

Retail Market Procedure NI 10

Re-Energisation

31/08/2016

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Retail Market Procedure NI 10 – Re-Energisation

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1. Introduction

1.1 Scope

This document is the Retail Market Procedure for Re-Energisation in Northern Ireland.

The procedure applies to metered Meter Points only and excludes unmetered Meter Points.

The procedure is documented as a number of sub-processes:

- **Re-Energisation – Job Request**
 - o Describes the process of a Supplier requesting the Re-Energisation of a Meter Point.
- **Re-Energisation – Job Completion**
 - o Describes the process of NIE Networks notifying a Supplier of the completion of a job to Re-Energise a Meter Point.
 - o The process also covers notification of Re-Energisation resulting from NIE Networks-initiated Fieldwork.
- **NIE Networks Cancellation/Non-Completion of Fieldwork**
 - o Describes the process of NIE Networks notifying a Supplier of the cancellation or non-completion of a job to Re-Energise a Meter Point.
- **Supplier Cancellation**
 - o Describes the process of a Supplier requesting the cancellation of a previously submitted Re-Energisation request.

The procedure does not apply to Meter Points in an assigned state. Energisation of these sites is through the appropriate New Connection process:

- o MP NI 5 New Non-Interval Metered Connection
- o MP NI 6 New Interval Metered Connection

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1.2 History of Changes

Version	Source of Change	Description of Change
0.1		Initial draft version.
0.2	P Merkens	Updated for MCRs 1010 and 1051
0.91	Paul Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop and for CRID 148
0.93	P Merkens	Updated for CRID 154 - Rejection where an appointment ID is incorrectly provided
0.94	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	J-E Smith	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR 1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
2.1.1	J-E Smith	Updated for DR1123_CRID170 Baseline CDA Board Approved
3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks

1.3 Document References

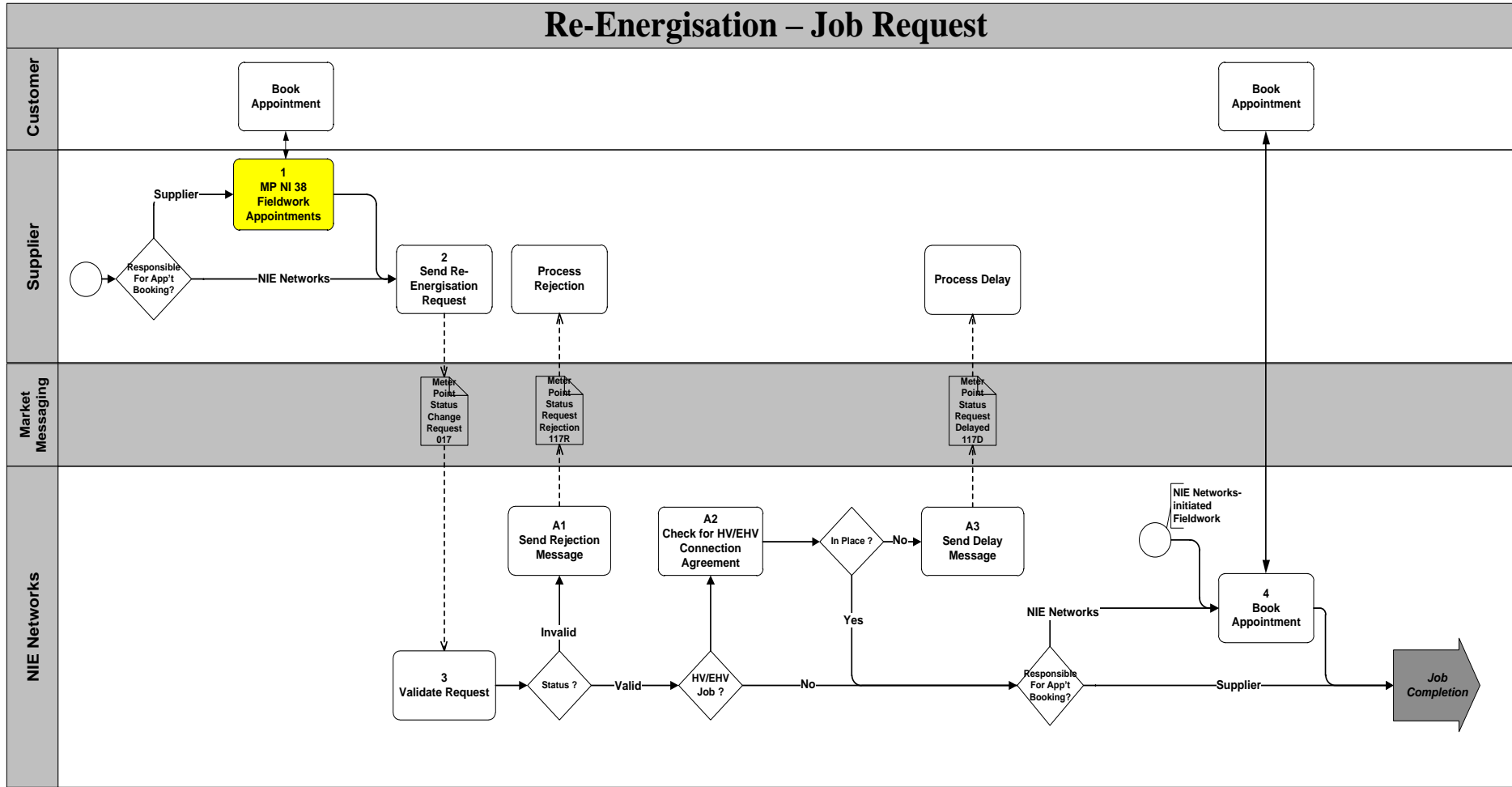
Document Reference	Name
MP NI 5	New Non-Interval Metered Connection
MP NI 6	New Interval Metered Connection
MP NI 38	Fieldwork Appointments
MP NI 39	NI Market Procedures - Glossary of Terms
MG NI 41	Fieldwork Types, Charges and Delivery Time Targets

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2. Procedure Description

2.1 Re-Energisation – Job Request

2.1.1 Process Flow Diagram



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2.1.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>Fieldwork Appointments</p> <p>Except where circumstances set out below apply the Supplier must book an Appointment and obtain an Appointment Id prior to sending a Fieldwork request message to NIE Networks.</p> <p>If any of the following circumstances apply, an Appointment should not be made through the Market Website:</p> <ul style="list-style-type: none"> • Where the Maximum Import Capacity (MIC) is greater than or equal to 70kVA; or • The Meter Point is Interval metered; or • The Meter Point is CT metered; or • The Appointment is for Re-Energisation following de-energisation for non-payment; or • The Appointment is for Re-Energisation following rewiring. <p>For further details on the booking of Appointments refer to Retail Market Procedure NI 38 Fieldwork Appointments.</p>	Market Website/ Appointments section
2	Supplier	<p>The Supplier should request Re-Energisation by sending a Meter Point Status Change Request message to NIE Networks.</p> <p>A Supplier may request either of the following:</p> <ul style="list-style-type: none"> • Re-energisation – non-payment related. • Re-energisation – not non-payment related. • Re-energisation after rewiring <p>The Supplier must indicate:</p> <ul style="list-style-type: none"> • The requested connection status of the meter point, i.e. Re-Energised. • The meter point status reason, i.e. <ul style="list-style-type: none"> ○ E01 - Re-energise (Not NPA related) ○ E02 - Re-energise (NPA related) ○ E04 – Re-energise (Rewire) • Existence of a Supply Agreement. • Change of tenancy or legal entity if required. 	017 to NIE Networks

