

Market Process for De-energisation

1. Introduction

1.1 Scope

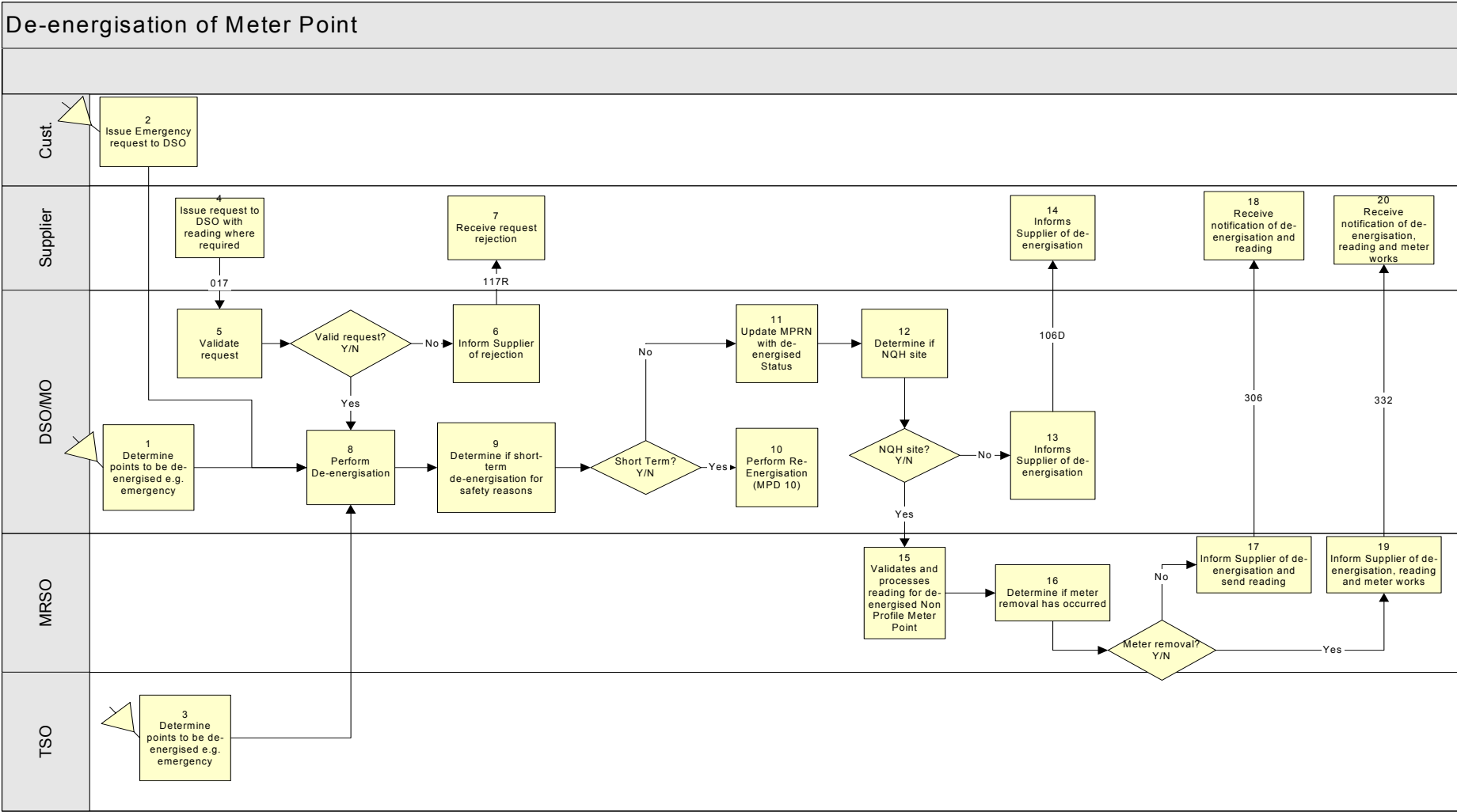
This process describes the procedure for de-energisation of meter points. This will normally be requested by the registered supplier but may be initiated by the customer or by DSO in exceptional circumstances.

