RETAIL ENERGY CODE

Metering Operations

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SCHEDULE 14

Metering Operations

Version: 6.3 Effective Date: 28 February 2025

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	N/A
Metering Equipment Managers	Mandatory
Approved Meter Installer	Mandatory
Electricity Metering Operative	Mandatory
Non-Party REC Service Users	N/A

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Initial draft for December 2020 consultation
2.0	1 September 2021	Incorporating respondents comments
2.1	31 January 2022	R0012
2.2	30 June 2022	R0019
3.0	18 July 2022	Switching SCR Modification R0041
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RETAIL ENERGY CODE

PART A – General Provisions

1 Introduction

1.1. This REC Schedule sets out the obligations on Metering Equipment Managers, Energy Suppliers and Distribution Network Operators and Gas Transporters in respect of metering operations, including:

(a) the requirements relating to the appointment of Metering Equipment Managers by Energy Suppliers;

(b) general requirements on Energy Suppliers and Metering Equipment Managers regarding the accuracy of Meter Technical Details;

(c) the process for becoming a Qualified Metering Equipment Manager; and

(d) operational processes used by Metering Equipment Managers to carry out work including appointment changes, sharing Meter Technical Details, installing and removing Metering Assets and the associated process controls such as commissioning, testing and fault resolution.

1.2. This REC Schedule should be read in conjunction with:

(a) the Qualification and Maintenance Schedule, which defines the overall entry assessment provisions which apply to Metering Equipment Managers;

(b) the Consolidated Metering Code of Practice (CoMCoP) defines obligations on gas and electricity Metering Equipment Managers;

(c) the Data Specification, which defines the format and content of each specific transaction referenced within the operational processes and includes the gas Meter Model Table or Converter Model Table;

(d) the BSC, which defines the technical metering specifications and testing requirements for electricity Metering Assets, specifically the BSC Metering Codes of Practice and BSCP601; and

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(e) the UNC and IGT UNC which define the requirements relating to UNC communications between the Shipper and CDSP.

1.3. The operational processes and associated Market Messages defined in this REC Schedule shall be used as the default for Metering Equipment Manager, Energy Supplier and Meter Asset Provider communications, unless there is a bilateral commercial arrangement in place to communicate using an alternate approach. Where another method of transfer is agreed between the relevant parties, the information transferred, shall nevertheless reflect the content of the relevant Market Message(s) and be transferred within the required timescales.

1.4. Where the CDSP provides files to Shippers on behalf of the Gas Transporter as defined in this REC Schedule, the Gas Transporter shall ensure that the CDSP is compliant with the processes and timescales set out within this REC Schedule. Information provided to or by the CDSP in accordance with the gas processes defined in this REC Schedule, will be deemed to have been provided to or by the relevant Gas Transporter.

~~1.4.~~1.5. For a number of the communications under this REC Schedule, either the means of communication is not defined or there is more than one option which can validly be used as the means of communication. This is particularly the case for communications to be sent by or to Meter Asset Managers or Approved Meter Installers. Each Meter Asset Manager and each Approved Meter Installer shall therefore notify (and from time to time update) the Code Manager of their preferred means of communication under this REC Schedule (which may differ for different communications). The Code Manager shall establish and maintain a record of such preferences and shall make such record available to other Parties via the REC Portal. For clarity, there is no obligation on Meter Asset Managers, Approved Meter Installers or other Parties to use the specified preferred means of communication.

2 General Obligations

Energy Suppliers

2.1. Except for gas Metering Assets for which the Consumer is the Gas Act Owner, Registered Suppliers shall ensure that they Appoint a Metering Equipment Manager to act as their Supplier Agent in providing Metering Related Services for the entire period during which they remain the Registered Supplier for the RMP.

2.2. Where Energy Suppliers are required to Appoint a Metering Equipment Manager,

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the Energy Suppliers shall issue Appointment requests for their Metering Equipment Manager(s) within a timescale sufficient to ensure that the Metering Equipment Manager is Appointed by the Supply Effective From Date.

2.3. Where Energy Suppliers are required to Appoint a Metering Equipment Manager, they shall ensure that the Metering Equipment Manager is Qualified in accordance with the Qualification and Maintenance Schedule.

2.4. Where the same electricity Metering Asset is being utilised for the measurement of the Import and/or Export for more than one Metering Point , the Registered Supplier(s) for those Metering Points shall ensure that the same Metering Equipment Manager is Appointed for all the Metering Points involved. Where the same Metering Equipment Manager is being used for Import and Export, the obligation rests with the Registered Supplier for the Export Metering Point to Appoint the same Metering Equipment Manager as the Registered Supplier for the Import Metering Point. Otherwise, these obligations shall be fulfilled by mutual agreement between the Energy Suppliers involved.

2.5. Where the same electricity Metering Asset is being utilised for the measurement of Import by Metering Points registered in the Metering Point Administration Service and Export by Metering Points registered in the Central Meter Registration Service, the same Meter Operative Agent (MOA) shall be Appointed to all the Import and Export Metering Point. The party which is the registrant of the Metering Point in Central Meter Registration Service shall secure that the same person is Appointed as MOA in relation to the Metering Point registered in Central Meter Registration Service as is Appointed in relation to the Metering Point registered in the Metering Point Administration Service. This MOA shall be qualified for operations in relation to both markets in accordance with the BSC and this Code.

2.6. Where the same electricity Metering Asset is being utilised for the measurement of Export and / or Import by two or more Electricity Suppliers, the Registered Suppliers shall ensure that the same MOA is Appointed in accordance with the provisions in BSCP550.

2.6A Where the same electricity Metering Asset for a Smart Metering System is being utilised for the measurement of Export and / or Import by two or more Electricity Suppliers, any of the Electricity Suppliers may raise queries about the functioning of communications equipment with the other Electricity Supplier(s) via the Secure Data Exchange Portal (SDEP) using Market Message PT0079 Smart Metering Communications Issues General Query (Elec).

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2.7. The Registered Supplier for a Metering Point shall ensure that the installed Metering Asset is compliant with the relevant BSC Metering Code(s) of Practice and that the Metering Asset has been commissioned and tested in accordance with BSC Metering Code of Practice 4 and BSCP601, as applicable.

2.8. Where Energy Suppliers receive data from their Metering Equipment Manager or Shipper under this REC Schedule, they shall ensure that invalid and/or inaccurate information, which prevents the relevant process being undertaken, is identified promptly and communicated back to the Metering Equipment Manager or Shipper, as applicable.

2.9. Any Gas Supplier who wishes to de-energise and re-energise an electricity supply in order to install, remove or maintain a Communications Hub, must have already either become a signatory to the DCUSA or put in place appropriate arrangements with the relevant Distribution Network Operator.

2.10. For NHH electricity Metering Assets and gas Metering Assets, when remotely retrieving any reading(s) from Metering Assets of type SMETS 2 Version 3.1 or above (or for other Metering Asset types where there is known to be a difference between the number of digits held in the internal register and those displayed on the Metering Asset), the Energy Supplier shall ensure reading(s) are consistent with the number of register digits displayed on the display of the Metering Asset. In the event where an internal reading is retrieved (e.g. via a handheld device), the leading digits from the reading should be truncated or padded such that the number of digits are consistent with the display of the Metering Asset. In addition, for gas Metering Assets where the reading received has more than 5 register digits, the reading should be truncated or padded to ensure consistency.

Metering Equipment Managers

2.11. Each Metering Equipment Manager shall comply with all the relevant provisions within the CoMCoP, as applicable to gas and/or electricity (depending upon whether they are Qualified as either or both a Meter Asset Manager (MAM) and/or a MOA).

2.12. Each Metering Equipment Manager shall perform any responsibilities and obligations against a specific RMP, for the entire period for which it is Appointed by the Energy Supplier.

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2.13. Each Metering Equipment Manager shall be accountable for the installation, commissioning, testing, maintenance, rectification of faults in respect of and provision of a sealing service in respect of Metering Assets (including if applicable associated Communications Equipment) in accordance with this REC Schedule, the relevant parts of the CoMCoP and the relevant BSC Metering Code(s) of Practice. The Metering Equipment Manager must either undertake this work itself or must arrange for an Approved Meter Installer (AMI) or an Electricity Metering Operative (EMO) to undertake this work, as further described in the CoMCoP.

2.14. Each MOA shall take all reasonable steps to ensure that the Communications Equipment for each electricity Advanced Meter is active and maintained to provide continuous remote access to electricity consumption data, from no later than the start of the window during which Electricity Suppliers are obliged to migrate Metering Points with Advanced Meters to the arrangements established via MHHS Implementation (as defined in the BSC).

2.15. Each Metering Equipment Manager shall maintain Meter Technical Details for installed Metering Assets and provide such details to the Registered Supplier and, in the case on electricity Metering Asset, the Appointed Data Collector in accordance with the processes set out in Part C of this REC Schedule.

2.16. Each MOA shall ensure that the Import or Export of electricity at the Metering Points for which it is Appointed is accurately recorded by the applicable Metering Asset and that the time control and load switching devices are calibrated, installed and maintained in compliance with the relevant BSC Metering Code(s) of Practice.

2.17. In the event that the Metering Asset installed for an RMP is not intended to be replaced during the course of a Switch, the Metering Equipment Manager must be able to accept and act upon a valid Market Message containing Meter Technical Details sent to it by another Metering Equipment Manager in accordance with Part C of this REC Schedule and the Data Specification.

2.18. In the event the Metering Asset installed for an RMP is not intended to be replaced during the course of a Switch, the Metering Equipment Manager must be able to send a valid Market Message containing Meter Technical Details to another Metering Equipment Manager in accordance with Part C of this REC Schedule and the Data Specification.

2.19. Unless the Consumer is the meter owner, the Metering Equipment Manager shall provide information to the relevant Meter Asset Provider:

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(a) on installation or removal of Metering Asset;

(b) on Appointment as the Metering Equipment Manager, whether as a result of a Switch, change of Metering Equipment Manager or change of Measurement Class (electricity only); and

(c) on de-appointment as the Metering Equipment Manager.

2.20. For electricity only, the MOA shall provide information to the Appointed Data Collector:

(a) on change of Meter Technical Details or any change of Data Collector, unless the Metering Asset is a Supplier Serviced Metering Asset; and

(b) on installation, repair, removal, reprogramming, energisation or de-energisation of any Metering Asset for which the Data Collector is responsible.

2.21. Except in an emergency, the electricity MOA shall give the Appointed Half Hourly Data Collector sufficient notice of the installation, repair, removal, reprogramming, energisation or de-energisation of any meter associated with HHDC-Serviced Metering Assets, to enable the Half Hourly Data Collector to recover the data required for settlement using its normal method of data collection. In the case of Supplier Serviced Metering Assets, the MOA shall give such notice to its associated Energy Supplier.

2.22. For electricity Supplier Serviced Metering Assets, the MOA shall inform the Registered Supplier of the installation, repair, removal, energisation or de-energisation of any Metering Assets.

2.23. Electricity MOAs shall record and use Market Domain Data received in accordance with the BSC.

Gas Annual Portfolio Reconciliation

2.24. For gas only, the MAM shall participate in an annual portfolio reconciliation exercise. Gas MAMs shall provide the Annual Reconciliation Data Items (as defined in the Data Specification), for each Supply Meter Point for which a meter is installed, to the CDSP within 15 Working Days following the agreed extract date of

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1 April each year.

2.25. The gas MAM shall take a snapshot of the relevant Data Items on the extract date and provide this data to the CDSP in a format and via the means set out in the Data Specification. The CDSP will carry out a reconciliation of Metering Equipment Manager data against data in the Central Gas Register and report to the Code Manager and the relevant Gas Suppliers and Metering Equipment Managers, using contact details provided by the Code Manager, in accordance with the Service Definition for CDSP Further Services.

2.26. Where the gas MAM is informed of any inconsistencies identified through the annual portfolio reconciliation exercise, it shall review the issue and support resolution of the inconsistency within any timescales specified by the REC Performance Assurance Board.

General Requirements

2.27. In the event Energy Suppliers, Metering Equipment Managers, Shippers, Meter Asset Providers, Electricity Retail Data Agents or the CDSP validate data provided in accordance with this REC Schedule, they shall identify exceptions using the response codes defined within the Data Specification.

2.28. Energy Suppliers, Metering Equipment Managers, Shippers, Meter Asset Providers, Electricity Retail Data Agents and the CDSP shall monitor flow rejections received in accordance with Paragraph 2.26, and either resend the information in valid Market Messages, or otherwise resolve the exception.

2.29. Where the Gas Transporter, Distribution Network Operator, Metering Equipment Manager or Energy Supplier is the Data Master for a Data Item, it is responsible for ensuring it holds valid (valid information as referred to in this Paragraph 2 is that information which complies with the Data Specification.) and accurate (accurate information as referred to in this Paragraph 2 is information that reflects the reality of the situation and is inaccurate information if it does not reflect the reality of the situation) information in relation to that Data Item. To the extent it becomes aware that information in relation to that Data Item is invalid or inaccurate, it shall send valid and accurate information to other parties as soon as reasonably practicable using the relevant update flows.

2.30. Where the Gas Transporter, Distribution Network Operator, Metering Equipment

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Manager or Energy Supplier is made aware of valid changes to information relating to Data Items for which it is not the Data Master, it shall update its records accordingly and send this updated information to other parties as soon as reasonably practicable using the relevant update flows.

2.31. In the event the Gas Transporter, Distribution Network Operator, Metering Equipment Manager or Energy Supplier has reasonable grounds for assuming the information referred to in Paragraph 2.29 to be inaccurate, it shall notify the Data Master of this.

2.32. On change of Metering Equipment Manager, the outgoing Metering Equipment Manager shall cooperate with the incoming Metering Equipment Manager, and any subsequent incoming Metering Equipment Manager, to correct any errors relating to data associated with the outgoing Metering Equipment Manager's period of Appointment. In all cases the incoming Metering Equipment Manager will retain an auditable record of any changes to the data for a period of 12 months.

2.33. Where Meter Technical Details include the population of Data Items J0454 'CT Ratio' and/or J0455 'VT Ratio' then the populated value must conform to the valid set published by the Balancing and Settlement Code. Where an MOA receives a value that is invalid (missing from the valid set) it shall set the value to 'unknown' and contact the DNO and BSCCo for resolution.

PART B – Metering Equipment Managers

3 Becoming a Metering Equipment Manager

3.1. Organisations wishing to become a Metering Equipment Manager shall accede to this Code and become Qualified in accordance with the provisions in this Part B and the Qualification and Maintenance Schedule.

3.2. A Metering Equipment Manager may be Qualified to participate in both the gas and electricity markets, or just a single fuel market.

3.3. A Metering Equipment Manager must also be Accredited as having necessary competencies to fulfil the CoMCoP in accordance with the Metering Accreditation Schedule.

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3.4. Once an organisation has become a Metering Equipment Manager, all rights and obligations set out in this REC Schedule shall apply until such time as the organisation ceases to be a Party in accordance with the Market Exit and Supplier of Last Resort Schedule.

4 Not Used

Part C – Operational Processes

5 Complex Sites

5.1. When the MOA sends Meter Technical Details and identifies a Complex Site, they shall also provide all required information for the Half Hourly Data Collector to correctly collect data from the Metering Equipment via the Complex Site Supplementary Information Form to each recipient of the Meter Technical Details.

5.2. Where there is a change of status to one or all feeders, the MOA shall send an updated Complex Site Supplementary Information Form to each recipient of the Meter Technical Details.

5.3. In all cases, when sending a Complex Site Supplementary Information Form, the MOA shall also include a Single Line Diagram. This can be included as part of the Complex Site Supplementary Information Form or included as a separate document.

5.4. The Code Manager shall publish a copy of the Complex Site Supplementary Information Form on the REC Portal.

6 Metering Asset Installation

6.1. This process covers Metering Assets (including new Metering Assets) being installed for:

(a) an existing supply where the Metering Asset had been removed some time previously; or

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(b) a supply which has never had a Metering Asset before, which may be on the day the supply was commissioned or sometime after.

6.2. Disconnection and connection of Metering Assets as part of the same job, is classed as a Metering Asset exchange and is not covered by this process.

6.3. Although a Metering Asset could be at a premise before the supply, it cannot be connected to the supply until the supply is laid. Therefore, installation of a Metering Asset will always require a supply to exist.

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Gas MAM

6.4. Where a gas Metering Asset is installed, the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
6.4.1	If required.	Request Metering Asset installation.	Consumer	Gas Supplier Where the Consumer has a direct commercial relationship with the Meter Asset Manager, the Consumer may send a request directly to the Meter Asset Manager. In this scenario the Meter Asset Manager shall confirm that a Gas Supplier has been Registered before commissioning the meter installation in accordance with the CoMCoP.	Unlikely to be electronic	Not defined
6.4.2	Following 6.4.1.	Request Metering Asset installation.	Gas Supplier	MAM	ORJOB	Email, IX, DTN
6.4.3	Within 2WDs of 6.4.2.	Respond to Metering Asset installation request.	MAM	Gas Supplier	RRJOB	Email, IX, DTN
6.4.4	Following 6.4.2.	Request Metering Asset	MAM	Meter Worker / AMI	Information contained	Not

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		installation. MAMs shall only proceed with the Metering Asset Installation if they reasonably believe they will have a valid appointment status on the date of the Metering Asset Installation. Where a MAM conducts a Metering Asset Installation following instruction by a Supplier, the MAM should take all reasonable steps to report the details of the Metering Asset Installation onward as per their obligations in Section 6, regardless of their appointment status upon completion of the Metering Asset Installation.			within ORJOB	defined
6.4.5	48hrs prior to Metering Asset installation. The requirement to send a pre-notification is contained within the	Pre-notification of Metering Asset installation.	MAM	Gas Supplier	ONJOB The ONJOB and RNJOB Market Messages may also be used to notify the	Email, IX, DTN

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	Connection and Disconnection Regulations.				relevant participants of a cancelled job.	
6.4.6	Within 2WDs of 6.4.5.	Respond to pre-notification of Metering Asset Installation.	Gas Supplier	MAM	RNJOB	Email, IX, DTN
6.4.7	At the time and date specified within the request in 6.4.4.	Carry out Metering Asset installation. Where a collar status was expected to be intact and the Meter Asset Manager finds it is broken they are responsible for any relevant 'Potential Tampering' process. Where the Meter Asset Manager notifies the Gas Supplier that it has changed the collar status, the Gas Supplier is responsible for any relevant investigation.	Meter Worker / AMI		Internal Process	N/A
6.4.8	Following Metering Asset installation.	Notification of Metering Asset installation and MAP identity.	Meter Worker / AMI	MAM	Information contained within ONJOB	Not defined
6.4.9	Within 48hrs of the Metering Asset installation.	Notification of Metering Asset installation and MAP identity.	MAM	Gas Supplier Where the Consumer requested the job	ONJOB Changes to Metering Asset ownership,	Email, IX, DTN

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	Commercial arrangements will dictate variances from the job request which are notified e.g. some Gas Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.			directly, the Consumer will be notified directly.	names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records. Where updates are identified by MAMs to Meter Technical Details or MAP Identity, then these shall be passed to the CDSP by the MAM.	
6.4.10	Within 48hrs of the Asset installation.	Notification of Metering Asset installation and MAP identity.	MAM	CDSP	ONJOB	Secure File Transfer Protocol
6.4.11	Within 2WDs of 6.4.9.	Respond to notification of Metering Asset installation and MAP identity.	Gas Supplier	MAM	RNJOB	Email, IX, DTN
6.4.12	Within 2WDs of 6.4.7.	Notification of Metering Asset installation.	MAM	MAP	ONUPD	Email, IX, DTN
6.4.13	Within 2WDs of 6.4.10.	Respond to notification of	CDSP	MAM	RNJOB	Secure

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		Metering Asset installation and MAP identity.			This will be a reduced set of rejections to normal RNJOB due to reduced datasets that CDSP are extracting from the original message.	File Transfer Protocol
6.4.14	Within 2WDs of 6.4.12.	Respond to Metering Asset installation notification.	MAP	MAM	RNUPD	Email, IX, DTN
6.4.15	Following 6.4.9.	Notification of Metering Asset installation and MAP identity. The notification from Gas Supplier to Shipper must be provided to enable the Shipper notification to the CDSP within 6WDs of the Metering Asset installation.	Gas Supplier	Shipper The notification to the Shipper and CDSP is only required for complete jobs. Where the Gas Supplier receives pre-notifications or notifications in relation to changes to the job then these shall not be passed to the Shipper and CDSP.	ONJOB	Not defined
6.4.16	Within 2WDs of 6.4.15.	Respond to notification of Metering Asset installation an MAP identity.	Shipper	Gas Supplier	RNJOB	Not defined
6.4.17	Following 6.4.15 and within 6WDs of the Metering Asset	Notification of Metering Asset installation and MAP identity.	Shipper	CDSP	Defined in the UK Link Manual	IX

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	installation.					
6.4.18	Within 2WDs of 6.4.17.	Respond to notification of Metering Asset installation and MAP identity.	CDSP	Shipper	Defined in the UK Link Manual	IX

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Electricity MEM

6.5. Where electricity Metering Assets are being installed, the MOA shall (either itself or via its EMO):

(a) other than for Metering Assets where Half Hourly Metered Data is sourced by the Electricity Supplier from a Smart Metering System or instances where the Metering Asset has an integral outstation that has a fixed pulse multiplier of 1, carry out a Proving Test / re-test for each Half Hourly Metering Asset, that it is responsible for, in accordance with Paragraph 20;

(b) where required by its associated Electricity Supplier, set Non Half Hourly Metering Assets which incorporate a clock or teleswitch with a timing mechanism to switch at a time consistent with a valid combination of Standard Settlement Configuration and Time Pattern Regime derived from Market Domain Data with an Average Fraction of Yearly Consumption valid for the GSP Group to which the Metering Asset belongs;

(c) where multi-register Non Half Hourly Metering Assets are installed and where required by its associated Electricity Supplier, programme those Metering Assets for which it is responsible so that the physical registers may be mapped using the Meter Technical Details supplied to its associated Data Collector onto logical registers forming a valid Standard Settlement Configuration;

(d) when installing a NHH multi-register Metering Asset, or when attending the site to carry out work on such a Metering Asset that would require re-registration of the Metering Asset, ensure that the registers of the Metering Asset are clearly identified[15] (where the identifier cannot be uniquely identified by a 2-character Meter Register ID (e.g. “CUM 3”), a label shall be applied to, or immediately adjacent to, the Metering Asset that shows the display sequence with the equivalent Meter Register ID for each register (e.g. “CUM 2 – Reg ID = 02” etc.). For two-rate Key Meters only, the only permitted Meter Register IDs are “1”, “1 “, “01” or “R1” and “ 2”, “2 “, “02” or “R2”) and that the Meter Register IDs to be used in all relevant Market Messages clearly identify the registers on the Metering Asset to be read e.g. “L”, “N”, “R1”, “R2”. For Smart Metering Systems, the Electricity Supplier is responsible for ensuring that the Meter Register Ids and/or Meter Register Descriptions in the D0367 ‘Smart Meter Configuration Details’; and the MOA is responsible for ensuring that the Meter Technical Details, are reflective of the display on the Smart Metering System;

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(e) when installing or reconfiguring Half Hourly Metering Assets that are operated by measurement transformers, configure the Metering Assets to record Half Hourly demand values for both reactive Import and reactive Export (except where the Metering Asset does not have this capability, and is not required to do so by the relevant BSC Metering Code(s) of Practice). Reactive Import and reactive Export measurements shall be configured in accordance with the applicable BSC Metering Code(s) of Practice;

(f) seal and reseal Metering Assets in accordance with the CoMCoP and the relevant BSC Metering Code(s) of Practice; and

(g) follow the process set out in the interface tables in Paragraphs 6.6 or 6.7, as applicable.