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Step	Role	Action	Interface
		<ul style="list-style-type: none"> • Customer name if there is a change of tenancy or legal entity. • Customer contact details if these have not previously been provided or differ from those previously provided or if there is a change of tenancy or legal entity. • Access arrangements. • Technical contact details where Suppliers are creating new technical contact details for an MPRN at a change of tenancy or legal entity. • Medical equipment special needs details where there is a change of tenancy or legal entity and the Customer moving in has medical equipment special needs. • Customer service special needs details where there is a change of tenancy or legal entity and the Customer moving in has special needs. • Required date to indicate the date of a change of tenancy / legal entity if applicable. • Appointment Id where the Supplier is required to book a Fieldwork Appointment. • The Tariff Configuration Code when requesting re-energisation of a prepayment meter. <p>Note that there is no validation that the Appointment date and the required date match.</p>	
3	NIE Networks	NIE Networks will validate the Re-Energisation request (see section 2.1.3).	
A1	NIE Networks	If the request is rejected NIE Networks will inform the Supplier by sending a Meter Point Status Request Rejection message containing one Reject Reason.	117R to Supplier
A2, A3	NIE Networks	For Meter Points where connection is at HV then NIE Networks will check that there is a current Connection Agreement prior to any Re-Energisation. If there is no Connection Agreement in place NIE Networks will send a Change in Energisation Status Delay message to the Supplier to advise the Supplier that Re-Energisation will be delayed until a Connection Agreement has been received.	117D to Supplier
4	NIE Networks	In the circumstances where a Supplier should not book an Appointment using the Market Website, and except for Re-Energisation following a de-energisation for non-payment, NIE Networks will arrange an Appointment with the Customer or their authorised agent to complete the request. If it is not possible to schedule the work for a date acceptable to the Customer or their authorised agent then the request may be cancelled.	Telephone call to Customer or their authorised agent

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Step	Role	Action	Interface
5	Supplier	Where a Supplier requires a change of Metering configuration on the same Fieldwork visit as the Re-Energisation refer to Market Procedure NI 11.	

NIE Networks may initiate Fieldwork in cases other than when requested by a Supplier. These cases include work originating from requests by Customers or their authorised agents and work initiated directly by NIE Networks.

Refer to Market Guide MG NI 41 Fieldwork Types, Charges and Delivery Time Targets for guidance.

2.1.3 Re-Energisation Request Validation

A Re-Energisation request will be rejected if:

- The Supplier is not registered to the Meter Point.
- The request duplicates an existing request that is in progress.
- An energisation is requested and the Supplier has not indicated that a Supply Agreement exists with the Customer. Where the Supplier has an agency agreement, then for LV connected Customers this must include a clause to cover Customer acceptance of NIE Networks Connection Conditions.
- For keypad metering a tariff configuration is requested that cannot be requested by the Supplier. Tariff Configuration Codes that are permitted for use will be agreed between NIE Networks and each Supplier.
- For keypad metering, a tariff configuration is requested that is inconsistent with the current metering configuration.
- For keypad metering, a tariff configuration code is not provided when requesting Re-energisation.
- Where a Fieldwork Appointment is required to be made by the Supplier, an Appointment Id is not included in the Meter Point Status Change Request message or the Appointment Id included in the Meter Point Status Change Request message is invalid.
- The Meter Point Status Change Request message fails field or segment level validation (please refer to 'NI Market Message Implementation Guide – Meter Works' for details of message validation).
- The Appointment Id has previously been received by NIE Networks on another message.
- Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Meter Point Status Change Request message

Refer to 'NI Market Message Implementation Guide – Meter Works' for details of message validation.

