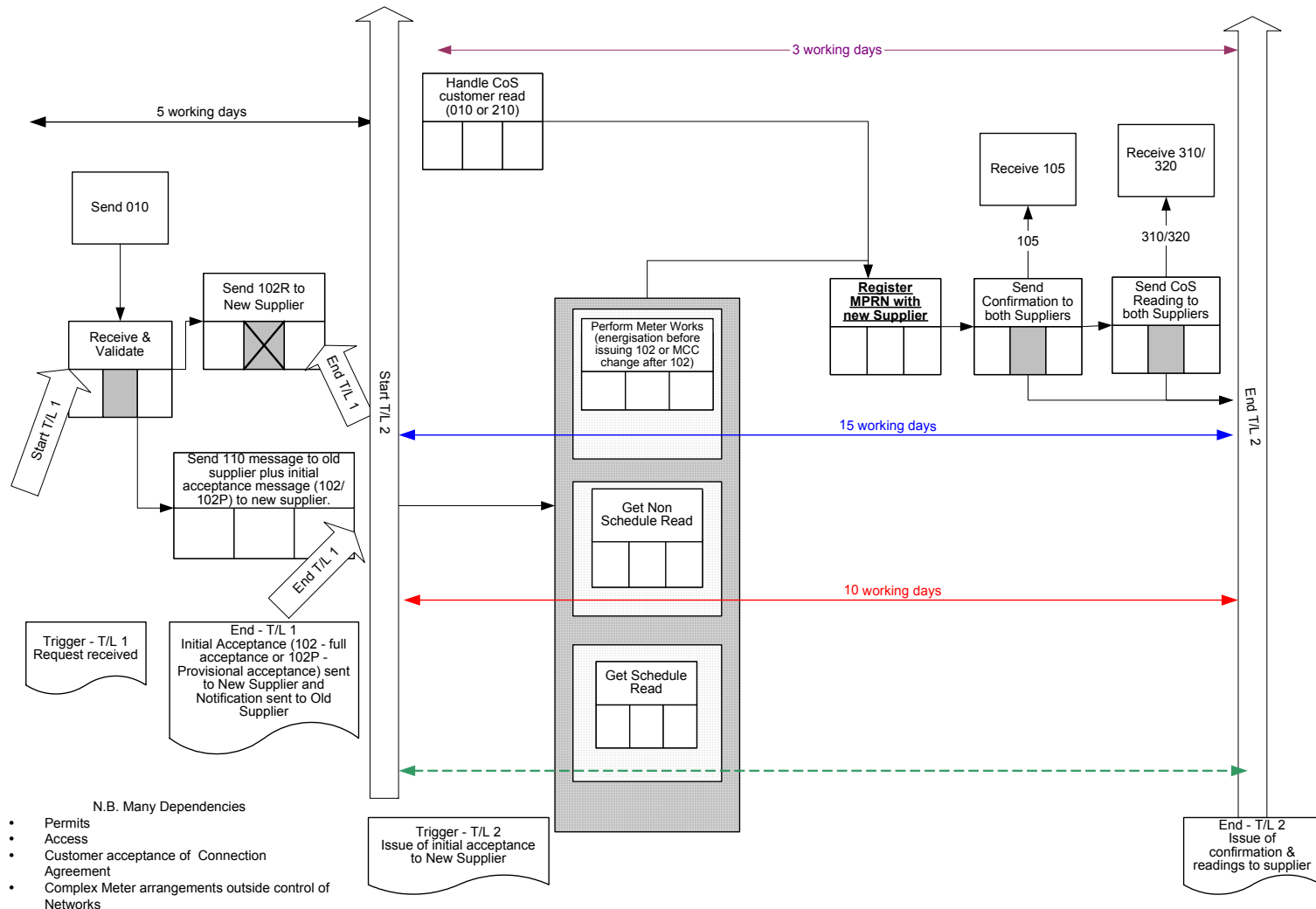




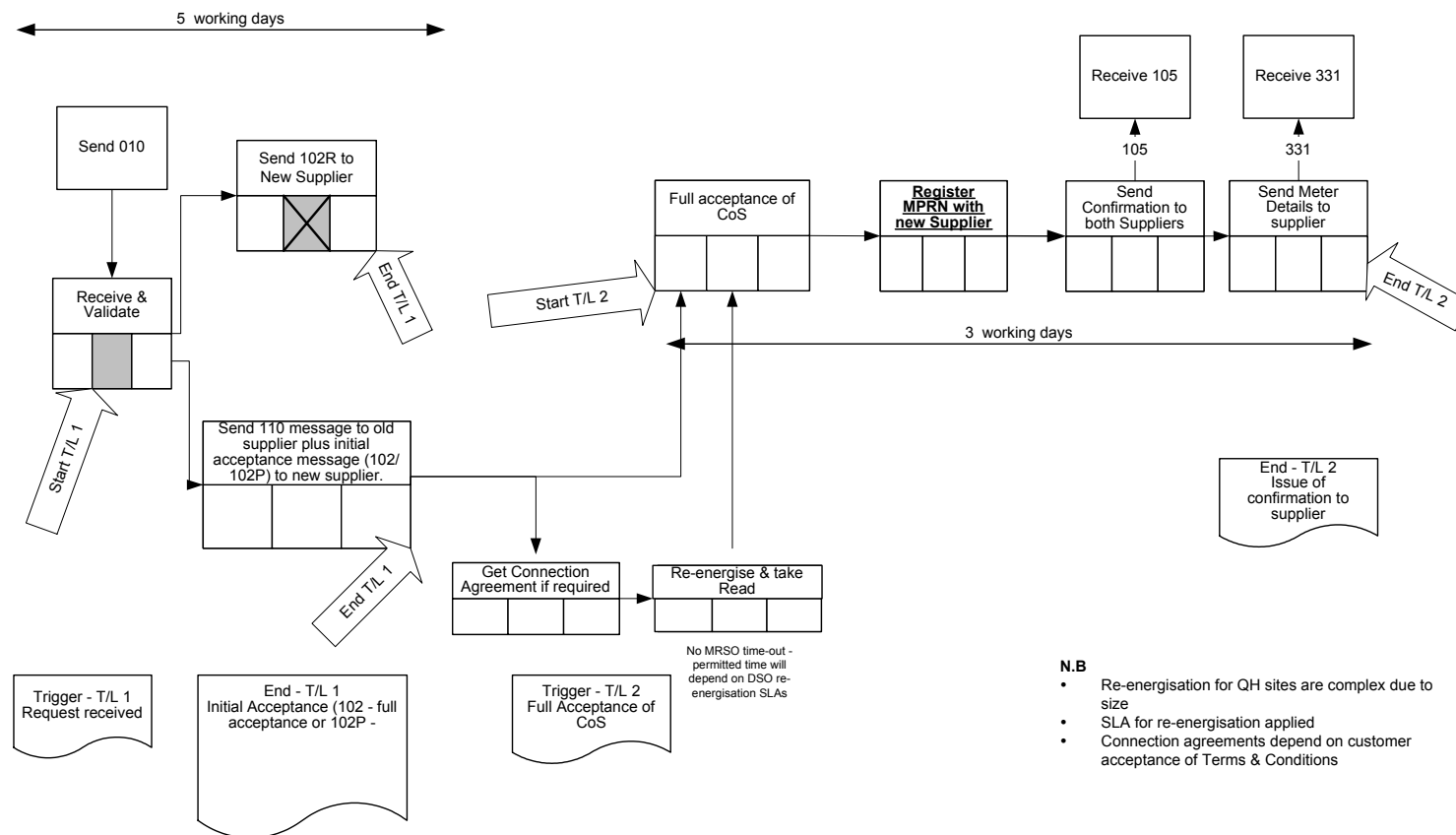
Networks Service Level Agreements

Version#	0.6 Draft
Issue Date	08-04-2004

SLA for Change of Supplier NQH MPD 1

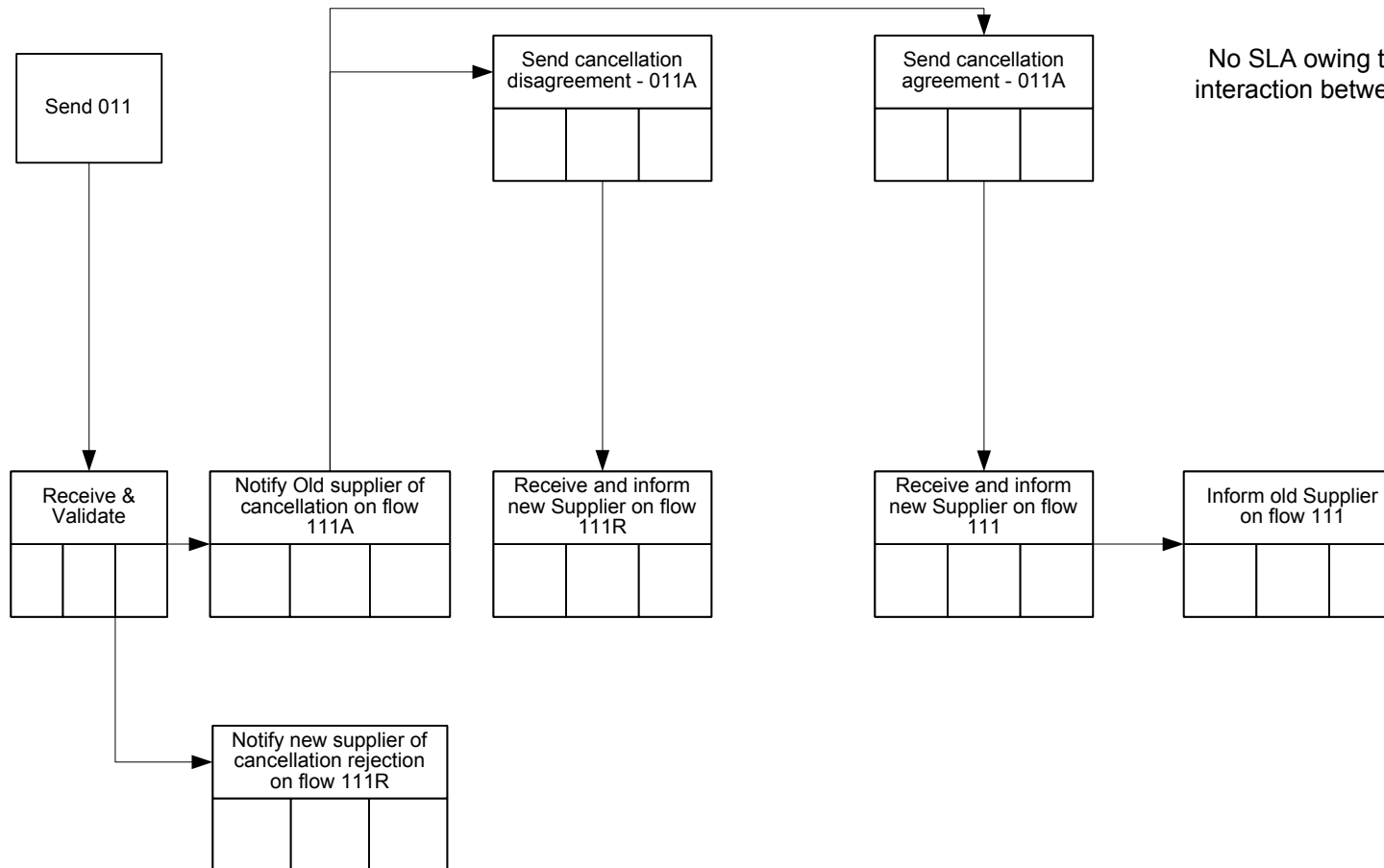


SLA for Change of Supplier QH MPD 2



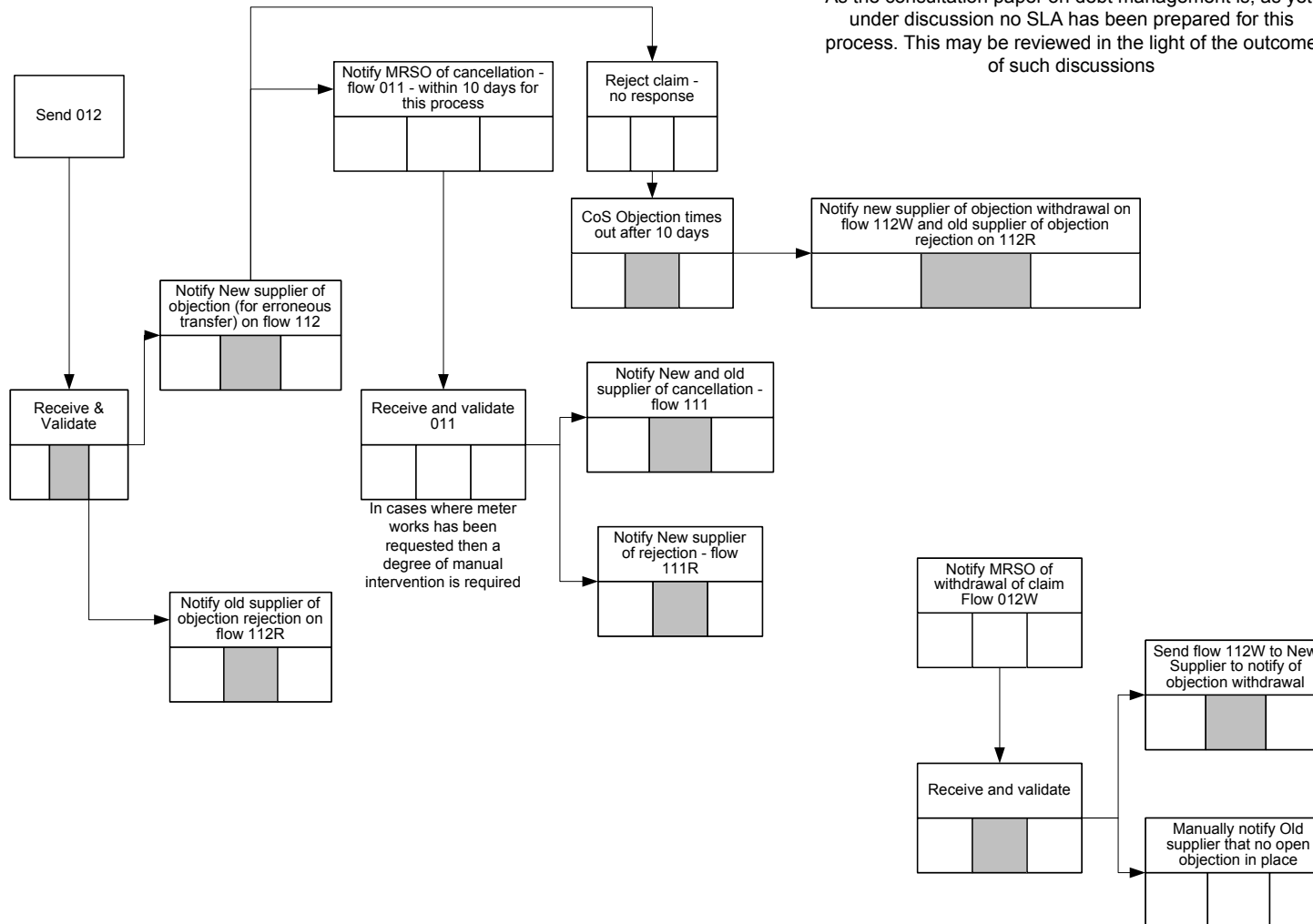
CoS Cancellation process - MPD 3

No SLA owing to the high degree of manual interaction between both suppliers and MRSO



