



Rules for Application of Transactional Charges for Additional Services to Use of System

Status: Approved
Document No: DOC-280205-AJF

**Commercial and Customer
ESB Networks
January 2005**

CONTENTS

1.0	About this document	3
2.0	Guiding Principles	4
3.0	Commercial policy for non-NPA calls	4
4.0	Commercial policy for NPA calls	6
Appendix 1:		
	List of Terms	8
Appendix 2:		
	Communications with Suppliers around NPA Process	10

1.0 About this document

On an annual basis, CER approves the charges to apply for services carried out on foot of special requests made by suppliers¹.

This document outlines the rules for applying such charges.

1.1 Context

The third phase of market opening is now in place. As the market prepares for full market opening in February 2005, it is necessary to clearly set out the commercial arrangements around the application of the transactional charges.

1.2 Associated Documentation

Table 1. Associated Documentation.

No	Document Title	Source
1	Schedule of Transactional Charges for Additional Services to Use of System	ESB Networks / CER website
2	De-Energisation Code of Practice	ESB Networks website

¹ For example, refer to 'Transactional Charges for Additional Services to Use of System – April 2004'

2.0 Guiding Principles

The key principles underlying the application of charges are

- Charging is as per 'Schedule of Transactional Charges for Additional Services to Use of System'.
- ESB Networks performance on supplier requests for special reads will be in accordance with the service level agreement MPD18.
- Supplier requests for special meter readings are chargeable irrespective of whether a meter reading is obtained provided the meter reader complies with the access arrangements agreed with the customer.
- **Supplier requests for special reads are not chargeable for certain specific reasons as set out below**
- Application of charges associated with NPA activities is consistent with the Code of Practice for De-Energisation.

3.0 Commercial policy for non-NPA calls

3.1 Supplier requests a special meter reading

- The supplier requests a special reading via market message 252. Supplier will provide customer contact details where possible.
- Meter reader makes arrangements to obtain a special reading and call within an agreed timeframe and to MPD 18.
- If a meter reading is obtained this is validated and sent to the supplier.
- If no access is obtained for the special read, a special 'No-Access Card' is left for the customer to submit an own reading within 24 hours. If the customer read is obtained this is validated and sent to the supplier.
- The special reading is chargeable whether a special meter reading is obtained or not provided the meter reader calls within the agreed timeframe.
- A supplier has the option of disputing a reading, if the original read proves to be invalid then no charge is made for checking the disputed reading.

3.2 Supplier requests for special meter readings and ESB Networks fail to comply with access arrangements

- If the meter reader fails to comply with the agreed access arrangement but still obtains a reading then the special reading is chargeable.
- If the meter reader fails to comply with the agreed access arrangement and fails to obtain a reading then
 - o There is no charge for that call
 - o ESB Networks will make alternative arrangements with the customer to obtain access for a special read, same procedure as 3.1 above
 - o If ESB Networks are unable to make alternative arrangements within 5 working days with the customer to obtain access for a special reading then the call will be cancelled and the supplier advised accordingly

3.3 Supplier requests cancellation of a special meter reading request

- If the supplier cancels the special reading request before ESB Networks has called to the premises for the special read then ESB Networks will cancel the transaction and advise the supplier accordingly. No charge will apply.
- If the supplier cancels the special reading request after the special reading has been obtained then the meter reading will be sent to the supplier and a charge will apply.

3.4 Treatment of long term no access (LTNA) customers

ESB Networks have ongoing programmes to obtain meter readings for LTNA customers. Requests for special reads of LTNA customers will not be progressed within the timelines of MPD 18. Instead, provision will be made for suppliers to provide access/contact details to the Data Collector in ESB Networks directly via a dedicated email address. Where suppliers insist on a particular LTNA site being read within the timelines of MPD 18 then the supplier will be charged on the basis that ESB Networks will have to arrange this special reading outside the ongoing LTNA programmes.

Suppliers may request special reads on LTNA customers for reasons other than the fact that they are solely LTNA, for example

- pending a Change of Supplier
- where the supplier disputes a plausible meter reading²
- where the supplier requests a special reading to close off / set up an account (usually where the connection has not been de-energised)

Such requests from suppliers for special reads on LTNA sites are not chargeable. They will involve one attempt to obtain a special reading and must be supported by access arrangements.

² Where a supplier disputes a Change of Supplier reading by requesting a special reading, this will be chargeable where the original read proves to be valid.

