

ESB Networks
Proposed
Service Level Agreement

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1 Introduction

The Commission for Electricity Regulation granted ESB the Distribution Systems Operator licence on the 15th June, 2001. ESB Networks operate under this licence. The licence outlines the functions that the Distribution System Operator (DSO) shall carry out in relation to the market opening service and the key market functions of the Meter Registration Service (MRSO) and the Metering & Data Services (Data Collector and Meter Operator).

As part of market opening there are three market roles that ESB Networks perform and these are the Meter Registration System Operator, Data Collector and Meter Operator. All of these roles carry out daily processes to support the market. These processes, for 2005, are detailed in a suite of documents and referred to as the Market Process Documents.

This purposed of this document is to propose the service levels the DSO will operate to, in providing these market roles, to all market participants. These service levels are referred to as Service Level Agreements (SLAs) and are based on the agreed Market Process Documents (MPDs) approved by CER to date.

Some transactions in the services described in the SLAs are the responsibility of the Transmission System Operator and are outside the control of the DSO.

This document will give some background information and the basis on how the SLAs are prepared and presented. ESB Networks has a CER approved customer charter for customers and parts of the customer charter will be integrated into the SLA where relevant to the market processes.

2 Approach

The proposed approach on which the ESB Networks SLAs are defined, is based on the experience of electricity utility businesses in general and ESB Networks experience of the introduction of the customer charter and internal SLAs for requested services. Based on this experience the SLAs are founded on the following core principals

- ❖ SLA timelines are based on market processes as per approved MPDs
- ❖ SLAs are based on approved market rules for these market processes
- ❖ SLAs are clear and concise in definition and easy to understand
- ❖ Defined triggers for the start and end of an SLA timeline
- ❖ Defined measurement criteria
- ❖ Defined performance criteria
- ❖ Overall SLAs are implemented in a non-complex manner

The SLAs will be presented in the numerical order of the approved MPDs. All timelines will be stated in working days. A process may have sub timelines and these will be added together as appropriate for an end to end market service process.

3 Measurement Criteria

The measurement of the SLAs will use the standard definition of working days in Ireland. The start day of the SLA will be the next working day when an electronic messages are received or sent outside normal working hours. Day zero is referred to the working day that a service request is recorded.

4 Performance criteria

The proposed performance criteria for ESB Networks is based on completed transactions for each market process covering an agreed period of time of operation. The performance criteria will cover the volume of completed transactions, the measurement of each completed transaction for a process against the SLA timeline and provides the percentage of total transactions achieving the agreed targets. Measurement of the SLA will cover all completed transactions for an process. Taking this into account there are always a small number of exceptional transactions that require special manual handling for a number of reasons e.g. IT system errors, data errors, downtime, etc. To deal with this it is proposed that performance criteria would be set based on the performance of the volume of completed transactions and not individual transactions. For example 95% of the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

Later in the this document each SLA MPD will have a stated proposed performance criteria. The performance standard proposed are based on a normal steady state condition and their volumes of transactions.

5 Non-Complex Measurements

The experience of other utilities and service industries in the measurement of SLAs has shown that SLA measurement can be very complex. In the proposed approach of the SLAs for market processes it is a core principal to keep the SLAs definition in a non-complex manner. There are many inter-dependencies between the agreed market processes and market rules and these clearly have an impact on the market services ESB Networks delivers. These inter-dependencies effect Suppliers, their customers, ESB Networks and third parties.

An example of this is Supplier requested change of an agreed meter installation to support a Supplier tariff being applied. A customer must comply with ESB Networks requirements for the works to be completed e.g. wiring certification, access to meter location, contact/access details and permission to install additional metering at an agreed metering location etc. These inter-dependencies and time delays are outside the control of ESB Networks and hence cannot form part of an SLA.

Another example is the making of customer appointments. Customer may request an appointments outside the timeline of an SLA at the customers request. Again this delay is cannot form part of an SLA.

The measurements are based on automatic or manual business transactions on ESB Networks SAP IS-U system and do not include transactions on telecommunications systems, protocols, routers, message hubs or Supplier IT systems.

There are other inter-dependencies and these need to be understood in the SLA timelines and examples of these will be highlighted below for each MPD number.

