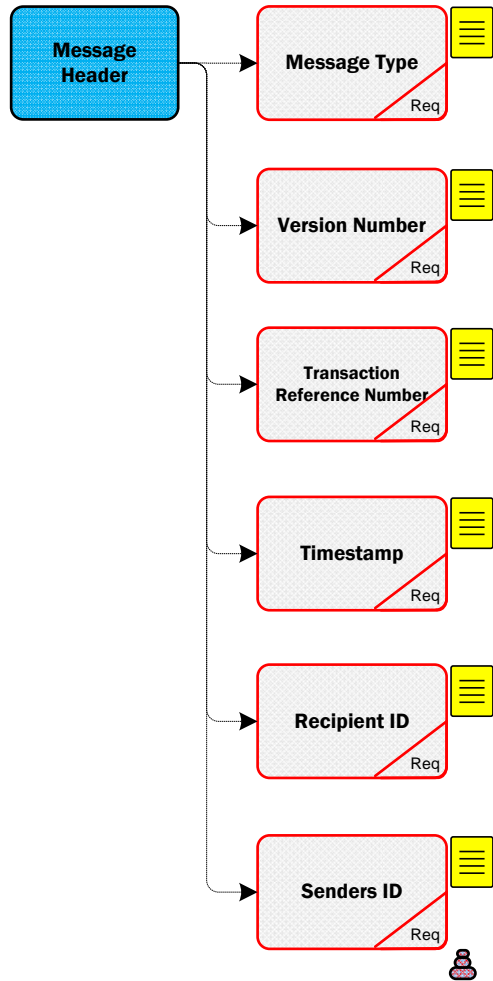
Description and explanation of all fields within 131 MM

| Message Field Name | Conditionality | Conditionality Explanation | Data Codes | Code Description |
|----------------------------|---------------------|--|------------|--|
| MPRN | Mandatory | MPRN must always exist for message to be sent | | 11 digit MPRN number |
| Mkt Participant Ref Number | Conditional | Due to network initiated Rev Protection calls, cert 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 FINd. 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- Where D/C < 6 months |
| | | | W202 | Re-Energise - Where D/C > 6 months |
| | | | 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 | | | |

| Message Field Name | Conditionality | Conditionality Explanation | Data Codes | Code Description |
|--------------------|--|----------------------------|------------|---|
| | | | 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+Signls |
| | | | 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/Rep/Reset T/S |
| | | | W406 | Revenue Protection-MM CK/Rep/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 |
| | | | RO01 | No Access |
| | | | RO02 | Snag Customer Fault |
| | | | RO03 | Snag ESBs Fault |
| | | | RO04 | Temporary Repair |
| | | | RO05 | Partial Complete Customers Fault |
| | | | RO06 | Partial Complete ESBs Fault |
| | | | RO07 | Missed Appointment Customers Fault |

Description and explanation of all fields within 131 MM

| Message Field Name | Conditionality | Conditionality Explanation | Data Codes | Code Description |
|--------------------|----------------|----------------------------|------------|---|
| | | | RTR | Missed Appointment FSRs Fault |
| | | | R09 | Unreached |
| | | | R10 | Cut -scalled |
| | | | DS01 | D/E - A: Cutout |
| | | | DS02 | D/E - Non Standard |
| | | | DS03 | Not D/E - Baremen |
| | | | DS04 | COLE core by Supplier |
| | | | DS05 | Not D/E - o/e/oc/e: moked |
| | | | 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 |
| | | | RFR | Not Re-energised due to Missed Appointment / Customers fault |
| | | | R04 | Not re-energised - safety problem |
| | | | CO01 | Completed as requested |
| | | | CO02 | Could not locate premise |
| | | | CO03 | No access/ missed spot just 'skit |
| | | | CO04 | Incorrect call type requested |
| | | | CO05 | Location not suitable |
| | | | CO06 | cust die not allow job to proceed |
| | | | CO07 | Staff Safety Problem |
| Order Status | | | FINI | Finished |
| | | | RFR | Reorder |
| | | | WC01 | Cancelled with charge |
| | | | WC02 | Cancelled with no charge |
| Observation Text | | | | The field will contain free text where this is provided by the N 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 |