3.5 Treatment of special read requests where there have been less than 3 scheduled read visits within the last 12 months

Special read requests, solely because a route did not have at least 3 scheduled read visits in the previous 12 months, are chargeable.

Where a supplier requests a special read for a specific reason such as:

- pending a Change of Supplier
- where the supplier disputes a plausible meter reading³
- where the supplier requests a special reading to close off / set up an account (usually where the connection has not been de-energised)

such requests are not chargeable where there have been less than 3 scheduled read visits to the relevant Meter Reading Unit⁴ in the past 12 months.

Where there have been less than 2 scheduled read visits to the relevant Meter Reading Unit in the last 12 months, and the customer has requested the supplier to look for a special reading, then this reading is not chargeable.

3.6 Cancellation of call by supplier

In general, where a site visit is completed by ESB Networks the supplier is charged for the call. Where the call is cancelled before the call is made then no charge applies.

3.7 Broken appointments

Where a customer fails to keep an appointment or where customer information associated with the appointment is incorrect then the supplier is charged for the call.

3.8 Incorrect customer details

Where ESB Networks are unable to complete a call due to incorrect customer details being provided by the supplier then the supplier is charged for the call.

3.9 No access

In situations other than those outlined above, ESB Networks will make one attempt to complete the call and if unsuccessful will consult with Supplier on how to proceed. The Supplier will be charged for the call.

3.10 De-energisation call

³ Where a supplier disputes a Change of Supplier reading by requesting a special reading, this will be chargeable where the original read proves to be valid.

⁴ Meter Reading Unit (MRU) relates to a geographical area, consisting of a logical grouping of MPRN's for meter reading purposes. For example, an MRU could include a few hundred urban customers in the same housing estate.

Where ESB Networks make a call to de-energise and discover that a new customer has already moved into the premises i.e. effectively a change of legal entity (COLE), in these situations the supplier will be charged for the call. When this situation arises (both NPA and non-NPA) the new resident will be given the opportunity (5-10 minutes) to telephone an authorised person representing the incumbent Supplier when the ESB Networks caller arrives on site. Following on this conversation the Supplier will instruct the ESB Networks caller to either withdraw or proceed with the de-energisation.

See Appendix 2 – Communications with Suppliers around NPA process.

3.11 Calls completed outside of normal working hours

All additional costs associated with such work will be fully chargeable to the supplier

4.0 Commercial policy for NPA calls

The NPA process requires almost real time communication between Suppliers and ESB Networks, procedures for this are set out in Appendix 2 – Communications with Suppliers around NPA process.

4.1 ESB Networks make NPA call at customer premises

- After the ESB Networks caller arrives on site to carry out de-energisation a customer may contact their supplier. Where an arrangement is agreed between the supplier and customer during the Networks call, the supplier is still charged for the call.
- Where the supplier's authorised person is not contactable by the customer during the ESB Networks call (08.00 - 19.00 Monday - Thursday), de-energisation does not take place, but the supplier is still charged for the call.
- Where the ESB Networks caller is unable to gain access, the premises will be de-energised from outside where reasonably possible and a notice left for the customer.

However where an outside connection point would require more than one person to de-energise and/or involve substantial additional work - the extra cost of which will be chargeable to the Supplier – this course of action would only be taken following consultation with the Supplier. In any event the supplier will be charged, as a minimum, the cost of one call.

- In situations where the ESB Networks caller is denied access by the customer to the connection point (outside or inside) ESB Networks will make one further call in an attempt to gain access or disconnect outside. In any event the Supplier will be charged, as a minimum, the cost of one call (as above additional costs may be incurred if outside disconnection is required).
- Under the Code of Practice on de-energisation in a domestic situation an adult must be present in order to proceed with the de-energisation. If the ESB Networks caller gains access and there is no adult present in the house the caller will leave a notice and withdraw. ESB Networks will carry out a second call within 3 working days and regardless of the outcome the Supplier will be charged the cost of one call.

- In the case of sickness or bereavement in a domestic situation the ESB Networks caller will make a judgement on a case by case basis. Furthermore, in very exceptional and rare cases, where a customer is especially vulnerable, the caller has the discretion to withdraw, even where the supplier indicates otherwise. In the event of deciding to withdraw the supplier will be informed and will be charged for the cost of one call. In the event that the supplier wishes to proceed with the disconnection, the supplier will be required to log a further call, which will be charged separately.
- In a business situation where, at the time of the call, the customer has plant engaged in a commercial process and de-energisation would cause a serious financial loss to the business, the caller will immediately give notice of de-energisation for next most suitable time taking the process into account, but, in any event, no more than the end of the next working day. The caller will return at the notified time and action the de-energisation as instructed. The Supplier will be charged for one call

4.2 Cancellation of call by supplier

- Where a call is cancelled by the supplier following one or more calls by ESB Networks the supplier is charged for one call.

