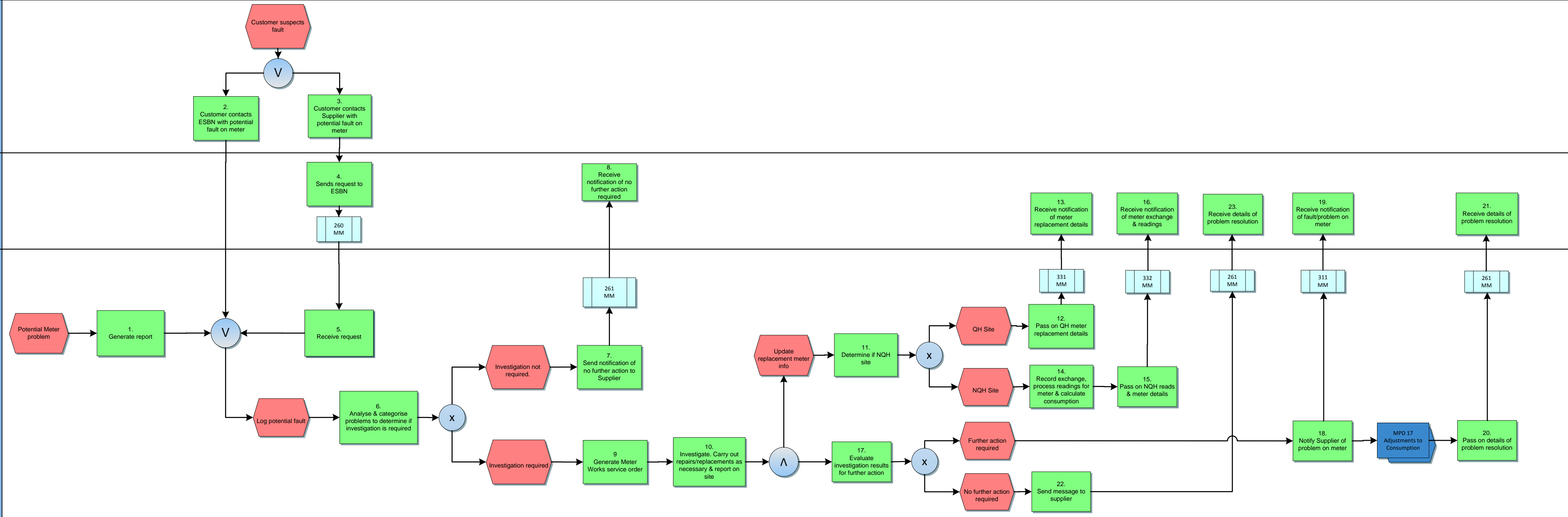


MPD 12 – Meter Problems & Damage

Customer/Contractor

Supplier

ESB Networks



Version in which last change Implemented	Source of Change	Description
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Step 7 & step 22 where no further action required message sent to Supplier included in Visio diagram not in original MPD, send 261MM - was in text in ARIS but not in flow.
Version 10.5	MMR 10.5	Step 6 – text changed from “if revenue protections are required “ to if investigations required” Outcomes from step 6 – text changed from revenue protection investigation required/not required” to “investigation required/not required” Step 9 – text changed from “Request meter security call” to “Generate meter works service order” Step 18 – text amended in process step description to indicate in what circumstances a 311MM will be issued by ESNB End to End document amended to reflect changes to steps