131 MPRN Level Info

MPRN
Req





Market Participant Business Reference
Opt




Work Type
Req



131 Request Status
Req





Appointment ID
Opt



Date of Visit
Opt





Meter Point Status
Opt



Outcome Reason
Opt



Order Status
Req



Observation Test
Opt



**Senders
ID**

**Click Here for Latest
Senders ID
List**

131 Work Status

Code

Work Type

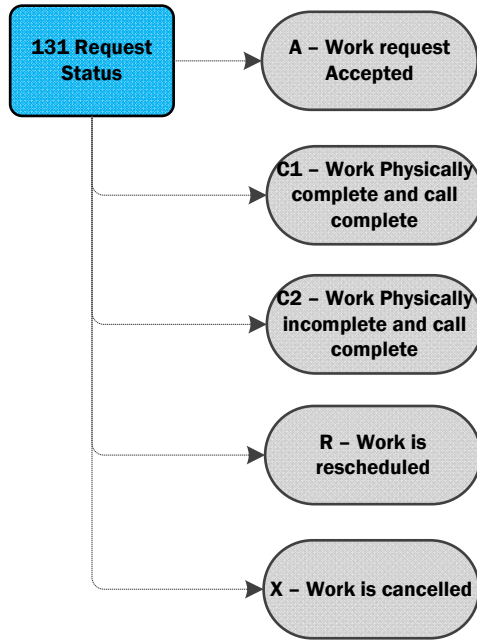
| | | | |
|------|------------------------------------|------|---|
| W101 | De-energise | W307 | Install Token Meter |
| W102 | De-energise Unmet | W308 | Reset Token Meter |
| W103 | De-energise NPA | W309 | Token Meter Fault/Ex |
| W201 | Re-Energise | W310 | Remove Token Meter |
| W202 | Re-Energise - Wiring Cert required | W311 | Other Meter Work-Inst Signals Ext MFM |
| W203 | Re-Energise NPA | W312 | Other Meter Work-Exch MD for MD+Sgnls |
| W204 | Re-Energise Unmet | W401 | Revenue Protection-Reseal MT/T/S Local |
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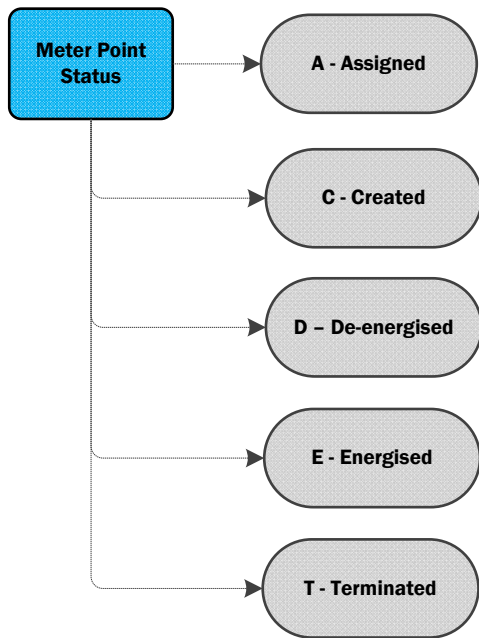
Message

MPRN Level Info

RMDS RETAIL MARKET DESIGN SERVICE

Work Type





Outcome Reason

| | | | |
|------|-----------------------------------|------|--|
| C001 | Completed as requested | DS06 | Supplier Phone Unanswered |
| C002 | Could not locate premise | DS07 | Could not locate premise |
| C003 | No access/ missed appt cust fault | DS08 | Safety Problem |
| C004 | Incorrect call type requested | DS09 | Missed Appointment Customers Fault |
| C005 | Location not suitable | R001 | No Access |
| C006 | Cust did not allow job to proceed | R002 | Snag Customer Fault |
| C007 | Staff Safety Problem | R003 | Snag |
| DN03 | Not D/E - Sickness/Bereavement | R004 | Temporary Repair |
| DN04 | Not D/E - No Adult Present | R005 | Partial Complete Customers Fault |
| DN05 | Not D/E - Refused Access | R006 | Partial Complete |
| DN06 | Not D/E - Cust/Supp Arr/Paid | R007 | Missed Appointment Customers Fault |
| DN07 | COLE done by Supplier | R008 | Missed Appointment |
| DN08 | Not D/E - o/s/costs involved | R009 | Unreached |
| DN09 | Supplier Phone Unanswered | R010 | Cert required |
| DN10 | Staff Safety Problem | RE02 | Not Re-energised due to No Access |
| DS03 | Not D/E - Bereavement | RE03 | Not Re-energised due to Missed appointment / Customers fault |
| DS04 | COLE done by Supplier | RE04 | Not re-energised – safety problem |
| DS05 | Not D/E - o/s/costs involved | | |