6 Application of Proposed SLAs

The application of these proposed SLAs is based on the implementation of new ESB Networks IT systems/processes along with a bedding in period in early 2005. The proposed SLAs would apply in 2005 taking account of full market opening early 2005. Full support of all market participants is needed to support ESB Networks in delivery of these targets.

7 SLA timelines for Market Processes

This section should be read in conjunction with the issued SLA market process diagrams and the market approved MPDs. Each MPD will have the relevant SLA timeline/s marked on the diagram along with the triggers for the start and end of each timeline. The sections are presented in numerical order as per the MPD numbers.

7.1 Change of Supplier NQH MPD 1

This MPD is for the change of supplier, CoS, and by far this is one of the most complex processes in market opening. For the SLA it is broken into two stages as follows:-

SLA: One

Description: Change of Supplier (CoS) NQH MPD 1

Start trigger: Receipt of CoS request from Supplier

End trigger: Confirmation and meter reading message sent to both Suppliers

No. of parts: 2

Due to the characteristics of the CoS process the SLA will be divided into two parts, Part A + Part B. The total SLA target time is the sum of Part A + Part B.

Description of components:

Part A refers to the validation of CoS request and the CoS provisional or full acceptance by MRSO and part B refers to the CoS change-over requirements as per a Supplier requirements.

Notes/comments:

For Part B there are three proposed timelines based on the COS type that a Supplier has requested.

Part A: Receive CoS request, validate request and the issue of a provisional or full acceptance of CoS to new Supplier with CoS notification to the old Supplier

Start trigger: CoS request received

End trigger: Issue of the provisional or full acceptance message to the new Supplier with notification of CoS to the old Supplier OR the issue of a rejection message to the new Supplier.

Time: 5 Working Days

Notes: Due to the characteristics of the CoS process and the difficulties of CoS cancellation ESB Networks will carryout site address validation for an CoS message. This validation of the CoS message included the automatic checking of the site address on the message. There will be a high level of manual checking of address data is a feature of this process as part of the COS request validation.

Part B: The completion of the CoS process is based on the Suppliers choice of how the COS should be carried out

Start trigger: End trigger of Part A above *

End trigger: Issue of the completion and meter reading messages to both Suppliers

Times:

Case 1:

Supplier provides the customer meter readings as per the market Rules.

3 Working days

Case 2:

Supplier requests meter works changes i.e. exchange of meter, re-energisation, possible new connection agreement, etc

15 Working days

Case 3:

Supplier requests special meter reading for COS.

10 Working days

It is not proposed to have a fourth case for schedule readings as the timeline would depend on when a COS is requested with regard to the meter reading schedule for that MPRN. A maximum time could be stated.

Notes: *

In case one there is a inter-dependency on when the Supplier provides the customer reading in the COS process. The trigger above is based on the customer reads being provide at the initial COS request stage and per market rules.

In case two there are many inter-dependencies on customers for meter works, re-energisation and new connection agreements. Example are wiring certs, contact details, access details, customer appointment, customer agreement to carryout work, customer to agree to carryout work on their electrical installation, etc.

In case three ESB Networks would require the support of Suppliers in gaining access to a site to read meters. E.g. contact details, access details

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.2 Change of Supplier QH MPD 2

In general it is the same as applies to MPD one with the exception that no readings are necessary therefore the trigger for Part B is automatic, provided there is no meter works, re-energisation or connection agreement inter-dependencies with the customer. N.B. Meter works or re-energisation of large electrical sites can be complex.

SLA: Two

Description: Change of Supplier QH MPD 2

Start trigger: Receipt of CoS request from Supplier

End trigger: Confirmation and meter details message sent to both Suppliers

No. of parts: 2

Due to the nature the COS process there will be two parts to the SLA and the total SLA target time is Part A + Part B

Description of components:

Part A refers to the validation of CoS request and the CoS provisional or full acceptance by MRSO and part B refers to the CoS change-over requirements as per a Supplier requirements.