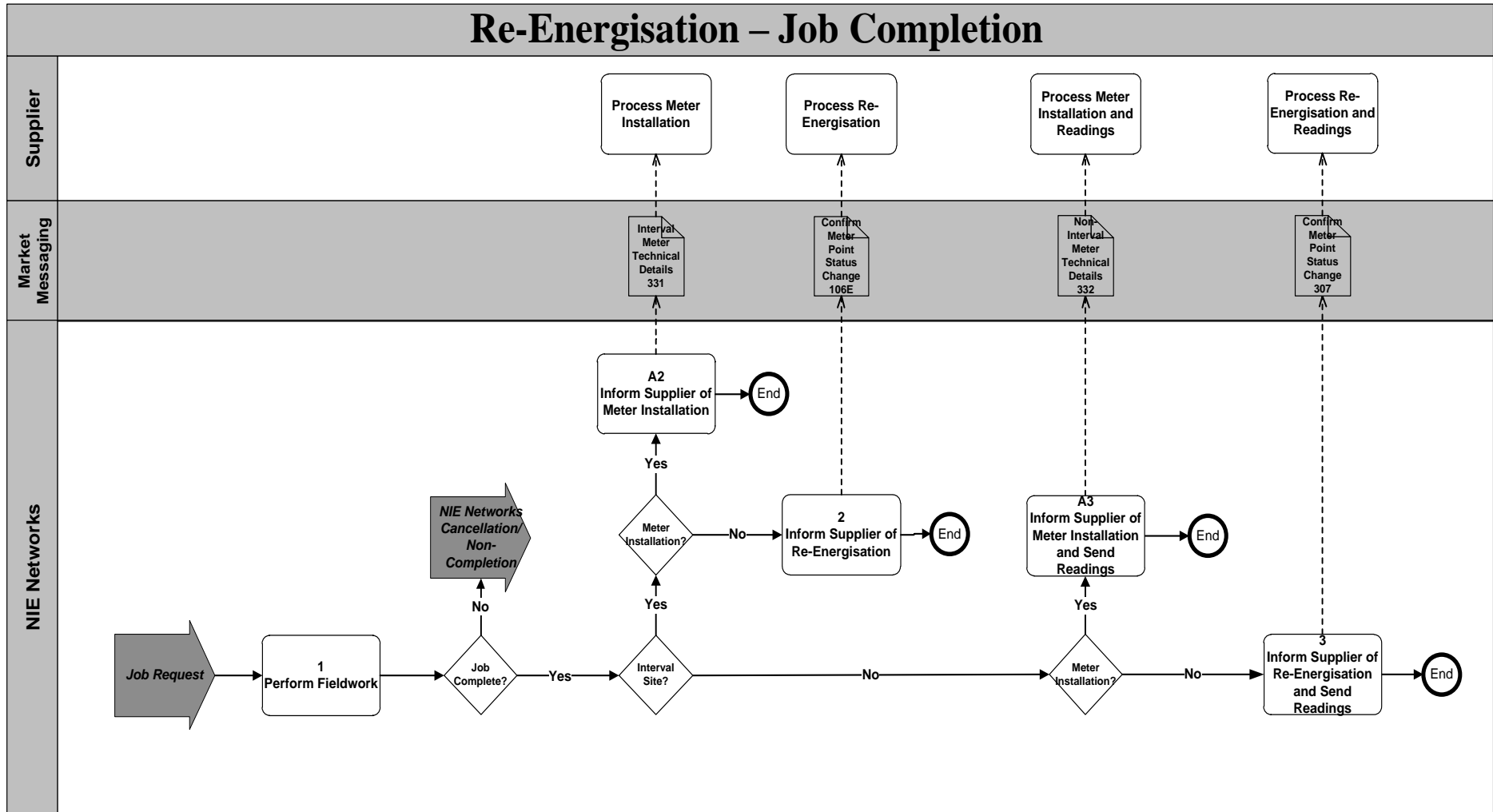
2.1.4 Fieldwork Charges

Please refer to Market Guide MG NI 41 for information on fieldwork charges.

