

# **MARKET PROCESS DESIGN**

## **MPD 11 – Changes to Meter Configuration**

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# 1. Introduction

## 1.1 Scope

This Procedure describes the process for Changes to Meter Configuration.

## 1.2 History of Changes

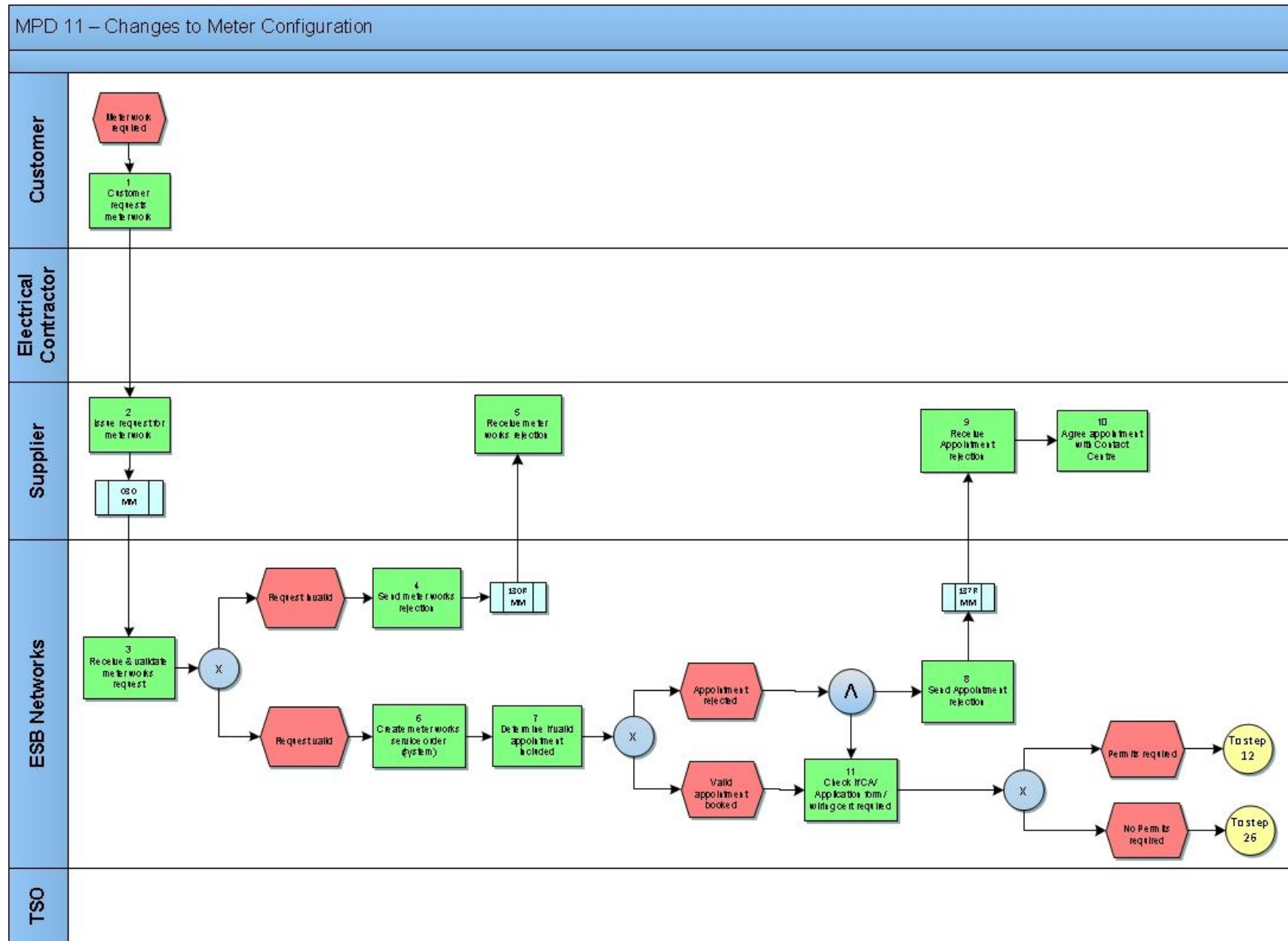
This Procedure includes the following changes:

| Version in which Implemented | Source of Change               | Description of Change   |
|------------------------------|--------------------------------|---|
| Draft                        | B040                           | Request for change to MCC will be taken as an implicit request for energisation if the MRPN is de-energised<br>Changes of legal entity should be flagged in message 030 |
| Draft                        | B019                           | New flow, 130D, to signal a delay in completion of change to MCC due to requirement for wiring certificate/application form or signed Connection Agreement              |
|                              |                                | Further Changes since version 3.1   |
| Draft                        | Design                         | Inclusion of process to handle cancellation of request to change MCC  |
| Draft                        | MIG September 17 <sup>th</sup> | Standardised on use of QH/NQH terminology<br>Reference in text to step 8 under DSO/MO role corrected to step 6  |
| Draft                        | B138                           | Updated to include handling of meter works requests while a Change of Supplier is in progress   |
| Draft                        | Design                         | Message 331 and 333 to be combined into one market message (a revised 331) to communicate all QH meter removals, exchanges  |
|                              |                                | <i>Updates arising from Supplier clarifications</i>   |
| Draft                        | Proposed Modification 1        | Step 19 re-worded   |
| Draft                        | Proposed Modification 2        | Re-worded Step 25 as per proposed modification  |
|                              |                                | Changes arising following V 4.0 DRAFT   |