Notes/comments:

Part A: Receive CoS request, validate request and issue provisional acceptance

Start trigger: CoS request received

End trigger: Issue of the provisional or full acceptance message to the new Supplier with notification of CoS to the old Supplier OR the issue of an rejection message to the new Supplier

Time: 5 Working Days

Notes: Due to the characteristics of the CoS process and the difficulties of CoS cancellation ESB Networks will carryout site address validation for an CoS message. This validation of the CoS message included the automatic checking of the site address on the message. There will be a high level of manual checking of address data is a feature of this process as part of the COS request validation.

Part B: The completion of the CoS based on the status of the connection point re re-energisation, connection agreement and if an change of legal entity is required.

Start trigger: End trigger of Part A above *

End trigger: Issue of the completion and meter details messages to both Suppliers

Times:

If there no dependencies on re-energisation, connection agreements or change of legal entity the timeline is **3 Working days**

Notes: *

For a QH change of supplier there will be a small number of transactions that will require re-energisation, an new connection agreement and change of legal entity. As these number of transactions are very small and taking the many complex inter-dependencies for re-energisation and new connection agreements ESB Network propose that no SLA timeline are stated for these. Please note that the re-energisation of some of these sites are outside the control of Distribution Systems Operator and are under the control of the Transmission System Operator.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.3 CoS Cancellation Process MPD 3

As the objection process is still under discussion no SLA is proposed at this stage. Depending on when a cancellation request is received in the COS process it can be very complex. The number of cancellations should be very low and it is not purposed to have an SLA for cancellation at this stage.

SLA: Three

Description: CoS Cancellation Process MPD 3

Due to the nature of this process and the very complex process issues that can arise, depending at what stage the cancellation is requested, ESB Networks propose that no SLA are stated. Significant manual interaction with Suppliers is required to complete this process

Description: CoS Objection Process MPD 3

As the objection process is under discussion no SLA is proposed at this moment

7.4 Revert to Supplier of Last Resort MPD 4

Due to the exceptional nature of this process, Supplier is leaving the market, it is not purposed to have an stated SLA.

SLA: Four

Description: Revert to Supplier of Last Resort MPD 4

Due to the exceptional nature of this process no SLA is being proposed

7.5 New NQH Connection MPD 5

The new connections process is already covered in the Network customer charter and it is not intended to replace it.

Part of this process is covered under Network customer charter and will be integrated within the SLA.

SLA: Five

Description: New NQH Connection MPD 5

Start trigger: Receipt of valid Customer application form

End trigger: Inform Supplier of acceptance, meter details and readings

No. of parts: 3

Description of components:

Part A refers to the validation of the application form and the issue of the quotation and connection agreement. Part B refers the construction activity to provide an connection point or changes to a connection point. Part C is the data processing of setting up the new meter installation and processing meter readings to the Supplier.

Notes/comments:

As part A and B are already covered by the customer charter, and will be covered by this SLA.

Part A:

Start trigger: Receipt of valid Customer application

End trigger: Issue of quotation to customer

Time: 7, 15 or 90 Working Days.

Notes: Part A of this SLA is covered by guarantee five of ESB Networks customer charter and the timelines depends on the design requirements based on the customer requirements for an new connection.

Part B: Construction activity to complete electrical infrastructure for a new connection

Start trigger: Receipt of Customer payment, signed connection agreements, construction permits, wiring certs, and access to site to complete works e.g. acceptance of the quotation offer by the customer

End trigger: Installation of meters on site and energisation

Time: 10, 50 Working Days

Notes: Part B of this SLA is covered by guarantee six of ESB Networks customer charter and the timelines depends on the customer acceptance of the quotation offer, receipt of wiring cert and access permission to the site. There is an additional dependency on the energisation of the MPRN as per market rules

- ❖ If the maximum import capacity “MIC” $\geq 30\text{Kva}$ the MPRN shall be registered against a Supplier before energisation is permitted on site.

Part C: Meter data processing to a Supplier

Start trigger: Installation of meters on site and energisation

End trigger: Issue of acceptance, meter details and meter readings to Supplier

Time: 10 Working Days

Notes: The processing of the meter details by the Meter Operator is a paper based process.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.6 New QH Connection MPD 6

This is the same as MPD five.