1.2 History of Changes

This Procedure includes the following changes

| Source of Change | Description of Change |
|-----------------------------------|--|
| 93 | Flow 106D has been renamed to 306 for NQH sites only and will be sent by MRSO. For QH metered and unmetered sites 106D will be sent by DSO. <i>Change applied since version 3.1</i> |
| Design | Inclusion of process for handling cancellation of request for de-energisation |
| MIG September 17 th | Standardised on use of QH/NQH Terminology |
| B138 | Updated to include handling of Meter Works requests while a Change of Supplier is in progress |
| TSO | Updated MPD to include TSO initiating de-energisations for safety reasons similar to DSO. <i>Updates arising from Supplier Clarifications</i> |
| Written Supplier Clarifications | Modifications made to diagram to clarify that Meter removal rather than meter works may be performed! Box 10 updated to reference MPD 10 |
| Written Supplier Clarifications 9 | Updated process around Cancellation of meter works - prioritisation |
| | No changes applied since version 4.0 draft |

2. Process Map



2.1 Process Description

| Step | Role | Action | Interface |
|--------------|-----------------|---|-------------------------------------|
| Step 1,2 | DSO | DSO may determine meter points to be de-energised in exceptional circumstances e.g. Hazard/safety. In addition, a customer may contact DSO directly to request de-energisation in such cases. | |
| Step 3 | TSO | TSO may determine meter points to be de-energised in exceptional circumstances e.g. Hazard/safety | |
| Step 4 | Supplier | <p>The Supplier may request de-energisation of a meter point by DSO. Suppliers are responsible for ensuring that the correct meter point address is provided as part of the de-energisation request.</p> <p>The Supplier may provide a customer reading to DSO at this point in time – this may be to handle cases where a Network Technician cannot gain access to the premises and must perform the de-energisation from outside e.g. holiday homes.</p> | <p>017 to DSO</p> <p>210 to DSO</p> |
| Step 5, 6, 7 | DSO | <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"> • The request must be from the registered supplier at that meter point • The request must be for a meter point which is already energised • A change of supplier must not already be in progress for that meter point. <p>If the request is accepted the DSO arranges for de-energisation of the meter point in line with the applicable Code of Practice and general conditions of connection.</p> | 117R to Supplier |
| Step 8 | | The DSO schedules and performs the de-energisation of the meter point. | |
| Step 11 | | On completion of the work, the DSO makes the new energisation status known to MRSO and, for NQH meters, will make meter readings available to the MRSO. | |
| Step 9, 11 | | In the case of NQH customers, if de-energisation and re-energisation have been initiated by DSO/TSO and have occurred on the same day then MRSO and the Supplier will not be informed e.g. in the case of de-energisations for safety reasons. | |

| Step | Role | Action | Interface |
|-----------------|---------------|--|------------------|
| Step 13, 14 | | For QH Metered and Unmetered customers DSO will pass on the change in energisation status to the Supplier | 106D to Supplier |
| Step 15, 16, 17 | MRSO | <p>MRSO will validate the NQH meter readings and will inform the Supplier of the validated readings and the new de-energised status</p> <ul style="list-style-type: none"> In the event that it is not possible to obtain de-energisation readings, MRSO will provide an estimate of the de-energisation reading¹. <p>No estimated usage will be aggregated in respect of a Meter Point during a period of de-energisation.</p> <p><u>Meter Removal</u></p> | 306 to Supplier |
| Step 19 | | Flow 306 is not used where de-energisation is concurrent with meter removal. In this instance flow 332 is used. | 332 to Supplier |
| | DSO/MO | <p><u>Cancellation of De-energisation</u></p> <p>The Supplier may contact DSO to request the cancellation of a de-energisation request by sending flow 017 with a request status set to 'Withdrawn'. DSO will cancel the de-energisation where the work has not already been scheduled.</p> <p>Otherwise DSO will endeavour to cancel the work with priority based on the original request reason – however if it cannot be cancelled and the de-energisation is carried out then the charge will be applied in the normal way.</p> | 017 to DSO/MO |

¹ Estimated readings may be withdrawn and replaced when the correct reading becomes available.

3. Supplementary Information

3.1 Cancellation of Re-energisation Request

The Supplier may contact DSO to request the cancellation of a re-energisation request by sending a flow 017 to Networks with a request status set to 'Withdrawn'. DSO will cancel the re-energisation where the work has not already been scheduled.

Otherwise DSO will endeavour to cancel the re-energisation – however if it cannot be cancelled and the re-energisation is carried out then the charge will be applied in the normal way.