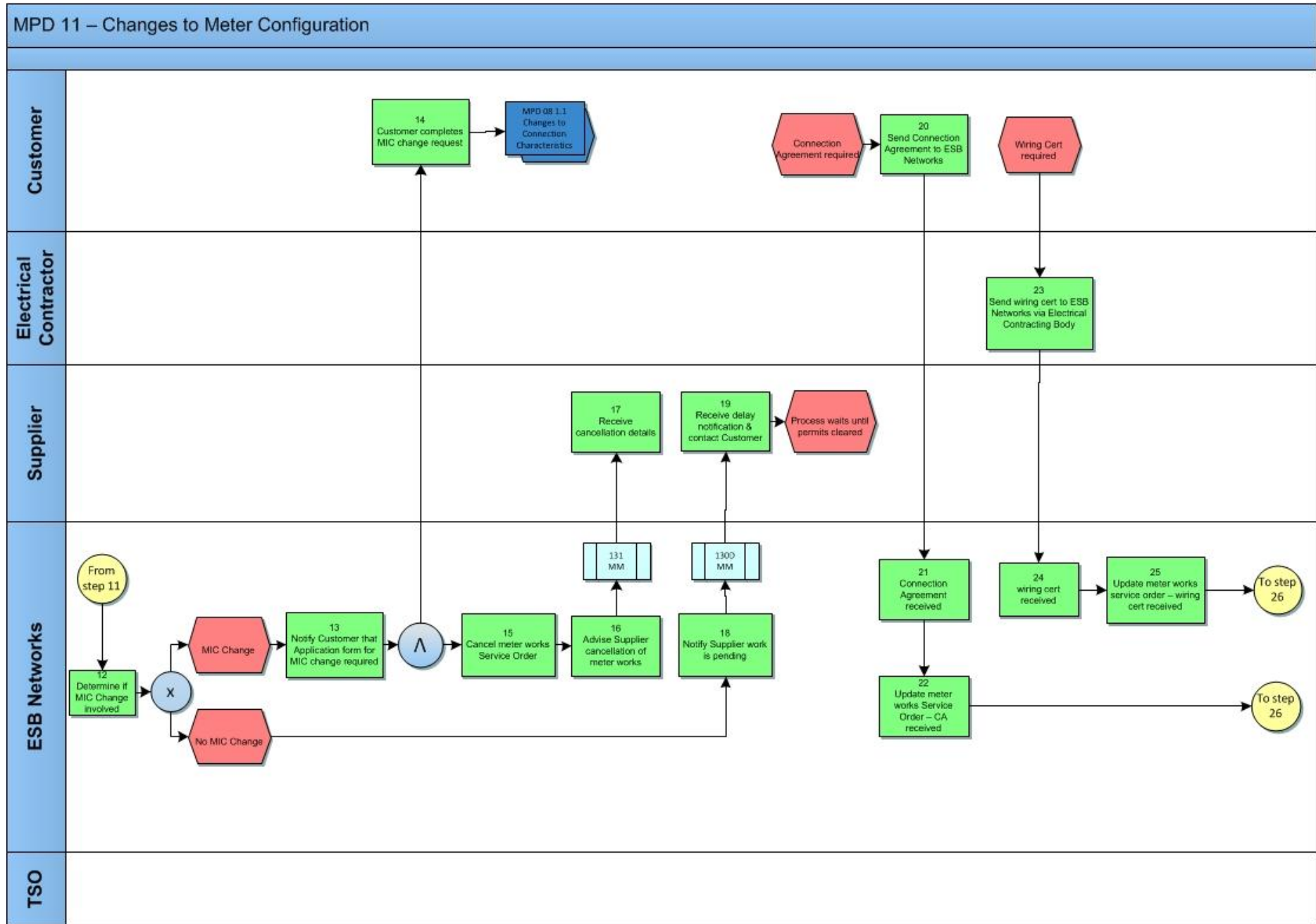
| Version in which Implemented | Source of Change  | Description of Change  |
|------------------------------|---|--|
| Version 4.1                  | CR 167  | Removal of Change of Legal entity as part of MCC change process  |
|                              |   | Changes applied after version 4.1  |
| Version 4.2                  | MCR 0025  | Update to include manual interaction between ESNB and Suppliers for continued no access to a site.   |
|                              |   | Changes applied after version 4.2  |
| Version 4.3                  | MCR 0046  | ESB National Grid Requirements communicating changes to meter Configuration.   |
| Version 6.0                  | MCR 0064  | Provide a new market message to TSO, with Customer details, on change from NQH to QH   |
| Version 8.0                  | RMDS QA   | No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.  |
| Version 8.0a                 | MCR 0161  | Updated to reflect implementation of "MCR 0161 - Increasing the threshold for Connection Agreement return". Changed references of threshold from "100 kVA" to "MV (Medium Voltage)" the following step:<br>* Check if CA/Application form/wiring cert required?  |
| Version 8.0a                 | Non-conformance (AIQ-1420: Remove incorrect references to MRSO in certain MPDs) | MRSO have advised that certain process steps are performed by other organisations. In MPD 11 the following steps were re-assigned from "MRSO" to "MPRN Database Management (Portlaoise)"<br>* Process readings for old and new meters<br>* Assign new profile and EUFs<br>* Notify Supplier and pass on meter details, readings and EUF<br>MRSO no longer performs any tasks in this process so has been removed from the MPD.   |
| Version 9.0                  | Non-Conformance (AIQ 1620 - MPD11: invalid process termination point(s))        | Updated to address NCF as follows:<br>* Within DSO swimlane:<br>- Added Step "Create Meter Works Service Order (system)" at 2 points (after initial validation and following "Asset Management Programme" trigger<br>- Added "AND" routing after "Appointment Rejected" output so that process continues even after rejection of Appointment<br>- Renamed output "Appointment Valid" to "Valid Appointment Booked"<br>- After output "No MIC Change", step "Update Application Form" and output "Application form permit cleared" removed.<br>- Output "No MIC Change" is followed by steps for pending work and MM130D which was previously |