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6.6. Where a Half Hourly electricity Metering Asset is installed the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
6.6.1	Within required and at least 10WD before 6.6.4. This step could be completed in shorter timescales where the Electricity Supplier and Meter Operator Agent have reached mutual agreement.	Request Metering Asset installation, commissioning and energisation.	Electricity Supplier	MOA Where it is necessary to involve the Distribution Network Operator, the Meter Operator Agent shall arrange this and follow the energisation process in Paragraph 15.	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. **Prepayment Meter** D0194 for key meters D0216 for token meters	Electronic or other method, as agreed
6.6.2	If required, within 2WDs of 6.6.1. If required, and at any time after the effective date of the	Request Site Technical Details.	MOA	DNO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed

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	Meter Operator Agent's Appointment (and only for Metering Points first registered after 6 November 2008), the Meter Operator Agent may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' if Measurement Transformer Ratios and Class details have not been received or need to be confirmed. The Distribution Network Operator shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' or D0382 'Rejection Response for Request to					

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	Distribution Network Operator for Site Technical Details' either by electronic means or by another method, as agreed with the Meter Operator Agent. The Meter Operator Agent shall determine any appropriate course of action within 2 WD of receiving this information.					
6.6.3	If request for Site Technical Details rejected and within 5WD of 6.6.2.	Reject Request for Site Technical Details.	DNO	MOA	D0382 Rejection response for Request to DNO for Site Technical Details	Electronic or other method, as agreed
6.6.4	If request for Site Technical Details accepted and within 5WD of 6.6.2.	Send Site Technical Details.	DNO In the event of any subsequent changes to Site Technical Details, the Distribution Network Operator shall send an	MOA	D0215 Provision of Site Technical Details	Electronic or other method, as agreed

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			updated D0215 'Provision of Site Technical Details' to the Meter Operator Agent within 1WD of updating their systems. The Meter Operator Agent shall determine any appropriate course of action within 2 WDs of receiving this information.			
6.6.5	On the date requested or agreed in 6.6.1. If the Metering Asset is to be installed but not energised at this time, the energisation of the Metering Asset shall be carried out at an appropriate time in accordance with the	Install HH Metering Asset in accordance with appropriate BSC Metering Code(s) of Practice. If requested, energise Metering Asset and note initial meter register reading.	MOA (or its EMO)			Internal Process

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	energisation process in Paragraph 15					
6.6.6	Following 6.6.5.	Commission Metering Asset in accordance with appropriate BSC Metering Code(s) of Practice.	MOA (or its EMO)			Internal Process
6.6.7	If Metering Asset cannot be installed or energised, as soon as possible and within 5 WD of 6.6.5.	Inform Electricity Supplier and restart the process at 6.6.1 if required.	MOA	Electricity Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed
For HHDC Serviced Metering Assets						
6.6.8	Within 5 WDs 6.6.5.	Send energisation status, Meter Technical Details and initial meter register reading	MOA	Electricity Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2). D0010 Meter readings.	Electronic or other method, as agreed
6.6.9	Within 5 WD of 6.6.5.	Send the relevant meter information.	MOA	ERDA	D0312 Notification of	Electronic or other

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					Meter Information to MPAS.	method, as agreed
6.6.10	Immediately following 6.6.9 or 6.6.15.	Perform validation checks and send response. If response is “Accepted”, proceed to 6.6.12, otherwise proceed to 6.6.11.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with ‘MOP Flow Response Code’ populated.	Electronic or other method, as agreed.
6.6.11	Within 5 WDs of 6.6.10.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 6.6.10.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
6.6.12	In accordance with Paragraph 20.	Prove Metering Asset.	MOA	HHDC	In accordance with the BSC.	Electronic or other method, as agreed
For Supplier Serviced Metering Asset						
6.6.13	In time to allow the MEM MOA to	Send Smart Meter Configuration	Electricity Supplier	MOA	D0367 Smart Meter	Electronic or other

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	distribute Meter Technical Details within 10 WD of 6.6.5.	Details. The Electricity Supplier will ensure that only the latest version of the configuration for the day is sent to the MOA. If the Electricity Supplier is unable to configure the meter (for example, due to a communications failure), the SSC and TPR will be defaulted to a single-rate default. The TPR should be mapped to the total Import register.			Configuration Details. (or alternative method, as agreed bilaterally between the Electricity Supplier and MEM).	method, as agreed.
6.6.14	Within 10 WD of 6.6.5.	Send Meter Technical Details.	MOA	Electricity Supplier DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details.	Electronic or other method, as agreed.
6.6.15	Within 10 WD of 6.6.5.	Send the relevant meter information.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.

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6.6.16	Immediately following 6.6.15 or 6.6.17.	Perform validation checks and send response. If response is “Accepted” end process, otherwise proceed to 6.6.17.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with ‘MOP Flow Response Code’ populated.	Electronic or other method, as agreed.
6.6.17	Within 5 WDs of 6.6.16.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 6.6.15.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

6.7. Where the Metering Asset requires commissioning in accordance with BSC Metering Code of Practice 4 and the measurement transformers are owned by the Distribution Network Owner the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
6.7.1	At the earliest opportunity, but no later than 16 WD after energisation (If DNO	Commission Measurement Transformers in accordance with BSC Metering Code of Practice 4.	DNO		Internal Process	N/A

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	energises, or 16 WD after receipt of the D0139 from MOA (if MOA or its EMO energises)					
6.7.2	At the earliest opportunity but no later than 21 WD after energisation (if the DNO energises) or 21 WD after receipt of the D0139 if the MOA or its EMO energises)	Send commissioning information for the Measurement Transformers.	DNO	MOA	D0383 Notification of Commissioning information.	Electronic or other method, as agreed
6.7.3	On the date requested or agreed in 6.6.1 but no later than 32 WD after energisation (if MOA or its EMO energises) or receipt of the D0139 if the DNO energises)	Commission Metering Asset in accordance with appropriate BSC Metering Codes of Practice for the Metering Asset and BSC Metering Code of Practice 4.	MOA		Internal Process	N/A
6.7.4	Within 5WD of 6.7.3 if there has been a defect / omission that prevented commissioning. A defect or omission in the completion of the processes is set out in CoP4 and will also include that the D0383 Notification of Commissioning information flow has not been received from the Distribution Network Operator.	Send notification that there is a defect/omission that has prevented commissioning.	MOA	Electricity Supplier	D0384 Notification of Commissioning status	Electronic or other method, as agreed.

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6.7.5	At the earliest opportunity but no later than 65 WD after energisation (if MOA or its EMO energises) or receipt of the D0139 (if the DNO energises)	Resolve the defect/omission that has prevented commissioning. It shall be the responsibility of the Electricity Supplier to ensure that all Metering Asset is appropriately commissioned. If the Electricity Supplier believes that there is a risk to settlement it shall, in accordance with Section L3.6 of the BSC, consult with the relevant Distribution Network Operator and agree the appropriate steps to be taken to minimise the risks to settlement.	Electricity Supplier	DNO HHDC	D0384 Notification of Commissioning status	Electronic or other method, as agreed.
6.7.6	When defect / omission has been resolved, but no later than 80 WD after energisation (if the MOA or its EMO energises or receipt of the D0139 if DNO energises)	Commission Metering Asset in accordance with appropriate BSC Metering Codes of Practice for the Metering Asset and BSC Metering Code of Practice 4.	MOA		Internal Process	N/A
6.7.7	Within 5WD of 6.7.3 or 6.7.6 if commissioning was completed successfully.	Send notification that commissioning has been completed.	MOA	Electricity Supplier	D0384 Notification of Commissioning status Notification of complete commissioning shall not be done if complete information has not been received from the Distribution Network	Electronic or other method, as agreed.

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					Operator.	
6.7.8	Following 6.7.7.	Create internal record of MOA commissioning. This will be used for the change of MOA process and the passing of complete Commissioning information.	MOA		Internal Process	N/A

6.8. Where the Metering Asset requires commissioning in accordance with BSC Metering Code of Practice 4 and the measurement transformers are not owned by the Distribution Network Owner the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
6.8.1	On the date requested or agreed in 6.6.1 but no later than 32 WD after energisation.	Commission Metering Asset in accordance with appropriate BSC Metering Codes of Practice for the Metering Asset and BSC Metering Code of Practice 4.	MOA		Internal Process	N/A
6.8.2	Within 5WD of 6.8.1 if there has been a defect / omission that prevented commissioning. A defect or omission in the completion of the processes is set out in BSC Metering Code of	Send notification that there is a defect/omission that has prevented commissioning.	MOA	Electricity Supplier	D0384 Notification of Commissioning status	Electronic or other method, as agreed.

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	Practice 4.					
6.8.3	At the earliest opportunity but no later than 65 WD after energisation.	Resolve the defect/omission that has prevented commissioning A defect or omission in the completion of the processes is set out in CoP4 and will also include that the D0383 Notification of Commissioning information flow has not been received from the Distribution Network Operator.	Electricity Supplier	DNO HHDC	D0384 Notification of Commissioning status	Electronic or other method, as agreed.
6.8.4	When defect / omission has been resolved, but no later than 80 WD after energisation.	Commission Metering Asset in accordance with appropriate BSC Metering Codes of Practice for the Metering Asset and BSC Metering Code of Practice 4.	MOA		Internal Process	N/A
6.8.5	Within 5WD of 6.8.1 or 6.8.4 if commissioning was completed successfully.	Send notification that commissioning has been completed.	MOA	Electricity Supplier	D0384 Notification of Commissioning status	Electronic or other method, as agreed.
6.8.6	Following 6.8.5.	Create internal record of MOA commissioning.	MOA		Internal Process	N/A

6.9. Where a Non Half Hourly electricity Metering Asset is installed the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
6.9.1	If required.	Request Metering Asset installation, commissioning and	Electricity Supplier	MOA	**Credit Meter**	Electronic or other

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		energisation.			D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. If the Metering Points is for Export purposes, the 'Additional Information' field should state this, and therefore a physical site visit may not be required. **Prepayment Meter** D0194 for key meters D0216 for token meters	method, as agreed
6.9.2	On the date requested or agreed in 6.9.1.	Install and commission NHH Metering Asset. If requested, energise Metering Asset and note initial meter register reading.	MOA (or its EMO)			Internal Process
6.9.3	If Metering Asset cannot be installed or energised, as soon as possible and within 5 WD	Inform Electricity Supplier and restart the process at 6.9.1 if required.	MOA	Electricity Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed

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	of 6.9.2.					
For Smart Metering Assets only						
6.9.4	Optionally, by arrangement with the Electricity Supplier, and in timescales agreed with the Electricity Supplier.	Send initial meter register reading(s) (readings will be sent as a contingency against delays in the Electricity Supplier obtaining a remote reading and, where the register configuration is unknown, will consist of a reading from the total cumulative register).	MOA	Electricity Supplier	D0010 Meter readings.	Electronic or other method, as agreed
6.9.5	If configured remotely and in time to allow the MOA to distribute Meter Technical Details within 10 WDs of 6.9.2.	Send Smart Metering System configuration details. The Electricity Supplier will ensure that only the latest version of the configuration for the day is sent.	Electricity Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MOA)	Electronic or other method, as agreed
6.9.6	Within 10 WDs of 6.9.2.	Send initial meter register reading(s) (as remotely collected by the Electricity Supplier unless any readings provided by the MOA are required as a 'backstop').	Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
For all NHH Metering Asset						
6.9.7	Within 10 WDs of 6.9.2.	Send change of energisation status and Meter Technical	MOA	Electricity Supplier	D0149 Notification of Mapping Details.	Electronic or other method, as

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		Details. Whenever installing new, replacement or re-configured meters or carrying out work requiring re-registration of the Metering Asset, the MOA shall ensure that the meter registers are clearly labelled and that the Data Item J0010 'Meter Register Id' in all relevant Market Messages (e.g. D0149 & D0150) accurately reflects the identifiers of the meter registers themselves.		NHHDC DNO	D0150 Non Half-hourly Meter Technical Details. D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	agreed.
6.9.8	Within 10 WDs of 6.9.2.	Send initial meter register reading (for non-Smart Metering Systems only).	MOA	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
6.9.9	Within 10 WDs of 6.9.2.	Send notification of Metering Asset installation.	MOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed / removed by the MOP to the MAP.	Electronic or other method, as agreed.
6.9.10	Within 10 WD of	Send the relevant meter	MOA	ERDA	D0312 Notification of Meter	Electronic

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	6.9.2.	information.			Information to MPAS.	or other method, as agreed.
6.9.11	Immediately following 6.9.10 or 6.9.12.	Perform validation checks and send response. If response is “Accepted” proceed to 6.9.13, otherwise proceed to 6.9.12.	ERDA	MEM	D0312 Notification of Meter Information to MPAS with ‘MOP Flow Response Code’ populated.	Electronic or other method, as agreed.
6.9.12	Within 5 WDs of 6.9.11.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 3.6.11.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
6.9.13	If required and no valid meter register reading received within 10 WD of the installation of the Metering Asset.	Request initial meter register reading.	NHHDC	MOA Electricity Supplier		Post, fax, email

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6.9.14	Within 10WDs of 6.9.11.	Send initial meter register reading.	MOA, or Electricity Supplier	NHHDC If more than one meter register reading is provided, the NHHDC shall process and use the first reading provided.	D0010 Meter Readings	Electronic or other method, as agreed.

7 Metering Asset Removal

7.1. This process covers the removal of Metering Assets, including meters. For gas Metering Assets, work carried out by the Gas Transporter, rather than a meter worker is outside scope, thus the removal of a service pipe is not considered in this process.

7.2. A meter which is being disconnected and connected as part of the same job is classed as a Metering Asset exchange and is not covered by this process.

7.3. If the Metering Asset cannot be removed at the appointed time, the Metering Equipment Manager / Distribution Network Operator shall liaise with the Energy Supplier to agree a way forward.

7.4. The removal of electricity Metering Asset includes the removal of all meters assigned to that Metering Asset. Where only some of the meters are to be removed, a reconfiguration process shall be followed in accordance with Paragraph 8.

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7.5. Where a Metering Asset is removed the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
7.5.1	If required.	Request Metering Asset removal.	Consumer	Gas Supplier Where the Consumer has a direct commercial relationship with the Meter Asset Manager, the Consumer may send a request directly to the Meter Asset Manager.	Unlikely to be electronic	Not defined
7.5.2	Following 7.5.1.	Request Metering Asset removal.	Gas Supplier	MEM	ORJOB	Email, IX, DTN
7.5.3	Within 2WDs of 7.5.2.	Respond to Metering Asset removal request.	MAM	Gas Supplier	RRJOB	Email, IX, DTN
7.5.4	Following 7.5.2.	Request Metering Asset removal. MAMs shall only proceed with the Metering Asset Removal if they reasonably believe they	MAM	Meter Worker / AMI	Information contained within ORJOB	Not defined

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		will have a valid appointment status on the date of the Metering Asset Removal. Where a MAM conducts a Metering Asset Removal following instruction by a Supplier, the MAM should take all reasonable steps to report the details of the Metering Asset Removal onward as per their obligations in Section 7, regardless of their appointment status upon completion of the Metering Asset Removal.				
7.5.5	48hrs prior to Metering Asset removal. The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations.	Pre-notification of Metering Asset removal.	MAM	Gas Supplier Where the Gas Supplier cannot be identified then the Meter Asset Manager will send this pre-notification to the CDSP.	ONJOB The ONJOB and RNJOB Market Messages may also be used to notify the relevant participants of a cancelled job.	Email, IX, DTN
7.5.6	Within 2WDs of 7.5.5.	Respond to pre-notification of Metering	Gas Supplier	MAM	RNJOB	Email, IX, DTN

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		Asset removal.				
7.5.7	At the time and date specified within the request in 7.5.4.	Carry out Metering Asset removal.	Meter Worker / AMI		Internal Process	N/A
7.5.8	Following Metering Asset removal.	Notification of Metering Asset removal.	Meter Worker / AMI	MAM	Information contained within ONJOB	Not defined
7.5.9	Within 48hrs of the Metering Asset removal. Commercial arrangements will dictate variances from the job request which are notified e.g. some Gas Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.	Notification of Metering Asset removal.	MAM	Gas Supplier Where the Gas Supplier cannot be identified then the Meter Asset Manager will send this notification to the CDSP.	ONJOB Changes to Metering Asset ownership, names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records. Where updates are identified by MAMs to Meter Technical Details or MAP Identity, then these shall be passed to the CDSP by the MAM.	Email, IX, DTN
7.5.10	Within 48hrs of the Metering Asset removal.	Notification of Metering Asset removal.	MAM	CDSP	ONJOB	Secure File Transfer Protocol
7.5.11	Within 2WDs of 7.5.9.	Respond to notification of Metering Asset removal.	Gas Supplier	MAM	RNJOB	Email, IX, DTN

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7.5.12	Within 2WDs of 7.5.7.	Notification of Metering Asset removal.	MAM	MAP	ONUPD This shall include the address where the meter is available for collection. Meter returns procedures are detailed within the CoMCoP.	Email, IX, DTN
7.5.13	Within 2WDs of 7.5.10	Respond to notification of Metering Asset removal.	CDSP	MAM	RNJOB This will be a reduced set of rejections to normal RNJOB due to reduced datasets that CDSP are extracting from the original message.	Secure File Transfer Protocol
7.5.14	Within 2WDs 7.5.11.	Respond to Metering Asset removal notification.	MAP	MAM	RNUPD	Email, IX, DTN
7.5.15	Following 7.5.9. The notification from Gas Supplier to Shipper must be provided to enable the Gaining Shipper notification to the CDSP within 6WDs of the Metering Asset removal.	Notification of Metering Asset removal. The notification to the Shipper and CDSP is only required for complete jobs. Where the Gas Supplier receives pre-notifications or notifications in relation to changes to the job then these shall not be passed	Gas Supplier	Shipper	ONJOB	Not defined

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		to the Shipper and CDSP.				
7.5.16	Within 2WDs of 7.5.15.	Respond to notification of Metering Asset removal.	Shipper	Gas Supplier	RNJOB	Not defined
7.5.17	Following 7.5.15 and within 6WDs of the Metering Asset removal.	Notification of Metering Asset removal.	Shipper	CDSP	Defined in the UK Link Manual	IX
7.5.18	Within 2WDs of 7.5.17.	Respond to notification of Metering Asset removal.	CDSP	Shipper	Defined in the UK Link Manual	IX

Electricity MOA (Half Hourly)

7.6. Prior to the removal of an electricity Metering Asset a de-energisation shall be carried out in accordance with Paragraph 15.6. If de-energisation is carried out at the same time as the removal of the Metering Asset, the following steps of Paragraph 15.6 must also be carried out (Collection of data by the Data Collector): where MOA de-energises, steps 15.6.3 to 15.6.5; and where the Distribution Network Operator de-energises (for example, as a result of an emergency), steps 15.6.11 to 15.6.13.