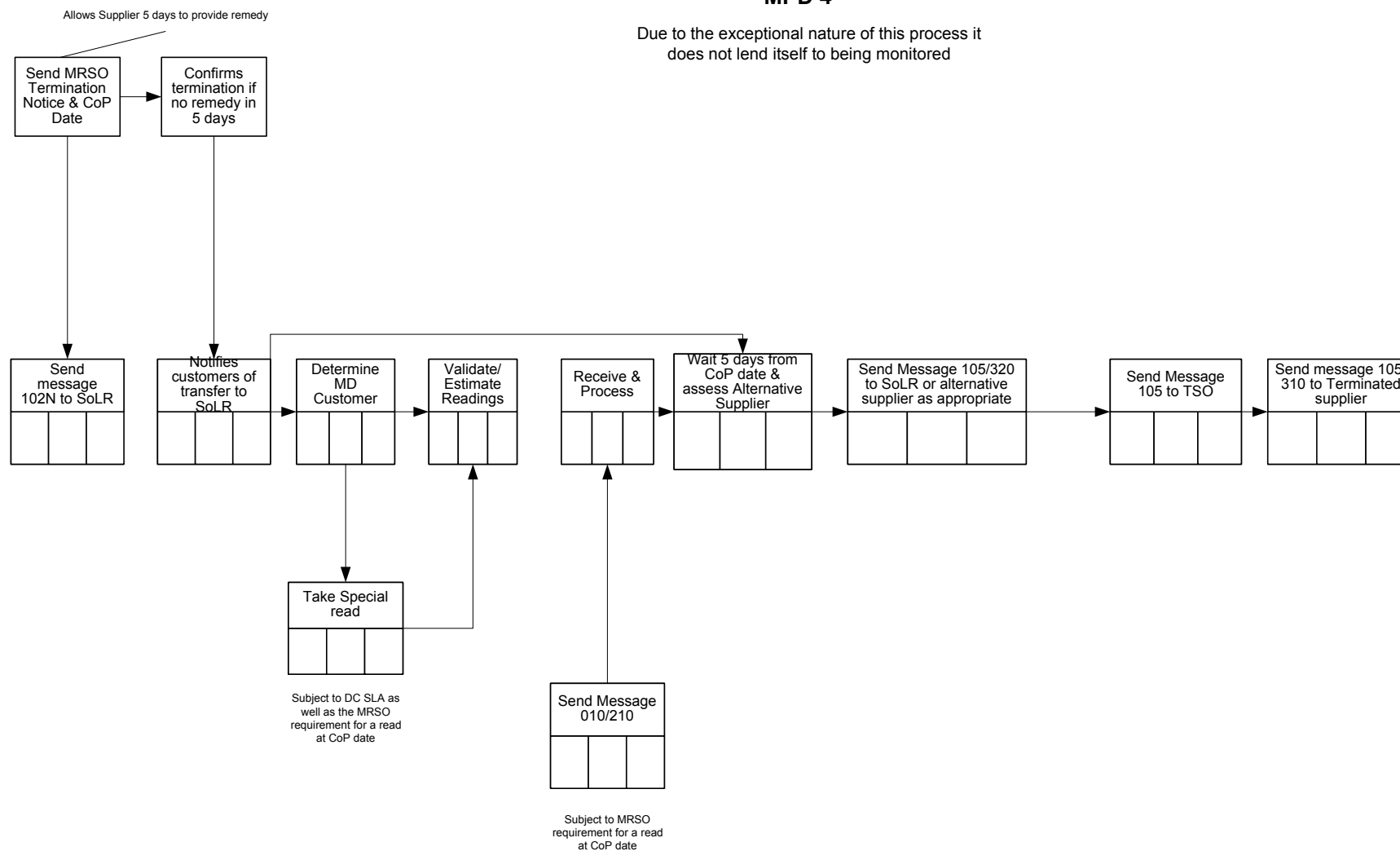
CoS objection process - MPD 3

As the consultation paper on debt management is, as yet, under discussion no SLA has been prepared for this process. This may be reviewed in the light of the outcome of such discussions



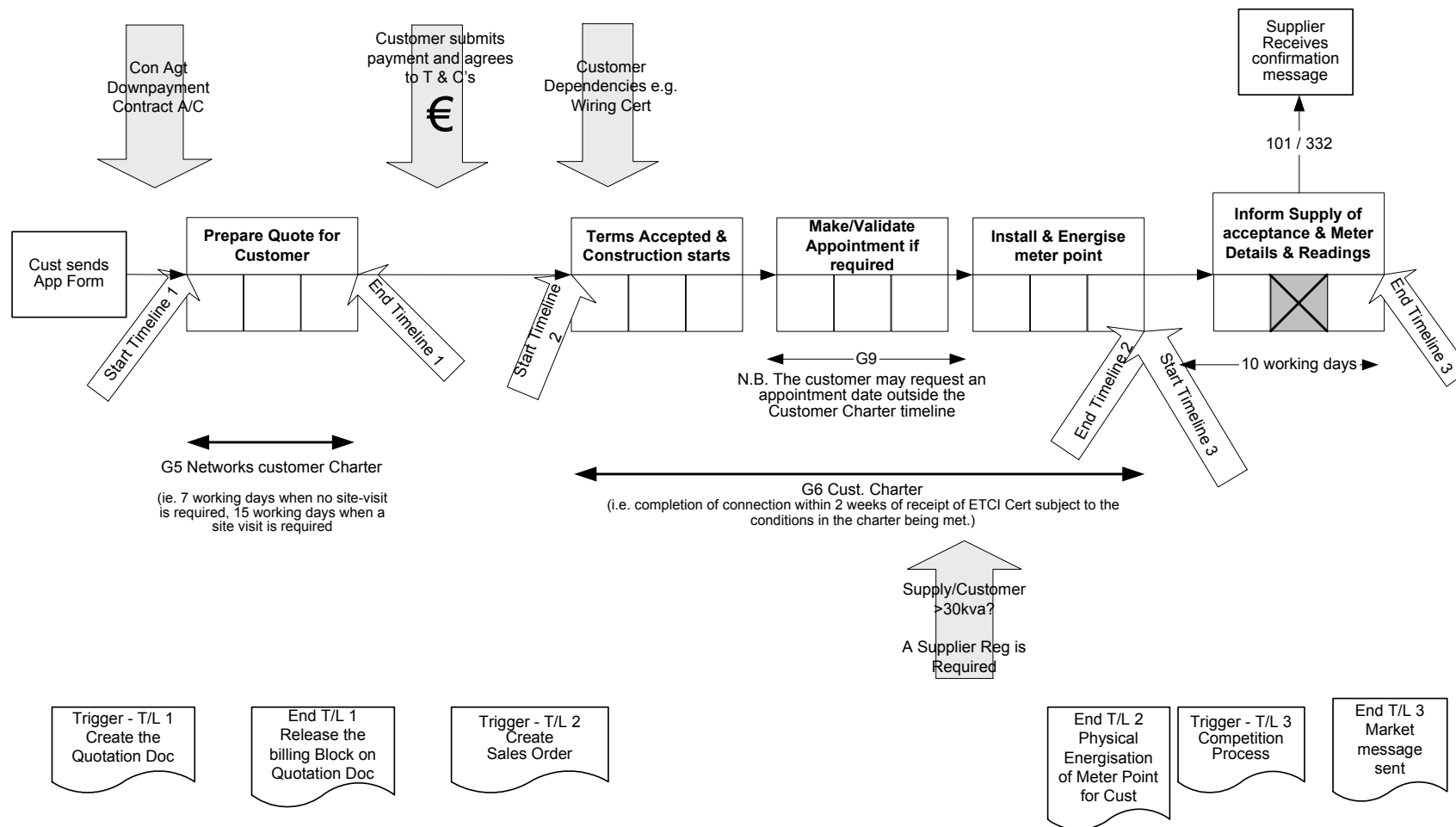
Revert to Supplier of Last Resort MPD 4

Due to the exceptional nature of this process it
does not lend itself to being monitored