| Version in which Implemented | Source of Change   | Description of Change  |
|------------------------------|--|--|
|                              |  | after output "Permits required"<br>- Added loop back from "Permits outstanding" to "Check if all criteria met for work to commence"<br>- Renamed step "Update CA" to "Update Meter Works Service Order - CA Received"<br>- Renamed step "Update wiring cert" to "Update Meter Works Service Order - CA Received"   |
| Version 9.0                  | Non-Conformance (AIQ 1620 - MPD11: invalid process termination point(s)) | - Amended flow so that if an MIC change is required the Customer is notified "Application form required" and the process routes off to "MPD 08 Changes to Connection Characteristics 1.1" (previously the Application Form was showing as coming in to the process but this does not happen)<br>- Added a step "Notify Customer that Application Form for MIC change required" - to support the above change<br>- Added an "AND" connector so that, as well as telling the Customer that an application form is needed, where there is an MIC change:<br>> The Meter Works Service Order is cancelled<br>> The Supplier is notified via the M131 Report that this (along with any other meter works requests) have been cancelled<br>- Removed step "Send Application Form to ESB Networks"* Within Supplier swimlane:<br>- Added step "Agree appointment with Contact Centre" and result "Valid Appointment Booked"<br>* Added Swimlane "Electrical Contractor ". Renamed step "Send wiring cert to ESB Networks" to "Send wiring cert to ESB Networks via contracting electrical body" and moved into the new "Electrical Contractor" swimlane |
| Version 10.0                 | Harmonisation Go-Live MCR 171  | New Market Message 131 included in MPD   |
| Version 10.4                 | MCR 1155 – Conversion of MPDs from ARIS to document format.              | ARIS Process flow converted to Visio format and Step Table included.<br>Corrected SMO listed as a role in the swimlane in ARIS but should be TSO.<br><br>Non Conformance raised by Smart Metering Review: Step 28 – the following text has been deleted – A Supplier request for changes to meter configuration will be taken as an implicit request for energisation where the site is de-energised.  |
| Version 10.5                 | MMR 10.5   | Non Conformance - AIQ 2814 -Step 8 – changed text - issues a MM130R to issues a MM137R"<br>Step 26 Supporting documentation – "If permits outstanding" changed to "go to next step 26".<br>End to End document – arrow removed from step 25 to step 26.  |

