

## **MARKET PROCESS DESIGN**

**MPD 12 - Market Process for Meter Problems and Damage**

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# 1. Introduction

## 1.1 Scope

This Procedure describes the process for handling metering problems at a registered meter point and for a single point unmetered.

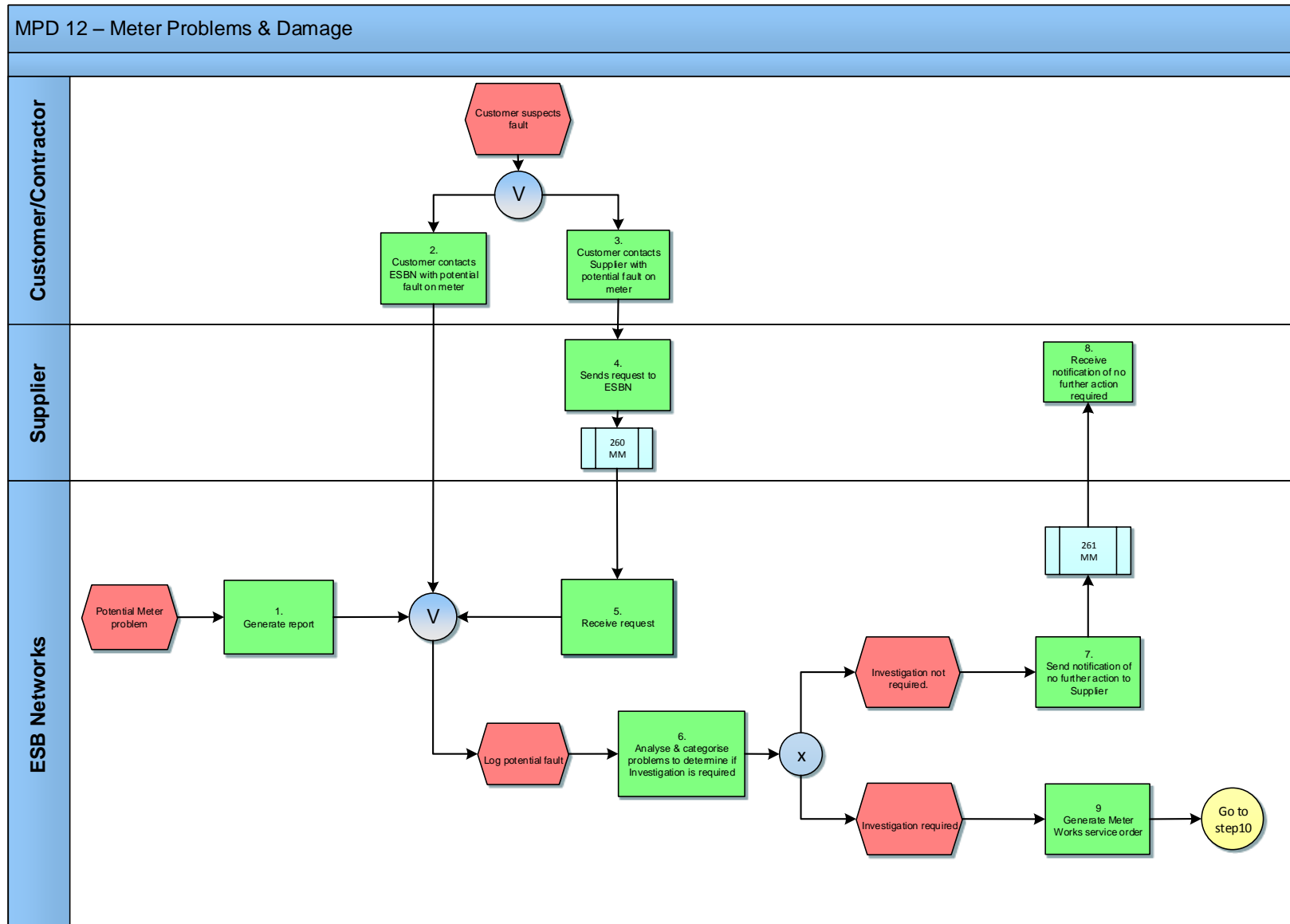
## 1.2 History of Changes

This Procedure includes the following changes:

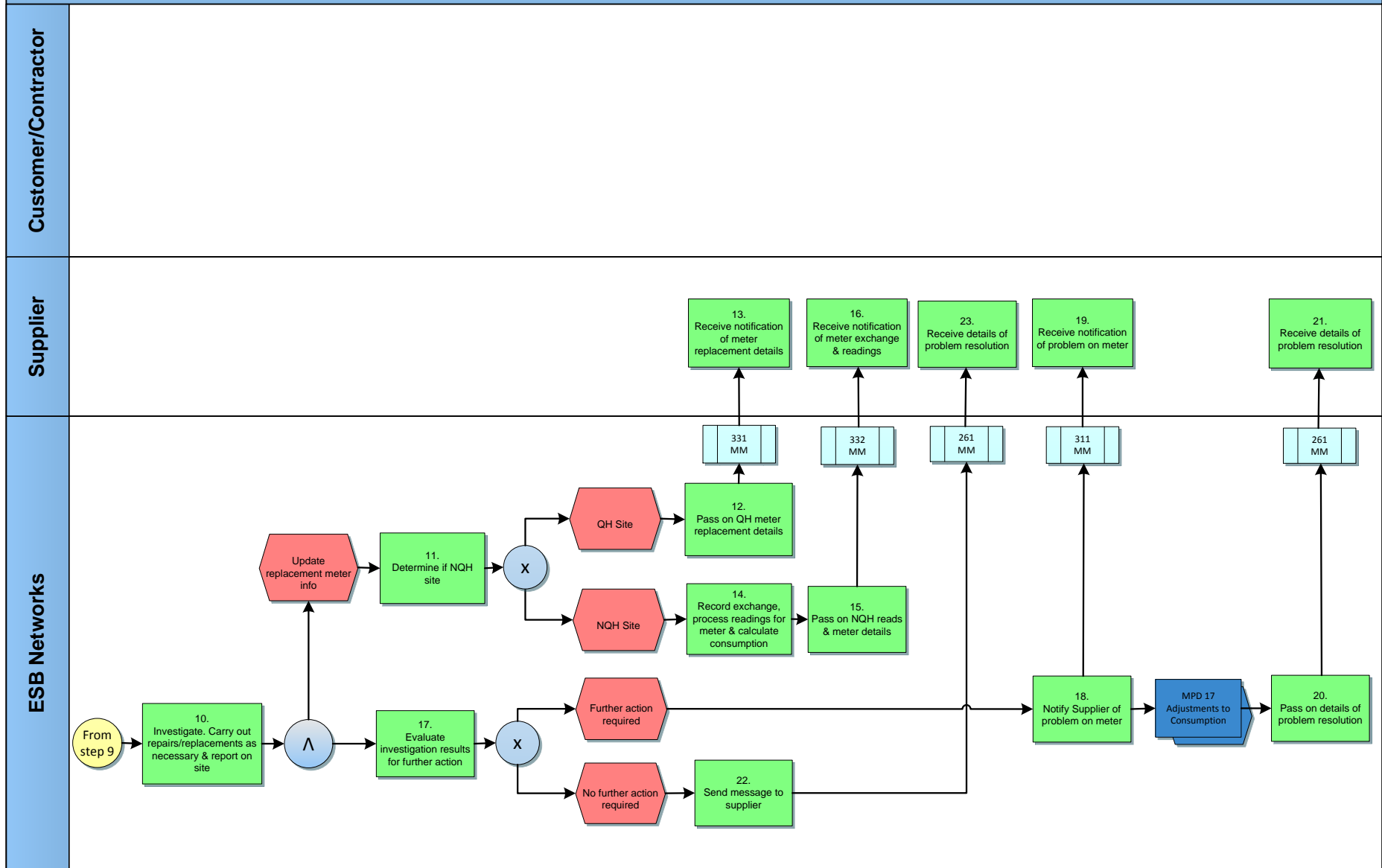
Version in which last change Implemented	Source of Change	Description of Change
Draft	Design	Message 331 and 333 to be combined into one market message (a revised 331) to communicate all QH meter removals, exchanges.
		Change applied since version 3.1
		Updates arising from Supplier clarifications
Draft	Proposed Modification 2-4	Removal of Non Profile terminology
Draft	Proposed Modification 5	Addition of text as Section 3 to include link to MPD 17
		Changes applied after version 4.1
Version 4.2	MCR 0041	Update to MPD12 to correspond with design. Update to Networks internal processing and sequencing of market messages
Version 4.2	MCR 0029	Update of Market Process Documentation to reflect single point unmetered design
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 9.1	RMDS QA	"Swimlane" removed from MPD Name
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

Version in which last change Implemented	Source of Change	Description of Change
Version 11.1	RMDS Review	1 <sup>st</sup> Page of process map on page 5 was missing. Page included.