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2.2 Re-Energisation – Job Completion

2.2.1 Process Flow Diagram



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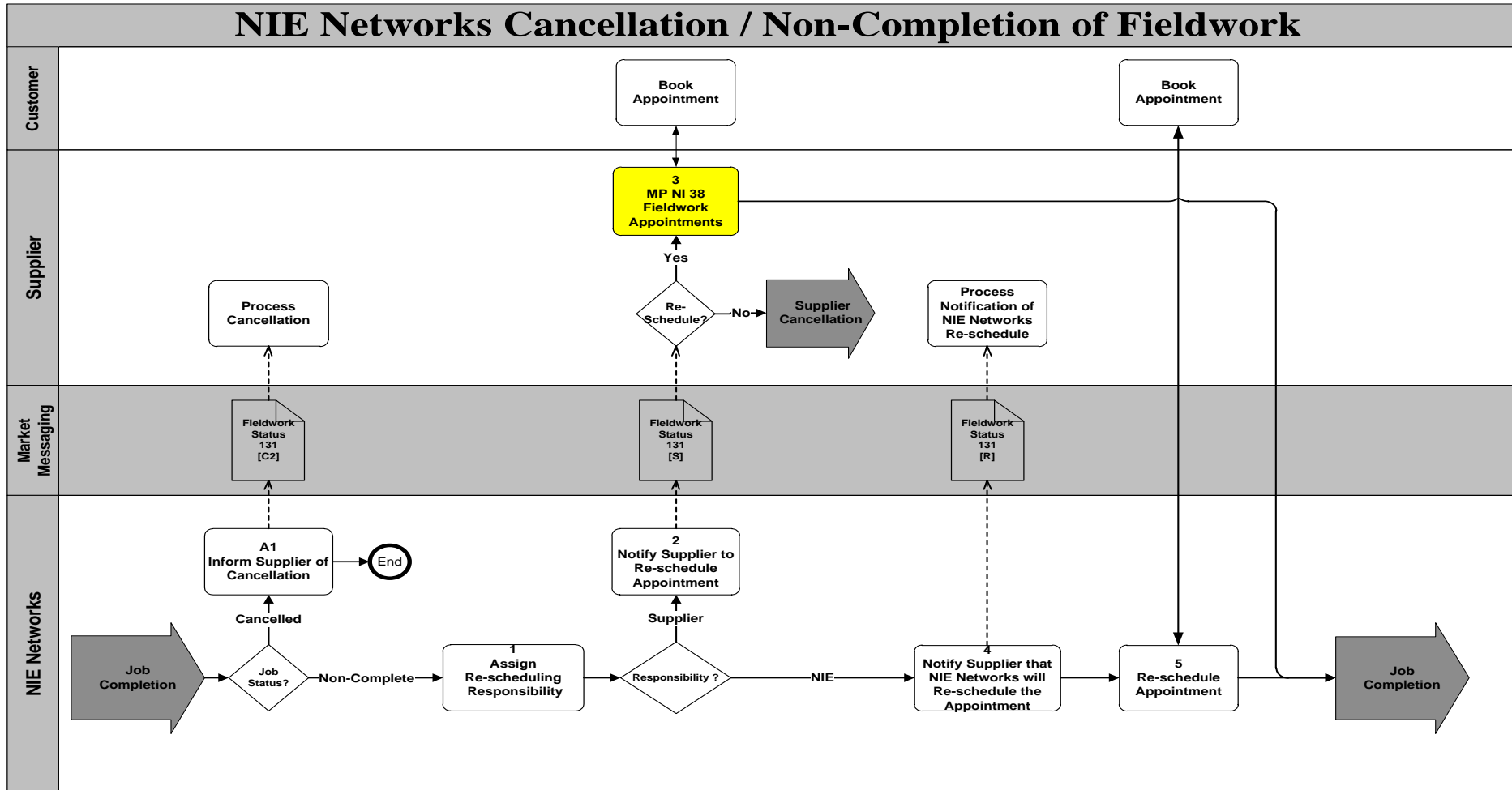
2.2.2 Process Description