4.3 Calls completed outside normal working hours

- All additional costs associated with such work will be fully chargeable to the supplier

Appendix 1: List of Terms

Term	Definition
Connection Point	The point at which the customer's installation is connected to the Distribution System.
Current Transformer (CT)	In installations where current transformers are installed, the current drawn by the customer from the Distribution System on each phase passes through the primary coil of the CT on that phase. The current flowing in the CT secondary coil is stepped down in a known ratio to the primary current. This secondary current passes through the meter current coil.
Current Transformer (CT) Meter	A meter designed for use with CTs. The meter current coil carries the CT secondary current. CT meters used by DSO have a standard rating of 5A. A range of CT ratings are used to cater for different load sizes.
De-energise	The deliberate prevention of the flow of electricity between the Distribution System and the facility through the Connection Point for any purpose other than a System Outage. The terms De-Energisation and De-Energising and like terms shall be construed accordingly.
Distribution Code	An industry code approved by the CER, covering the operation, planning of and connection to the Distribution System.
Distribution System	The electric lines, plant and switch-gear used to convey electricity to final customers (excluding customers connected directly to the transmission system (grid)).
Distribution System Operator (DSO)	ESB in its licensed role as operator of the Distribution System.
Distribution Use of System tariff (DUoS).	The set of tariffs paid by suppliers to the DSO in respect of use of the distribution system for each connection point registered to them.
kVA	Kilovoltampere. (1,000 voltamperes). (The kVA value is equal to the kW value divided by the power factor)
Long Term No Access (LTNA)	Long Term No Access is any non-MD site where a reading (customer or otherwise) has not been taken in the last twelve months or any MD site where a reading has not been taken in the last twelve months (customer readings are not allowed).
Maximum Demand	The maximum value of demand in a premises over a defined time, usually refers to the metered maximum

Term	Definition
	demand i.e. the maximum 15-minute demand.
Multifunction (MFM) Meter	An electronic meter suitable for demand measurement and the full range of DUoS tariffs.
Meter Point Reference Number (MPRN)	The number which uniquely identifies User's Metering Equipment and which is registered under the Meter Registration System as further provided in the Trading and Settlement Code.
Meter Registration System (MRS)	MRS is the system and/or process which uniquely identifies Metering Equipment and users associated with the meter and which contains pertinent data relating to the Meter as required by the Trading and Settlement Code.
NPA	Non Payment of Account
Profile MFM Meter	An MFM meter that also stores information on the consumption profile over time. The MFM meter types currently used by used by DSO also have profile capability.
Whole Current (WC) Meter	Meters where the current drawn by the customer from the Distribution System passes directly through the meter.

Appendix 2

Communications with Suppliers around NPA Process

Background

The NPA process requires almost real time communication between Suppliers and ESB Networks Services personnel.

This need arises because:

- Suppliers need to be made aware of de-energisation when it has occurred in order to deal with calls from their customers. (see Figure 1, Process Map 1).
- NPA de-energisation calls can be finished on ESB Networks IT system without de-energisation having been effected. There needs to be a process to communicate the reason for the de-energisation not being executed to allow follow up by Supplier and for ESB Networks to invoice the Supplier. (see Figure 2, Process Map 2)
- Creation of an appointment and provision of contact details are needed for re-energisation, this is the responsibility of the supplier. The SLA commits ESB Networks to carrying out the re-energisation within two working days. There will be times where appointment slots are not available, particularly in rural areas, on the web based appointments calendar. In these cases the Supplier will send the market message with appointment details in the text of the message. (see Figure 3, Process Map 3)

Communication via E-mail to Suppliers

Each Area in ESB Network Services will have an e-mail account to communicate with Suppliers. When a call is finished – with whatever action taken - the local Area will send an e-mail to Suppliers to update them on the action taken. This will provide a record of the transaction and will be useful when invoicing for NPA calls where de-energisation has not taken place. This e-mail and SAP IS-U will be the only communication channels between local ESB Networks Areas and Suppliers in relation to NPA.

The process maps below show how the NPA process will work.