SLA: Six

Description: New QH Connection MPD 6

Notes/comments:

This SLA is the same as for SLA five. The characteristics of QH new connections are normally more complex and require greater advanced planning with ESB Networks. It should be noted that for all QH new connections, their MIC will be greater than 30Kva and hence Supplier registration will be required before connection point energisation can take place.

7.7 New Non Despatchable Generator MPD 7

The number of connections of generators to the Distribution networks as compared to normal customer loads is very small. Generator connections by their very characteristics are more complex and have greater number of inter-dependencies for the connection process. In general their connection process is similar to normal customer connections and the timelines of the SLA five and six would be the service levels that would apply.

SLA: Seven

Description: New Non Despatchable Generator MPD 7

Notes/comments:

Due to the small volume of these connections and the complex process issues that can arise ESB Networks propose that no SLA are initially purposed. Significant manual interaction with clients and customer are required to complete this process. Some the generator connections are under the control of the Transmission System Operator.

7.8 Change to Meter Point Characteristics MPD 8

Change of meter point characteristics covers a range of criteria including changes to connection agreements.

SLA: Eight

Description: Change to Meter Point Characteristics MPD 8

Notes/comments:

The same SLA timelines would apply as for SLA 5 and SLA 6. It should be noted that this process is very dependent on the changes being requested by the customer.

7.9 De-energisation of a Meter Point MPD 9

The de-energisation (D-E) of an meter point has two distinct and separate requirements. One is a D-E associated with non payment of Supplier bills by customers and is requested by the Supplier and not the customer. The code of disconnection and customer protective policies apply here and consideration of re-energisation process during normal working times. This will required further detailed discussion of market participants. The other D-E is at the request of the customer via the Supplier e.g. house move etc. For both of these requests the ESB Networks actions are the same hence the process is the same.

The validation of the electronic message from the Supplier is fully automatic and hence it is not purposed to state an SLA for same as it would be in hours, under normal conditions. Once the message is validated and not rejected there are no inter-dependencies on scheduling the work to be completed.

SLA: Nine

Description: De-energisation of a Meter Point MPD 9

Start trigger: Receipt of D-E message request from a Supplier

End trigger: Issue Confirmation of D-E and meter readings to the Supplier

No. of parts: 2

There are two parts to this SLA. Part A is to complete the physical D-E work and Part B is the meter data processing to the Supplier. The total SLA target time is sum of the Part A + Part B.

Description of components:

Part A refers to the automatic validation of D-E Supplier request and the process of carrying out the physical work. In the SLA process diagrams the term “work becomes schedulable” is used. This is an ESB Networks terminology to describe when physical work is cleared of all relevant inter-dependencies to signal that the work is flagged to be scheduled and completed. Part B refers to the processing of the meter data from the field to the Supplier.

Notes/comments:

The de-energisation for a customers non payment of an their account with a Supplier, will be carried out as per the agreed code of de-energisation and customer protective policies. This type of de-energisation will be carried out to ensure that re-energisation could be accommodated on the next consecutive working day/s. E.g. Non of these type of de-energisation actions would take place on a working Friday.

Part A: Receive a de-energisation request and physically carryout.

Start trigger: De-energisation request received and validated

End trigger: Physical de-energisation is completed or site visit completed.

Time: 5 Working Days

Notes: ESB Networks would depend on Suppliers re customer contact details and access arrangements where relevant to carryout this request.

Part B: Meter data processing to a Supplier

Start trigger: De-energisation or completion of site visit

End trigger: Issue of de-energisation details and meter readings message to the Supplier

Time: 10 Working Days

Notes: The processing of the meter details by the Meter Operator is a paper based process.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.10 Re-energisation of a Meter Point MPD 10

The SLA times for this process is the same as for SLA nine. There is one difference in a re-energisation is that customer inter-dependencies on wiring certs and connection agreements. If these dependencies exist for an re-energisation the Supplier will be advised by a market message of this possible customer delay.

SLA: Ten

Description: Re-energisation of a Meter Point MPD 10

Start trigger: Receipt of a validate R-E message request from a Supplier *

End trigger: Issue confirmation of R-E and meter readings to the Supplier

No. of parts: 2

There are two parts to this SLA. Part A is to complete the physical R-E work and Part B is the meter data processing to the Supplier. The total SLA target time is sum of the Part A + Part B.