Step	Role	Action	Interface
1	NIE Networks	An electrician will make a site visit to perform the Fieldwork that has been requested by the Supplier. It may not be possible to complete the Fieldwork as requested and this may result in cancellation of the Fieldwork request by NIE Networks or may require an Appointment to be arranged with the Customer for a repeat visit – see section 2.3 for more information on NIE Networks cancellation/non-completion.	
2	NIE Networks	If no meters have been changed or installed, where Fieldwork has been completed to Re-Energise an Interval site, NIE Networks will inform the Supplier by sending a Meter Point Status Change Re-Energisation Confirmation message.	106E to Supplier
A2	NIE Networks	If it has been necessary to install or change a meter in order to complete a Re-Energisation request for an Interval site (e.g. as a result of an agreed Supplier request or damage to the existing meter, NIE Networks will send an Interval Meter Technical Details message to the Supplier. This message will be sent instead of the Meter Point Status Change Re-Energisation Confirmation message.	331 to Supplier
3	NIE Networks	If no meters have been changed or installed, where Fieldwork has been completed to Re-Energise a non-Interval site, NIE Networks will inform the Supplier by sending a Meter Point Status Change Re-Energisation Confirmation – Non Interval message. This message will include meter readings that have been collected by the electrician on site.	307 to Supplier
A3	NIE Networks	If it has been necessary to install or change a meter in order to complete a Re-Energisation request for a Non-Interval site (e.g. as a result of an agreed Supplier request or damage to the existing meter, NIE Networks will send a Non Interval Meter Technical Details to the Supplier. This message will include meter readings that have been collected by the electrician on site. The message will be sent instead of the Meter Point Status Change Re-Energisation Confirmation – Non Interval message.	332 to Supplier
A4	NIE Networks	Where Re-Energisation completes successfully and the Supplier had indicated a change of legal entity with the flag set to 'true' which successfully completes, NIE Networks will inform the Supplier by sending a CoLE Confirmation message.	116 to Supplier

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2.3 NIE Networks Cancellation/Non-Completion of Fieldwork

2.3.1 Process Flow Diagram



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2.3.2 Process Description

Step	Role	Action	Interface
A1	NIE Networks	<p>NIE Networks may cancel requests in certain circumstances including:</p> <ul style="list-style-type: none"> • It is not possible to schedule the work for a date acceptable to the Customer, or their authorised agent • Revenue Protection issues at the Meter Point • Safety issues at the Meter Point • Customer actions, or those of their authorised agent, prevent completion, including the failure to arrange an Appointment by the required date • Customer did not allow the job to proceed • Incorrect Meter Point address • A Supplier fails to withdraw a Fieldwork request or reschedule an Appointment within ten days of a rescheduling notification (see step 2) • It is not possible to re-schedule work for a date acceptable to the Customer or their authorised agent (see step 5) <p>NIE Networks will send a Fieldwork Status message to the Supplier with a 'C2' Request Status to indicate that the fieldwork request has been cancelled by NIE Networks.</p> <p>The message will include an Outcome Reason Code to indicate the reason for cancellation.</p> <p>Cancelled Re-Energisation requests cannot be re-scheduled. If the Supplier wishes to request the Re-Energisation again, they must send a new Meter Point Status Change Request message to NIE Networks.</p>	131[C2] to Supplier
1	NIE Networks	<p>Where Fieldwork could not be completed but NIE Networks do not cancel the job, the original Appointment can be re-scheduled to enable a repeat visit.</p> <p>NIE Networks will decide where responsibility lies for re-scheduling the Appointment – with the Supplier, or with NIE Networks.</p> <p>NIE Networks will always take responsibility for re-scheduling Appointments where the job is deemed to be non-complete and the Maximum Import Capacity (MIC) at the Meter Point is greater than or equal to 70kVA.</p>	