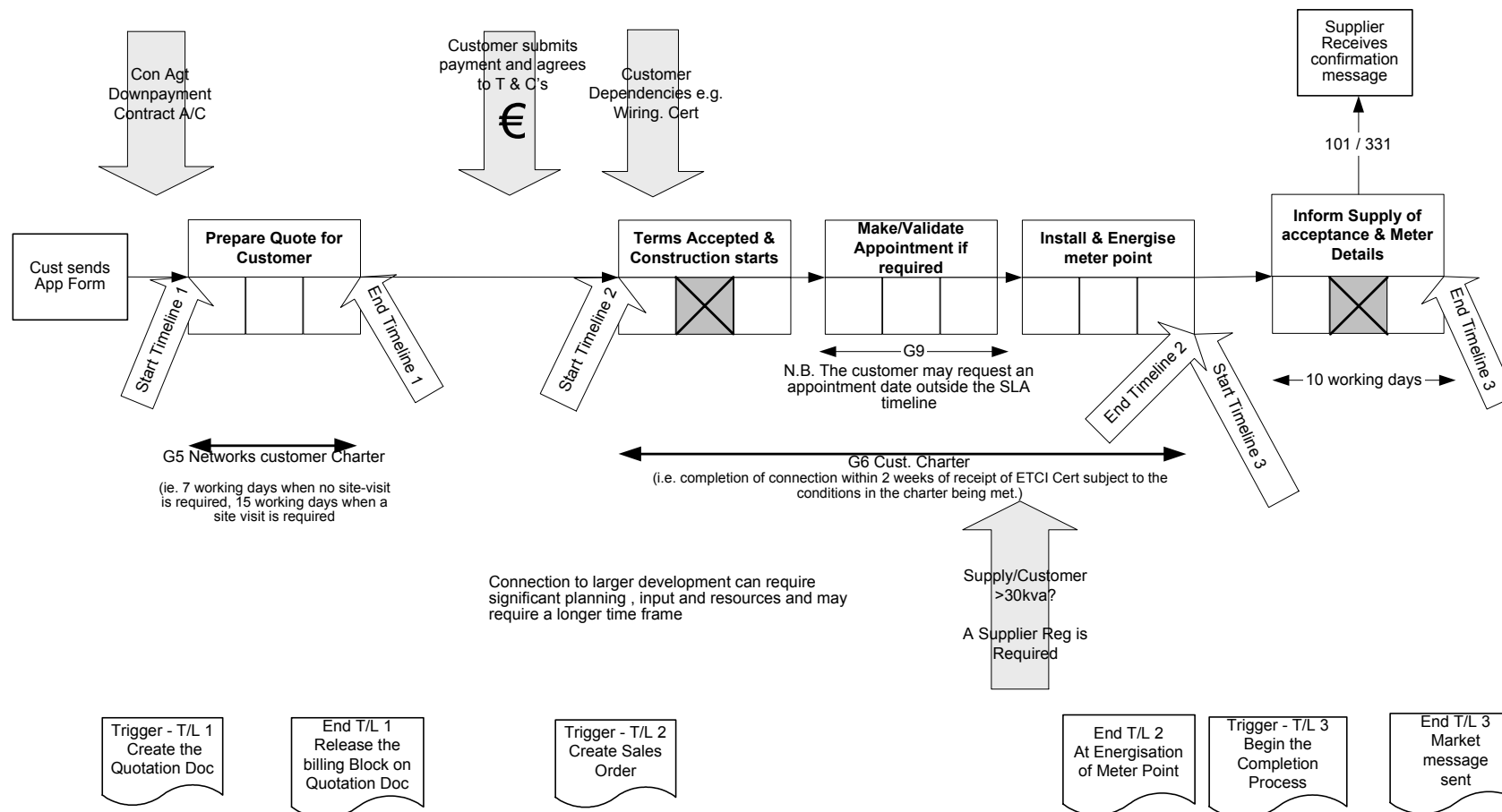


New NQH Connection - MPD 5

1. Conditions of Network Customer Charter apply
2. Condition of Supplier Registration applies for connections greater or equal to 30 kva as it will delay energisation and is outside limits of Customer Charter

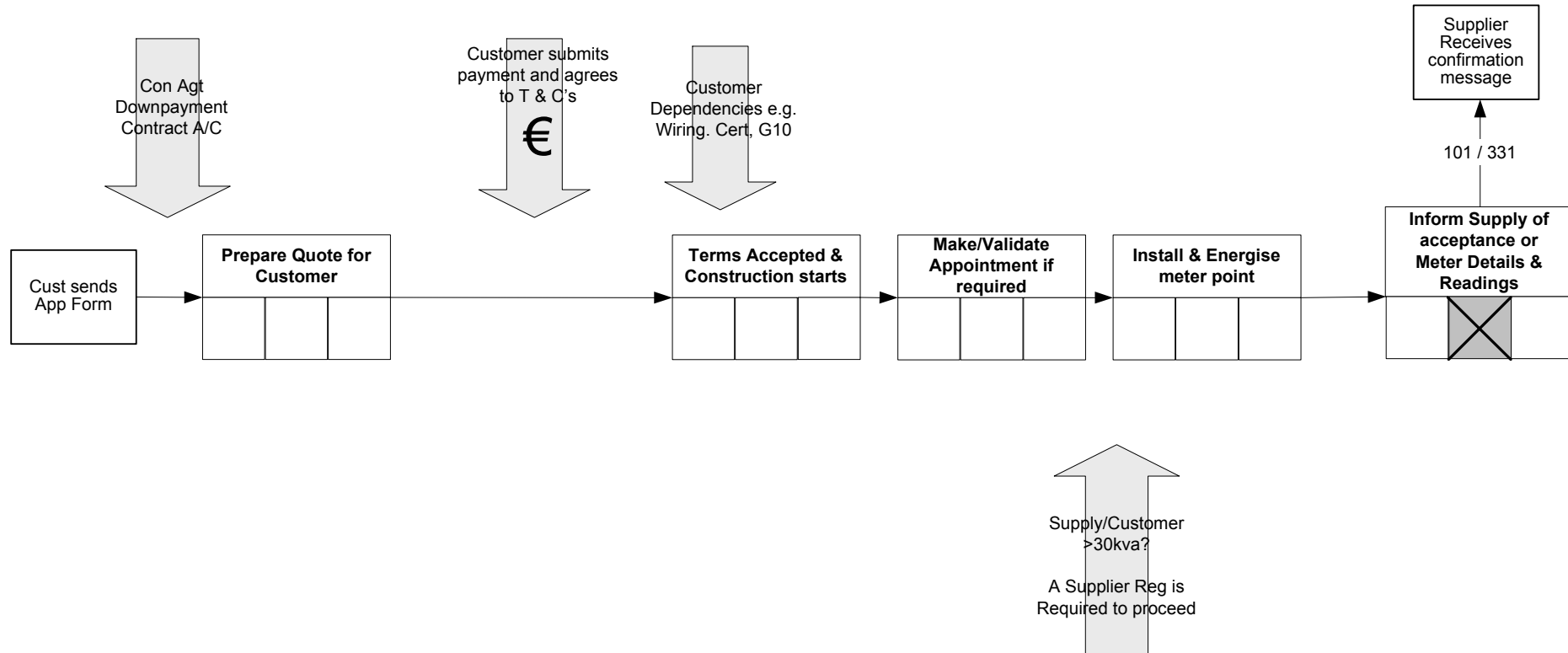


New QH Connection MPD 6



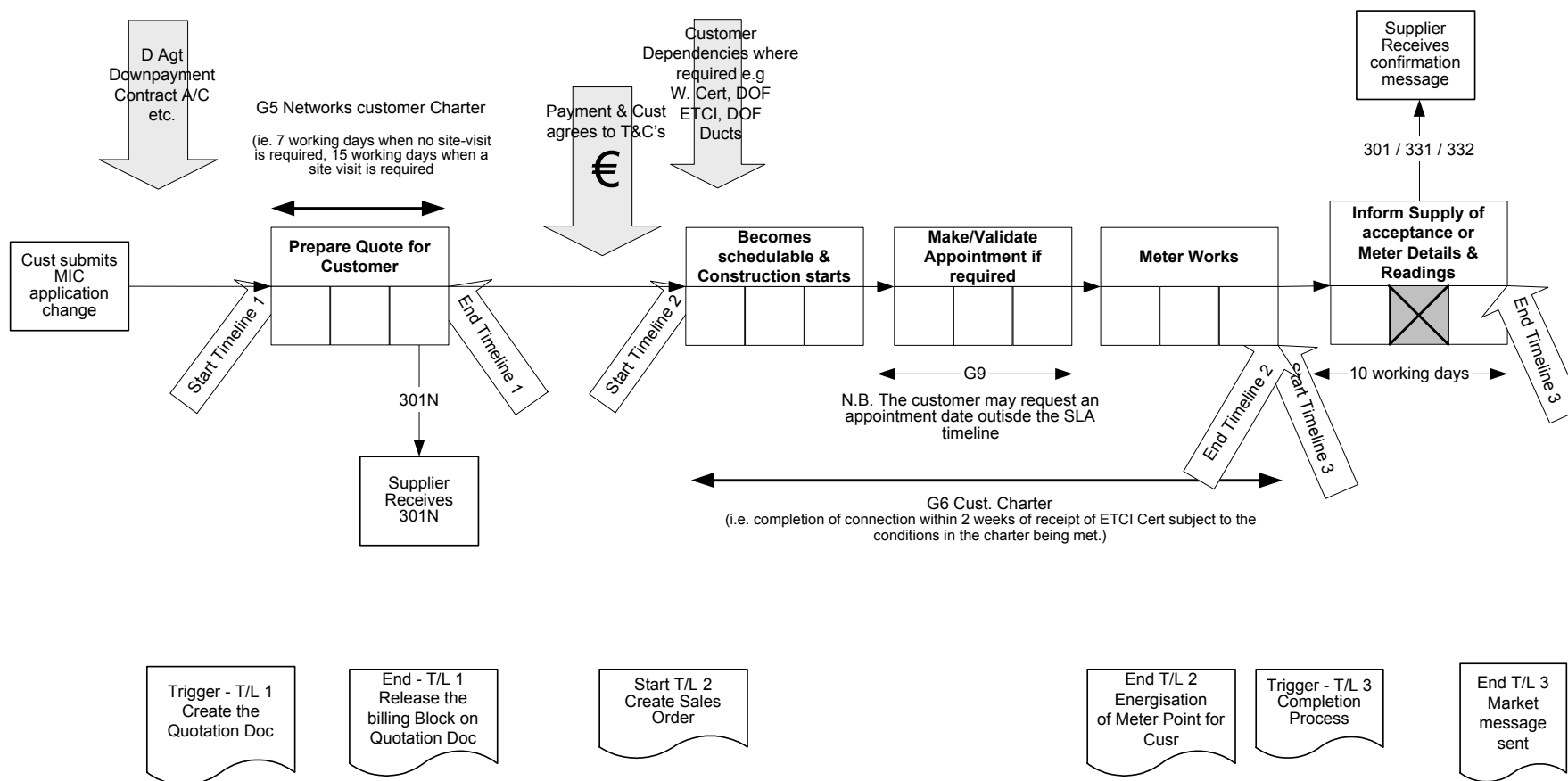
New Non Despatchable Generator MPD 7

N.B. No SLA as special connection requirements are required to be carried out by agreement between client and ESB Networks