7.7. Where a Metering Asset is removed the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
7.7.1	As required.	Request Metering Asset removal.	Electricity Supplier	MOA; or DNO	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal	Electronic or other method, as agreed

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					of all Meters. **Prepayment Meter** D0194 for key meters D0216 for token meters	
7.7.2	If request rejected and within 2 WD of 7.7.1.	Reject request for Metering Asset removal and restart process if required.	MOA; or DNO	Electricity Supplier	P0211 Site Visit Rejection.	Electronic or other method, as agreed
7.7.3	On the date requested or agreed in 7.7.1 or as the MEM / DNO sees necessary.	Remove Metering Asset and note final meter register reading.	MOA (or its EMO); or DNO		Internal process	Internal Process
7.7.4	Within 5 WD of removing Metering Asset or of receiving notification from the DNO that a Metering Asset was disconnected.	Liaise with DNO to recover meter if necessary.	MOA	DNO	D0268 Half Hourly Meter Technical Details. Or for Supplier-Serviced Metering Systems: D0150 Non Half-hourly Meter Technical Details. Location of Assets and arrangements for delivery / collection.	Electronic or other method, as agreed
7.7.5	At the same time as 7.7.4.	Send Meter Technical Details and notification that the Metering Asset has	MOA	Electricity Supplier,	D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed

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		been removed.		HHDC, DNO	Or for Supplier-Serviced Metering Systems and to Electricity Supplier / DNO only: D0150 Non Half-hourly Meter Technical Details. If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	
7.7.6	At the same time as 7.7.4.	Send final meter register reading or notification that meter register reading is not obtainable.	DNO (if applicable) MOA	MOA HHDC	D0139 Confirmation or Rejection of Energisation Status Change. For HHDC-serviced Metering Systems only: D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed
7.7.7	At the same time as 7.7.4.	Send the relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
7.7.8	Immediately following 7.7.7 or 7.7.9.	Perform validation checks and send response.	ERDA	MOA Electricity	D0312 Notification of Meter Information to MPAS with MOP Flow Response Code	Electronic or other method, as agreed

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		If response is 'Accepted', end process, otherwise proceed to 7.7.9.		Supplier	populated.	
7.7.9	Within 5WDs of 7.7.8.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 7.7.8.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

Electricity MOA (Non Half Hourly)

7.8. Prior to the removal of an electricity Metering Asset a de-energisation shall be carried out in accordance with Paragraph 15.8. If de-energisation is carried out at the same time as the removal of the Metering Asset, only the flows referenced in Paragraph 7.9 need to be sent.

7.9. Where a Metering Asset is removed the process below will be followed:

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Ref	When	Action	From	To	Information Required	Method
7.9.1	As required.	Request Metering Asset removal.	Electricity Supplier	MOA; or DNO	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. If the Metering Points is for Export purposes, the 'Additional Information' field should state this, and therefore a physical site visit may not be required. **Prepayment Meter** D0194 for key meters D0216 for token meters	Electronic or other method, as agreed
7.9.2	If request rejected and within 5 WD of 7.9.1.	Reject request for Metering Asset removal and restart process if required.	MOA; or DNO	Electricity Supplier	P0211 Site Visit Rejection.	Electronic or other method, as agreed
7.9.3	On the date requested or agreed in 7.9.1 or as the MOA sees	Remove Metering Asset and note final meter register reading	MOA (or its EMO); or		Internal process	Internal Process

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	necessary.		DNO			
7.9.4	Within 10 WD of removing Metering Asset or of receiving notification from the DNO that a Metering Asset was disconnected.	Liaise with DNO to recover meter if necessary.	MOA	DNO	Location of Assets and arrangements for delivery / collection.	Electronic or other method, as agreed
7.9.5	At the same time as 7.9.4.	Send Meter Technical Details and notification that the Metering Asset has been removed. Where the Metering Asset has been removed by the Distribution Network Operator, the Distribution Network Operator shall provide the notification and final meter register reading to the Meter Operator Agent, and the Meter Operator Agent shall provide this information to the Electricity Supplier and the NHHDC.	MOA	Electricity Supplier, NHHDC, DNO	D0150 Non Half-hourly Meter Technical Details.	Electronic or other method, as agreed
7.9.6	At the same time as 7.9.4.	Send final meter register reading or notification that meter register reading is not obtainable.	DNO (if applicable) MOA	MOA NHHDC, Electricity Supplier	D0139 Confirmation or Rejection of Energisation Status Change. D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further	Electronic or other method, as agreed

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					Action.	
7.9.7	At the same time as 7.9.4.	Send notification of Metering Asset removal.	MOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed / removed by the MOP to the MAP.	Electronic or other method, as agreed
7.9.8	Within 10 WDs of removing the Metering Asset or of receiving notification from the DNO that a Metering Asset was disconnected.	Send the relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
7.9.9	Immediately following 7.9.8 or 7.9.10.	Perform validation checks and send response. If response is 'Accepted', proceed to 7.9.11, otherwise proceed to 7.9.10.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with MOP Flow Response Code populated.	Electronic or other method, as agreed
7.9.10	Within 5WDs of 7.9.9.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 7.9.9.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

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7.9.11	If required and no valid meter register reading received within 10 WDs of the removal.	Request final meter register reading.	NHHDC	MOA Electricity Supplier		Electronic or other method, as agreed
7.9.12	Within 10 WDs of 7.9.11.	Send final meter register reading.	MOA Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

8 Metering Asset Exchange / Reposition / Reconfigure

8.1. This process covers scenarios where the same Metering Equipment Manager installs and removes the Metering Asset and there is no associated change of Metering Equipment Manager. Metering Asset exchange due to a change of Metering Equipment Manager is covered elsewhere.

8.2. The process to reposition a gas Metering Asset should be interpreted to be a disconnection and subsequent reconnection of Metering Asset, triggering a flow of information under the Connection and Disconnection Regulations. Where the details of the installation are already known (i.e. it's the same meter going back in) it is sufficient to send only the information which is not already known or has changed as a result of the repositioning.

8.3. Prior to the replacement of an electricity Metering Asset, a de-energisation shall be carried out in accordance with Paragraph 15.

8.4. If the Metering Asset cannot be exchanged, reconfigured or replaced at the appointed time, the Metering Equipment Manager shall liaise with the Energy Supplier to agree the way forward.

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Gas MAM

8.5. Where a Metering Asset is exchanged or repositioned the process below will be followed:

Ref	When	Action	From	To	Interface	Means
8.5.1	If required.	Request Metering Asset exchange.	Consumer	Gas Supplier Where the Consumer has a direct commercial relationship with the Meter Asset Manager, the Consumer may send a request directly to the Meter Asset Manager.	Unlikely to be electronic	Not defined
8.5.2	Following 8.5.1.	Request Metering Asset exchange.	Gas Supplier	MAM	ORJOB	Email, IX, DTN
8.5.3	Within 2WDs of 8.5.2.	Respond to Metering Asset exchange request.	MAM	Gas Supplier	RRJOB	Email, IX, DTN
8.5.4	Following 8.5.2.	Request Metering Asset exchange. Meter Asset Managers shall only proceed with the	MAM	Meter Worker / AMI	Information contained within ORJOB	Not defined

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		Metering Asset Exchange if they reasonably believe they will have a valid appointment status on the date of the Metering Asset Exchange. Where a MAM conducts a Metering Asset Exchange following instruction by a Supplier, the MAM should take all reasonable steps to report the details of the Metering Asset Exchange onward as per their obligations in Section 8, regardless of their appointment status upon completion of the Metering Asset Exchange.				
8.5.5	48hrs prior to Metering Asset exchange. The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations.	Pre-notification of Metering Asset exchange.	MAM	Gas Supplier	ONJOB The ONJOB and RNJOB Market Messages may also be used to notify the relevant participants of a cancelled job.	Email, IX, DTN
8.5.6	Within 2WDs of 8.5.5.	Respond to pre-notification of Metering Asset	Gas Supplier	MAM	RNJOB	Email, IX, DTN

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		exchange.				
8.5.7	At the time and date specified within the request in 8.5.4.	Carry out Metering Asset exchange.	Meter Worker / AMI		Internal Process	N/A
8.5.8	Following Metering Asset exchange.	Notification of Metering Asset exchange.	Meter Worker / AMI	MAM	Information contained within ONJOB	Not defined
8.5.9	Within 48hrs of the Metering Asset exchange. Commercial arrangements will dictate variances from the job request which are notified e.g. some Gas Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.	Notification of Metering Asset exchange and MAP identity for installed Metering Asset. Where, as part of the removal of Metering Assets at the metering installation, a meter has been disconnected and then re-connected, the Gas Supplier must be notified of whether the meter worker was an Approved Meter Installer.	MAM	Gas Supplier Where the Consumer requested the job directly, the Consumer will be notified directly.	ONJOB Changes to Metering Asset ownership, names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records. Where updates are identified by MAMs to Meter Technical Details or MAP Identity, then these shall be passed to the CDSP by the MAM.	Email, IX, DTN
8.5.10	Within 48hrs of the Metering Asset exchange.	Notification of Metering Asset exchange and MAP identity for installed Metering Asset.	MAM	CDSP	ONJOB	Secure File Transfer Protocol

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8.5.11	Within 2WDs of 8.5.9.	Respond to notification of Metering Asset exchange and MAP identity for installed Metering Asset.	Gas Supplier	MAM	RNJOB	Email, IX, DTN
8.5.12	Within 2WDs of 8.5.10.	Respond to notification of Metering Asset exchange and MAP identity for installed Metering Asset.	CDSP	MAM	RNJOB This will be a reduced set of rejections to normal RNJOB due to reduced datasets that CDSP are extracting from the original message.	Secure File Transfer Protocol
8.5.13	Within 2WDs of 8.5.7.	Notification of Metering Asset removal.	MAM	Old MAP	ONUPD Where the Metering Asset has been removed and not re installed then this should include the address where the meter is available for collection. Meter returns procedures are detailed within the CoMCoP.	Email, IX, DTN
8.5.14	Within 2WDs of 8.5.13.	Respond to Metering Asset removal notification.	Old MAP	MAM	RNUPD	Email, IX, DTN
8.5.15	Within 2WDs of 8.5.7.	Notification of Metering Asset installation.	MAM	New MAP	ONUPD	Email, IX, DTN
8.5.16	Within 2WDs of 8.5.15.	Respond to Metering Asset installation notification.	New MAP	MAM	RNUPD	Email, IX, DTN

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8.5.17	Following 8.5.9. The notification from Gas Supplier to Shipper must be provided to enable the Gaining Shipper notification to the CDSP within 6WDs of the Metering Asset exchange.	Notification of Metering Asset exchange and MAP identity for installed Metering Asset. The notification to the Shipper and CDSP is only required for complete jobs. Where the Gas Supplier receives pre-notifications or notifications in relation to changes to the job then these shall not be passed to the Shipper and CDSP.	Gas Supplier	Shipper	ONJOB	Not defined
8.5.18	Within 2WDs of 8.5.17.	Respond to notification of Metering Asset exchange and MAP identity for installed Metering Asset.	Shipper	Gas Supplier	RNJOB	Not defined
8.5.19	Following 8.5.17 and within 6WDs of the Metering Asset exchange.	Notification of Metering Asset exchange and MAP identity for installed Metering Asset.	Shipper	CDSP	Defined in the UK Link Manual	IX
8.5.20	Within 2WDs of 8.5.19.	Respond to notification of Metering Asset exchange and MAP identity for installed Metering Asset.	CDSP	Shipper	Defined in the UK Link Manual	IX

Electricity MOA (Half Hourly)

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8.6. Where a Metering Asset is reconfigured or replaced the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
For HHDC Serviced Metering Asset						
8.6.1	As required.	Request Metering Asset replacement or reconfiguration	Electricity Supplier	MOA	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. **Prepayment Meter** D0194 for key meters D0216 for token meters	Electronic or other method, as agreed
8.6.2	If request rejected and within 2 WD of 8.6.1.	Reject request for Metering Asset removal.	MOA	Electricity Supplier	P0211 Site Visit Rejection including reason for rejection	Electronic or other method, as agreed
8.6.3	If request accepted and within 3 WD of 8.6.1 and before data collection date or as the MOA sees necessary. The need to replace or	Agree with HHDC to collect final HH Metered Data	MOA	HHDC	D0005 Instruction on Action	Electronic or other method, as agreed

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	reconfigure the Metering Asset could also be from BSC Metering Code of Practice 4 requirements, Ofgem or Consumer driven.					
8.6.4	On the date and time agreed on 8.6.3.	Collect final HH Metered Data	HHDC			Internal Process
8.6.5	Immediately following 8.6.4.	Confirm final HH Metered Data	HHDC	MOA	The MOA will telephone the HHDC when the MOA is on site. Following the HHDC collecting the data, the HHDC will provide confirmation to the MOA	Telephone
8.6.6	Immediately following 8.6.5.	Note final meter register reading, if available If final HH Metered Data was not uploaded by the HHDC, download final HH Metered Data, if available. Reconfigure Metering Asset or replace and energise Metering Asset If replacement includes measurement transformers,	MOA (or its EMO)		Internal Process	N/A

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		commission in accordance with BSC Metering Code of Practice 4 and proceed as per Paragraph 6.7 or 6.8. Note initial meter register reading.				
8.6.7	Within 5 WD of the replacement / reconfiguration of the Metering Asset.	Send final meter register reading for replaced / reconfigured Metering Asset or notification that the meter register reading was not obtainable.	MOA	Electricity Supplier HHDC DNO	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed
8.6.8	Within 5 WD of the replacement / reconfiguration of the Metering Asset.	Send initial meter register reading for replacement Metering Asset /new configuration.	MOA	HHDC	D0010 Meter Readings	Electronic or other method, as agreed
8.6.9	Within 5 WD of the replacement / reconfiguration of the Metering Asset.	Send Meter Technical Details for replacement Metering Asset /new configuration.	MOA	Electricity Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	Electronic or other method, as agreed
8.6.10	At the same time as 8.6.7.	Send the relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as

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						agreed
8.6.11	Immediately following 8.4.10 or 8.6.12.	Perform validation checks and send response. If D0312 response is 'Accepted' proceed to 8.6.13, otherwise proceed to 8.6.12.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with MOP Flow Response Code populated.	Electronic or other method, as agreed
8.6.12	Within 5 WDs of 8.6.11.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.6.11.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
8.6.13	In accordance with Paragraph 20.	Prove Metering Asset.	MOA	HHDC	Refer to Paragraph 20.	Not Defined
For Supplier Serviced Metering Asset (when MEM MOA (or its EMO) replaces the meter)						
8.6.14	As required.	Request Metering Asset replacement.	Electricity Supplier	MOA	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.	Electronic or other method, as agreed

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					Prepayment Meter D0194 for key meters D0216 for token meters	
8.6.15	If request rejected and within 5 WD of 8.6.14.	Reject request for Metering Asset replacement and restart process if required.	MOA	Electricity Supplier	P0211 Site Visit Rejection including reason for rejection	Electronic or other method, as agreed
8.6.16	On replacement.	Contact Electricity Supplier to retrieve final Half Hourly and cumulative readings remotely. Replace meter. Contact Electricity Supplier to retrieve initial cumulative reading remotely.	MOA (or its EMO)		Internal Process	N/A
8.6.17	On replacement.	Take final readings from meter, configure replacement meter (as required) and take initial readings.	Electricity Supplier		Internal Process	N/A
8.6.18	If Time of Use registers configured remotely and in time to allow the MOA to distribute Meter Technical Details within 10 WD of 8.6.16.	Send meter configuration details. The Electricity Supplier will ensure that only the latest version of the configuration for	Electricity Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MOA).	Electronic or other method, as agreed

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		the day is sent to the MOA. If the Electricity Supplier is unable to configure the meter (for example, due to a communications failure), the SSC and TPR will be defaulted to a single-rate default. The TPR shall be mapped to the total Import register.				
8.6.19	Within 10 WD of 8.6.14.	Send Meter Technical Details for replacement meter and notify removal of old meter.	MOA	Electricity Supplier DNO	D0150 Non Half-hourly Meter Technical Details. D0149 Notification of Mapping Details.	Electronic or other method, as agreed
8.6.20	At the same time as 8.6.19.	Send the relevant meter information.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method as agreed.
8.6.21	Immediately following 8.6.19 or 8.6.22.	Perform validation checks and send response D0312. If D0312 response is "Accepted", proceed to 8.6.23, otherwise proceed to 8.6.22.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with MOP Flow Response Code populated.	Electronic or other method as agreed.
8.6.22	Within 5 WDs of 8.6.21.	Where the rejection is of a type the MOA can resolve without involving other industry parties,	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method as agreed.

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		send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.6.21.				
8.6.23	Within 10 WDs of 8.6.14.	Send notification of removal of old meter.	MOA	MAP of removed meter	D0303 Notification of Meter Operator, - Supplier and Metering Assets installed/removed by the MOP to the MAP	Electronic or other method, as agreed
For Supplier Serviced Metering Asset (when Electricity Supplier reconfigures the meter)						
8.6.24	If Time of Use registers configured remotely.	Send meter configuration details. The Electricity Supplier will ensure that only the latest version of the configuration for the day is sent to the MOA. If the Time of Use registers are not configured to a valid Standard Settlement Configuration (as defined in MDD), the Electricity Supplier will notify a single rate Standard Settlement Configuration.	Electricity Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MEM MOA).	Electronic or other method, as agreed

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8.6.25	Within 10 WD of 8.6.19.	Send Meter Technical Details for replacement meter.	MOA	Electricity Supplier DNO	D0150 Non Half-hourly Meter Technical Details. D0149 Notification of Mapping Details.	Electronic or other method, as agreed

DNO Replaces Half Hourly Metering Asset for safety reasons

8.7. Where a Metering Asset is reconfigured or replaced by the Distribution Network Operator, the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
8.7.1	As required.	Send request to replace Metering Asset.	Electricity Supplier	DNO	Request site visit.	Electronic or other method, as agreed.
8.7.2	If request rejected, as soon as possible after 8.7.1.	Send notification of rejection including the reason why the request has been rejected.	DNO	Electricity Supplier	P0211 Site Visit Rejection. (Go to 5.6.1 if required)	Electronic or other method, as agreed.
8.7.3	On the date requested or agreed in 8.7.1 or as the DNO sees necessary.	Note final meter register reading, if available. Replace and energise Metering	DNO		Internal Process.	N/A

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		Asset If replacement includes measurement transformers, commission in accordance with BSC Metering Code of Practice 4 and proceed as per Paragraph 6.7 or 6.8 . Note initial meter register reading.				
8.7.4	Within 5 WD of 8.7.3.	Send final meter register reading or notification that meter register reading not obtainable. Send initial meter register reading and Meter Technical Details for replacement Metering Asset.	DNO Since the DNO is operating as part of an Urgent Metering Service, he shall interface with the MOA who shall be responsible for notifying the Electricity Supplier and the HHDC of the action taken.	MEM	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0268 Half Hourly Meter Technical Details. If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2). D0010 Meter	Electronic or other method, as agreed.

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					Readings.	
8.7.5	Within 5 WD of 8.7.4.	Send final meter register reading or notification that meter register reading not obtainable.	MOA	HHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
8.7.6	At the same time as 8.7.5.	Send initial meter register reading for replacement Metering Asset. Send Meter Technical Details for replacement Metering Asset.	MOA	Electricity Supplier HHDC	D0268 Half Hourly Meter Technical Details. If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	Electronic or other method, as agreed.
8.7.7	At the same time as 8.7.5.	Send the relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method as agreed.
8.7.8	Immediately following 8.7.7 or 8.7.9.	Perform validation checks and send response. If response is “Accepted” proceed to 8.7.10, otherwise proceed to 8.7.9.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed.
8.7.9	Within 5 WDs of 8.7.8.	Where the rejection is of a type the MOA can resolve without	MOA	ERDA	D0312 Notification of Meter Information to	Electronic or other

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		involving other industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.7.8.			MPAS.	method, as agreed.
8.7.10	In accordance with Paragraph 20.	Prove Metering Asset.	MOA	HHDC	Refer to Paragraph 20.	Electronic or other method, as agreed.