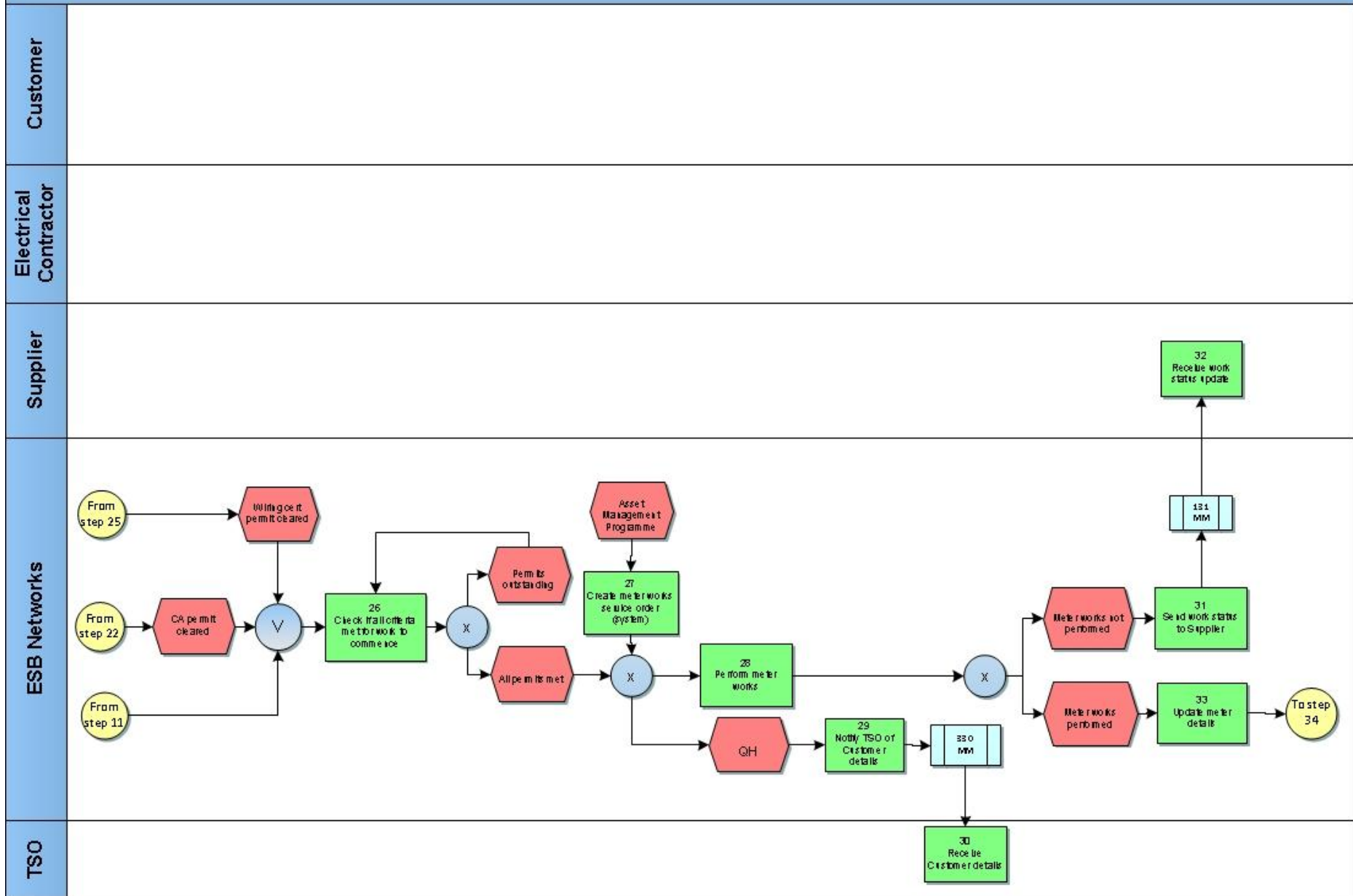
## 2. Process Map



# MPD 11 – Changes to Meter Configuration



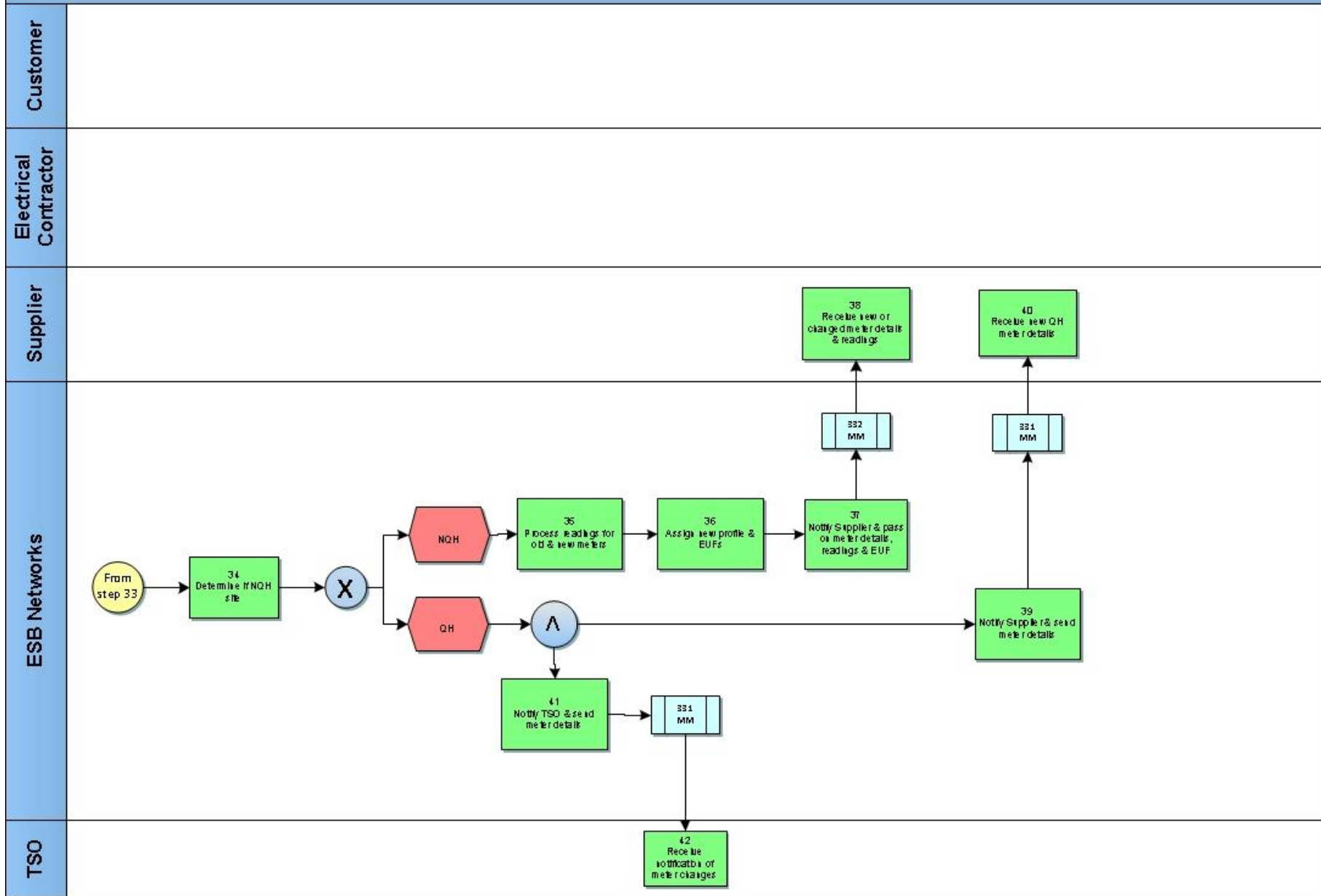
MPD 11 – Changes to Meter Configuration



MPD 11 Changes to Meter Configuration  
Market Design Version 10.5



MPD 11 – Changes to Meter Configuration



## 2.1 Process Description

| Process Step |   | Role     | Process Step Description  | Interface |
|--------------|---|----------|---|-----------|
| 1            | Customer requests meter work              | Customer | The Customer requires meter work to be completed.   |           |
| 2            | Issue request for meter work              | Supplier | The Supplier requests changes to metering through the Distribution Service Operator (DSO).  | 030 MM    |
| 3            | Receive & validate meter works request    | ESBN     | <p>The DSO will validate the request and notify the supplier of any rejection. Validation is based on the following criteria:</p> <ul style="list-style-type: none"> <li>• The request is from the supplier registered to that meter point.</li> <li>• All requests for meter works installation must be for a Standard MCC. Only meter configurations selected from the agreed standard set will be installed.</li> <li>• A Change of Supplier must not already be in progress for that meter point. Where this occurs due to a Change of Legal Entity the old supplier should notify a Change of Legal Entity on flow 016 – see MPD 25 – Change of Legal Entity.</li> </ul> <ul style="list-style-type: none"> <li>• Registration invalid - <b>next step 4</b></li> <li>• Registration valid - <b>next step 6</b></li> </ul>  |           |
| 4            | Send meter works rejection                | ESBN     | ESBN will inform the Supplier of the Rejection and the reason.  | 130R MM   |
| 5            | Receive meter works rejection             | Supplier | The Supplier receives the rejection message.  |           |
| 6            | Create meter works service order (system) | ESBN     | ESBN creates a meter works service order.   |           |
| 7            | Determine if valid appointment included   | ESBN     | <p>If an appointment is flagged on the request, the appointment will be validated. Where the appointment is valid it will be scheduled. Where the appointment is not valid, the Supplier will be notified.</p> <p>The appointment may be considered invalid where, for example:</p> <ul style="list-style-type: none"> <li>• A delay caused by an outstanding Connection Agreement or wiring cert</li> <li>• If the appointments route/time combination or call type is invalid for the appointment.</li> </ul> <p>If an appointment has been rejected due to the proposed timeslot being no longer available a new appointment will be made by ESBN with the Customer if it is required to complete the request.</p> <p>Where an appointment is rejected for a reason other than the time slot being no longer available the onus is on the Supplier or Customer to contact the ESBN Call Centre with a preferred appointment. Otherwise, the request will be progressed and ESBN will schedule an appointment with the Customer, if required.</p> |           |