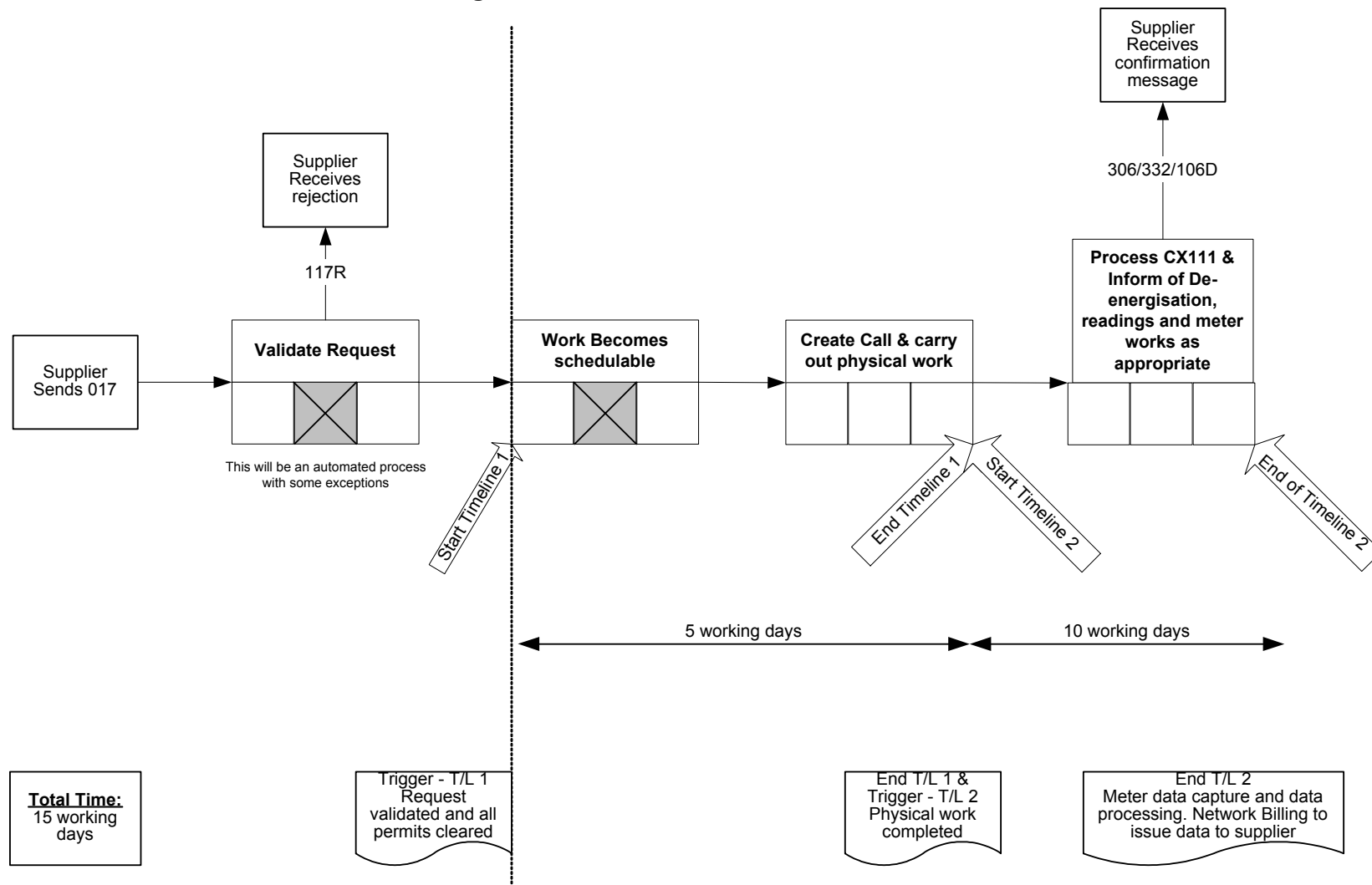


Time Line for Change to Meter Point characteristics MPD 8

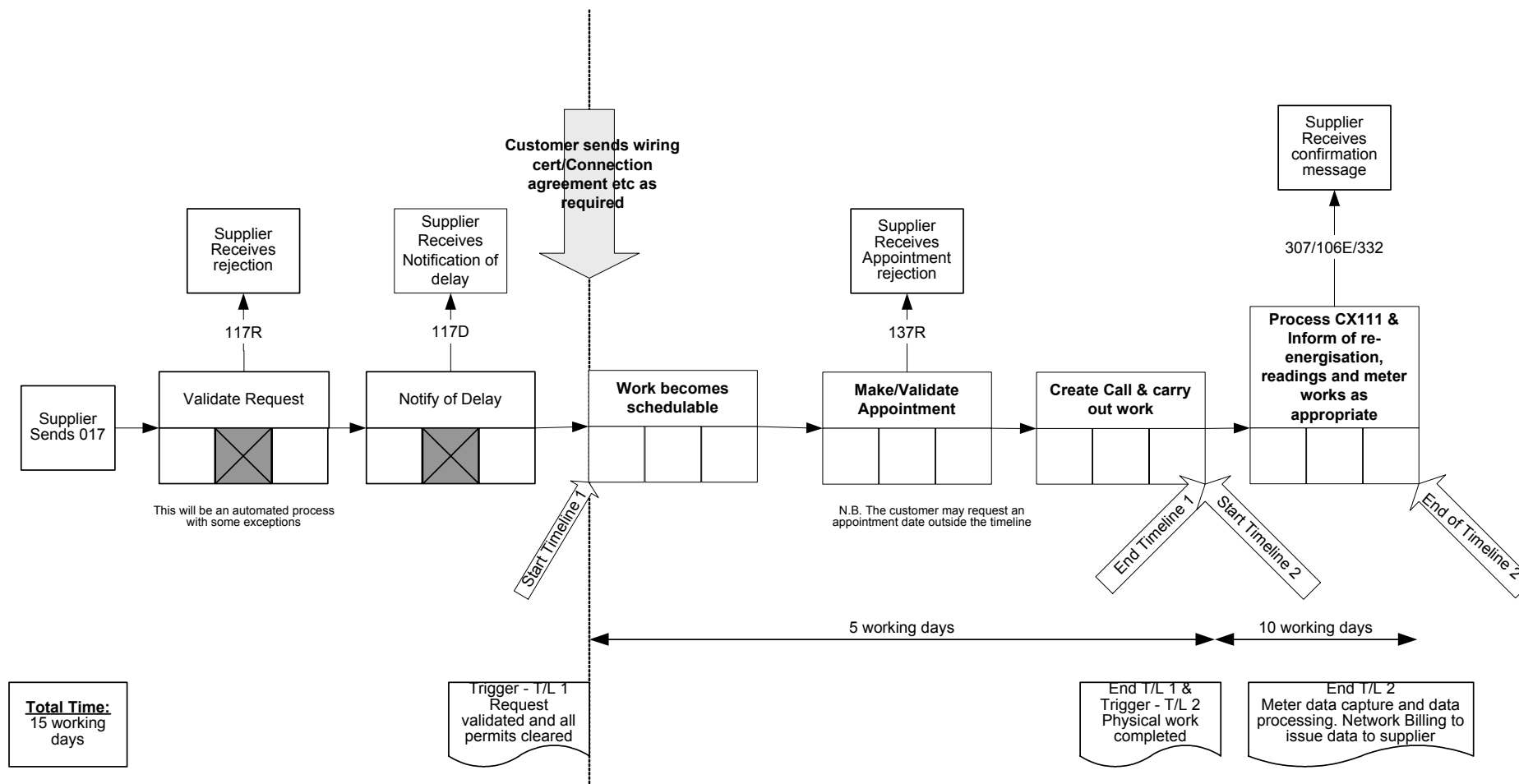
1. Change to meter point characteristics is similar to new connection process in Customer Charter, however there are areas that are complex
2. Network Customer charter is initial guidelines here
3. Review during market opening process in 2005



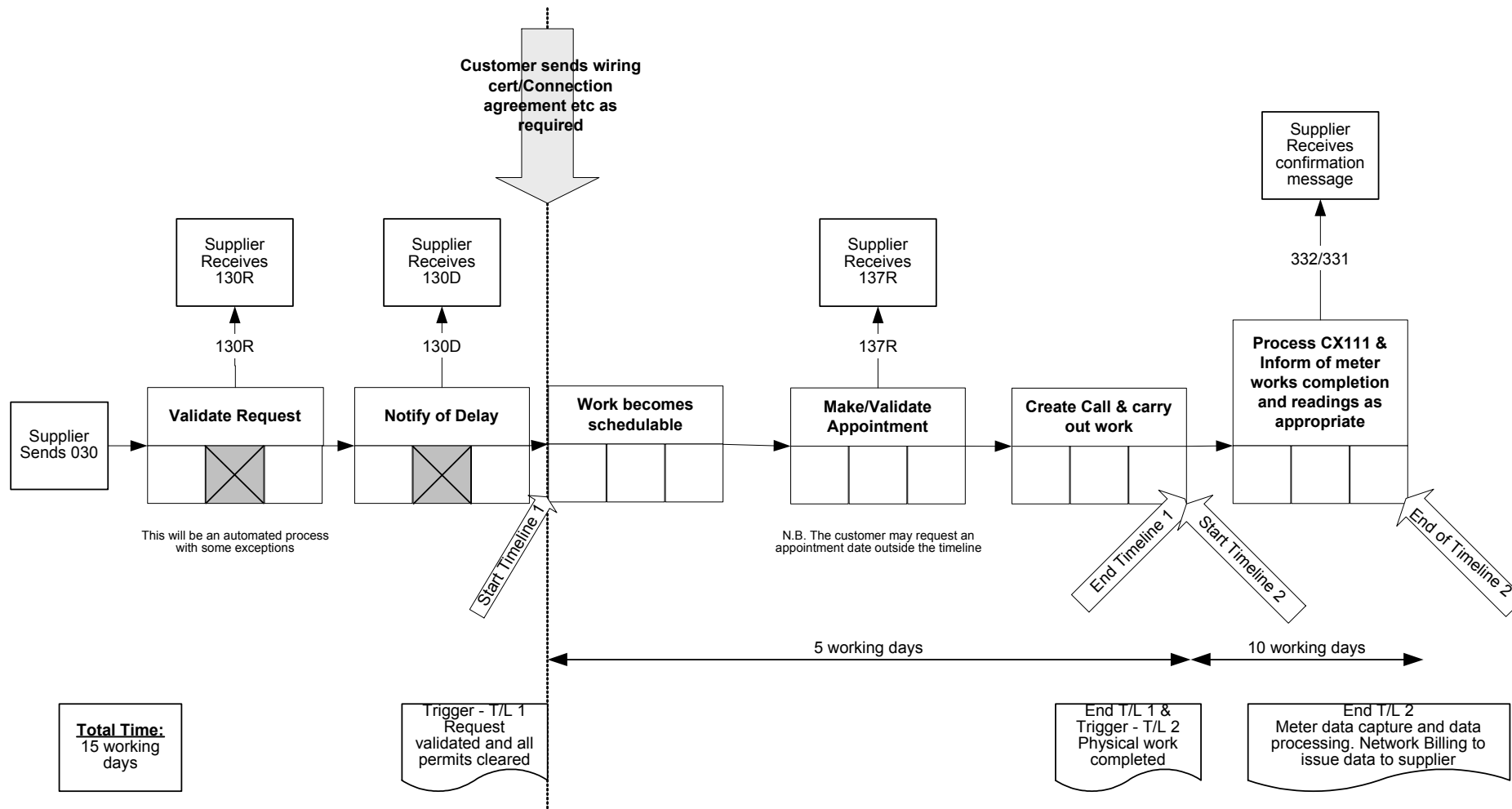
De-energisation of a Meter Point - MPD 9