Description of components:

Part A refers to the automatic validation of R-E Supplier request and the process of carrying out the physical work. In the SLA process diagrams the term “work becomes schedulable” is used. This is an ESB Networks terminology to describe when physical work is cleared of all relevant inter-dependencies to signal that the work is flagged to be scheduled and completed. Part B refers to the processing of the meter data from the field to the Supplier.

Notes/comments:

Please note comments from SLA nine. ESB Networks are very aware of an re-energisation for an previous de-energisation for non payment of an Suppliers account and will strive to complete this type of re-energisation in a shorter timeframe.

Part A: Receive a re-energisation request and physically carryout.

Start trigger: Re-energisation request received, validated and customer inter-dependencies cleared *

End trigger: Physical re-energisation is completed

Time: 5 Working Days

Notes: * In a number of cases a wiring cert and new connection agreement will be required before a R. ESB Networks will depend on Suppliers for customer contact details and access arrangements to carryout this request along with customer agreement to meter changes on site.

Part B: Meter data processing to a Supplier

Start trigger: Re-energisation completed

End trigger: Issue of re-energisation details and meter readings message to the Supplier

Time: 10 Working Days

Notes: The processing of the meter details by the Meter Operator is a paper based process.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.11 Change of Meter Configuration MPD 11

Change to meter configuration is similar to the re-energisation process however the customer inter-dependencies will feature in all of these transactions.

SLA: Eleven

Description: Change of Meter Configuration MPD 11

Start trigger: Receipt of a validate meter configuration change request from a Supplier

End trigger: Issue of a confirmation of meter configuration change and meter readings to the Supplier

No. of parts: 2

There are two parts to this SLA. Part A is to complete the physical meter work and Part B is the meter data processing to the Supplier. The total SLA target time is sum of the Part A + Part B.

Description of components:

Part A refers to the automatic validation of change of meter configuration Supplier request and the process of carrying out the physical work. In the SLA process diagrams the term “work becomes schedulable” is used. This is an ESB Networks terminology to describe when physical work is cleared of all relevant inter-dependencies to signal that the work is flagged to be scheduled and completed. Part B refers to the processing of the meter data from the field to the Supplier.

Notes/comments:

In a small number of transactions for meter configuration changes other physical work may take place i.e. meter re-location, service alternation where the customer has requested ESB Networks to carryout this work in advance.

Part A: Receive a meter configuration change request and physically carryout.

Start trigger: Meter configuration change request received, validated and customer inter-dependencies cleared *

End trigger: Physical re-energisation is completed

Time: 5 Working Days

Notes: * There are many inter-dependencies on customers for meter configuration changes for example re-energisation maybe a feature, meter relocation and new connection agreements. In a number of cases the customer will have to agree to carryout work on their electrical installation and provide wiring certs before the meter changes can take place. These conditions will be advised to Suppliers via a market message. ESB Networks will depend on Suppliers for customer contact details and access arrangements to carryout this request along with customer agreement to meter changes on the site.

Part B: Meter data processing to a Supplier

Start trigger: Meter configuration change completed on site

End trigger: Issue of meter configuration change details and meter readings message to the Supplier

Time: 10 Working Days

Notes: The processing of the meter details by the Meter Operator is a paper based process.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.12 Meter Problems and Reports of Damage MPD 12

This market process diagram is part of the meter security process in ESB Networks. There are many inputs to the process from Suppliers, Data Collector, Customers and other parties. As there is mixture of reasons for meter damage there is need for meter security processes to be involved and it is proposed that this process does not have an SLA.

SLA: Twelve

Description: Meter Problems and Reports of Damage MPD 12

Notes/comments:

As this process is part of the meter security process it is not proposed to have an SLA. In general ESB Networks would repair or replace faulty meter equipment as a result of reported problem within the same timeline as for SLA eleven however this not always the case under meter security procedures.

7.13 MPD 13

MPD 13 was removed and included in the other MPDs with the agreement of the market participants.

7.14 NQH Schedule Read MPD 14

This covers the market role of the Data Collector for NQH sites. As this is a cyclic process and not specifically a end-to-end process, it is more difficult to show this on the market process diagrams.