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Step	Role	Action	Interface
2	NIE Networks	<p>Where NIE Networks decide that responsibility for re-scheduling lies with the Supplier, NIE Networks will send a Fieldwork Status message to the Supplier with an ‘S’ Request Status to indicate that the Fieldwork request has not been completed and that it is the Supplier’s responsibility to contact the Customer to re-schedule the Appointment.</p> <p>The message will include an Outcome Reason Code to indicate the reason for non-completion.</p> <p>If the Supplier does not re-schedule the Appointment, or send a withdrawal request, within ten business days, NIE Networks will automatically cancel the Re-Energisation request and any associated Appointment (see step A1).</p>	131[S] to Supplier
3	Supplier	<p>The Supplier should contact the Customer to re-arrange the Appointment and then re-schedule the original Appointment via the appointments section of the Market Website.</p> <p>For further details on the re-scheduling of Appointments refer to Retail Market Procedure NI 38 Fieldwork Appointments.</p> <p>If the Customer (or Supplier) does not wish to proceed with the Fieldwork, the Supplier can submit a Fieldwork withdrawal request (Refer to <i>Section 2.4 – Supplier Cancellation</i>).</p>	
4	NIE Networks	<p>Where NIE Networks take responsibility for re-scheduling the Appointment, NIE Networks will send a Fieldwork Status message to the Supplier with an ‘R’ Request Status to indicate that the Fieldwork request has been not been completed and that NIE Networks will take responsibility to contact the Customer to re-schedule the Appointment.</p> <p>The message will include an Outcome Reason Code to indicate the reason for non-completion.</p>	131[R] to Supplier

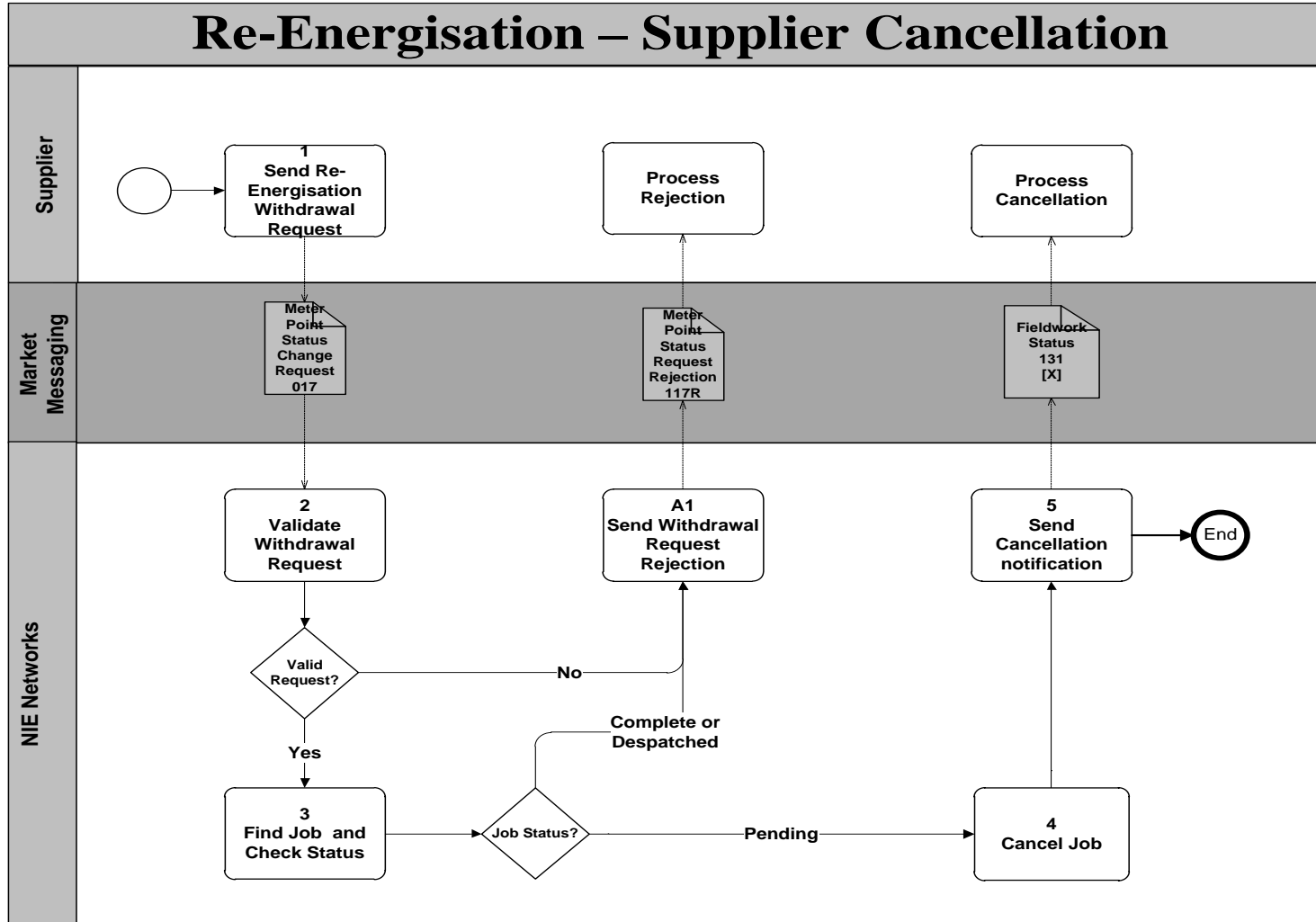
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Step	Role	Action	Interface
5	NIE Networks	<p>Where NIE Networks take responsibility for re-scheduling the Appointment, NIE Networks will contact the Customer, or their authorised agent, to arrange an Appointment for a repeat visit.</p> <p>If it is not possible to re-schedule the work for a date acceptable to the Customer or their authorised agent then the request may be cancelled (see step A1).</p>	Email/Telephone call to Customer or their authorised agent