Re-energisation of a Meter Point - MPD 10



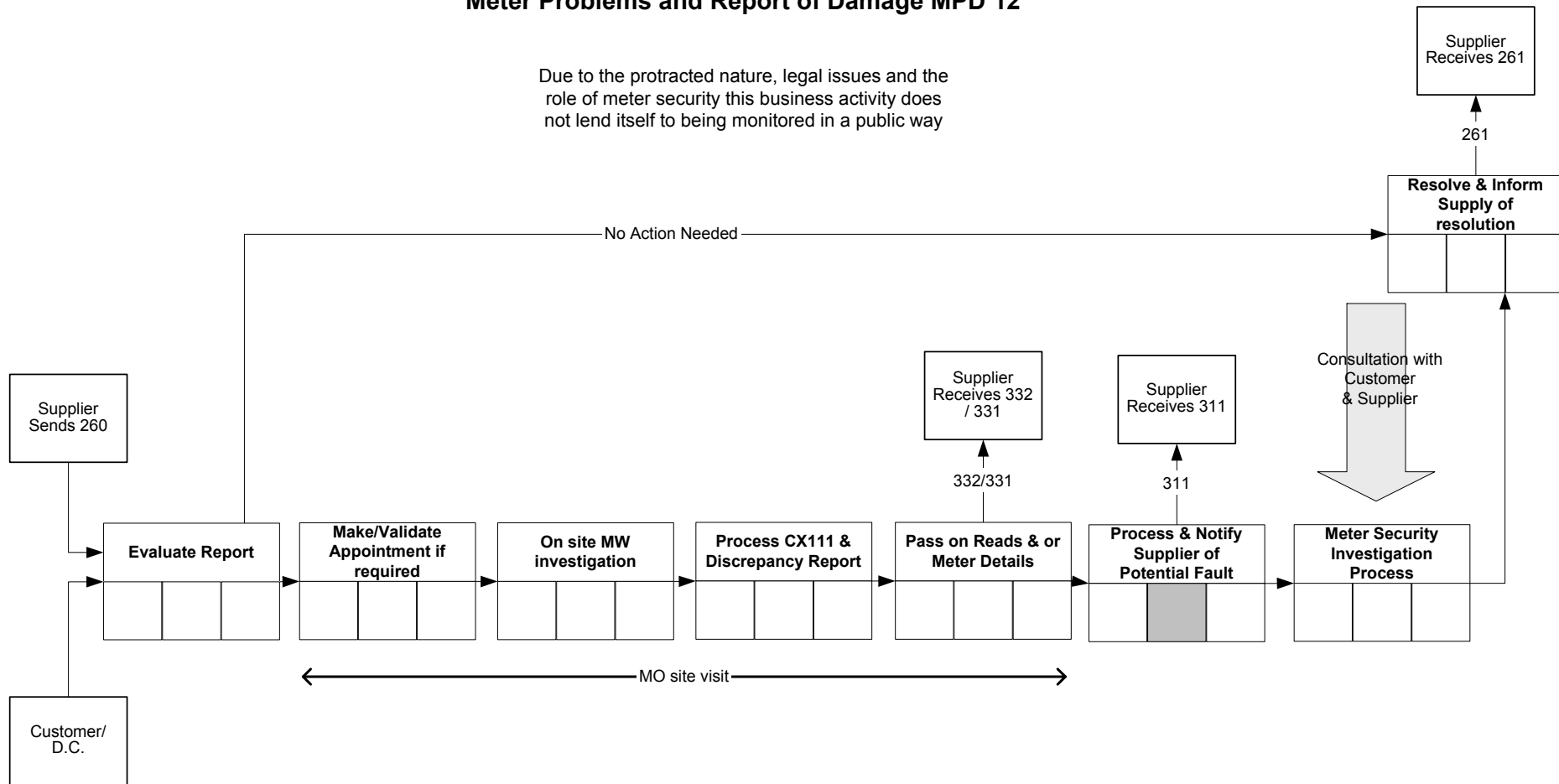
Change to meter configuration - MPD 11





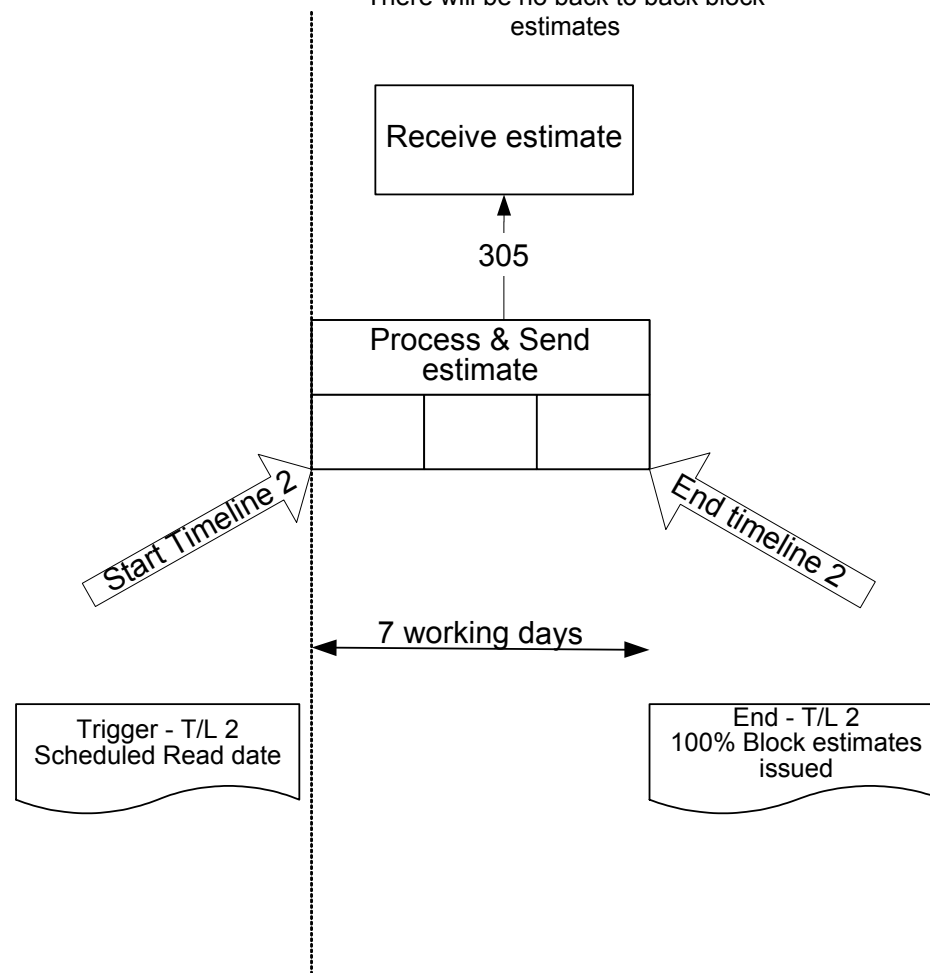
Meter Problems and Report of Damage MPD 12

Due to the protracted nature, legal issues and the role of meter security this business activity does not lend itself to being monitored in a public way