Electricity MOA (Non Half Hourly)

8.8. Where a Metering Asset is reconfigured or replaced the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
For all Non Half Hourly meters other than Smart Metering System (and or Smart Metering Systems locally configured by the MEM, other than as part of a meter replacement						
8.8.1	As required and at least 10WDs before 8.8.3. This step could be	Request Metering Asset replacement or reconfiguration.	Electricity Supplier	MOA	**Credit Meter** D0142 Request for Installation or Changes to a Metering	Electronic or other method, as agreed

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	completed in shorter timescales where the Electricity Supplier and Meter Operator Agent have reached mutual agreement.				System Functionality or the Removal of all Meters. **Prepayment Meter** D0194 for key meters D0216 for token meters	
8.8.2	If request rejected and within 5 WD of 8.8.1.	Reject request for Metering Asset removal and restart process if required.	MOA	Electricity Supplier	P0211 Site Visit Rejection including reason for rejection	Electronic or other method, as agreed
8.8.3	On the date and time requested in 8.8.1 or as the MOA sees necessary. If replacement includes measurement transformers, commission in accordance with BSC Metering Code of Practice 4 and proceed as per Paragraph 6.7 or 6.8.	Note final meter register reading, if available. Reconfigure Metering Asset or replace and energise Metering Asset. Note initial meter register reading.	MOA (or its EMO)		Internal Process	N/A
8.8.4	Within 10 WD of the replacement / reconfiguration of the Metering Asset.	Send final meter register reading for replaced / reconfigured Metering Asset or notification that the meter register reading was not obtainable.	MOA	NHHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed

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8.8.5	Within 10 WD of the replacement / reconfiguration of the Metering Asset.	Send initial meter register reading for replacement Metering Asset /new configuration.	MOA	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
8.8.6	Within 10 WD of the replacement / reconfiguration of the Metering Asset.	Send Meter Technical Details for replacement Metering Asset /new configuration. Whenever installing new, replacement or re-configured meters or carrying out work requiring re-registration of the Metering Asset, the MOA shall ensure that the meter registers are clearly labelled and that the Data Item J0010 'Meter Register Id' in all relevant Market Messages (e.g. D0149 & D0150) accurately reflects the identifiers of the meter registers themselves.	MOA	Electricity Supplier NHHDC DNO	D0149 Notification of Mapping Details D0150 Non Half Hourly Meter Technical Details. D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	Electronic or other method, as agreed
8.8.7	Within 10 WD of the replacement / reconfiguration of the Metering Asset.	Send notification of removal of old meter.	MOA	MAP (removed meter)	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed

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8.8.8	Within 10 WD of the replacement / reconfiguration of the Metering Asset.	Send notification of installation of new meter.	MOA	MAP (installed meter)	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
8.8.9	Within 10 WD of the replacement / reconfiguration of the Metering Asset.	Send the relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
8.8.10	Immediately following 8.8.9 or 8.8.11.	Perform validation checks and send response. If D0312 response is 'Accepted' proceed to 8.8.12, otherwise proceed to 8.8.11.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
8.8.11	Within 5 WDs of 8.8.10.	Where the rejection is of a type the MEM MOA can resolve without involving other industry parties, send a corrected D0312. If the MEM MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.8.10.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
8.8.12	If no valid meter register reading(s) received 10WDs	Request initial and / or final meter register reading.	NHHDC	MOA		Post / Fax / Email

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	of the replacement / reconfiguration and initial and / or final reading required.			Electricity Supplier		
8.8.13	Within 10 WDs of 8.8.9.	Send initial and / or final meter register reading.	MOA / Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
When Electricity Supplier configures a Smart Metering System (other than as part of a meter installation or meter replacement)						
8.8.14	As required	Take final readings for the old configuration. Reconfigure the Smart Metering System. Take initial readings for the new configuration.	Electricity Supplier		Internal process	N/A
8.8.15	In time to allow the MOA to distribute Meter Technical Details within 10 WDs of 8.8.14.	Send Smart Metering System configuration details. The Electricity Supplier will ensure that only the latest version of the configuration for the day is sent to the MOA.	Electricity Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MOA).	Electronic or other method, as agreed
8.8.16	Within 10 WD of reconfiguration.	Send final reading(s) for old configuration and initial reading(s) for new configuration.	Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

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8.8.17	Within 10 WD of reconfiguration.	Send Meter Technical Details for new configuration.	MOA	NHHDC Electricity Supplier DNO	D0150 Non-Half-hourly Meter Technical Details. D0149 Notification of Mapping Details.	Electronic or other method, as agreed
When MEM installs a Smart Metering System as a replacement for either a non-smart or Smart Metering System						
8.8.18	As required and at least 10WDs before 8.8.20.	Send request to replace Metering Asset.	Electricity Supplier	MOA	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. **Prepayment Meter** D0194 for key meters D0216 for token meters	Electronic or other method, as agreed
8.8.19	If request rejected and within 5 WD of 8.8.18.	Reject request for Metering Asset replacement and restart process if required.	MOA	Electricity Supplier	P0211 Site Visit Rejection including reason for rejection	Electronic or other method, as agreed
8.8.20	On the date and time requested in 8.8.18.	Take final reading(s) if replaced meter is not smart. If replaced meter is smart, take final reading(s) as agreed with Electricity Supplier or	MOA (or its EMO)		Internal Process	N/A

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		contact Electricity Supplier to retrieve reading(s) remotely. Replace Metering Asset. Take initial meter register reading(s) as agreed with Electricity Supplier or contact Electricity Supplier to retrieve reading(s) remotely.				
8.8.21	Optionally, by arrangement with Electricity Supplier, and in timescales agreed with Electricity Supplier.	Send final/initial meter register reading(s) (readings will be sent as a contingency against delays in the Electricity Supplier obtaining a remote reading and, where the register configuration for the new meter is unknown, will consist of a reading from the total cumulative register).	MOA	Electricity Supplier	D0010 Meter Readings	Electronic or other method, as agreed
8.8.22	As required.	Take final reading(s) from replaced Smart Metering System, configure replacement meter and take initial readings.	Electricity Supplier		Internal process	N/A
8.8.23	If replacement meter configured remotely and in time to allow the MOA to distribute Meter Technical	Send Smart Metering System configuration details. The Electricity Supplier will	Electricity Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as	Electronic or other method, as agreed

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	Details within 10 WD of 8.8.22.	ensure that only the latest version of the configuration for the day is sent to the MOA.			agreed bilaterally between the Electricity Supplier and MOA)	
8.8.24	Within 10 WD of reconfiguration.	Send final and initial meter register reading(s) (as remotely collected by the Electricity Supplier unless any readings provided by the MOA are required as a 'backstop').	Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
8.8.25	Within 10 WD of reconfiguration.	Send Meter Technical Details for new meter and notification of removal of old meter.	MOA	NHHDC Electricity Supplier DNO	D0150 Non Half-hourly Meter Technical Details. D0149 Notification of Mapping Details.	Electronic or other method, as agreed
8.8.26	Within 10 WD of reconfiguration.	Send notification of removal of old meter.	MOA	MAP (removed meter)	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
8.8.27	Within 10 WD of reconfiguration.	Send notification of installation of new meter.	MOA	MAP (installed meter)	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
8.8.28	Within 10 WD of reconfiguration.	Send relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

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8.8.29	Immediately following 8.8.28 or 8.8.30.	Perform validation checks and send response. If D0312 response is 'Accepted' proceed to 8.8.31, otherwise proceed to 8.8.30.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with MOP Flow Response Code populated.	Electronic or other method, as agreed
8.8.30	Within 5 WDs of 8.8.29.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312. If the MEM MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.8.29.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
Following reconfiguration or replacement of a Smart Metering System						
8.8.31	If no valid meter register reading(s) received 10 WD of the replacement / reconfiguration and initial and / or final reading required.	Request initial and / or final readings.	NHHDC	Electricity Supplier		Post / Fax / Email
8.8.32	Within 10 WDs of 8.8.31.	Send initial and / or final meter register reading.	Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as

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						agreed
8.8.33	Within 10 WDs of 8.8.31.	Send relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
8.8.34	Immediately following 8.8.33 or 5.8.35.	Perform validation checks and send response. If D0312 response is 'Accepted' end process, otherwise proceed to 8.8.35.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS with MOP Flow Response Code populated.	Electronic or other method, as agreed
8.8.35	Within 5 WDs of 8.8.34.	Where the rejection is of a type the MEM MOA can resolve without involving other industry parties, send a corrected D0312. If the MEM MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.8.34.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

DNO Replaces Non Half Hourly Metering Asset for safety reasons / urgent metering services

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8.9. Where a Metering Asset is reconfigured or replaced by the Distribution Network Operator, the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
8.9.1	As required. This may be a standing arrangement between the Electricity Supplier and Distribution Network Operator and in practise, steps 8.9.1 and 8.9.2 may not occur.	Send request to reconfigure or replace Metering Asset.	Electricity Supplier	DNO	Request site visit.	Electronic or other method, as agreed.
8.9.2	If request rejected, as soon as possible after 8.9.1.	Send notification of rejection including the reason why the request has been rejected.	DNO	Electricity Supplier	P0211 Site Visit Rejection.	Electronic or other method, as agreed.
8.9.3	On the date requested or agreed in 8.9.1 or as the DNO sees necessary.	Note final meter register reading, if available. Replace and energise Metering Asset. Since the DNO is operating as part of an Urgent Metering Service, he shall interface with the MOA who shall be	DNO		Internal Process.	N/A

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		responsible for notifying the Electricity Supplier and the HHDC of the action taken. Note initial meter register reading.				
8.9.4	Within 10 WD of 8.9.3.	Send final meter register reading or notification that meter register reading not obtainable. Send initial meter register reading and Meter Technical Details for replacement Metering Asset.	DNO Since the DNO is operating as part of an Urgent Metering Service, he shall interface with the MOA who shall be responsible for notifying the Electricity Supplier and the HHDC of the action taken.	MOA	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details. D0010 Meter Readings.	Electronic or other method, as agreed.
8.9.5	Within 10 WD of 8.9.4.	Send final meter register reading or notification that meter register reading not obtainable.	MOA	NHHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
8.9.6	At the same time as 8.9.5.	Send initial meter register reading for replacement Metering Asset. Send Meter Technical	MOA	Electricity Supplier NHHDC	D0010 Meter Readings D0149 Notification of Mapping Details.	Electronic or other method, as agreed.

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		Details for replacement Metering Asset.			D0150 Non Half-hourly Meter Technical Details.	
8.9.7	At the same time as 8.9.5.	Send notification of removal of old meter.	MOA	MAP (removed meter)	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
8.9.8	At the same time as 8.9.5.	Send notification of installation of new meter	MOA	MAP (installed meter)	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
8.9.9	At the same time as 8.9.5.	Send the relevant meter information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method as agreed.
8.9.10	Immediately following 8.9.9 or 8.9.11.	Perform validation checks and send response. If response is “Accepted” end process, otherwise proceed to 8.9.11.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed.
8.9.11	Within 5 WDs of 8.9.10.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a	MOA	ERDA	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.

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		corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 8.9.10.				

9 Switch with Concurrent Change of MEM

9.1. This process covers a change in Metering Equipment Manager which occurs at the same time as a Switch.

9.2. The Switch process is set out in the Registration Services Schedule. Some (but not necessarily all) of the switching processes have been included in the interface tables to highlight the interactions between the Switch process, the Appointment of Metering Equipment Managers and the provision of meter details.

9.3. Prior to the Consumer deciding to contract with a new Gas Supplier, the Consumer may request a bespoke quotation which requires the Gas Supplier to determine transportation, metering and supply costs. The process followed by the CDSP for the provision of transportation details for this purpose is defined in the UNC, and therefore not repeated here. It is assumed that the Gas Supplier has agreement on transportation and metering costs before the process in Paragraph 9.4 is initiated.

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9.4. Wherever possible, Energy Suppliers shall seek to avoid installation or exchange of a new meter at an RMP if it has been agreed between the Losing Supplier and Gaining Supplier that the Switch that took place was erroneous.

9.5A In the case of electricity, where the Gaining MEM has not received Meter Technical Details from the Losing MEM within the timescales required in this section, and the Gaining MEM has reported the missing Meter Technical Details to its Supplier, the Supplier may raise a query via the Secure Data Exchange Portal (SDEP) using Market Message PT0078 Missing MTDs General Query (Elec).

Gas MAM

9.5. Where a Switch is initiated the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
9.5.1	At any time.	Request new Gas Supplier.	Consumer	Gaining Supplier	Not defined	Other
9.5.2	Following 9.5.1.	Submit Switch Request.	Gaining Supplier	CSS Provider	As defined in the Registration Services Schedule	CSS API
9.5.3	Following Switch Request validation	Accept Switch Request. Where the Switch Request is rejected, the process will be terminated and a new Switch Request will be required.	CSS Provider	Gaining Supplier Losing Supplier CDSP via the GRDA Other recipients as	As defined in the Registration Services Schedule	CSS API

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				defined in the Registration Services Schedule		
9.5.4	Following validated Switch Request notification	Provide details of existing MAM and Gas Act Owner. This notification will include other data, as defined in the UK Link Manual.	CDSP	Gaining Shipper	Defined in the UK Link Manual	IX
9.5.5	Following 9.5.4.	Receive and pass on details of existing MAM and Gas Act Owner.	Gaining Shipper	Gaining Supplier	Not defined	Other
9.5.6	Following 9.5.3, where the Switch Request has not been Withdrawn or rejected as a consequence of Objection.	Issue notification of Switch Request being Confirmed.	CSS Provider	Gaining Supplier Losing Shipper CDSP via the GRDA Other recipients as defined in the Registration Services Schedule	As defined in the Registration Services Schedule	CSS API
9.5.7	Following 9.5.6, where the Switch Request has not been Withdrawn, Annulled or rejected as a consequence of Objection.	Issue notification of Switch Request being Secured	CSS Provider	Gaining Supplier Losing Supplier CDSP via the GRDA Other recipients as	As defined in the Registration Services Schedule	CSS API

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				defined in the Registration Services Schedule		
9.5.8	Following receipt of Secured Switch Request notification.	Notify details of existing MAM, Gas Act Owner and Meter Reading Access Instructions. This notification will include other data, as defined in the UK Link Manual.	CDSP	Gaining Shipper	Defined in the UK Link Manual	IX
9.5.9	Following 9.5.8.	Receive and pass on details of existing MAM, Gas Act Owner and Meter Reading Access Instructions. Where the Losing Supplier is the Gas Act Owner, the Gaining Supplier takes on the Gas Act Ownership of the meter and is responsible for appointing the MAM. Where the Consumer is the Gas Act Owner, the Consumer continues to be the Gas Act Owner regardless of the Switch and remains responsible for the appointment of the MAM.	Gaining Shipper	Gaining Supplier The Gaining Supplier could initiate provisional Appointment of the Meter Asset Manager.	Not defined	Not defined
9.5.10	At any time following 9.5.3.	Request agent de-appointment.	Losing Supplier	Losing MAM	ONAGE including details of Gaining Supplier	Email, IX, DTN
9.5.11	Within 2WDs of 9.5.10.	Accept agent de-appointment.	Losing MAM	Losing Supplier	RNAGE	Email, IX, DTN

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9.5.12	Following 9.5.11, if ONAGE DI40174 Transaction Type Reason Code = COS, and where ONAGE DI40088 Effective To Date is in the past. Otherwise, move to 9.5.18.	Confirm if Metering Asset Exchange/Removal/Installation has been conducted and/or not recorded following effective de-appointment date found within the ONAGE. If at any time a de-appointed MAM realises it has carried out a Metering Asset Exchange, Metering Asset Removal, or Metering Asset Installation, that is not represented in Market Messages already issued to the Gaining MAM on de-appointment, it should ensure that all updated Metering Asset information & supplementary information are provided to the Gaining MAM. Where the exchange of Metering Asset information reveals that Switch Meter Reading used by the Gaining Supplier and Losing Supplier for billing and/or settlement are incorrect, the suppliers shall resolve this read issue via the Switch Meter Reading Problems process as per Schedule 30 - Resolution of Consumer-Facing Switching and Billing Problems.	Losing MAM		Internal	N/A
9.5.13	Within 48 hours of 9.5.12 where the conditions are met.	Communicate details of Metering Asset Exchange/Reposition/Reconfigure	Losing MAM	Gaining MAM	ONDET	Email, IX, DTN

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9.5.14	Within 48 hours of 9.5.13	Respond to Metering Asset information.	Gaining MAM	Losing MAM	RNDET	Email, IX, DTN
9.5.15	Within 48 hours of 9.5.13	Notification of Metering Asset Exchange/Reposition/Reconfigure	Gaining MAM	Gaining Supplier	ONJOB	Email, IX, DTN
9.5.16	Within 48 hours of 9.5.13	Notification of Metering Asset Exchange/Reposition/Reconfigure	Losing MAM	Losing Supplier	ONJOB	Email, IX, DTN
9.5.17	Following 9.5.13, 9.5.15 or 9.5.16	As per Metering Asset Exchange obligations in Paragraph 8.5, Metering Asset Installation obligations in Paragraph 6.4, or Metering Asset Removal obligations in Paragraph 7.4, as appropriate.	MAM Gaining Supplier Losing Supplier	CDSP Gaining Shipper Losing Shipper	ONJOB	
9.5.18	At any time, following 9.5.5. In the event that the Switch does not take place, a further ONAGE will be sent to cancel the MAM Appointment, even if the original Appointment request has not become effective.	Request agent appointment.	Gaining Supplier	Gaining MAM	ONAGE including Gaining MAM details	Email, IX, DTN

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9.5.19	Within 2WDs of 9.5.18.	Accept agent appointment. Where commercial arrangements are not in place to enable transfer to the Gaining MAM without a meter exchange, the 'Change of MAM with Asset Exchange' process shall be followed as set out in section 9 below.	Gaining MAM	Gaining Supplier	RNAGE It is possible the Gaining MAM will not accept the Appointment until after details have been transferred, in which case an ONUPD will be sent negating the need for RNAGE.	Email, IX, DTN
9.5.20	Following 9.5.18.	Request transfer of information.	Gaining MAM	Losing MAM	ORDET	Email, IX, DTN
9.5.21	Within 2WDs of 9.5.20.	Respond to transfer of information request.	Losing MAM	Gaining MAM	RRDET	Email, IX, DTN
9.5.22	Within 2WDs 9.5.20.	Provide Metering Asset information.	Losing MAM	Gaining MAM	ONDET	Email, IX, DTN
9.5.23	Within 2WDs of 9.5.22.	Respond to Metering Asset information.	Gaining MAM	Losing MAM	RNDET	Email, IX, DTN
9.5.24	After step 9.5.22, where required by commercial agreement.	Send supplementary information.	Losing MAM	Gaining MAM	As defined in the CoMCoP	Not defined

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9.5.25	Within 2WDs of 9.5.10.	Notification of MAM de-appointment.	Losing MAM	MAP	ONUPD	Email, IX, DTN
9.5.26	Within 2WDs of 9.5.25.	Respond to MAM de-appointment notification.	MAP	Losing MAM	RNUPD	Email, IX, DTN
9.5.27	Within 2WDs of 9.5.22.	Notification of MAM appointment.	Gaining MAM	MAP Where Meter Asset Providers do not have a contract in place with a Gaining Meter Asset Manager it will first be necessary for the Meter Asset Provider and Meter Asset Manager to agree terms for use of the Metering Asset.	ONUPD	Email, IX, DTN
9.5.28	Within 2WDs 9.5.27.	Respond to MAM appointment notification.	MAP	Gaining MAM	RNUPD	Email, IX, DTN
9.5.29	Following 9.5.22.	Notification of successful transfer of Metering Asset.	Gaining MAM	Gaining Supplier	ONUPD	Email, IX, DTN
9.5.30	Within 2WDs of 9.5.29.	Respond to notification of successful	Gaining	Gaining MAM	RNUPD	Email,

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		transfer of Metering Asset.	Supplier			IX, DTN
9.5.31	Following 9.5.29.	Notification of MAM details.	Gaining Supplier	Gaining Shipper	ONUPD	Not defined
9.5.32	Within 2WDs of 9.5.31.	Respond to notification of MAM details.	Gaining Shipper	Gaining Supplier	RNUPD	Not defined
9.5.33	Following 9.5.31.	Notification of MAM details.	Gaining Shipper	CDSP	Defined in the UK Link Manual	IX
9.5.34	Within 2WDs of 9.5.34.	Respond to notification of MAM details.	CDSP	Gaining Shipper	Defined in the UK Link Manual	IX

Electricity MOA (Half Hourly)

9.6. Where a Switch is initiated the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
9.6.1	If required.	Send agent appointment. Where a Switch does not take place, the Gaining Supplier shall cancel the Meter	Gaining Supplier	Gaining MOA For Supplier-Serviced Metering Systems, the Electricity Supplier shall Appoint a NHH MOA.	D0155 Notification of Meter Operator or Data Collector Appointment and Terms	Electronic or other method, as agreed

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		Operator Agent Appointment by sending a D0151 Termination of Appointment or Contract by Supplier. If a Meter Operator Agent acted as the Meter Operator Agent for the previous Electricity Supplier for the relevant Metering Point, the Meter Operator Agent should treat the notification of cancellation, where 'Termination Reason' = 'LC', as a reinstatement of its Appointment with the previous Electricity Supplier, unless a D0151 has been received from the previous Electricity Supplier.				
9.6.2	If appointment rejected and within 2WD of 9.6.1.	Reject agent appointment and restart process if required.	Gaining MOA	Gaining Supplier	D0261 Rejection of Agent Appointment including reason for rejection	Electronic or other method, as agreed

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9.6.3	If appointment accepted and within 2WD of 9.6.1.	Accept agent appointment.	Gaining MOA	Gaining Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
9.6.4	By Gaining Supplier Effective From Date	Send agent de-appointment	Losing Supplier	Losing MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed
9.6.5	If de-appointment rejected and within 5WD of 9.6.4.	Reject agent de-appointment. Note that rejection of de-appointment shall only occur if the Losing MOA has a contract with the Consumer.	Losing MOA	Losing Supplier	Not defined	Not defined
9.6.6	Within 1WD of 9.6.3. Note that if there is also a concurrent change of HHDC, the Gaining Supplier shall send the D0148 once the D0011 from both the Meter Operator Agent and the HHDC has been	Send notification of HHDC and current MOA. The D0302 to the HHDC is optional for Supplier Serviced Metering Asset.	Gaining Supplier	Gaining MOA HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details	Electronic or other method, as agreed

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	received and within 1WD of the receipt of the latter D0011.					
9.6.7	With 1WD of 9.6.6.	Request Meter Technical Details.	Gaining MOA	Losing MOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed
For HHDC Serviced Metering Assets						
9.6.8	Within 2WD on 9.6.7.	Send Meter Technical Details.	Losing MOA Where the current Meter Operator Agent has been instructed to send Meter Technical Details to a new Meter Operator Agent, and there is a change to Meter Technical Details, the current Meter Operator Agent shall send the revised Meter Technical Details to the new Meter Operator Agent until such a time as the current Meter	Gaining MOA If required, and at any time after the effective date of the Meter Operator Agent's Appointment (and only for Metering Points first registered after 6 November 2008), the Meter Operator Agent may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' if Measurement Transformer Ratios and Class details have not been received or	D0268 Half Hourly Meter Technical Details The Meter Technical Details, in the form of the D0268 flow, is to be sent under all circumstances, even if no Metering Asset is present on site, unless the Meter Operator Agent does not have sufficient information to fully populate group 01A of the flow, in which case D0268 will not be sent. Additionally, the D0268 flow would not be sent in the context of Switch /Change of Agent scenarios on 'New	Electronic or other method, as agreed

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			Operator Agent is no longer responsible for the Meter Technical Details.	need to be confirmed. The Distribution Network Operator shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' or D0382 'Rejection Response for Request to Distribution Network Operator for Site Technical Details' either by electronic means or by another method, as agreed with the Meter Operator Agent. The Meter Operator Agent shall determine any appropriate course of action within 2 WD of receiving this information.	Connections' (if no D0215 'Provision of Site Technical Details' flows had been received by Meter Operator Agent from Distribution Networks Operators) or 'Change of Measurement Class from NHH to HH' scenarios (if there was insufficient information available to fully populate group 01A due to site changes). If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	
9.6.9	Following 9.6.8.	Send commissioning information.	Losing MOA	Gaining MOA	D0383 Notification of Commissioning information D0384 Notification of	Electronic or other method, as agreed