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2.4 Supplier Cancellation

2.4.1 Process Flow Diagram



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2.4.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>The Supplier should request the cancellation of a previously submitted Re-Energisation request by sending a Meter Point Status Change Request message to NIE Networks.</p> <p>The Request Status should be set to 'W' where a previous Meter Point Status Change Request has been sent and the Supplier wishes to cancel that instruction. The withdrawal message should mirror the data sent on the initiating Meter Point Status Change Request in all other respects.</p> <p>The data in the following fields must be the same in both messages:</p> <ul style="list-style-type: none"> • MPRN • Market Participant Business Reference • Appointment Id (if applicable). 	017 to Supplier
2, 3	NIE Networks	NIE Networks will validate the withdrawal request (Refer to <i>Section 2.4.3</i> for validation rules).	.
A1	NIE Networks	<p>If the message fails validation or the Fieldwork has already been despatched or completed and cannot be cancelled, NIE Networks will send a Meter Point Status Request Rejection message to the Supplier.</p> <p>The Meter Point Status Request Rejection will contain one Reject Reason.</p>	117R to Supplier
4	NIE Networks	<p>If the Fieldwork withdrawal request is accepted by NIE Networks, NIE Networks will:</p> <ul style="list-style-type: none"> • Cancel the Fieldwork job associated with the original request. • Check if there is an Appointment associated with the original request and will cancel the Appointment. 	
5	NIE Networks	If the Fieldwork withdrawal request is accepted by NIE Networks, NIE Networks will acknowledge the cancellation of the Fieldwork to the Supplier by sending a Fieldwork Status message to the Supplier with an 'X' Request Status to indicate that the Fieldwork request has been cancelled at the request of the Supplier.	131[X] to Supplier

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2.4.3 Fieldwork Withdrawal Request Validation

A Fieldwork withdrawal request will be rejected if:

- The withdrawal request message fails field or segment level validation (please refer to 'NI Market Message Implementation Guide – Fieldwork' for details of message validation).
- The withdrawal request cannot be matched to a Fieldwork request made by the Supplier.
- Fieldwork has been despatched.
- Fieldwork has been completed.