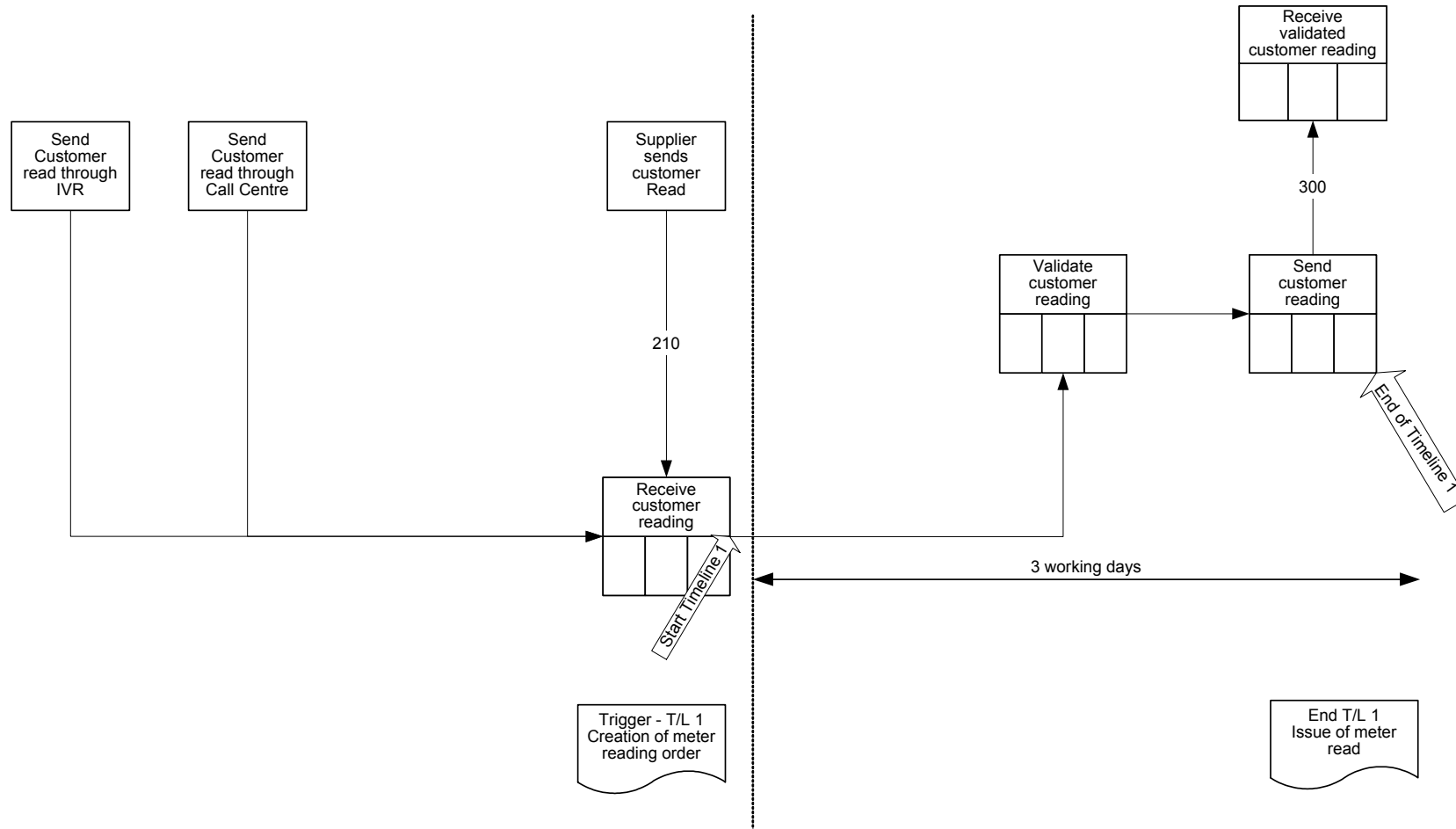


NQH Scheduled Read - MPD 14 Block Estimates

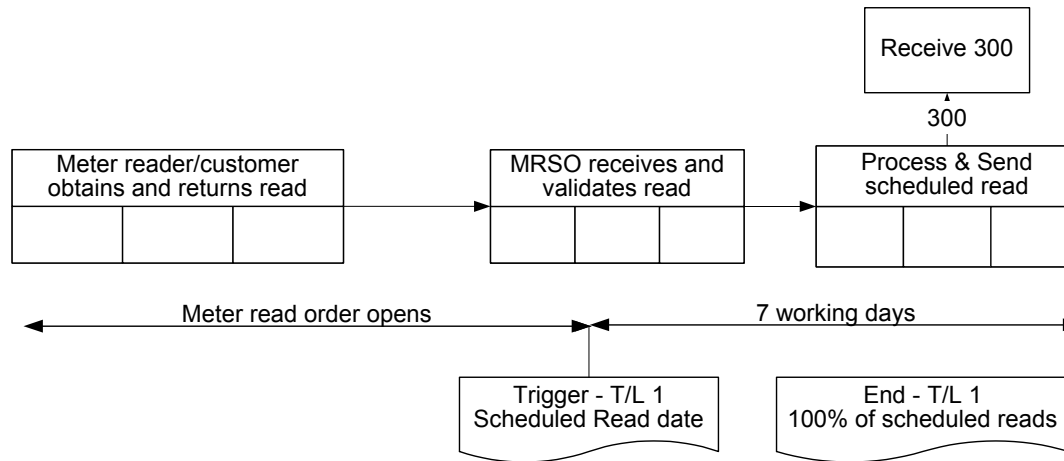
There will be no back to back block estimates



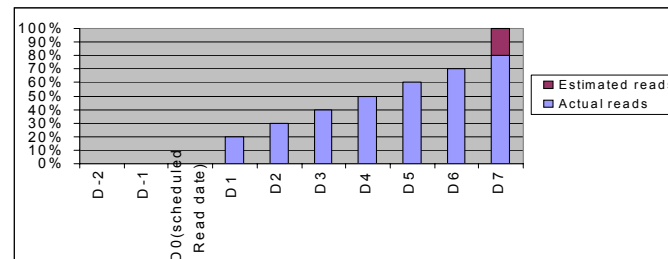
Out of cycle customer read - MPD 14



NQH Scheduled Read - MPD 14

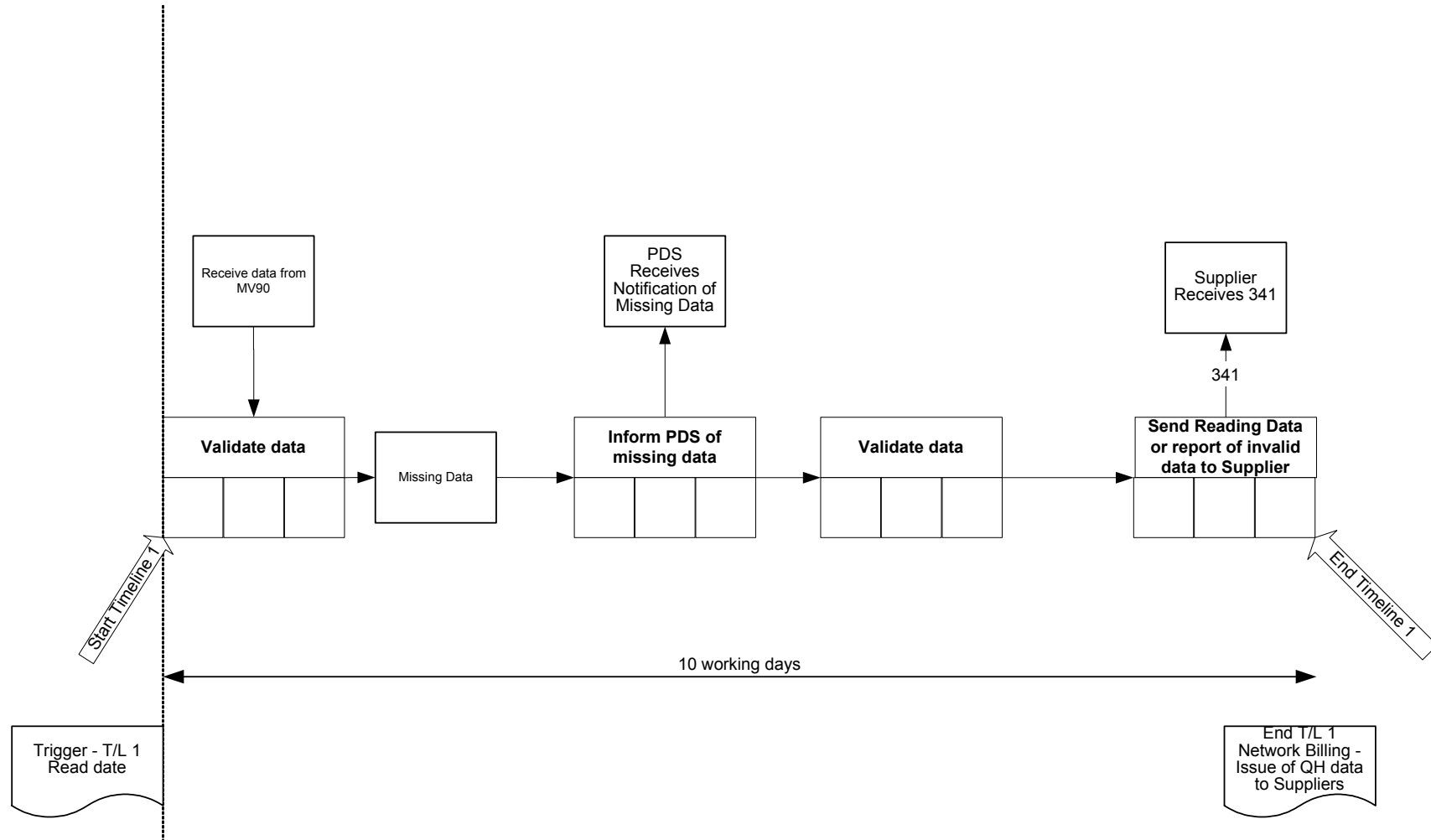


6 meter readings will be provided to Suppliers per year.
 There will be 4 scheduled read visits per year for each MPRN.
 ESB Networks have a minimum target of 80% of actual reads for scheduled read visits.
 Minimum of one actual read per year