SLA: Fourteen

Description: NQH Schedule Read MPD 14

Start trigger: Schedule Read Date

End trigger: Completed issue of meter readings to Suppliers

No. of parts: 3

The three parts for the SLA are distinct and are not accumulative for an overall SLA times for this activity.

Description of components:**Part A: Schedule Read**

This is the cyclic process of opening a block of metering reading work (meter reading unit/s) for meter reading, for a defined period of time. Validated meter readings are issued to Suppliers as the meter readings are collected in the field. Estimates are provided for residual readings where no actual readings are obtained at the end of the period. Customer reads will be accepted during this period.

Part B: Block Estimates

The meter reading activity is scheduled and managed using blocks of MPRNs as a meter reading unit. The MPRNs in a meter reading unit are scheduled together for meter reading service. The term “block estimate” refers to the process where estimated readings are triggered for all MPRNs in that meter reading unit in the same time period.

Part C: Out of Cycle Customer Read

An out of cycle customer reading is a reading that is provided to ESB Networks outside the meter reading time period.

Notes/comments:

A Supplier will receive six meter readings per calendar year. These six meter readings will be scheduled for each year and Suppliers advised in advance of the schedule. There will be four scheduled reading visits, for each MPRN, in each calendar year with two block estimates to complete the six readings to Suppliers.

Part A: Schedule Read

Start trigger: Schedule Read Date

End trigger: Completed issue of the validated meter readings (including estimates) to Suppliers

Time: 7 Working Days

Notes: The level of estimation is dependent on the success in gaining access to customer’s metering installation.

Performance: ESB Networks is setting a performance standard of achieving 80 percent, or greater, of actual readings for scheduled meter reading visits. This will include customer readings received during the meter reading time period. ESB Networks needs the support of Suppliers in achieving this target with regard to customer site access arrangements, customer contacts details and advising ESB Networks of meter readings provided to Suppliers by customers. A second performance is that 97 percent achievement of four scheduled read

visits and 100 percent of a minimum of two schedule read visits. A third performance standard is one actual reading will be achieved for 98 percent of all customer meter installations per calendar year. This will include actual meter readings received by ESB Networks from either Customers, Suppliers or during other metering activity. The market process diagrams for the SLAs shows a meter reading data performance profile of the accumulated volume of meter readings, issued to suppliers, over the 7 working days.

Part B: Block Estimates

Start trigger: Schedule Read Date

End trigger: Completed issue of the block estimated meter readings to Suppliers

Times: 7 Working Days

Notes: A target of no consecutive block estimates or no back-to-back block estimates.

Performance: ESB Networks will set a performance of 99 percent of all meter installations will not have consecutive block estimates carried out.

Part C: Out of Cycle Customer Read

Start trigger: Meter reading received

End trigger: Issue of meter reading to Supplier

Times: 3 Working Days

Notes: This is an out of schedule reading provided to the Data Collector in ESB Networks. These meter readings will be validated as per the market rules

Performance: 95 percent of all out of schedule reads will be process within the timeline and 100 percent will be processed within twice the timeline

7.15 QH Data Processing MPD 15

The QH data collection will be highly automated in 2005 and will be using the same field data collection system that is currently in operation.

SLA: Fifteen

Description: QH Data Processing MPD 15

Start trigger: Settlement date

End trigger: Issue of completed set of validated customer QH data to their Supplier

Time: 10 Working Days

Notes/comments: With the introduction of new IT systems the issue of individual validated customer QH data, were available, to Suppliers before the 10 working days will be reviewed.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.16 Data Aggregation MPD 16

The data aggregation is based on the settlement date.

SLA: Sixteen

Description: Data aggregation MPD 16

Start trigger: Settlement date

End trigger: Issue of completed set of aggregated data to Suppliers, Generators and SSA/TSO

Time: 10 Working Days

Notes/comments:

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.17 Adjustments to Consumption MPD 17

As this process is associated with meter security and agreement with Suppliers and Customers to collect adjustments it is proposed that no SLA is stated as per MPD twelve

SLA: Seventeen

Description: Adjustments to Consumption MPD 17

Notes/comments: This is a very manual process and requires agreement between Data Collector, Supplier and Customer to complete the process.