## 2. Process Map



MPD 12 – Meter Problems & Damage



## 2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Generate report	ESBN	A potential meter problem may be identified by ESBN in a number of ways: <ul style="list-style-type: none"> <li>- Data Collector reports problem</li> <li>- As a result of reading processing</li> <li>- Site visit</li> </ul> In circumstances where a potential problem is detected a report is generated – <b>next step 6</b>	
2	Customer contacts ESBN with potential fault on meter	Customer	Where a customer suspects a potential fault with a meter they may contact ESBN – <b>next step 6</b>	
3	Customer contacts Supplier with potential fault on meter	Customer	Alternatively to contacting ESBN the customer may contact their registered Supplier	
4	Supplier sends request to ESBN	Supplier	The Supplier may report details of a problem with a meter following contact from a customer or where they become aware of an issue regarding damage or tampering with the meter	260 MM
5	Receive request	ESBN	ESBN receive market message regarding a meter problem – <b>next step 6</b>	
6	Analyse and categorise problems to determine if investigation is required	ESBN	On receipt of a report or a Market Message from a Supplier identifying a potential problem ESBN will analyse and categorise the problem to determine if further investigation is required <ul style="list-style-type: none"> <li>• No further action – <b>next step 7</b></li> <li>• Further investigation required – <b>next step 9</b></li> </ul>	
7	Send notification of no further action to Supplier	ESBN	Where a 260MM has been received and Revenue Protection determine that no further action is required. The registered Supplier at the meter point will be informed	261MM
8	Receive notification of no further action required	Supplier	Supplier receives Market Message	
9	Meter Works service order generated	ESBN	Where further investigation is required a Meter Works call is logged	
10	Investigate. Carry out repairs/replacements as necessary & report on site	ESBN	ESBN will co-ordinate the investigation of the problem, damage or potential tampering. This may include a site visit to investigate, carry out repairs or replace the meter as necessary. <p>In all situations the results will be evaluated to determine:</p>	

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> <li>If further action is required – <b>next step 17</b></li> <li>Where a meter has been replaced – <b>next step 11</b></li> </ul>	
11	Determine if site is NQH or QH	ESBN	Where a meter has been replaced ESBN will determine whether the site is a NQH site or a QH site <ul style="list-style-type: none"> <li>QH site – <b>next step 12</b></li> <li>NQH site – <b>next step 14</b></li> </ul>	
12	Pass on QH Meter Replacement Details	ESBN	Where a meter has been replaced at a QH site the meter replacement details are passed to the registered Supplier	331 MM
13	Receive notification of meter replacement details	Supplier	The Supplier receives details of the replacement meter	
14	Record exchange, process readings for meter and calculate consumption	ESBN	Where a meter has been replaced at an NQH site, the exchange details are updated, readings processed and consumption calculated	
15	Pass on NQH reads and meter details	ESBN	The new meter details and opening/closing readings will be passed to the registered Supplier	332 MM
16	Receive notification of meter exchange and readings	Supplier	The Supplier will receive new meter details and opening/closing readings	
17	Evaluate investigation results for further action	ESBN	The results of the investigation are analysed to determine if further action is required <ul style="list-style-type: none"> <li>Further action required – <b>next step 18</b></li> <li>No further action – <b>next step 22</b></li> </ul>	
18	Notify Supplier of fault/problem on meter	ESBN	Following the investigation ESBN will complete consumption adjustment if necessary – see MPD 17. In cases where a Revenue Protection issue has been found a market message will issue to the Supplier	311 MM
19	Receive notification of problem on meter	ESBN	Supplier will receive notification of the problem observed with the meter	
20	Pass on details of problem resolution	ESBN	Where a 260MM has been received in relation to the fault/problem a Market Message will issue to notify the Supplier of resolution of problem at the meter point	261 MM
21	Receive details of problem resolution	Supplier	Supplier will receive Market Message	
22	Send Market Message to Supplier	ESBN	Following the investigation, if no further action is required a Market Message will issue to notify the Supplier of the resolution of the issue	261 MM



Process Step		Role	Process Step Description	Interface
23	Receive details of problem resolution	Supplier	Supplier will receive market message	

### 3. Supplementary Information

#### Unmetered Report of Problems and Damage

Unmetered reports of problems or damage will be identified at the Technical MPRN level for single point unmetered. The Technical MPRN will be used as the identifier to track and process unmetered reports, as a MPRN would be used for a NQH or QH connection. The same process and market message can be applied to single point unmetered process.