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					Commissioning status D0384 Notification of Commissioning Status is to be sent when a defect or omission exists that has prevented completion of commissioning prior to the change of Meter Operator Agent. The Gaining Meter Operator Agent must resolve the defect or omission as soon as possible following receipt of D0384.	
9.6.10	Within 5 WD of 9.6.8.	Send Meter Technical Details.	Gaining MOA	Gaining Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details The Meter Technical Details, in the form of the D0268 flow, is to be sent under all circumstances, even if no Metering Asset is present on site, unless the Meter Operator Agent does not have	Electronic or other method, as agreed

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					sufficient information to fully populate group 01A of the flow, in which case D0268 will not be sent. Additionally, the D0268 flow would not be sent in the context of Switch /Change of Agent scenarios on 'New Connections' (if no D0215 'Provision of Site Technical Details' flows had been received by Meter Operator Agent from Distribution Networks Operators) or 'Change of Measurement Class from NHH to HH' scenarios (if there was insufficient information available to fully populate group 01A due to site changes). If site is Complex Site, send Complex Site Supplementary Information Form (see	

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					Appendix 2).	
9.6.11	Following 9.6.10.	Send commissioning information.	Gaining MOA	Gaining Supplier	D0384 Notification of Commissioning status	Electronic or other method, as agreed
9.6.12	In accordance with Paragraph 20.	If Meter Technical Details manually intervened or there has been a key field change, prove Metering Asset.	Gaining MOA	HHDC	In accordance with Paragraph 20.4.	Electronic or other method, as agreed
For Supplier Serviced Metering Asset						
9.6.13	Within 1 WD of configuration or within 1 WD of the Supply Effective From Date as applicable.	Send Smart Metering System configuration details. If unable to re-configure the Time of Use registers, or no re-configuration required, the Electricity Supplier will notify the existing configuration details, where known. If the Time of Use registers are not configured to a valid Standard Settlement	Gaining Supplier	Gaining MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MOA)	Electronic or other method, as agreed

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		Configuration (as defined in MDD), or the Electricity Supplier is unable to determine the current configuration, the Electricity Supplier will notify a single rate SSC.				
9.6.14	Within 5 WD of 9.6.7.	Send Meter Technical Details.	Losing MOA Where the current Meter Operator Agent has been instructed to send Meter Technical Details to a new Meter Operator Agent, and there is a change to Meter Technical Details, the current Meter Operator Agent shall send the revised Meter Technical Details to the new Meter Operator Agent until such a time as the current Meter	Gaining MEM If required, and at any time after the effective date of the Meter Operator Agent's Appointment (and only for Metering Points first registered after 6 November 2008), the Meter Operator Agent may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' if Measurement Transformer Ratios and Class details have not been received or	D0149 Notification of Mapping Details. D0150 Non-Half-hourly Meter Technical Details. Electronic	Electronic or other method, as agreed

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			Operator Agent is no longer responsible for the Meter Technical Details.	need to be confirmed. The Distribution Network Operator shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' or D0382 'Rejection Response for Request to Distribution Network Operator for Site Technical Details' either by electronic means or by another method, as agreed with the Meter Operator Agent. The Meter Operator Agent shall determine any appropriate course of action within 2 WD of receiving this information.		
9.6.15	Within 5 WDs of 9.6.14.	Send Meter Technical Details.	Gaining MOA	Gaining Supplier DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly	Electronic or other method, as agreed

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					Meter Technical Details. Electronic	

Electricity MOA (Non Half Hourly)

9.7. Where a Switch is initiated the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
9.7.1	If required.	Send agent appointment The notification from Gaining Supplier to Gaining Shipper must be provided to enable the Gaining Shipper notification to the CDSP within 2 WDs of the MEM Effective Date. The Electricity Supplier will notify the Gaining MOA if the Metering Asset has a DCC-Enrolled Smart Metering	Gaining Supplier	Gaining MOA This may be a standing arrangement between the Electricity Supplier and Distribution Network Operator and in practise, steps 8.9.1 and 8.9.2 may not occur.	D0155 Notification of Meter Operator or Data Collector Appointment and Terms	Electronic or other method, as agreed

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		System.				
9.7.2	If appointment rejected and within 2WD of 9.7.1.	Reject agent appointment and restart process if required. Proceed to 9.7.1 if required.	Gaining MOA	Gaining Supplier	D0261 Rejection of Agent Appointment including reason for rejection	Electronic or other method, as agreed
9.7.3	If appointment accepted and within 2 WD of 9.7.1.	Accept agent appointment.	Gaining MOA	Gaining Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
9.7.4	By Gaining Supplier Effective From Date	Send agent de-appointment.	Losing Supplier	Losing MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed
9.7.5	If de-appointment rejected and within 5WD of 9.7.4.	Reject agent de-appointment. Note that rejection of de-appointment shall only occur if the Losing MOA has a contract with the Consumer.	Losing MOA	Losing Supplier	Not Defined	Not Defined
9.7.6	If de-appointment accepted and within 5 WDs of 9.7.4.	Send notification of de-appointment.	Losing MOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the	Electronic or other method, as agreed

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					MOP to the MAP.	
9.7.7	On appointment of MEM MOA and within 1 WD of 9.7.3. Note that if there is also a concurrent change of NHHDC and / or NHHDA, and the Gaining Supplier waits for all D0011 flows before sending a D0148, the Gaining Supplier shall send the D0148 within 1 WD of receipt of all applicable D0011 flows.	Send notification of NHHDC and current MOA.	Gaining Supplier	Gaining MOA NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details	Electronic or other method, as agreed
9.7.8	Within 2 WD of 9.7.7.	Request Meter Technical Details.	Gaining MOA	Losing MOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed
9.7.9	Within 2 WD of 9.7.8.	Send Meter Technical Details.	Losing MOA The Meter Technical	Gaining MOA If required, and at	D0149 Notification of Mapping Details.	Electronic or other method,

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		The current NHH MOA will send the Meter Technical Details on receipt of a D0170 data flow, irrespective of whether a D0151 'Termination of Appointment or Contract by Supplier' Market Message has been received from the Electricity Supplier. Where no D0151 data flow has been received, the de-appointment date can be derived from the 'Date Action Required By' (J0028) Data Item on the D0170 data flow. The outgoing Meter Operator Agent remains responsible for sending revised MTDs where they relate to site activity carried out after their de-appointment date.	Details, in the form of the D0268 flow, is to be sent under all circumstances, even if no Metering Asset is present on site, unless the Meter Operator Agent does not have sufficient information to fully populate group 01A of the flow, in which case D0268 will not be sent. Additionally, the D0268 flow would not be sent in the context of Switch /Change of Agent scenarios on 'New Connections' (if no D0215 'Provision of Site Technical Details' flows had been received by Meter Operator Agent from Distribution Networks Operators) or 'Change of Measurement Class	any time after the effective date of the Meter Operator Agent's Appointment (and only for Metering Points first registered after 6 November 2008), the Meter Operator Agent may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' if Measurement Transformer Ratios and Class details have not been received or need to be confirmed. The Distribution Network Operator shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' or D0382 'Rejection	D0150 Non Half-hourly Meter Technical Details The Meter Operator Agent will send the D0150 Non Half-hourly Meter Technical Details to the relevant parties in all cases, even when no meter is present. D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the	as agreed

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			from NHH to HH' scenarios (if there was insufficient information available to fully populate group 01A due to site changes).	Response for Request to Distribution Network Operator for Site Technical Details' either by electronic means or by another method, as agreed with the Meter Operator Agent. The Meter Operator Agent shall determine any appropriate course of action within 2 WD of receiving this information.	MOA sends a D0313.	
For Metering Assets which do not comprise a DCC-Enrolled Smart Metering System						
9.7.10	Within 5WD on 9.7.9	Send Meter Technical Details	Gaining MOA	Gaining Supplier / NHHDC / DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details The Meter Operator Agent will send the D0150 Non Half-hourly Meter Technical Details to the relevant parties in	Electronic or other method, as agreed

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					all cases, even when no meter is present. D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	
For Metering Assets which do comprise a DCC-Enrolled Smart Metering System						
9.7.11	As soon as possible after midnight UTC on the Supplier Effective From Date.	Configure meter. If the new Electricity Supplier is unable to configure the meter until after the Supplier	Gaining Supplier		Internal process	N/A

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		Effective from Date but is able to do so by Supplier Effective from Date +5WD, for example due to a communications failure, the new Electricity Supplier will re-date any SSC change (and associated) readings to the Supplier Effective from Date. If the new Electricity Supplier is unable to configure the meter until after Supplier Effective from Date +5WD the new Electricity Supplier will use the change of SSC process in BSCP504 and will adopt the Losing Supplier's SSC for the intervening period.				
9.7.12	Within 1 WD of 9.7.11.	Send Smart Metering System configuration details.	Gaining Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MEM)	Electronic or other method, as agreed
9.7.13	If the Gaining	Send notification that the	Gaining Supplier	Gaining MOA	D0170 Request for	Electronic

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	Supplier has been unable to communicate with the Smart Metering System by Supplier Effective from Date +5WD.	process for non DCC Enrolled Smart Metering System should be followed.			Metering System Related Details.	or other method, as agreed
9.7.14	Where 9.7.13 does not apply, within 1 WD of the later of 9.7.9 and 9.7.12.	Send Meter Technical Details.	Gaining MOA	Gaining Supplier / NHHDC / DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details	Electronic or other method, as agreed

Electricity MEM MOA (No Meter)

9.8. Where a Switch is initiated on a Half Hourly Metering Point the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
9.8.1	By Supply Effective From Date.	Send appointment.	Gaining Supplier	Gaining MOA (For Supplier-Serviced Metering Systems, the Electricity Supplier shall Appoint a NHH MOA)	D0155 Notification of Meter Operator or Data Collector Appointment and Terms	Electronic or other method, as agreed

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9.8.2	If appointment rejected and within 5 WD of 9.8.1.	Send notification of rejection of appointment including the reason why the request has been rejected.	Gaining MOA	Gaining Supplier	D0261 Rejection of Agent Appointment. (Go to 9.8.1 if required)	Electronic or other method, as agreed
9.8.3	If appointment accepted and within 5 WD of 9.8.1.	Send notification of acceptance of appointment.	Gaining MOA	Gaining Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
9.8.4	Within 5 WDs of notification from ERDA or by last date of Electricity Supplier appointment.	Send notification of termination of appointment.	Losing Supplier	Losing MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed
9.8.5	If de-appointment rejected and within 5WD of 9.8.4.	Send notification of rejection of de-appointment	Losing MOA	Losing Supplier	Note that rejection of de-appointment shall only occur if the current MOA has a contract with the customer	Electronic or other method, as agreed
9.8.6	Within 5 WD of 9.8.3 (if there is also a concurrent Change of HHDC, once the D0011 from both the MOA and the HHDC has been received and within 5 WD of the receipt of the latter D0011)	Send notification of HHDC and current MOA. The D0302 to the HHDC is optional for Supplier-	Gaining Supplier	Gaining MOA HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details. .	Electronic or other method, as agreed

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		serviced Metering Systems. .				
9.8.7	Within 2 WD of 9.8.6	Request MTD	Gaining MOA	Losing MOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed
For HHDC-serviced Metering Systems						
9.8.8	Within 5 WD of 9.8.7 and every time where there is a change to the MTD while that MOA is responsible for the MTD (unless there is insufficient information to populate group 01A of the D0268) .	Send MTD	Losing MOA	Gaining MOA	D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed
9.8.9	Within 5WD of 9.8.8.	Send MTD	Gaining MOA	Gaining Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed
For Supplier-serviced Metering Systems						
9.8.10	Within 5WD on 9.8.7	Send MTD	Losing MOA	Gaining MOA	D0150 Non Half-hourly Meter Technical Details	Electronic or other method, as agreed
9.8.11	Within 5WD on 9.8.10	Send MTD	Gaining MOA	Gaining Supplier DNO	D0150 Non Half-hourly Meter Technical Details	Electronic or other method, as agreed

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Site Technical Details						
9.8.12	If required, and at any time after the effective date of the MOA's appointment (for RMPs first registered after 6 November 2008) If required, and at any time after the effective date of the Meter Operator Agent's Appointment (and only for Metering Points first registered after 6 November 2008), the Meter Operator Agent may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' if Measurement Transformer Ratios and Class details have not been received or need to be confirmed. The Distribution Network Operator shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' or D0382 'Rejection Response for Request to Distribution Network Operator for Site Technical Details' either by electronic means or by another method, as agreed with the Meter Operator Agent. The Meter Operator Agent shall determine any	Request Site Technical Details	Gaining MOA	DNO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed

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	appropriate course of action within 2 WD of receiving this information.					
9.8.13	If requested accepted and within 5 WD of 9.8.12	Send Site Technical Details	DNO	Gaining MOA	D0215 Provision of Site Technical Details	Electronic or other method, as agreed
9.8.14	If requested rejected and within 5 WD of 9.8.12	Send Rejection Response	DNO	Gaining MOA	D0382 Rejection Response for Request to LDSO for Site Technical Details	Electronic or other method, as agreed

9.9. Where a Switch is initiated on a Non-Half Hourly Metering Point the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
9.9.1	By Supply Effective From Date.	Send appointment.	Gaining Supplier	Gaining MOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms	Electronic or other method, as agreed
9.9.2	If appointment rejected and within 2 WD of 9.9.1.	Send notification of rejection of appointment including the reason why the request has been rejected.	Gaining MOA	Gaining Supplier	D0261 Rejection of Agent Appointment. (Go to 9.9.1 if required)	Electronic or other method, as agreed
9.9.3	If appointment accepted and within 2 WD of 9.9.1.	Send notification of acceptance of	Gaining MOA	Gaining Supplier	D0011 Agreement of Contractual Terms	Electronic or other

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		appointment.				method, as agreed
9.9.4	Within 5 WDs of notification from ERDA or by last date of Electricity Supplier appointment.	Send notification of termination of appointment.	Losing Supplier	Losing MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed
9.9.5	If de-appointment rejected and within 5 WD of 9.9.4.	Send notification of rejection of de-appointment	Losing MOA	Losing Supplier	Note that rejection of de-appointment shall only occur if the current MEM has a contract with the customer	Electronic or other method, as agreed
9.9.6	On appointment of MOA and within 1 WD of 9.9.3 (if there is also a concurrent Change of NHHDC and/or NHHDA, once the D0011 from both the MOA and the NHHDC has been received and within 1 WD of the receipt of the latter D0011)	Send notification of NHHDC and current MOA. .	Gaining Supplier	Gaining MOA NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details. .	Electronic or other method, as agreed
9.9.7	Within 1 WD of 9.9.6	Request MTD	Gaining MOA	Losing MOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed
9.9.8	Within 2 WD of 9.9.7 and every time where there is a change to the MTD while that MOA is responsible for the MTD	Send MTD Where no D0151 has been received, the MOA	Losing MOA	Gaining MOA	D0150 Non Half-hourly Meter Technical Details	Electronic or other method, as agreed

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		will still send the D0150 and the de-appointment date can be derived from the 'Date Action Required By' (J0028) data item on the D0170.				
9.9.9	Within 1 WD of 9.9.8.	Send MTD	Gaining MOA	Gaining Supplier DNO	D0150 Non Half-hourly Meter Technical Details	Electronic or other method, as agreed
Site Technical Details						
9.9.10	If required, and at any time after the effective date of the MEM MOA's appointment (for RMPs first registered after 6 November 2008) If required, and at any time after the effective date of the Meter Operator Agent's Appointment (and only for Metering Points first registered after 6 November 2008), the Meter Operator Agent may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' if Measurement Transformer Ratios and Class details have not been received or need to be confirmed.	Request Site Technical Details	Gaining MOA	DNO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed

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	The Distribution Network Operator shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' or D0382 'Rejection Response for Request to Distribution Network Operator for Site Technical Details' either by electronic means or by another method, as agreed with the Meter Operator Agent. The Meter Operator Agent shall determine any appropriate course of action within 2 WD of receiving this information.					
9.9.11	If requested accepted and within 5 WD of 9.9.10	Send Site Technical Details	DNO	Gaining MOA	D0215 Provision of Site Technical Details	Electronic or other method, as agreed
9.9.12	If requested rejected and within 5 WD of 9.9.10	Send Rejection Response	DNO	Gaining MOA	D0382 Rejection Response for Request to LDSO for Site Technical Details	Electronic or other method, as agreed

10 Switch with No Concurrent Change of MEM

10.1. This process covers the transfer of metering details where a Switch occurs, and the Gaining Supplier Appoints the existing MEM.

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10.2. The Switch process is set out in the Registration Services Schedule. Some (but not necessarily all) of these processes have been included in the interface tables to highlight the interactions between the Switch process and the Appointment of MEMs.

10.3. Prior to the Consumer deciding to contract with a new Gas Supplier, the Consumer may request a bespoke quotation which requires the Gas Supplier to determine transportation, metering and supply costs. The process followed by the CDSP for the provision of transportation details for this purpose is defined in the UNC, and therefore not repeated here. It is assumed that the Gas Supplier has agreement on transportation and metering costs before the process in Paragraph 10.5 is initiated.

10.4. Wherever possible, Energy Suppliers shall seek to avoid installation or exchange of a new meter at an RMP if it has been agreed between the Losing Supplier and Gaining Supplier that the Switch that took place was erroneous.

Gas MAM

10.5. Where a Switch is initiated the process below will be followed:

Ref	When	Action	From	To	Interface	Means
10.5.1	At any time.	Request new Gas Supplier.	Consumer	Gaining Supplier	Not defined	Other
10.5.2	Following 10.5.1.	Submit Switch Request.	Gaining Supplier	CSS Provider	As defined in the Registration Services Schedule	CSS API

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10.5.3	Following Switch Request validation.	Accept Switch Request. Where the Switch Request is rejected, the process will be terminated and a new Switch Request will be required.	CSS Provider	Gaining Supplier Losing Supplier	As defined in the Registration Services Schedule	CSS API
10.5.4	Following validated Switch Request notification.	Provide details of existing MAM and Gas Act Owner. This notification will include other data, as defined in the UK Link Manual.	CDSP	Gaining Shipper	Defined in the UK Link Manual	IX
10.5.5	Following 10.5.4. The process steps allow the Gaining Supplier to be provided with details of the current Meter Asset Manager and the Gas Act Owner at this stage (usually 14 days prior to the effective date).	Receive and pass on details of the existing MAM and Gas Act Owner.	Gaining Shipper	Gaining Supplier	Not defined	Not defined
10.5.6	Following 10.5.3, where the Switch Request has not been Withdrawn or rejected as a consequence of an Objection.	Issue notification of a Switch Request being Confirmed.	CSS Provider	Gaining Supplier Losing Supplier CDSP via the GRDA. Other recipients as defined in the Registration	As defined in the Registration Services Schedule	CSS API

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				Services Schedule		
10.5.7	Following 10.5.6, where the Switch Request has not been Withdrawn, Annulled or rejected as a consequence of an Objection.	Issue notification of a Switch Request being Secured.	CSS Provider	Gaining Supplier Losing Supplier CDSP via the GRDA. Other recipients as defined in the Registration Services Schedule	As defined in the Registration Services Schedule	CSS API
10.5.8	Following receipt of Secured Switch notification.	Notification of MAM, Gas Act Owner and Meter Reading Access Instructions. This notification will include other data, as defined in the UK Link Manual	CDSP	Gaining Shipper	Defined in the UK Link Manual	IX
10.5.9	Following 10.5.8.	Receive and pass on details of existing MAM, Gas Act Owner and Meter Reading Access Instructions. Where the Losing Supplier is the Gas Act Owner, the Gaining Supplier takes on the Gas Act Ownership of the meter and is responsible for appointing the	Gaining Shipper	Gaining Supplier	Not defined	Not defined

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		MAM. Where the Consumer is the Gas Act Owner, the Consumer continues to be the Gas Act Owner regardless of the Switch and remains responsible for the appointment of the MAM.				
10.5.10	At any time, following 10.5.3. In the event that the Switch does not take place, a further ONAGE will be sent to cancel the MAM de-appointment, even if the original de-appointment request has not become effective.	Request agent de-appointment.	Losing Supplier	MAM	ONAGE including details of Gaining Supplier	Email, IX, DTN
10.5.11	Within 2WDs of 10.5.10.	Accept agent de-appointment.	MAM	Losing Supplier	RNAGE	Email, IX, DTN
10.5.12	At any time, following 10.5.5. In the event that the Switch does not take place, a further ONAGE will be sent to cancel the MAM Appointment, even if the original Appointment request has not become effective.	Request agent appointment.	Gaining Supplier	MAM	ONAGE including Gaining MAM details	Email, IX, DTN
10.5.13	Within 2WDs of 10.5.12.	Accept agent appointment.	MAM	Gaining Supplier	RNAGE	Email, IX, DTN

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10.5.14	Within 2WDs of 10.5.10. The Meter Asset Manager will send two ONUPDs to the Meter Asset Provider. The notification of de-appointment will include the Losing Supplier details and the notification of Appointment will include the Gaining Supplier details.	Notification of MAM de-appointment.	MAM	MAP	ONUPD	Email, IX, DTN
10.5.15	Within 2WDs of 10.5.14.	Respond to MAM De-appointment notification.	MAP	MAM	RNUPD	Email, IX, DTN
10.5.16	Within 2WDs of 10.5.12. The Meter Asset Manager will send two ONUPDs to the Meter Asset Provider. The notification of de-appointment will include the Losing Supplier details and the notification of Appointment will include the Gaining Supplier details.	Notification of MAM appointment.	MAM	MAP	ONUPD	Email, IX, DTN
10.5.17	Within 2WDs 10.5.16.	Respond to MAM appointment notification.	MAP	MAM	RNUPD	Email, IX, DTN
10.5.18	Following 10.5.13.	Notification of metering details.	MAM	Gaining Supplier	ONUPD	Email, IX, DTN
10.5.19	Within 2WDs of 10.5.18.	Respond to notification of metering details.	Gaining Supplier	MAM	RNUPD	Email, IX, DTN