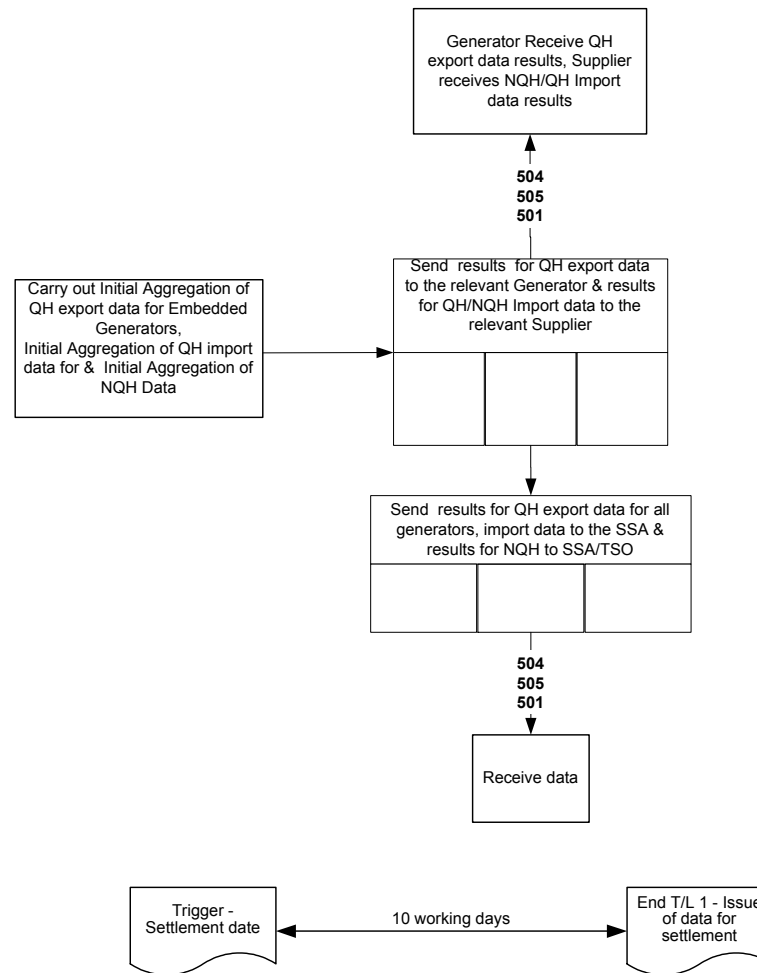


Profile of Meter reading data across 7 working days

QH Data Processing MPD 15

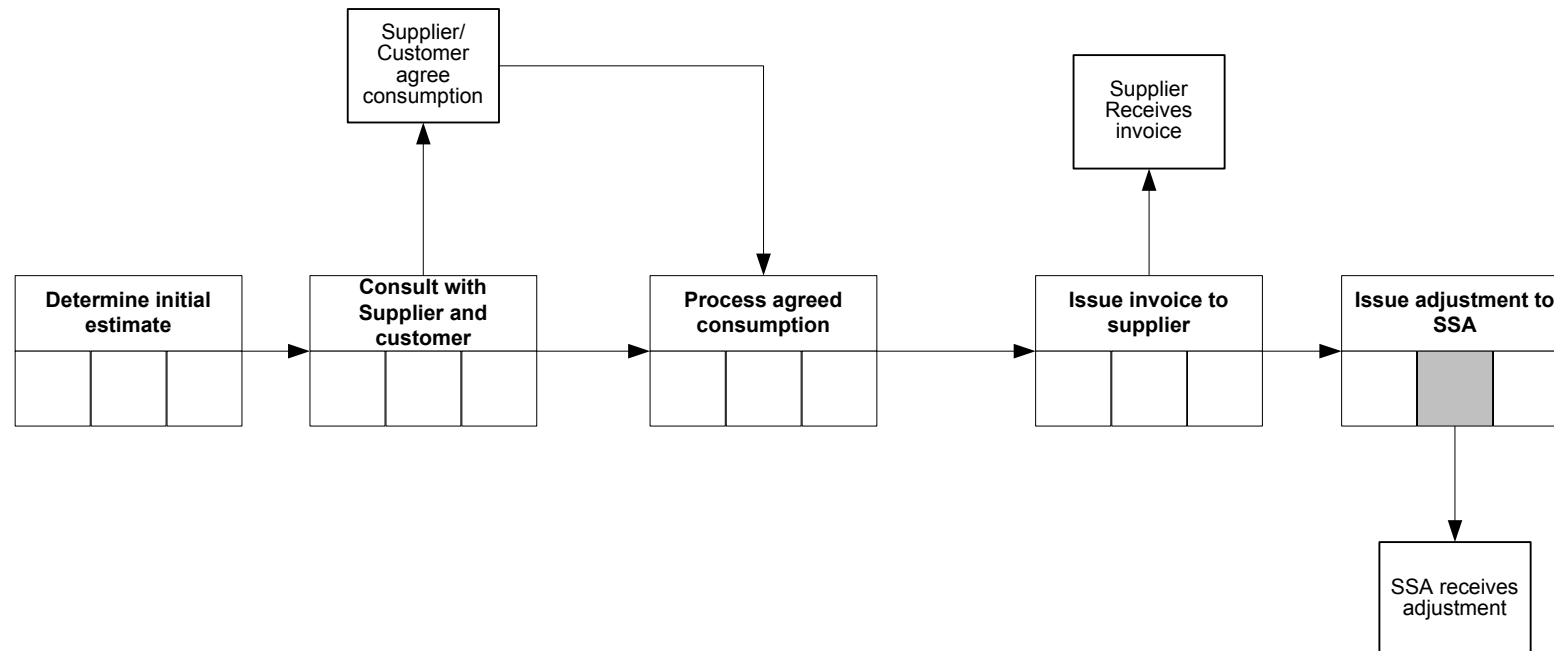


Data Aggregation MPD 16

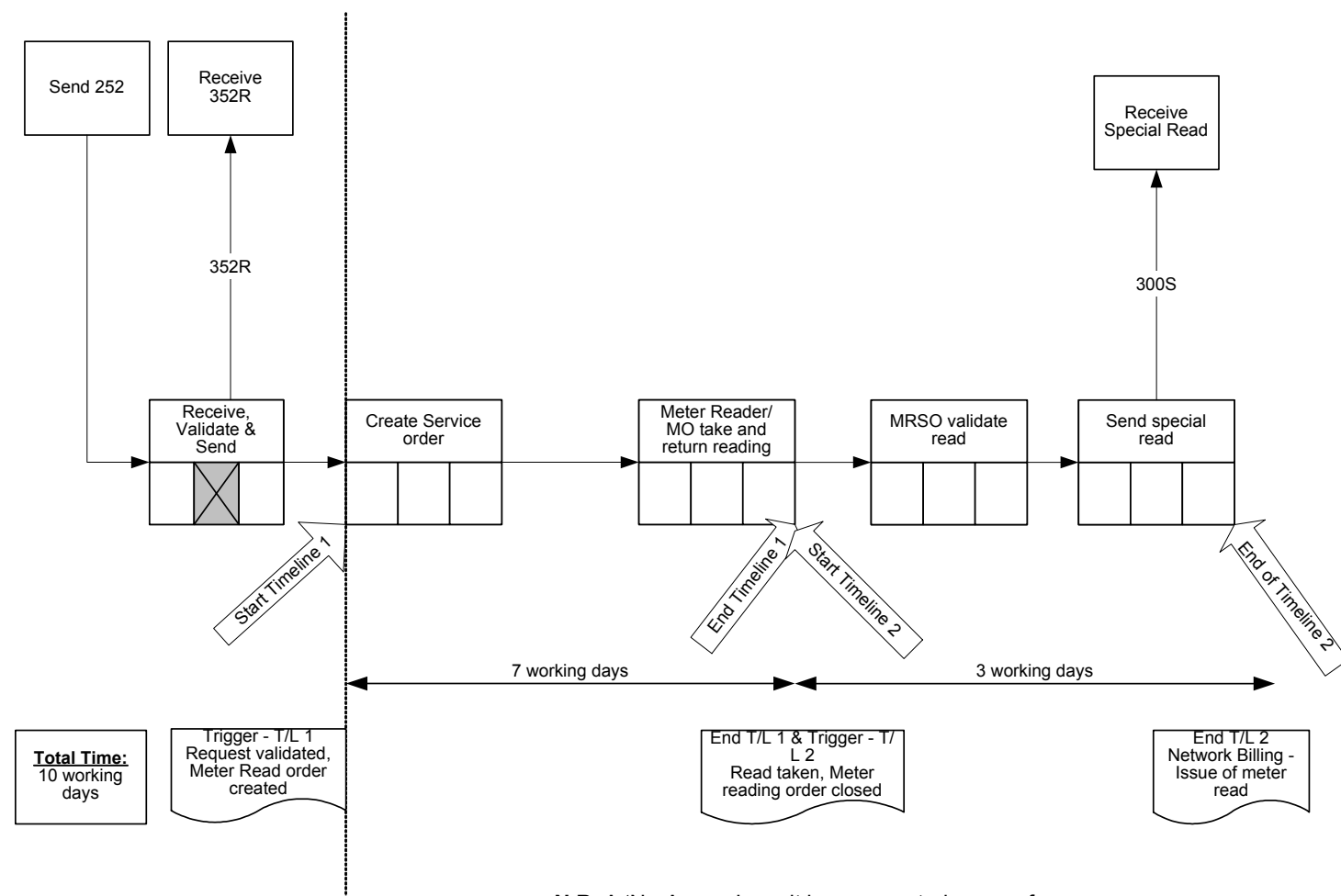


Adjustments to consumption MPD 17

Due to the protracted nature, legal issues and the role of meter security this business activity does not lend itself to being monitored in a public way

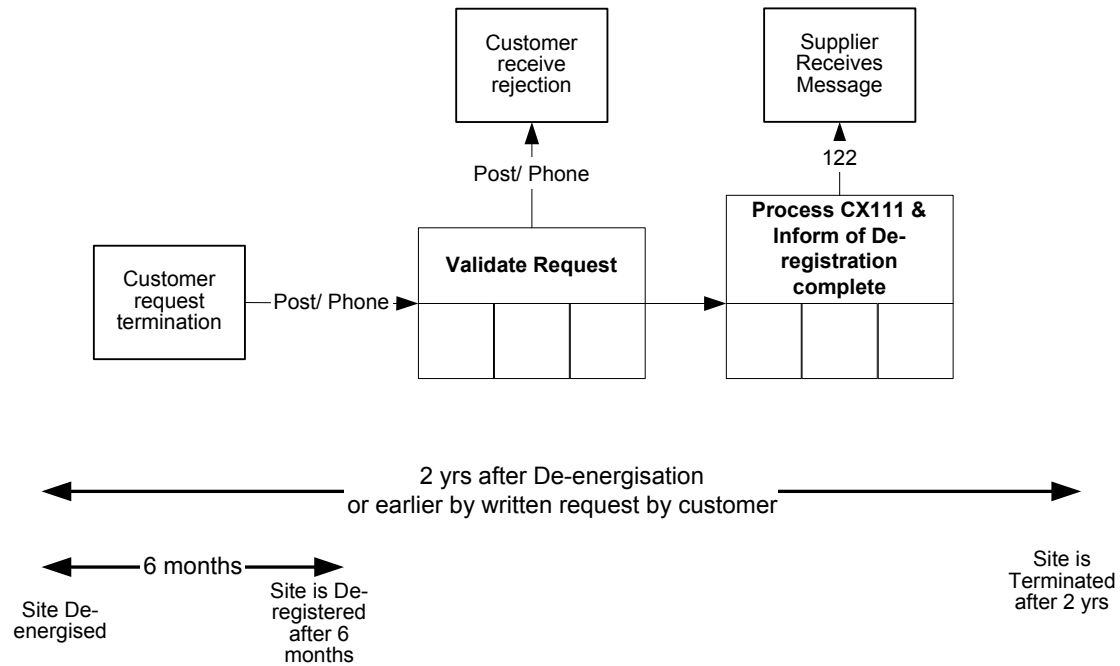


Request for Special Read - MPD 18



N.B. A 'No-Access' result is an accepted reason for non-performance in this SLA.