7.18 Request for Special Read MPD 18

This is a request for a meter reading by a Supplier

SLA: Eighteen

Description: Request for special read MPD 18

Start trigger: Receipt of valid Supplier's request

End trigger: Issue of meter readings to Supplier

No. of parts: 2

The are two parts to this SLA and Part A and Part B are summed together for the total SLA timeline.

Description of components:

Part A is the management of the physical site visit to collect the meter reading and Part B is the data processing of the read to the Supplier. Validation of the meter reading is part of the process. A special read request is outside the normal schedule reading visits.

Notes/comments:

Part A: Physical site visit

Start trigger: Receipt of validated Suppliers request

End trigger: Meter reading collected on site

Time: 7 Working Days

Notes: Supplier support in providing access and contact details for the site via the customer contact with Supplier.

Part B: Meter reading processing

Start trigger: Meter reading collected on site

End trigger: Issue of the validated meter reading to the Supplier

Times: 3 Working Days

Notes: The majority of the special reads will be collected on site using mobile technology.

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.19 Terminate a Meter Point MPD 19

Termination of meter point is an agreed automatic process for the vast majority of cases and it is not proposed to have an stated SLA.

SLA: Nineteen

Description: Terminate a Meter Point MPD 19

Notes/comments: As this is a covered by market rules under the de-energisation greater than 2 years it is not proposed to state an SLA. Under exceptional conditionals a MPRN maybe terminated when site/premises has been removed.

7.20 Change of SSAC MPD 20

There is an requirement for SSA approval of same for processing.

SLA: Twenty

Description: Change of SSAC MPD 20

Start trigger: Receipt of Suppliers request

End trigger: Issue of confirmation message to Supplier

Time: 3 Working Days

Notes/comments:

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.21 De-Registration MPD 21

As part of the agreed market rules there is a automatic process, in ESB Networks, of de-registration that takes place six months after de-energisation of MPRNs.

SLA: Twenty One

Description: De-Registration MPD 20

Start trigger: Receipt of Suppliers request

End trigger: Issue of confirmation message or rejection message to Supplier

Time: 10 Working Days

Notes/comments

In exceptional cases Suppliers can request ESB Networks to carryout a de-registration before the six months are up, where the MIC >100Kva for an MPRN. ESB Networks would manual carryout this process.

Overall Performance:

90% of all the completed transactions would be completed within the SLA timeline and the remaining 10% of the transactions completed within twice the SLA timeline.

7.22 Customer and Supplier Data Requests MPD 22 & 23

Due to the nature of the requests and the fact that an ESB Networks will have an MPRN published web site and that the proposal that the majority of customer requests will be serviced by ESB National Customer Call Centre it is not proposed, at this stage, to have SLAs for these processes.

SLA: Twenty two and twenty three

Description: Customer and Supplier Data Requests MPD 22 & 23

Notes/comments

7.23 Change of Customer Details MPD 24

This process is very important to ESB Networks re customer records for a range of services including ESB's national emergency service.

SLA: Twenty four

Description: Change of Customer Details MPD 24

Start trigger: Receipt of validated Suppliers change of Customer details message and connection agreement requirements cleared *

End trigger: Issue of confirmation message to Supplier

Time: 5 Working Days

Notes/comments * A change of Customer details may result in a new connection agreement being signed by the customer and hence inter-dependency in the process

Overall Performance:

95% of all the completed transactions would be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

7.24 Change of Legal Entity MPD 25

This process is very important to ESB Networks re customer records for a range of services including ESB's national emergency service and site responsibilities re connection agreements

SLA: Twenty five

Description: Change of Legal Entity MPD 25

Start trigger: Receipt of Suppliers request *

End trigger: Issue of full confirmation message to the Supplier

Time: 20 Working Days

Notes/comments * New connection agreements maybe feature of this process and hence the timeline stated excludes the process of new connection agreements and any legal issues arising.

Overall Performance:

90% of all the completed transactions would be completed within the SLA timeline and the remaining 10% of the transactions completed within twice the SLA timeline.