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10.5.20	Following 10.5.19. The notification from Gaining Supplier to Gaining Shipper must be provided to enable the Gaining Shipper notification to the CDSP within 2 WDs of the MAM Effective Date.	Notification of MAM details.	Gaining Supplier	Gaining Shipper	ONUPD	Not defined
10.5.21	Within 2WDs of 10.5.20.	Respond to notification of MAM details.	Gaining Shipper	Gaining Supplier	RNUPD	Not defined
10.5.22	Following 10.5.20 and within 2WDs of the MEM Effective Date.	Notification of MAM details.	Gaining Shipper	CDSP	Defined in the UK Link Manual	IX
10.5.23	Within 2WDs of 10.5.22.	Respond to notification of MAM details.	CDSP	Gaining Shipper	Defined in the UK Link Manual	IX

Electricity MOA (Half Hourly)

10.6. Where a Switch is initiated the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
10.6.1	As required.	Send agent appointment.	Gaining	MOA	D0155 Notification of	Electronic or

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			Supplier	For Supplier-Serviced Metering Systems, the Electricity Supplier shall Appoint a NHH MEM.	Meter Operator or Data Collector Appointment and Terms	other method, as agreed
10.6.2	If appointment rejected and within 2WD of 10.6.1.	Reject agent appointment and restart process.	MOA	Gaining Supplier	D0261 Rejection of Agent Appointment including reason for rejection	Electronic or other method, as agreed
10.6.3	If appointment accepted and within 2WD of 10.6.1.	Accept agent appointment.	MOA	Gaining Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
10.6.4	By Gaining Supplier Effective From Date	Send agent de-appointment.	Losing Supplier	MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed
10.6.5	Within 1WD of receiving all applicable D0011s	Send notification of HHDC and current MOA. The D0302 to the HHDC is optional for Supplier - Serviced Metering Assets.	Gaining Supplier	MOA HHDC DNO	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details	Electronic or other method, as agreed
For HHDC-Serviced Metering Assets						
10.6.6	Within 1WD on 10.6.5.	Request Meter Technical Details	Gaining Supplier	MOA	D0170 Request for Metering System Related Details	Electronic or other method, as

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						agreed
10.6.7	Within 5WD on 10.6.6.	Send Meter Technical Details.	MOA	Gaining Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details	Electronic or other method, as agreed
For Supplier – Serviced Metering Assets						
10.6.8	Within 1 WD of configuration or within 1 WD of Supply Effective from Date as applicable.	Send Smart Metering System configuration details. If unable to re-configure the Time of Use registers, or no re-configuration required, the Electricity Supplier will notify the existing configuration details, where known. If the Time of Use registers are not configured to a valid Standard Settlement Configuration (as defined in MDD), or the Electricity Supplier is unable to determine the current configuration, the Electricity Supplier will notify a single rate SSC.	Gaining Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MOA)	Electronic or other method, as agreed
10.6.9	Within 5 WDs of 10.6.8.	Send Meter Technical Details.	MOA	Gaining Supplier DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter	Electronic or other method, as agreed

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					Technical Details. Electronic	

Electricity MOA (Non Half Hourly)

10.7. Where a Switch is initiated the process below will be followed:

Ref	When	Action	From	To	Information Required	Method
10.7.1	As required.	Send agent appointment.	Gaining Supplier	MOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms	Electronic or other method, as agreed
10.7.2	If appointment rejected and within 2WD of 10.7.1.	Reject agent appointment	MOA	Gaining Supplier	D0261 Rejection of Agent Appointment including reason for rejection	Electronic or other method, as agreed
10.7.3	If appointment accepted and within 2WD of 10.7.1.	Accept agent appointment.	MOA	Gaining Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
10.7.4	By Gaining Supplier Effective From Date	Send agent de-appointment.	Losing Supplier	MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed

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10.7.5	If de-appointment accepted and within 5 WDs of 10.7.4.	Send notification of de-appointment.	MOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
10.7.6	If de-appointment rejected and within 5 WDs of 10.7.4.	Reject agent de-appointment. Note that rejection of de-appointment shall only occur if the Losing MOA has a contract with the Consumer.	MOA	Losing Supplier	Not Defined	Electronic or other method as agreed
10.7.7	On appointment of MEM and within 1 WD of 10.7.3 The outgoing Meter Operator Agent remains responsible for sending revised MTDs where they relate to site activity carried out after their de-appointment date.	Send notification of NHHDC and current MOA.	Gaining Supplier	MOA / NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed
10.7.8	Within 1WD of 10.7.7.	Send Meter Technical Details.	MOA	Gaining Supplier NHHDC	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Detail	Electronic or other method, as agreed

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				DNO	The Meter Operator Agent will send the D0150 Non Half-hourly Meter Technical Details to the relevant parties in all cases, even when no meter is present. D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	
10.7.9	Within 1WD of 10.7.7.	Send notification of Energy Supplier and MOA appointment.	MOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed

11 Change of Metering Equipment Manager with Transfer of Metering Asset

11.1. This process covers the scenario where Metering Assets are transferred from the Losing Metering Equipment Manager to the Gaining Metering Equipment Manager as part of the change of Metering Equipment Manager process.

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11.2. As the process depicted is completed on an RMP by RMP basis, this process is fit for a low-volume change of Metering Equipment Manager. Bulk changes of Metering Equipment Manager will be dealt with on a case-by-case basis. For electricity bulk changes, the Energy Supplier shall submit a bulk change of agent application to the BSC Panel in accordance with BSCP513. Once the bulk change of agent application has been approved by the BSC Panel, the change of Metering Equipment Manager shall progress in accordance with this Paragraph 11.

11.3. Appropriate contractual arrangements must be put in place for the Appointment of the Gaining Metering Equipment Manager before de-appointing the Losing Metering Equipment Manager.

Gas MAM

11.4. For gas MAM Appointments, once the Gaining MAM has accepted its Appointment, the Gas Supplier will de-appoint the Losing MAM and provide the identity of the Gaining MAM and the date on which the responsibility is to transfer to the Gaining MAM. The Losing MAM will transfer Metering Asset information as an unsolicited ONDET Market Message. This contrasts with the Switch process detailed in Paragraph 9, where the transfer of information is triggered by the Gaining MAM contacting the Losing MAM using an ORDET Market Message.

11.5. This process assumes the Gas Supplier will be the Gas Act Owner and there is no Switch.

11.6. Where a change of MAM is initiated the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
11.6.1	If required.	Send agent appointment.	Gas	Gaining	ONAGE	Email,

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			Supplier	MAM	including details of Losing MAM	IX, DTN
11.6.2	Provided commercial arrangements are in place between the Gaining MAM and the Meter Asset Provider Where commercial arrangements are not in place to enable transfer to the Gaining MAM without a meter exchange, the 'Change of MAM with Asset Exchange' process shall be followed as set out in section 9 below.	Accept agent appointment.	Gaining MAM	Gas Supplier	RNAGE	Email, IX, DTN
11.6.3	Following 11.6.2 It is the Gas Supplier's responsibility to ensure that the existing MAM is de-appointed in time for the transfer of responsibility and metering details to be transferred by the Gaining MAM's Appointment date.	Send agent de-appointment.	Gas Supplier	Losing MAM	ONAGE including details of Gaining MAM	Email, IX, DTN
11.6.4	Within 2WDs of 11.6.3.	Accept agent de-appointment.	Losing MAM	Gas Supplier	RNAGE	Email, IX, DTN
11.6.5	Following 11.6.2 The notification from Gas Supplier to the Shipper must be provided to enable the Shipper notification to the CDSP within 2 WDs of the MAM Effective	Notification of agent appointment.	Gas Supplier	Shipper	ONUPD	Not defined

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	Date.					
11.6.6	Within 2WDs of 11.6.5.	Respond to notification of agent appointment.	Shipper	Gas Supplier	RNUPD	Not defined
11.6.7	Following 11.6.5 and within 2WDs of the MAM Effective Date.	Receive and pass on notification of agent appointment.	Shipper	CDSP	Defined in the UK Link Manual	IX
11.6.8	Within 2WDs of 11.6.7.	Respond to agent appointment notification.	CDSP	Shipper	Defined in the UK Link Manual	IX
11.6.9	Within 2WDs of 11.6.3.	Notification of MAM de-appointment.	Losing MAM	MAP	ONUPD including details of the Gaining MEM	Email, IX, DTN
11.6.10	Within 2WDs of 11.6.9.	Respond to MAM de-appointment notification.	MAP	Losing MAM	RNUPD	Email, IX, DTN
11.6.11	Within 2 WDs of 11.6.3.	Provide Metering Asset information.	Losing MAM	Gaining MAM	ONDET	Email, IX, DTN
11.6.12	Within 2WDs of 11.6.11.	Respond to Metering Asset information.	Gaining MAM	Losing MAM	RNDET	Email, IX, DTN
11.6.13	After step 11.6.11, where required by commercial agreement.	Send supplementary information.	Losing MAM	Gaining MAM	As defined in CoMCoP	Not defined
11.6.14	Within 2WDs of 11.6.11.	Notification of MAM appointment. The MAP ID shall be contained within the ONDET Data Flow from the Losing Meter Asset Manager to the Gaining Meter Asset Manager which will enable the Gaining Meter Asset Manager to send	Gaining MAM	MAP	ONUPD including details of the Gas Supplier	Email, IX, DTN

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		notification to the Meter Asset Provider.				
11.6.15	Within 2WDs 11.6.14.	Respond to MAM appointment notification.	MAP	Gaining MAM	RNUPD	Email, IX, DTN
11.6.16	Following 11.6.11	Notification of successful transfer of Metering Asset.	Gaining MAM	Gas Supplier	ONUPD	Email, IX, DTN
11.6.17	Within 2WDs of 11.6.16	Respond to notification of successful transfer of Metering Asset.	Gas Supplier	Gaining MAM	RNUPD	Email, IX, DTN
11.6.18	Within 2WDs of 11.6.16 The notification from gas Supplier to gas Shipper must be provided to enable the Shipper notification to the CDSP within 2 WDs of the MEM Effective Date.	Notification of MAM details.	Gas Supplier	Shipper	ONUPD	Not defined
11.6.19	Within 2WDs of 11.6.18	Respond to notification of MAM details.	Shipper	Gas Supplier	RNUPD	Not defined
11.6.20	Following 11.6.18 and within 2WDs of the MAM Effective Date	Notification of MAM details.	Shipper	CDSP	Defined in the UK Link Manual	IX
11.6.21	Within 2WDs of 11.6.20	Respond to notification of MAM details.	CDSP	Shipper	Defined in the UK Link Manual	IX

Electricity MEM MOA (Half Hourly)

11.7. Where a change of MOA is initiated the process below will be followed:

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Ref	When	Action	From	To	Information Required	Method
11.7.1	As required.	Send agent appointment.	Electricity Supplier	Gaining MOA For Supplier-Serviced Metering Systems, the Electricity Supplier shall Appoint a NHH MEM.	D0155 Notification of Meter Operator or Data Collector Appointment and Terms A retrieval method of 'S' in the D0155 Market Message indicates that the Electricity Supplier will retrieve the HH Metered Data.	Electronic or other method, as agreed
11.7.2	If appointment rejected and within 5WD of 11.7.1 (or within 10WD for Supplier Serviced Metering Asset)	Reject agent appointment and restart process if required.	Gaining MOA	Electricity Supplier	D0261 Rejection of Agent Appointment including reason for rejection	Electronic or other method, as agreed
11.7.3	If appointment accepted and within 5WD of 11.7.1 (or within 10WD for Supplier Serviced Metering Assets).	Accept agent appointment.	Gaining MOA	Electricity Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
11.7.4	Within 5WDs of 11.7.3.	Send agent de-appointment.	Electricity Supplier	Losing MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed

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11.7.5	If de-appointment rejected and within 5WD of 11.7.4.	Reject agent de-appointment. Note that rejection of de-appointment shall only occur if the Losing MOA has a contract with the Consumer.	Losing MOA	Electricity Supplier		Electronic or other method, as agreed
11.7.6	On appointment of Gaining MEM and between 5WD and 10WD of 11.7.4. This step could be completed in less than 5 WD if the Electricity Supplier knows a de-appointment is not going to be rejected.	Send notification of MOA appointment / de-appointment. The D0302 to the HHDC is optional for Supplier Serviced Metering Asset.	Electricity Supplier	Gaining MOA HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details	Electronic or other method, as agreed
11.7.7	With 2 WD of 11.7.6.	Instruct Losing MOA to send Meter Technical Details to Gaining MOA.	Electricity Supplier	Losing MOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed
For HHDC Serviced Metering Assets						
11.7.8	Within 5WD on 11.7.7.	Send Meter Technical Details.	Losing MOA	Gaining MOA	D0268 Half Hourly Meter	Electronic or other

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			Where the current Meter Operator Agent has been instructed to send Meter Technical Details to a new Meter Operator Agent, and there is a change to Meter Technical Details, the current Meter Operator Agent shall send the revised Meter Technical Details to the new Meter Operator Agent until such a time as the current Meter Operator Agent is no longer responsible for the Meter Technical Details.		Technical Details Note that if there is also a concurrent change of NHHDC and / or NHHDA, and the Gaining Supplier waits for all D0011 flows before sending a D0148, the Gaining Supplier shall send the D0148 within 1 WD of receipt of all applicable D0011 flows. If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	method, as agreed
11.7.9	Following 11.7.8.	Send commissioning information.	Losing MOA	Gaining MOA	D0383 Notification of Commissioning information D0384 Notification of Commissioning status D0384 Notification of Commissioning Status is to be sent when a defect or omission exists that has prevented completion of commissioning prior to the change of Meter Operator	Electronic or other method, as agreed

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					Agent. The Gaining Meter Operator Agent must resolve the defect or omission as soon as possible following receipt of D0384.	
11.7.10	Within 5 WD of 11.7.8.	Send Meter Technical Details.	Gaining MOA	Electricity Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	Electronic or other method, as agreed
11.7.11	Following 11.7.10.	Send commissioning information.	Gaining MOA	Electricity Supplier	D0384 Notification of Commissioning status	Electronic or other method, as agreed
11.7.12	In accordance with the timescales in the Paragraph 20.	If Meter Technical Details manually intervened or there has been a key field change, prove Metering Asset.	Gaining MOA	HHDC	In accordance with Paragraph 20.	Electronic or other method, as agreed
For Supplier Serviced Metering Assets						
11.7.13	Within 5 WDs of 11.7.7.	Send Meter Technical Details.	Losing MOA Where the current Meter Operator Agent has been instructed to send Meter Technical Details to a new	Gaining MOA	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter	Electronic or other method, as agreed

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			Meter Operator Agent, and there is a change to Meter Technical Details, the current Meter Operator Agent shall send the revised Meter Technical Details to the new Meter Operator Agent until such a time as the current Meter Operator Agent is no longer responsible for the Meter Technical Details.		Technical Details. Electronic	
11.7.14	Within 5 WDs of 11.7.13.	Send Meter Technical Details.	Gaining MOA	Electricity Supplier DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details. Electronic	Electronic or other method, as agreed

Electricity MEM MOA (Non Half Hourly)

11.8. Where a change of MOA is initiated the process below will be followed:

Ref	When	Action	From	To	Information Required	Method

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11.8.1	As required.	Send agent appointment.	Electricity Supplier	Gaining MOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms	Electronic or other method, as agreed
11.8.2	If appointment rejected and within 10 WD of 11.8.1.	Reject agent appointment and restart process if required.	Gaining MOA	Electricity Supplier	D0261 Rejection of Agent Appointment including reason for rejection	Electronic or other method, as agreed
11.8.3	If appointment accepted and within 10 WD of 11.8.1.	Accept agent appointment.	Gaining MOA	Electricity Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed
11.8.4	Within 5WDs of 11.8.3.	Send agent de-appointment.	Electricity Supplier	Losing MOA	D0151 Termination of Appointment or Contract by Supplier	Electronic or other method, as agreed
11.8.5	If de-appointment rejected and within 5WD of 11.8.4.	Reject agent de-appointment. Note that rejection of de-appointment shall only occur if the Losing MOA has a contract with the Consumer.	Losing MOA	Electricity Supplier		Electronic or other method, as agreed
11.8.6	If de-appointment	Send notification of de-	Losing MOA	MAP	D0303 Notification of Meter Operator, Supplier and	Electronic or other

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	accepted and within 5 WDs of 11.8.4.	appointment.			Metering Assets installed/ removed by the MOP to the MAP.	method, as agreed
11.8.7	Between 5 WD and 10 WD of 11.8.4. This step could be completed in less than 5 WD if the Electricity Supplier knows a de-appointment is not going to be rejected.	Send notification of MOA appointment / de-appointment.	Electricity Supplier	Gaining MOA NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details	Electronic or other method, as agreed
11.8.8	With 2 WD of 11.8.7.	Instruct Losing MOA to send Meter Technical Details to Gaining MEM.	Electricity Supplier	Losing MOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed
11.8.9	Within 5WD on 11.8.8.	Send Meter Technical Details The outgoing Meter Operator Agent remains responsible for sending revised	Losing MOA Where the current Meter Operator Agent has been instructed to send Meter Technical Details to a new Meter Operator Agent, and	Gaining MOA If Metering Technical Details are not received within 12 WD of new Meter Operator Agent Appointment, Gaining Meter Operator Agent	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details. The Meter Operator Agent will send the D0150 Non	Electronic or other method, as agreed

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		MTDs where they relate to site activity carried out after their de-appointment date. The Meter Operator Agent will send the D0150 Non Half-hourly Meter Technical Details to the relevant parties in all cases, even when no meter is present.	there is a change to Meter Technical Details, the current Meter Operator Agent shall send the revised Meter Technical Details to the new Meter Operator Agent until such a time as the current Meter Operator Agent is no longer responsible for the Meter Technical Details.	to request the Losing Meter Operator Agent to send MTDs using the D0170 Request for Metering System Related Details and report this to the Electricity Supplier.	Half-hourly Meter Technical Details to the relevant parties in all cases, even when no meter is present. D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	
11.8.10	Within 5 WDs of 11.8.9.	Send Meter Technical Details.	Gaining MOA	Supplier NHHDC DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details. D0313 Auxiliary Meter	Electronic or other method, as agreed

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					Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	
11.8.11	Within 5 WDs of 11.8.9.	Send notification of appointment.	Gaining MOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed

12 Change of MEM with Metering Asset Exchange

12.1. This process covers the scenario where Metering Asset is exchanged as a result of a new Metering Equipment Manager Appointment.

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12.2. As the process depicted is completed on an RMP by RMP basis, this process is fit for a low-volume change of Metering Equipment Manager. Bulk changes of Metering Equipment Manager will be dealt with on a case-by-case basis. For electricity bulk changes, the Electricity Supplier shall submit a bulk change of agent application to the BSC Panel in accordance with BSCP513. Once the bulk change of agent application has been approved by the BSC Panel the change of Metering Equipment Manager shall progress in accordance with this Schedule.

12.3. For gas MAM Appointments, once the Gaining MAM has accepted its Appointment, the Gas Supplier will de-appoint the Losing MAM and pass the identity of the Gaining MAM and the date on which the responsibility is to transfer to the Gaining MAM. The Losing MAM will transfer MAP Id within an unsolicited ONDET flow. Other Meter Technical Details are not required. This contrasts with Switch, where the transfer of information is triggered by the Gaining MAM contacting the Losing MAM using an ORDET flow.