| Process Step |   | Role     | Process Step Description  | Interface |
|--------------|---|----------|---|-----------|
|              |   |          | <p>If no appointment is included on the request, but ESNB consider an appointment is necessary to carry out the work, ESNB will contact the Customer to schedule an appointment.</p> <p>ESNB can be contacted by a Supplier or Customer at any point to arrange or reschedule an appointment, up to the point at which the work is considered to be in progress. This will supersede any previous appointments made.</p> <ul style="list-style-type: none"> <li>• Appointment invalid - <b>next step 8</b></li> <li>• Appointment valid - <b>next step 11</b></li> </ul>  |           |
| <b>8</b>     | Send Appointment rejection                        | ESNB     | Where the appointment fails the validation process a rejection market message which will include the rejection reason is issued to the Supplier.  | 137R MM   |
| <b>9</b>     | Receive Appointment rejection                     | Supplier | Where an appointment is rejected for a reason other than the time slot being no longer available, the onus is on the Supplier or Customer to contact the call centre with a preferred appointment.  |           |
| <b>10</b>    | Agree appointment with Contact Centre             | Supplier | Supplier will agree an appointment with Contact Centre.   |           |
| <b>11</b>    | Check if CA/Application form/wiring cert required | ESNB     | <p>DSO will review all valid requests to determine if a Connection Agreement is required. This may be the case where:</p> <ul style="list-style-type: none"> <li>• A Change in DUoS Group but no change in MIC is requested.</li> </ul> <p>DSO will also perform a check to determine if a wiring certificate and/or Application form is required e.g. in the case of new night storage heating load.</p> <p>Where the request will be delayed - due to the need for a wiring certificate, application form or signed Connection Agreement - the Supplier will be notified of this. A signed Connection Agreement will be required for Customers with Connection Voltage greater than or equal to MV (Medium Voltage) only</p> <ul style="list-style-type: none"> <li>• Permits not required - <b>next step 26</b></li> <li>• Permits required - <b>next step 12</b></li> </ul> |           |
| <b>12</b>    | Determine if MIC Change involved                  | ESNB     | <p>When an application form is received DSO will determine whether a change to MIC is involved. If this is the case the Market Process for Changes to Connection Characteristics (MPD 8) will be followed rather than the Market Process for a change to meter configuration</p> <ul style="list-style-type: none"> <li>• MIC change required - <b>next step 13</b></li> <li>• MIC change not required - <b>next step 18</b></li> </ul>   |           |

|    |  |                       |  |         |
|----|--|-----------------------|--|---------|
| 13 | Notify Customer that Application form for MIC change required    | ESBN                  | ESBN notifies Customer that Application form for MIC change is required.   |         |
| 14 | Customer completes MIC change request                            | Customer              | Where an Application form for MIC change is required the Market Process for Changes to Connection Characteristics (MPD 8) will be followed rather than the Market Process for a Change to meter Configuration. |         |
| 15 | Cancel meter works service order                                 | ESBN                  | ESBN will cancel the meter works service order.  |         |
| 16 | Advise Supplier Cancellation of meter works service order        | ESBN                  | Market Message 131 is sent to the Supplier advising that the meter work service order is cancelled .   | 131 MM  |
| 17 | Receive cancellation details                                     | Supplier              | The Supplier receives a market message advising Cancellation of the meter work service order.  |         |
| 18 | Notify Supplier work is pending                                  | ESBN                  | Market Message 130D is sent to the Supplier to notify them of a delay to the request for a Change of meter Configuration.  | 130D MM |
| 19 | Receive delay notification & contact Customer                    | ESBN                  | The Supplier receives notification that the meter work will not be completed until the criteria has been met.  |         |
| 20 | Send Connection Agreement to ESB Networks                        | Customer              | The Customer sends completed Connection Agreement to ESBN.   |         |
| 21 | Connection Agreement received                                    | ESBN                  | ESBN receives completed Connection Agreement.  |         |
| 22 | Update meter works service order – CA received                   | ESBN                  | Following the receipt of the Connection Agreement ESBN will update the meter work service order.<br><ul style="list-style-type: none"> <li>• <b>next step 26</b></li> </ul>                                    |         |
| 23 | Send wiring cert to ESB Networks via Electrical Contracting Body | Electrical Contractor | Where a wiring cert is required the Customer arrange for the wiring cert to be sent to ESBN via Electrical Contracting Body.   |         |
| 23 | Wiring cert received   | ESBN                  | ESBN receive wiring cert.  |         |
| 25 | Update meter works service order – wiring cert received          | ESBN                  | Following the receipt of the wiring cert ESBN will update the meter work service order.  |         |