Terminate a Meter Point - MPD 19

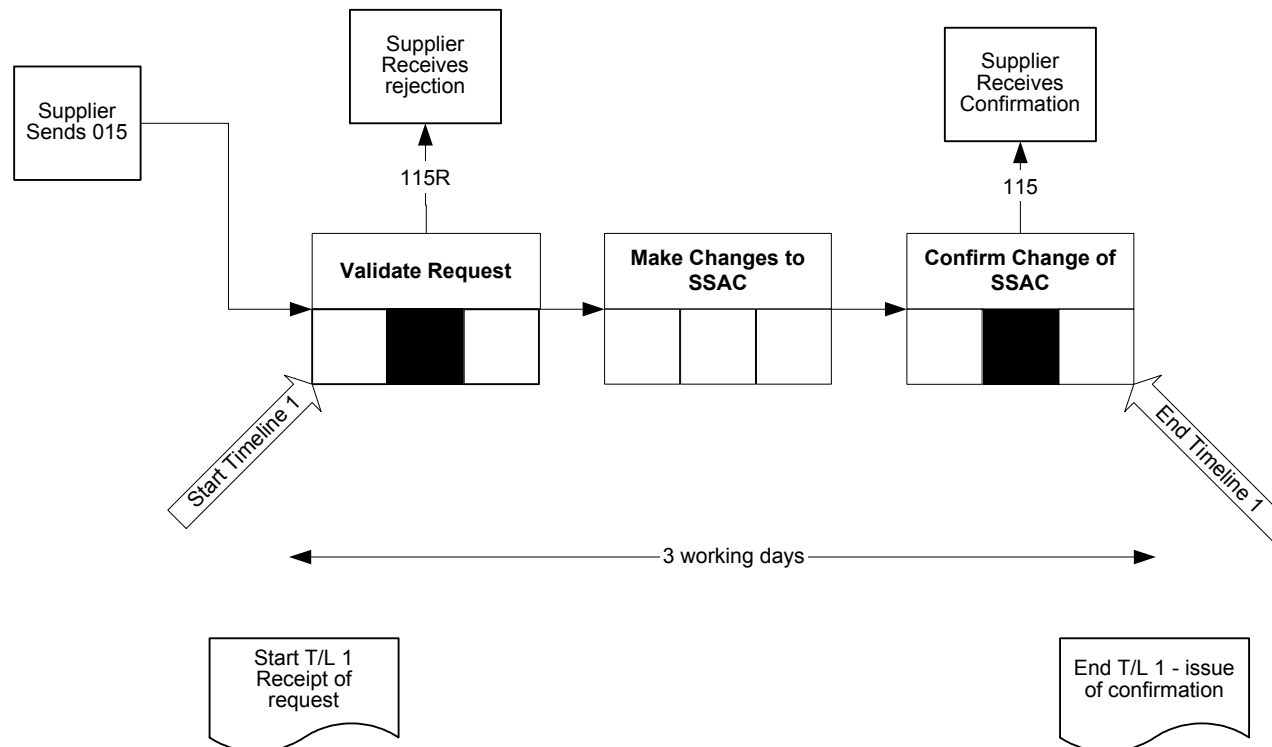


NO Timeline Required

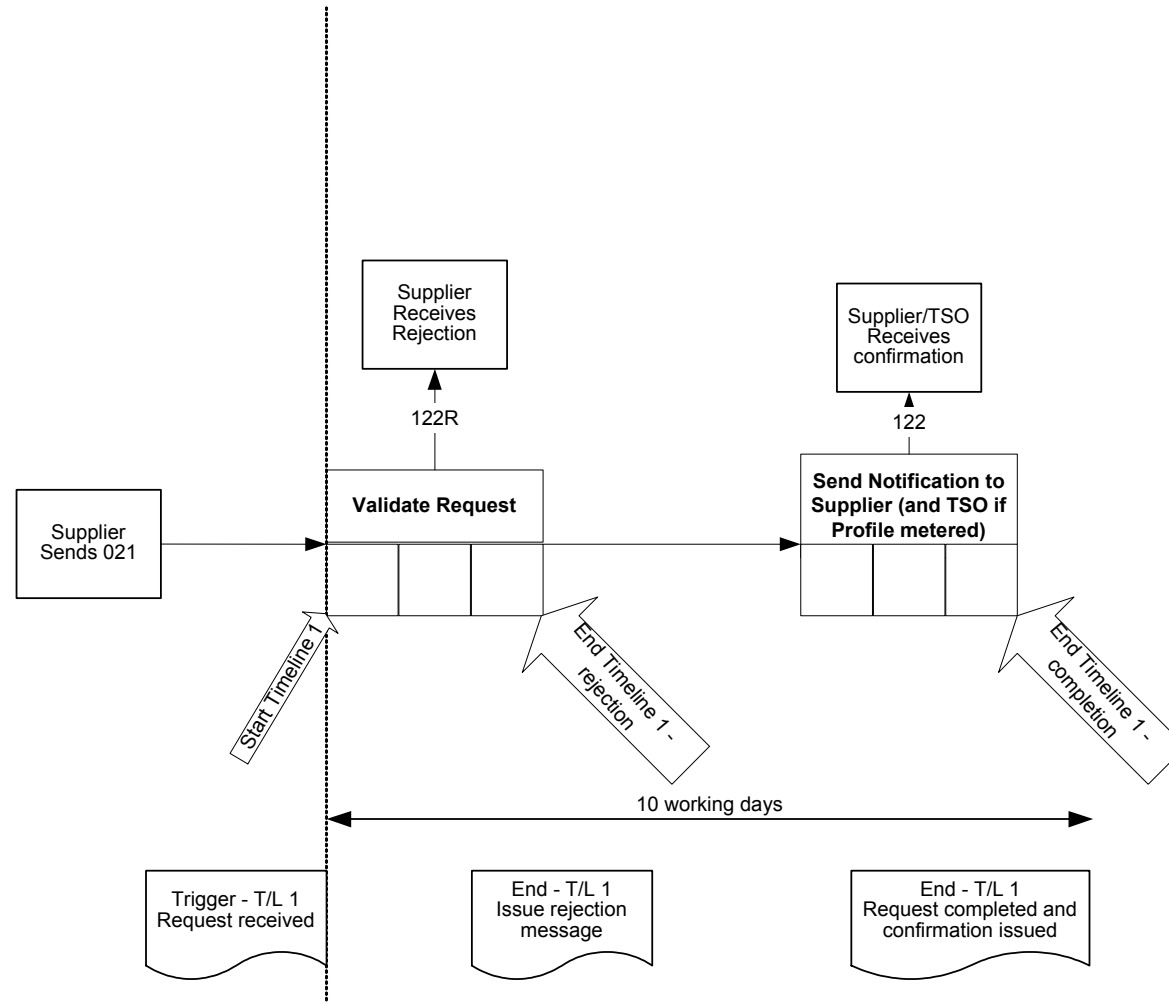
The Timeline concerning De-registration, i.e. 122 message, is covered in De registration of a meter point (MPD 21).

The termination of a Meter Point is performed as a matter of course in the management of network connections or when requested by the customer.

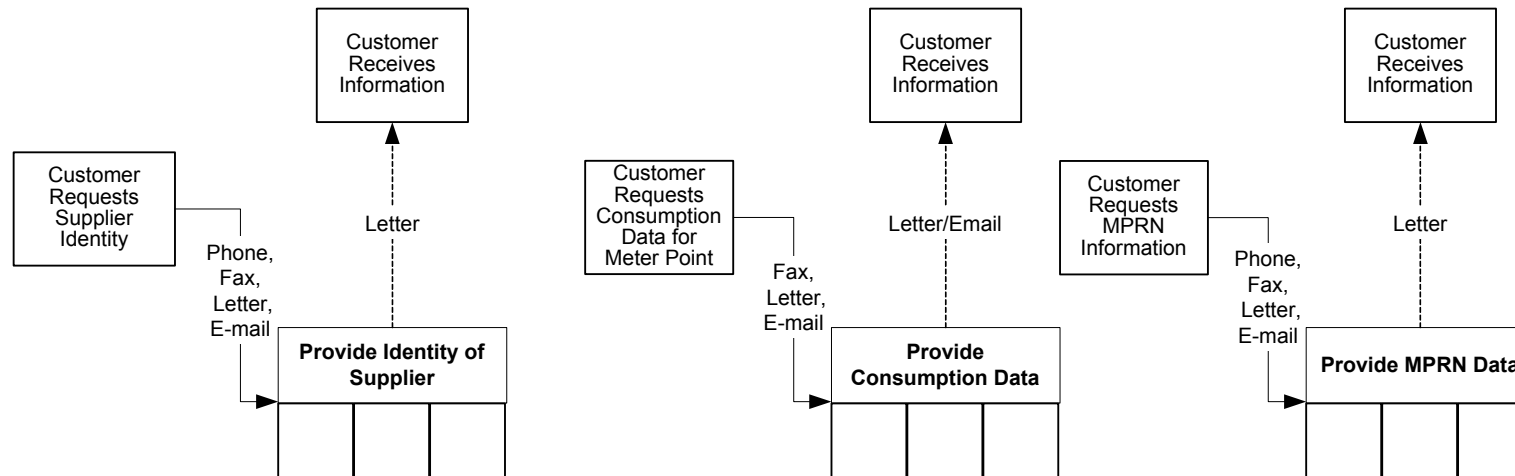
Change of SSAC MPD 20



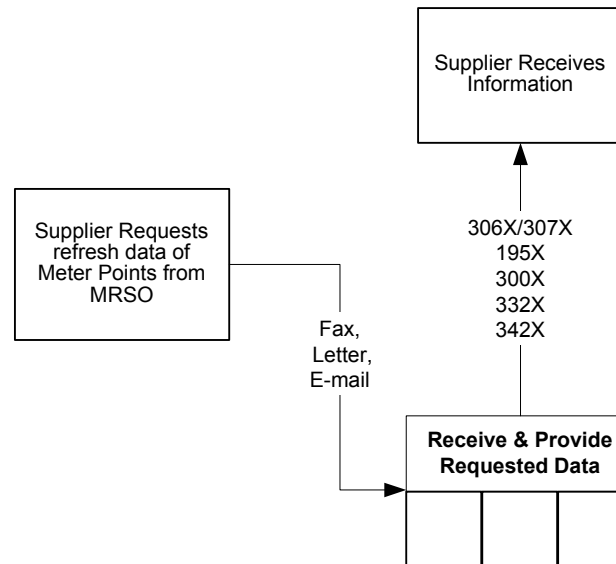
De-Registration MPD 21



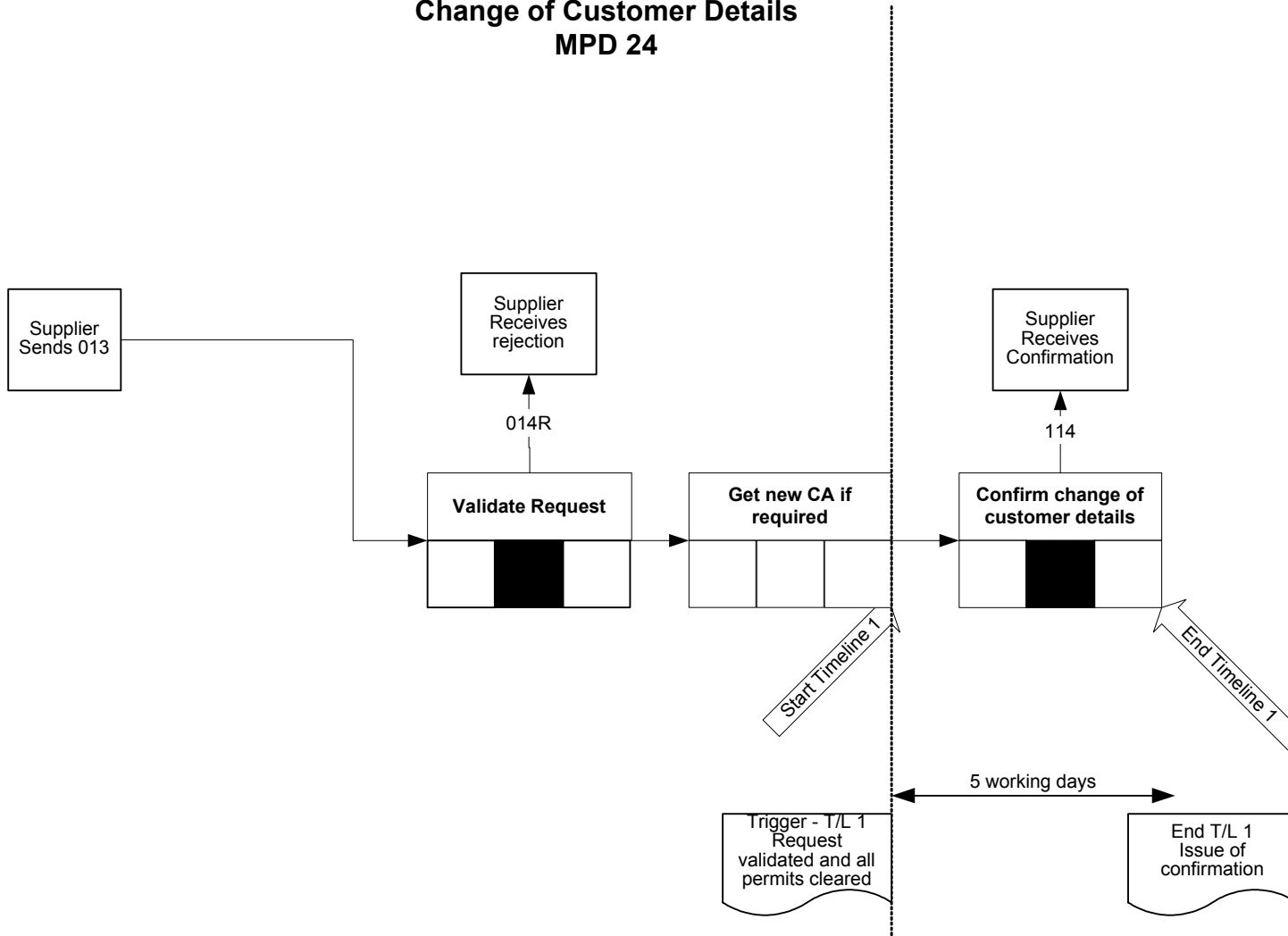
Customer Data Requests MPD 22



Supplier Data Requests MPD 23



Change of Customer Details MPD 24



SLA's for Change of Legal Entity MPD 25