12.4. This process assumes the Gas Supplier will be the Gas Act Owner and there is no Switch.

Gas MAM

12.5. Where a change of MAM is initiated the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
12.5.1	If required. If the Gas Supplier is aware that the Gaining Meter Asset Manager will need to carry out a meter exchange prior to	Send agent appointment.	Gas Supplier	Gaining MAM	ONAGE This includes the identity of the Losing Meter Asset Manager.	Email, IX, DTN

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	Appointment, then it shall miss steps 12.5.1 to 12.5.3 and proceed directly to step 12.5.4.					
12.5.2	Where commercial arrangements are not in place and the Gaining MAM requires a meter exchange before accepting the appointment. Where commercial arrangements are in place to enable transfer of the Metering Asset, then the Gaining Meter Asset Manager may accept the agent appointment and follow the process in Paragraph 11.	Accept agent appointment.	Gaining MAM	Gas Supplier	RNAGE Where possible. the Gaining MAM shall flag within the RNAGE that they are rejecting the Appointment because a meter exchange is required, as they do not have commercial arrangements in place to transfer the Asset.	Email, IX, DTN
12.5.3	Following 12.5.2.	Agree Metering Asset exchange.	Gaining MAM	Gas Supplier	Discussion on why appointment was rejected	Not defined
12.5.4	Following agreement to exchange meter before MAM appointment.	Request Metering Asset exchange.	Gas Supplier	Gaining MAM	ORJOB	Email, IX, DTN
12.5.5	Within 2WDs of 12.5.4.	Respond to Metering Asset exchange request.	Gaining MAM	Gas Supplier	RRJOB The Gaining Meter Asset Manager will make a commercial decision whether to accept the job prior to	Email, IX, DTN

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					formal Appointment. Where the Gaining Meter Asset Manager rejects the job then the RRJOB will state this and the process will end.	
12.5.6	Following 12.5.4.	Request Metering Asset exchange.	Gaining MAM	Meter Worker / AMI	Information contained within ORJOB	Not defined
12.5.7	48hrs prior to Metering Asset exchange. The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations.	Pre-notification of Metering Asset exchange.	Gaining MAM	Gas Supplier	ONJOB The ONJOB and RNJOB Market Messages may also be used to notify the relevant participants of a cancelled job.	Email, IX, DTN
12.5.8	Within 2WDs of 12.5.7.	Respond to pre-notification of Metering Asset exchange.	Gas Supplier	Gaining MAM	RNJOB	Email, IX, DTN
12.5.9	At the time and date specified within the request in 12.5.6.	Carry out Metering Asset exchange.	Meter Worker / AMI		Internal Process	N/A
12.5.10	Following Metering Asset exchange.	Notification of Metering Asset exchange.	Meter Worker / AMI	Gaining MAM	Information contained within ONJOB	Not defined
12.5.11	Within 48hrs of the Metering Asset exchange Commercial arrangements will dictate variances from the job request which are notified	Notification of Metering Asset exchange and MAP identity for installed Metering Asset. Where, as part of the	Gaining MAM	Gas Supplier	ONJOB Changes to Metering Asset ownership, names, addresses and access instructions which are determined on site, are considered	Email, IX, DTN

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	e.g. some Gas Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.	removal of Metering Assets at the metering installation, a meter has been disconnected and then re-connected, the Energy Supplier must be notified of whether the meter worker was an AMI.			to be generic data inconsistency exceptions and will be passed on separate ONUPD records. Where updates are identified by MAMs to Meter Technical Details or MAP Identity, then these shall be passed to the CDSP by the MAM.	
12.5.12	Within 48hrs of the Metering Asset exchange.	Notification of Metering Asset exchange and MAP identity of installed Metering Asset.	MAM	CDSP	ONJOB	Secure File Transfer Protocol
12.5.13	Within 2WDs of 12.5.11.	Respond to notification of Metering Asset exchange and MAP identity for installed Metering Asset.	Gas Supplier	Gaining MAM	RNJOB	Email, IX, DTN
12.5.14	Within 2WDs of 12.5.12.	Respond to notification of Metering Asset exchange and MAP identity of installed Metering Asset.	CDSP	MAM	RNJOB This will be a reduced set of rejections to normal RNJOB due to reduced datasets that CDSP are extracting from the original message.	Secure File Transfer Protocol
12.5.15	Following 12.5.11.	Notification of Metering Asset exchange and MAP identity for installed Metering Asset	Gas Supplier	Shipper	ONJOB	Not defined
12.5.16	Within 2WDs of 12.5.15.	Respond to notification of	Shipper	Gas	RNJOB	Not

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		Metering Asset exchange and MAP identity for installed Metering Asset.		Supplier		defined
12.5.17	Following 12.5.15.	Notification of Metering Asset exchange and MAP identity for installed Metering Asset.	Shipper	CDSP	Defined in the UK Link Manual	IX
12.5.18	Within 2WDs of 12.5.17.	Respond to notification of Metering Asset exchange and MAP identity for installed Metering Asset.	CDSP	Shipper	Defined in the UK Link Manual	IX
12.5.19	Following 12.5.11.	Send agent appointment.	Gas Supplier	Gaining MAM	ONAGE	Email, IX, DTN
12.5.20	Within 2WDs of 12.5.19.	Accept agent appointment.	Gaining MAM	Gas Supplier	RNAGE	Email, IX, DTN
12.5.21	Following 12.5.20.	Send agent de-appointment.	Gas Supplier	Losing MAM	ONAGE	Email, IX, DTN
12.5.22	Within 2WDs of 12.5.21.	Accept agent de-appointment.	Losing MAM	Gas Supplier	RNAGE	Email, IX, DTN
12.5.23	Within 2WDs of 12.5.21.	Notification of MAM de-appointment.	Losing MAM	Old MAP	ONUPD	Email, IX, DTN
12.5.24	Within 2WDs of 12.5.23.	Respond to MAM de-appointment notification.	Old MAP	Losing MAM	RNUPD	Email, IX, DTN
12.5.25	Following 12.5.20. The notification from Gas Supplier to Shipper must be provided to enable the	Notification of agent appointment.	Gas Supplier	Shipper	ONUPD	Not defined

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	Shipper notification to the CDSP within 2 WDs of the MEM Effective Date.					
12.5.26	Within 2WDs of 12.5.25.	Respond to notification of agent appointment.	Shipper	Gas Supplier	RNUPD	Not defined
12.5.27	Following 12.5.25 and within 2WDs of the MEM Effective Date.	Receive and pass on notification of agent appointment.	Shipper	CDSP	Defined in the UK Link Manual	IX
12.5.28	Within 2WDs of 12.5.27.	Respond to agent appointment notification.	CDSP	Shipper	Defined in the UK Link Manual	IX
12.5.29	Within 2 WDs of 12.5.21.	Notification of MAP Id.	Losing MAM	Gaining MAM	ONDET As the meter has not been transferred the ONDET is only required to inform the Gaining Meter Asset Manager of the MAP ID for the removed meter.	Email, IX, DTN
12.5.30	Within 2WDs of 12.5.29.	Respond to notification of MAP Id.	Gaining MAM	Losing MAM	RNDET	Email, IX, DTN
12.5.31	Within 2WDs of 12.5.29.	Notification of Metering Asset removal. The MAP ID shall be contained within the ONDET from the Losing Meter Asset Manager to the Gaining Meter Asset Manager which will enable the Gaining	Gaining MAM	Old MAP	ONUPD This shall include the address where the meter is available for collection. Meter returns procedures are detailed within the CoMCoP.	Email, IX, DTN

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		Meter Asset Manager to send notification to the Meter Asset Provider.				
12.5.32	Within 2WDs of 12.5.31.	Respond to Metering Asset removal notification.	Old MAP	Gaining MAM	RNUPD	Email, IX, DTN
12.5.33	Within 2WDs of 12.5.19.	Notification of Metering Asset installation and MAM appointment.	Gaining MAM	New MAP	ONUPD	Email, IX, DTN
12.5.34	Within 2WDs 12.5.33.	Respond to Metering Asset installation and MAM appointment notification.	New MAP	Gaining MAM	RNUPD	Email, IX, DTN

Electricity MOA

12.6. The electricity process is not currently documented.

13 Change of Meter Asset Provider

13.1. This process covers provision of updates to central systems where the Meter Asset Provider is amended.

Gas MAM

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13.2. The gas process is not currently documented.

Electricity MOA

13.3. Where a change of Meter Asset Provider is progressed, the following process will be followed:

Ref	When	Action	From	To	Information Required	Method
13.3.1	On receipt of a D0304 from a Meter Asset Provider. As soon as possible and in any event within 5 WD of the effective date of the change.	Provide notification of change of MAP.	MOA	ERDA	D0304 Notification of Meter Asset Provider	Electronic or other method, as agreed
13.3.2	On receipt of data.	Perform validation checks. If valid, proceed to 13.3.5.	ERDA		Internal process	N/A
13.3.3	Upon unsuccessful validation.	Send notification of invalid MAP data.	ERDA	MOA	D0304 Notification of Meter Asset Provider	Electronic or other method, as agreed
13.3.4	Within 5WDs of 13.3.3.	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0304. If the MOA needs to involve other	MOA	ERDA	D0304 Notification of Meter Asset Provider	Electronic or other method, as agreed

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		industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 13.3.2.				
13.3.5	Upon successful validation.	Update database.	ERDA		Internal process.	N/A
13.3.6	Immediately following 13.3.5.	Send notification of MAP data acceptance.	ERDA	MOA	D0304 Notification of Meter Asset Provider	Electronic or other method, as agreed

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14 Change of Gas Act Owner

14.1. The process to change a Gas Act Owner is defined within the Gas Act as the passing of ownership of duties to maintain the meter from one class of person to another, where a class of person is either a Gas Transporter, Gas Supplier or Consumer.

14.2. Where a Gas Supplier becomes aware of a change in the Gas Act Owner of the meter, it must inform the CDSP via the Shipper. Where the Gas Transporter becomes aware of such a change, it must inform the Gas Supplier, again via the Shipper.

14.3. The change of Gas Act Owner, where it is a coincident with a Switch, change of MEM MAM, install and/or exchange activities are covered within the associated processes within this REC Schedule.

15 Change of Energisation Status (Electricity Only)

15.1. This process covers communications relating to the energisation of de-energisation of a HH Metering Asset.

15.2. The MOA shall only instruct an EMO to energise a Metering Asset if requested to do so by its associated Electricity Supplier.

15.3. The MOA shall, as soon as reasonably practicable, inform its associated Electricity Supplier, the associated Data Collector and the Distribution Network Operator of any change in the energisation status of any Metering Asset for which the MOA has been Appointed.

15.4. A remotely disabled Smart Metering System or Advanced Meter should be treated as energised for the purposes of this Paragraph 15.

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15.5. Energisation (Half Hourly)

Ref	When	Action	From	To	Interface	Means
If MEM instructs EMO to Energises						
15.5.1	As required	Send request to energise Metering Asset.	Electricity Supplier	MOA	D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.
15.5.2	If request rejected and within 2 WD of 15.5.1 (or 5 WD for Supplier-Serviced Metering Assets).	Send notification of rejection including the reason why the request has been rejected.	MOA	Electricity Supplier	P0211 Site Visit Rejection. (Go to 12.2.1 if required)	Electronic or other method, as agreed.
15.5.3	On the date requested or agreed in 15.5.1.	Energise Metering Asset and note initial meter register reading.	MOA (or its EMO)			Internal Process.
15.5.4	Within 5 WD of attempting to change energisation status (or within 10 WD for Supplier-Serviced Metering Assets) Or following the MOA becoming aware of a	Send change of energisation status and the initial meter register reading.	MOA	Electricity Supplier / DNO HHDC	D0139 Confirmation or Rejection of Energisation Status Change. If there is a failure to change the energisation status, the D0139 shall be sent only to the Electricity Supplier. If energisation status is changed but a meter register reading cannot be taken, the D0139 shall be sent to all of the above recipients	Electronic or other method, as agreed.

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	discrepancy between the energisation status on site and that held by the Electricity Supplier / HHDC.				and a D0002 'Fault Resolution Report or Request for Decision on Further Action' shall be sent to the HHDC. If the date of the change of energisation status is unknown, a date can be instructed or agreed by the Electricity Supplier for inclusion in the D0139 flow. All other fields in this D0139 must be completed as normal. Such a D0139 flow shall not be sent unless the date for inclusion has been agreed by the Electricity Supplier. For guidance: The Electricity Supplier shall consider all available information (e.g. D0235 'Half hourly Aggregation Exception Report' flows, HHDC/MOA information) when determining the date that shall be recorded for the change in energisation status; communication regarding the instruction of a date shall be by email or another method, as agreed; an audit trail shall be retained.	
If DNO Energises						
15.5.5	Within 5 WD of energising a Metering Asset.	Send change of energisation status and the initial meter register reading.	DNO	MOA / Electricity Supplier	D0139 Confirmation or Rejection of Energisation Status Change If there is a failure to change the energisation status, the D0139 shall be sent only to the Electricity Supplier. If energisation status is changed but a meter	Electronic or other method, as agreed.

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					register reading cannot be taken, the D0139 shall be sent to all of the above recipients and a D0002 'Fault Resolution Report or Request for Decision on Further Action' shall be sent to the HHDC. If the date of the change of energisation status is unknown, a date can be instructed or agreed by the Electricity Supplier for inclusion in the D0139 flow. All other fields in this D0139 must be completed as normal. Such a D0139 flow shall not be sent unless the date for inclusion has been agreed by the Electricity Supplier. For guidance: The Electricity Supplier shall consider all available information (e.g. D0235 'Half hourly Aggregation Exception Report' flows, HHDC/MOA information) when determining the date that shall be recorded for the change in energisation status; communication regarding the instruction of a date shall be by email or another method, as agreed; an audit trail shall be retained.	
15.5.6	Within 5 WD of 15.5.5 (or 10 WD for Supplier-Serviced Metering Assets).	Send change of energisation status and, if requested, the initial meter register reading.	MEM MOA	HHDC	D0139 Confirmation or Rejection of Energisation Status Change.	Electronic or other method, as agreed.

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15.6. De-energisation (Half Hourly)

Ref	When	Action	From	To	Interface	Means
If MEM MOA instructs EMO to De-energise						
15.6.1	As required and at least 10 WD before 15.6.6. This step could be completed in shorter timescales where the Electricity Supplier and Meter Operator Agent have reached mutual agreement.	Send request to de-energise Metering Asset.	Electricity Supplier	MOA	D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.
15.6.2	If request rejected and within 2 WD of 15.6.1 (or 5 WD for Supplier-Serviced Metering Assets).	Send notification of rejection including the reason why the request has been rejected.	MOA	Electricity Supplier	D0139 Confirmation or Rejection of Energisation Status Change. D0221 Notification of Failure to Install or Energise Metering System	Electronic or other method, as agreed.
					P0211 Site Visit Rejection. (Go to 12.3.1 if required) The use of this data flow is optional.	
15.6.3	If request accepted and within 3 WD of 15.6.1 and before planned	Arrange with HHDC to collect final HH Metered Data.	MOA	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.

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	date for de- energisation.	For Supplier-Serviced Metering Assets, the Electricity Supplier, rather than the HHDC, will collect the HH Metered Data. Steps 15.6.3 to 15.6.6 do not apply.				
15.6.4	On date and time agreed in 15.6.3.	Collect final HH Metered Data.	HHDC			Internal Process.
15.6.5	Immediately following 15.6.4.	Confirm final HH Metered Data collection.	HHDC	MOA	The MOA (or its EMO) will telephone the HHDC when it is on site. Following the HHDC collecting the data, the HHDC will provide confirmation to the MEM.	Telephone.
15.6.6	Immediately following 15.6.5.	Note final meter register reading, if available. If final HH Metered Data was not uploaded by the HHDC, download final HH Metered Data, if available. De-energise Metering	MOA			Internal Process.

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		Asset.				
15.6.7	Within 5 WD of changing energisation status (or within 10 WD for Supplier-Serviced Metering Assets) Or Following the MOA becoming aware of a discrepancy between the energisation status on site and that held by the Electricity Supplier/HHDC.	Send change of energisation status and final meter register reading, if available.	MOA	Electricity Supplier DNO HHDC	D0139 Confirmation or Rejection of Energisation Status Change. If there is a failure to change the energisation status, the D0139 shall be sent only to the Electricity Supplier. If energisation status is changed but a meter register reading cannot be taken, the D0139 shall be sent to all of the above recipients and a D0002 'Fault Resolution Report or Request for Decision on Further Action' shall be sent to the HHDC. If the date of the change of energisation status is unknown, a date can be instructed or agreed by the Electricity Supplier for inclusion in the D0139 flow. All other fields in this D0139 must be completed as normal. Such a D0139 flow shall not be sent unless the date for inclusion has been agreed by the	Electronic or other method, as agreed.

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					Electricity Supplier. For guidance: The Electricity Supplier shall consider all available information (e.g. D0235 'Half hourly Aggregation Exception Report' flows, HHDC/MOA information) when determining the date that shall be recorded for the change in energisation status; communication regarding the instruction of a date shall be by email or another method, as agreed; an audit trail shall be retained. D0010 Meter Readings	
If DNO De-energises						
15.6.8	As required and at least 10 WD before 15.6.14. This step could be completed in shorter timescales where the Electricity Supplier and Metering Equipment Manager/Distribution Network Operator, as applicable, have reached mutual agreement.	Send request to de-energise Metering Asset.	Electricity Supplier	DNO	D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.
15.6.9	If request rejected and within	Send notification of	DNO	Electricity	D0139 Confirmation or	Electronic or

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	2 WD of 15.6.8.	rejection including the reason why the request has been rejected.		Supplier MOA	Rejection of Energisation Status Change. P0211 Site Visit Rejection If the date of the change of energisation status is unknown, a date can be instructed or agreed by the Electricity Supplier for inclusion in the D0139 flow. All other fields in this D0139 must be completed as normal. Such a D0139 flow shall not be sent unless the date for inclusion has been agreed by the Electricity Supplier. For guidance: The Electricity Supplier shall consider all available information (e.g. D0235 'Half hourly Aggregation Exception Report' flows, HHDC/MOA information) when determining the date that shall be recorded for the change in energisation status; communication regarding the instruction of a date shall be by email or	other method, as agreed. Manual

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					another method, as agreed; an audit trail shall be retained. (Go to 11.3.8 if required)	
15.6.10	If request accepted and within 2 WD of request to de-energise Metering Asset.	Agree date and time for de-energisation.	DNO	MOA	De-energisation details.	Telephone or other method, as agreed.
15.6.11	Within 2 WD of 15.6.10 and before planned date for de- energisation.	Arrange with HHDC to collect final HH Metered Data.	MOA	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
15.6.12	On date and time agreed in 15.6.10.	Collect final HH Metered Data.	HHDC			Internal Process.
15.6.13	Immediately following 15.6.12.	Confirm final HH Metered Data collection.	HHDC	DNO (or MOA if appropriate)	The DNO or MOA will telephone the HHDC when it is on site. Following the HHDC collecting the data, the HHDC will provide confirmation to the MOA or DNO, as appropriate.	Telephone or other method, as agreed.
15.6.14	On the date requested or agreed in 15.6.8; or as required (for example, as a result of an emergency).	Note final meter register reading, if available. de-energise Metering Asset.	DNO			Internal Process.
15.6.15	Within 5 WD of 15.6.14.	Send change of energisation status and final meter register	DNO	Electricity Supplier / MOA	D0139 Confirmation or Rejection of Energisation	Electronic or other method, as

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		reading, if available.			Status Change. This shall include the address where the meter is available for collection. Meter returns procedures are detailed within the CoMCoP.	agreed.
15.6.16	Within 5 WD of 15.6.15.	Send change of energisation status and, if requested, final meter register reading, if available.	MOA	HHDC	D0139 Confirmation or Rejection of Energisation Status Change. D0010 Meter Readings.	Electronic or other method, as agreed.
15.6.17	If required and no valid meter register reading received within 10 WDs of notification of change to energisation status.	Request final meter register reading	HHDC	MOA Electricity Supplier	D0010 Meter Readings	Electronic or other method, as agreed
15.6.18	Within 10 WD of 15.6.17.	Send final meter register reading.	MOA, Electricity Supplier	HHDC		Electronic or other method, as agreed

15.7. Energisation (Non Half Hourly)

Ref	When	Action	From	To	Interface	Means

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If MOA instructs EMO to Energises						
15.7.1	As required and at least 10WDs before 15.7.3. This step could be completed in shorter timescales where the Electricity Supplier and Meter Operator Agent have reached mutual agreement.	Send request to energise Metering Asset.	Electricity Supplier	MOA	**Credit Meter** D0134 Request to Change Energisation Status. **Prepayment Meter** D0180 Request to Energy / De-Energise / Shut Down Prepayment Meter	Electronic or other method, as agreed.
15.7.2	If request rejected and within 5 WD of 15.7.1.	Send notification of rejection including the reason why the request has been rejected.	MOA	Electricity Supplier	P0211 Site Visit Rejection. (Go to 12.4.1 if required)	Electronic or other method, as agreed.
15.7.3	On the date requested or agreed in 15.7.1.	Energise Metering Asset and note initial meter register reading.	MOA (or its EMO)			Internal Process.
15.7.4	Within 10 WD of attempting to change energisation status.	Send change of energisation status.	MOA	Electricity Supplier / DNO NHHDC	**Credit Meter** D0139 Confirmation or Rejection of Energisation Status Change. If there is a failure to change the energisation status, the D0139 shall be sent only to the Electricity Supplier. If	Electronic or other method, as agreed.

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					energisation status is changed but a meter register reading cannot be taken, the D0139 shall be sent to all of the above recipients and a D0002 'Fault Resolution Report or Request for Decision on Further Action' shall be sent to the HHDC. **Prepayment Meter** D0179 Confirmation of Energisation/De-Energisation of Prepayment Meter	
15.7.5	Within 10 WD of attempting to change energisation status.	Send associated meter register readings.	MOA	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
15.7.6	If required and no valid meter register reading received within 10 WD of notification of change to energisation status	Request initial meter register reading.	NHHDC	MOA / Electricity Supplier		Post / fax / email
15.7.7	Within 10 WDs of 15.7.6.	Send initial meter register reading.	MOA / Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
If DNO Energises						
15.7.8	Within 10 WD of receiving change of	Send change of energisation	MOA	NHHDC Electricity	**Credit Meter** D0139 Confirmation or Rejection of	Electronic or other

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	energisation status and meter register reading, if available from DNO.	status and the initial meter register reading.		Supplier	Energisation Status Change. **Prepayment Meter** D0179 Confirmation of Energisation/De-Energisation of Prepayment Meter	method, as agreed.
15.7.9	Within 10 WD of receiving change of energisation status and meter register reading, if available from DNO.	Send the initial meter register reading.	MOA	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.

15.8. De-energisation (Non Half Hourly) (The DNO may perform this role)

Ref	When	Action	From	To	Interface	Means
If MOA instructs EMO to De-energises						
15.8.1	As required and at least 10 WD before 15.8.3. This step could be completed in shorter timescales where the Electricity Supplier and Meter Operator Agent	Send request to de-energise Metering Assets.	Electricity Supplier	MOA	**Credit Meter** D0134 Request to Change Energisation Status. **Prepayment Meter** D0180 Request to Energy / De-Energise / Shut Down Prepayment Meter	Electronic or other method, as agreed.

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	have reached mutual agreement.					
15.8.2	If request rejected and within 5 WD of 15.8.1.	Send notification of rejection including the reason why the request has been rejected. Proceed to 15.8.1 if required.	MOA	Electricity Supplier	**Credit Meter** D0139 Confirmation or Rejection of Energisation Status Change D0221 Notification of Failure to Install or Energise Metering System P0211 Site Visit Rejection The use of this data flow is optional. **Prepayment Meter** D0179 Confirmation of Energisation/De-Energisation of Prepayment Meter	Electronic or other method, as agreed.
15.8.3	On date requested or agreed in 15.8.1.	Note final meter register reading, if available, and de-energise Metering Asset.	MOA (or its EMO)		Internal Process	N/A
15.8.4	Within 10 WD of attempting to change energisation status.	Send change of energisation status.	MOA	Electricity Supplier DNO	**Credit Meter** D0139 Confirmation or Rejection of Energisation Status Change. This shall include the address where the meter is available for	Electronic or other method, as greed..