|    |   |          |   |        |
|----|---|----------|---|--------|
| 26 | Check if all criteria met for work to commence          | ESBN     | Work will not commence until the following criteria have been met:<br><ul style="list-style-type: none"> <li>• Where required a wiring certificate has been received</li> <li>• Where required an application form has been signed and returned</li> <li>• Where required a Connection Agreement has been signed and returned <ul style="list-style-type: none"> <li>• All Permits met - <b>next step 28</b></li> <li>• Permits outstanding - <b>return to step 26</b></li> </ul> </li> </ul> |        |
| 27 | Create meter works service order(system)                | ESBN     | ESBN creates meter works service order a part of Asset Management Programme.  |        |
| 28 | Perform meter works                                     | ESBN     | DSO will update meter details when work has been completed. Meter works not Performed - <b>next step 31</b><br><ul style="list-style-type: none"> <li>• Meter works Performed - <b>next step 25</b></li> </ul>  |        |
| 29 | Notify TSO of Customer details                          | ESBN     | ESBN will notify the TSO of Customer details where the metering point is changing from Non-Interval to Interval.  | 330 MM |
| 30 | Receive Customer details                                | TSO      | TSO receive Customer details.   |        |
| 31 | Send work status to Supplier                            | ESBN     | Where the meter work is not completed, ESBN will notify the Supplier by Market Message of the status of the request.  | 131 MM |
| 32 | Receive Work Status Update                              | ESBN     | The Supplier receives Work Status update.   |        |
| 33 | Update meter details                                    | ESBN     | Following completion of the meter works, ESBN will update meter details.  |        |
| 34 | Determine if NQH site                                   | ESBN     | ESBN will determine if QH site:<br><ul style="list-style-type: none"> <li>• NQH Site - <b>next step 35</b></li> <li>• QH Site - <b>next step 39 &amp; 41</b></li> </ul>   |        |
| 35 | Process readings for old & new meters                   | ESBN     | ESBN will process readings for old and new NQH meters based on meter details.   |        |
| 36 | Assign new profile & EUFs                               | ESBN     | ESBN will assign new Profile and Estimated Usage Factor (EUF) and pass this information, along with the NQH meter details, onto Supplier. (See MPD 14 Readings Processing - NQH meter reads).   |        |
| 37 | Notify Supplier & pass on meter details, readings & EUF | ESBN     | ESBN will notify the Supplier of the meter details, readings and EUF.   | 332 MM |
| 38 | Receive new or changed meter details & readings         | Supplier | The Supplier receives new or changed meter details, readings and EUF.   |        |
| 39 | Notify Supplier & send meter details                    | ESBN     | ESBN provides the Supplier registered to the Interval meter point the technical details of the meters installed at that meter point following meter works carried out at that meter point.  | 331 MM |
| 40 | Receive new QH meter details                            | Supplier | The Supplier receives meter details for the QH site.  |        |

|    |                                       |      |   |        |
|----|---------------------------------------|------|---|--------|
| 41 | Notify TSO & send meter details       | ESBN | ESBN provides TSO with the technical details of the meters installed at that meter point following meter works carried out at that meter point. | 331 MM |
| 42 | Receive notification of meter changes | TSO  | The TSO receives meter details for the QH site.   |        |

### 3. Supplementary Information

#### ***Cancellation of Meter Configuration Change Request***

The Supplier may contact DSO to request the cancellation of a request to change the MCC using flow 030 with a request status set to 'Withdrawn'. DSO will cancel the meter works where the work has not already been scheduled.

**Otherwise DSO will endeavour to cancel the meter works – however if it cannot be cancelled and the meter work is carried out then the charge will be applied in the normal way.**

#### ***Appointments: Continued Non Access to Site***

In the situation where an ESB Networks Technician encounters continued non access and is unable to complete the work, ESBN will manually contact the Supplier by phone to cancel the work, or re-submit a new request if required.

Any charge to a Supplier will be in line with the distribution use of system agreement.