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					collection. Meter returns procedures are detailed within the CoMCoP. **Prepayment Meter** D0179 Confirmation of Energisation/De-Energisation of Prepayment Meter	
15.8.5	Within 10 WD of attempting to change energisation status.	Send the final meter register reading, if available.	MOA	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
15.8.6	If required and no valid meter register reading received within 10 WD of notification of change to energisation status.	Request final meter register reading.	NHHDC	MOA Electricity Supplier		Electronic or other method, as agreed.
15.8.7	Within 10 WDs of 15.8.6.	Send final meter register reading.	MOA / Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
If DNO De-energises						
15.8.8	As required and at least 10 WD[88] before 15.8.10.	Send request to de-energise Metering Asset.	Electricity Supplier	DNO	**Credit Meter** D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.

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					Prepayment Meter D0180 Request to Energy / De-Energise / Shut Down Prepayment Meter	
15.8.9	If request rejected and within 5 WD of 15.8.8.	Send notification of rejection including the reason why the request has been rejected. Proceed to 15.8.8 if required.	DNO	Electricity Supplier MOA	**Credit Meter** D0139 Confirmation or Rejection of Energisation Status Change. P0211 Site Visit Rejection The use of this data flow is optional. **Prepayment Meter** D0179 Confirmation of Energisation/De-Energisation of Prepayment Meter	Electronic or other method, as agreed.
15.8.10	On the date requested or agreed in 15.8.8, or as required (for example, as a result of an emergency).	Note final meter register reading, if available. De-energise the Metering Asset.	DNO		Internal Process	N/A
15.8.11	Within 5 WDs of 15.8.10.	Send change of energisation status and final meter register reading, if available.	DNO	MOA	**Credit Meter** D0139 Confirmation or Rejection of	Electronic or other method, as

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					Energisation Status Change. If there is a failure to change the energisation status, the D0139 shall be sent only to the Electricity Supplier. If energisation status is changed but a meter register reading cannot be taken, the D0139 shall be sent to all of the above recipients and a D0002 'Fault Resolution Report or Request for Decision on Further Action' shall be sent to the HHDC. **Prepayment Meter** D0179 Confirmation of Energisation/De-Energisation of Prepayment Meter	agreed.
15.8.12	Within 10 WDs of 15.8.11.	Send change of energisation status.	MOA	NHHDC Electricity Supplier	**Credit Meter** D0139 Confirmation or Rejection of Energisation Status Change. **Prepayment Meter** D0179 Confirmation of	Electronic or other method, as agreed.

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					Energisation/De-Energisation of Prepayment Meter	
15.8.13	Within 10 WDs of 15.8.11.	Send final meter register reading, if available. If Distribution Network Operator has not provided the final meter register reading, the Meter Operator Agent can retrieve this from the meter when it retrieves the meter. If the Distribution Network Operator removed the meter, the Meter Operator Agent must ensure that it has the final meter register reading and provided this to the NHHDC before disposing of or re-using the meter.	MOA	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed.
15.8.14	If required and no valid meter register reading received within 10 WD of notification of change to energisation status.	Request final meter register reading.	NHHDC	Electricity Supplier / MOA		Post / Fax / Email
15.8.15	Within 10 WD of 15.8.14.	Send final meter register reading.	MOA / Electricity Supplier	NHHDC	D0010 Meter Readings.	Electronic or other method, as agreed.

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16 Change of Feeder Status (Electricity Only)

16.1. This process covers communications relating to the energisation of de-energisation of a feeder.

16.2. In the event that a summation current transformer is being utilised to aggregate two or more feeders onto one Meter Id (Serial No), then the feeder status shall be populated as 'Active' if any one of the feeders is energised.

16.3. This process shall only be used for multi feeder sites. Where a single feeder is to be energised or de-energised, the processes in Paragraph 15 shall be used.

16.4. Energise Feeder (Half Hourly)

Ref	When	Action	From	To	Interface	Means
16.4.1	As required.	Send request to change feeder status.	Electricity Supplier	MOA The DNO may perform this role.	**Credit Meter** D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. **Prepayment Meter**	Electronic or other method, as agreed.

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					D0194 for key meters D0216 for token meters	
16.4.2	If request rejected and within 2 WD of 16.4.1.	Send notification of rejection including the reason why the request has been rejected.	MOA	Electricity Supplier	P0211 Site Visit Rejection. (Go to 13.3.1 if required)	Electronic or other method, as agreed.
16.4.3	On the date requested or agreed in 16.4.1 or as the MOA sees necessary.	Change feeder status. Note meter register reading.	MOA (or its EMO)		Internal Process	N/A
16.4.4	Within 5 WD of changing feeder status.	If requested, send meter register reading. Send Meter Technical Details.	MOA	HHDC Electricity Supplier HHDC DNO	D0010 Meter Readings. D0268 Half Hourly Meter Technical Details. If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	Electronic or other method, as agreed.
16.4.5	In accordance with Paragraph 20.	Prove Metering Asset if feeder has been energised for the first time.	MOA	HHDC	Refer to Paragraph 20.	Electronic or other method, as agreed.

16.5. De-energise Feeder (Half Hourly)

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Ref	When	Action	From	To	Interface	Means
16.5.1	As required.	Send request to change feeder status.	Electricity Supplier	MOA The DNO may perform this role.	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.	Electronic or other method, as agreed.
16.5.2	If request rejected and within 2 WD of 16.5.1.	Send notification of rejection including the reason why the request has been rejected.	MOA	Electricity Supplier	P0211 Site Visit Rejection. (Go to 13.4. 1 if required)	Electronic or other method, as agreed.
16.5.3	If request accepted and within 3 WD of request and before data collection date or as the MEM sees necessary.	Arrange with HHDC to collect HH Metered Data.	MOA	HHDC.	D0005 Instruction on Action.	Electronic or other method, as agreed.
16.5.4	On date and time agreed in 16.5.3.	Collect Half Hourly Metered Data.	HHDC		Internal Process	N/A
16.5.5	Immediately following 16.5.4.	Confirm Half Hourly Metered Data collection.	HHDC	MOA	The MOA (or its EMO) will telephone the HHDC when on site. Following the HHDC collecting the data, the HHDC will	Telephone

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					provide confirmation to the MOA.	
16.5.6	Immediately following 16.5.5.	Note meter register reading, if available. If Half Hourly Metered Data was not uploaded by the HHDC, download Half Hourly Metered Data, if available. Change feeder status.	MOA (or its EMO)		Internal Process	N/A
16.5.7	Within 5 WD of changing feeder status.	If requested, send meter register reading or notification that meter register reading not obtainable.	MOA	HHDC	D0010 Meter Readings	Electronic or other method, as agreed.
16.5.8	Within 5 WD of changing feeder status.	Send Meter Technical Details.	MOA Where the current Meter Operator Agent has been instructed to send Meter	Electricity Supplier DNO	D0268 Half Hourly Meter Technical Details The Meter Technical Details, in the form of the D0268 flow, is to	Electronic or other method, as agreed.

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			Technical Details to a new Meter Operator Agent, and there is a change to Meter Technical Details, the current Meter Operator Agent shall send the revised Meter Technical Details to the new Meter Operator Agent until such a time as the current Meter Operator Agent is no longer responsible for the Meter Technical Details.	HHDC	be sent under all circumstances, even if no Metering Asset is present on site, unless the Meter Operator Agent does not have sufficient information to fully populate group 01A of the flow, in which case D0268 will not be sent. Additionally, the D0268 flow would not be sent in the context of Switch /Change of Agent scenarios on 'New Connections' (if no D0215 'Provision of Site Technical Details' flows had been received by Meter Operator Agent from Distribution Networks Operators) or 'Change of Measurement Class from NHH to HH' scenarios (if there was insufficient information available to fully populate group 01A due to site changes). If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	

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17 Change of Data Collector (Electricity Only)

17.1. The process for change of Data Collector is set out within the BSC. Where a change of Data Collector occurs, the Appointed MOA will receive details of the new Data Collector from the Electricity Supplier and will provide Meter Technical Details to the new Data Collector in accordance with the BSCP502. (The Metering Equipment Manager shall contact and liaise with the Electricity Supplier if appropriate). This process shall also apply to a concurrent Switch and change of HHDC. In this circumstance, the Electricity Supplier referred to is the Gaining Supplier.

18 Fault Resolution (Electricity Only)

18.1. Upon the MOA being notified by any person or discovering that any Metering Asset for which the MOA is responsible is potentially recording incorrect data, the MOA shall investigate and rectify the problem and notify its associated Electricity Supplier and its Appointed Data Collector of the nature of the fault and the date and time at which it was rectified.

18.2. The MOA shall report Metering Asset faults to its associated Electricity Supplier and its Appointed Data Collector and advise the Appointed Data Collector as to the period covered by the fault and, for half hourly meters, as to how to estimate half hourly consumption correctly.

18.3. The MOA shall separately identify Metering Asset faults affecting data quality and those not affecting data quality and shall record the date on which each fault was reported and the date on which each fault was cleared. For this purpose, a fault affecting data quality shall be treated as cleared when the relevant Metering Asset once again records in compliance with the relevant BSC Code of Practice.

Half Hourly

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18.4. The process for HH Metering Assets is as follows:

Ref	When	Action	From	To	Information Required	Method
18.4.1	As appropriate.	Send request to investigate Metering Asset.	Any Participant Any participant other than the HHDC wishing to request that the MEM carries out a Metering System investigation shall do so via the Electricity Supplier. The D0001 'Request Metering System Investigation' can be used to notify the Electricity Supplier of the fault if appropriate.	Electricity Supplier	Details of fault.	Electronic or other method, as agreed
18.4.2	Within 2 WD of 18.4.1 or as required.	Send request to investigate Metering Asset.	Electricity Supplier / HHDC	MOA	D0001 Request Metering System Investigation.	Electronic or other method, as agreed
18.4.3	Within 5 WD of receipt of D0001.	Investigate Metering Asset. Attempt to resolve fault. If the resolution involves a site visit take a meter register reading following resolution	MOA (or its EMO)		Internal Process	

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		of the fault. If fault resolved within 5 WD of receipt of D0001 go to 18.3.10.				
18.4.4	If fault remains unresolved 5 WD after receipt of D0001.	Send notification that the fault cannot be resolved within 5WD, and send a corresponding fault resolution plan (if required) detailing the actions that need to be taken to resolve the fault and the proposed timescales or update on proposed next steps. Request decision on further action if appropriate.	MOA Where the Metering Asset investigation was requested by a participant other than the HHDC, the Electricity Supplier shall send the relevant participant the fault resolution report within 5 WD of receiving the D0002 'Fault Resolution Report or Request for Decision on Further Action'. The Electricity Supplier shall use the D0002 for this notification where the participant initially notified the Electricity Supplier of the inconsistency via the D0001 'Request	HHDC or Electricity Supplier, as appropriate.	D0005 Instruction on Action. The D0005 'Instruction on Action' shall always be sent containing the high level points so that an audit trail can be maintained. For complex cases where the D0005 is not sufficient, or where requested by the HHDC, further details can be given in the fault resolution plan. In these instances the sending of the fault resolution plan shall be referred to in the D0005. Any other correspondence between the Electricity Supplier, Meter Operator Agent and HHDC which is required to resolve the fault shall be sent in a	Electronic or other method, as agreed.

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			Metering System Investigation'.		format and by a method agreed by those participants involved. Or equivalent communication, by other means, with the Supplier. Fault resolution plan (if required).	
18.4.5	As soon as possible after 18.4.4, if appropriate	Send decision on further action.	HHDC or Electricity Supplier as appropriate.	MOA	D0005 Instruction on Action. Or equivalent communication, by other means, with the Electricity Supplier.	Electronic or other method, as agreed
18.4.6	Following 18.4.4 or 18.4.5, if appropriate.	Attempt to resolve fault. If fault resolved within 15 WD of receipt of D0001 go to 18.3 10.	MOA		Internal process	
18.4.7	If fault remains unresolved within 15 WD of receipt of D0001.	Notify that the fault remains unresolved.	MOA	HHDC or Electricity Supplier	D0005 Instruction on Action. Or equivalent communication, by other means, with the Electricity Supplier.	Electronic or other method, as agreed

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18.4.8	As soon as possible following 18.4.7.	Progress resolution of outstanding fault.	MOA		As appropriate: D0005 Instruction on Action or Fault resolution plan	Internal Process
18.4.9	If and when appropriate following 18.4.8.	Consult and / or update HHDC, or Electricity Supplier as appropriate, regarding investigation on regular basis (as agreed) until fault resolved.	MOA	HHDC or Electricity Supplier	D0005 Instruction on Action. Or equivalent communication, by other means, with the Electricity Supplier.	Electronic or other method, as agreed
18.4.10	Within 5WD of resolving fault.	Send fault resolution report and undertake any steps in the process in Paragraph 18 which may be appropriate.	MOA	HHDC or Electricity Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed
18.4.11	If appropriate, within 5 WD of 18.4.10.	Report resolution of fault.	Electricity Supplier Where the Metering System investigation was requested by another Participant via the Electricity Supplier, the Electricity Supplier shall send the relevant Participant the resolution of problem report.	Relevant Participant	As appropriate: D0002 Fault Resolution Report or Request for Decision on Further Action. Details of resolution	Electronic or other method, as agreed
For HHDC Serviced Metering Assets						

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18.4.12	If appropriate, at the same time as 18.4.10.	Send Meter Technical Details, if changed or corrected.	MOA	Electricity Supplier HHDC DNO	D0268 Half Hourly Meter Technical Details If site is Complex Site, send Complex Site Supplementary Information Form (see Appendix 2).	Electronic or other method, as agreed
18.4.13	If appropriate, within 10 WD of resolving fault.	Send relevant Metering Asset information changes	MOA	ERDA	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed
18.4.14	Immediately, following 18.4.13 or 18.4.15.	Perform validation checks and send response. If response is accepted, proceed to 18.4.16, otherwise proceed to 18.4.15.	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed
18.4.15	Within 5 WD of 18.4.14.	Where the rejection is of a type the MOA can resolve, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 18.4.13.	MOA	ERDA	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed

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18.4.16	In accordance with the timescales in Paragraph 20.	If Meter Technical Details manually intervened or there has been a key field change, prove Metering Asset.	MOA	HHDC	In accordance with Paragraph 20.	Electronic or other method, as agreed
For Supplier Serviced Metering Assets						
18.4.17	If Electricity Supplier reconfigures the Time of Use registers following a fault.	Send Smart Metering System configuration details. If the Time of Use registers are not configured to a valid Standard Settlement Configuration (as defined in MDD), the Electricity Supplier will notify a single rate Standard Settlement Configuration.	Electricity Supplier	MOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Electricity Supplier and MEM).	Electronic or other method, as agreed
18.4.18	Within 10 WDs of 18.4.17.	Send Meter Technical Details.	MOA	Electricity Supplier DNO	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details. Electronic	Electronic or other method, as agreed
18.4.19	If appropriate, within 10 WD of resolving fault.	Send the relevant Metering Asset information changes.	MOA	ERDA	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed

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18.4.20	Immediately following 18.4.19 or 18.4.21.	Perform validation checks and send response. If response is accepted, end process, otherwise proceed to 18.4.21	ERDA	MOA Electricity Supplier	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed
18.4.21	Within 5 WDs of 18.4.20.	When the rejection is of a type the MOA can resolve without involving industry parties, send a corrected D0312. If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 18.4.20.	MOA	ERDA	D0312 Notification of Meter Information to MPAS	Electronic or other method, as agreed

Non Half Hourly

18.5. Where a new installation of a meter intending to be remotely read occurs but the communications are not operating initially, the Meter Type should be set to 'N', and the D0149/D0150 sent. When the communications are installed and operational on the Metering Asset, the Meter Type should be changed to RCAMR, RCAMY, or NCAMR, and the D0149/D0150 and D0313 sent.

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18.6. Where an existing installation of a meter of type RCAMR, RCAMY, or NCAMR suffers a communications failure then if the failure is transient, the meter type remains unchanged and the problem resolved through the fault resolution process.

18.7. Where it is determined that communications have failed and they will not be replaced, or have been completely removed, then the Meter Type should be changed to N and the D0149/D0150 (without D0313) should be sent. The change of Meter Type and absence of D0313 will alert the recipient of the change of meter reading capability of that Metering Asset.

18.8. The process for Non Half Hourly Metering Assets is as follows:

Ref	When	Action	From	To	Information Required	Method
18.8.1	As appropriate.	Send request to investigate Metering Asset.	Any Participant	Electricity Supplier		Electronic or other method, as agreed
18.8.2	Within 2 WD of 18.8.1 or as the Electricity Supplier or NHHDC sees necessary.	Receive notification of inconsistencies, invalid data, faulty metering, invalid Meter Technical Details, or request to investigate suspect metering. Or receive action following decision in 18.8.6.	Electricity Supplier / NHHDC	MOA	D0001 Request Metering System Investigation, or D0005 Instruction on Action	Electronic or other method, as agreed
18.8.3	Within 5 WD of receipt	Investigate Metering	MOA (or		Internal Process	

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	18.8.2 or as the MOA sees necessary Where the MOA has a contract with the Consumer, this must be taken into account when determining whether it is appropriate for the MOA to investigate inconsistencies.	Asset. Attempt to resolve fault. If the resolution involves a site visit take a meter register reading following resolution.	its EMO)			
18.8.4	If unable to resolve the problem within 5 WD after receipt of 18.8.2	Send request for decision on further action if appropriate.	MOA	Electricity Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed.
18.8.5	As soon as possible after 18.8.4.	Determine appropriate further action or trigger another relevant process, for example, de-energise a Metering Asset, removal of a Metering Asset or reconfigure or replace Metering Asset (No Change of Measurement Class).	Electricity Supplier		Internal Process	
18.8.6	Immediately following 18.8.5.	Send decision on further action.	Electricity Supplier	MOA	D0005 Instruction on Action.	Electronic or other method, as

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						agreed
18.8.7	Within 5 WD of resolving problem.	Send resolution of problem report.	MOA	NHHDC or Electricity Supplier Where the Metering System investigation was requested by another Participant via the Electricity Supplier, the Electricity Supplier shall send the relevant Participant the resolution of problem report.	D0002 Fault Resolution Report or Request for Decision on Further Action D0010 Metering Readings (in the resolution involved a site visit).	Electronic or other method, as agreed
18.8.8	Within 10WD of resolving problem.	Send Meter Technical Details if appropriate.	MOA	Electricity Supplier NHHDC or DNO	D0149 Notification of Mapping Details D0150 Non Half-hourly Meter Technical Details	Internal Process
18.8.9	At the same time as 18.8.8.	Send Meter Technical Details if appropriate.	MOA	Electricity Supplier NHHDC or	D0313 Auxiliary Meter Technical Details The MOA must send a D0313 in all cases where the MOA sends a D0150 and where the meter type is either NCAMR, RCAMR or	Electronic or other method, as agreed

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					RCAMY, except where there are no meters at the Metering Point and/or all meters have been removed, in which case only the D0150 is sent. The MOA must send a D0149 / D0150 in all cases where the MOA sends a D0313.	
18.8.10	At the same time as 18.8.8.	Notify MAP of corrections if required.	MOA	MAP	D0303 Notification of Meter Operators, Supplier and Metering Assets installed / removed by the MOP to the MAP	Electronic or other method, as agreed
18.8.11	If appropriate, within 10WD of resolving problem.	Send the relevant meter information changes.	MOA	ERDA	D0213 Notification of Meter Information to MPAS	Electronic or other method, as agreed
18.8.12	Immediately following 18.8.11	Perform validation checks and send response. If response accepted proceed to 18.8.14, otherwise proceed to 18.8.13.	ERDA	MOA Electricity Supplier	D0213 Notification of Meter Information to MPAS	Electronic or other method, as agreed
18.8.13	Within 5WDs of 18.8.12.	Where the rejection is of a type the MOA can resolve without involving	MOA	ERDA	D0213 Notification of Meter Information to MPAS	Electronic or other method, as

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		other industry parties, send a corrected D0312. If the MOA needs to involve other parties to resolve the issue, then reasonable endeavours shall apply. Proceed to 18.8.11.				agreed
18.8.14	If required and no valid initial meter register reading received 5WDs after problem rectified.	Request initial meter register reading.	NHHDC	MOA Electricity Supplier		Post, fax, email
18.8.15	Within 10 WD of 18.8.14.	Send initial meter register reading.	MOA Electricity Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

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19 Change of Measurement Class (Electricity Only)

19.1. The process for change of Measurement Class comprises of Appointment and de-appointment of the relevant MOAs, alongside installation or re-configuration of a Metering Asset with Half Hourly or Non Half Hourly functionality as applicable.

19.2. The Electricity Supplier should make all agents aware of the planned change of Measurement Class in advance of the formal Appointment and de- appointment processes. This is to ensure that the Appointment and de-appointment dates align with the date of the site visit, where such a visit is required. (The actual Appointment and de-appointment interactions between the Electricity Supplier and Meter Operator Agent can be concluded after the Change of Measurement Class, provided they are backdated to align with the relevant dates).

19.3. The Electricity Supplier will Appoint the Gaining MOA with effect from the planned date of the change of Measurement Class. The Electricity Supplier will send a further Appointment flow after the change of Measurement Class with the actual Appointment date, where different.

19.4. After acceptance of the Gaining MOA Appointment the Electricity Supplier will de-appoint the Losing MOA. To avoid having to send a second notification if the change of Measurement Class doesn't take place on the planned date, the Electricity Supplier may delay a formal notification until the change of Measurement Class date is firm or the change of Measurement Class has taken place.

20 Proving Tests (Electricity Only)

20.1. Other than Metering Assets where Half Hourly data is sourced by the Electricity Supplier from a meter compliant with the Smart Metering Equipment Technical Specifications (SMETS), the MOA shall (or shall arrange for an EMO to) carry out a Proving Test / re-test for each instance of Half Hourly Metering Asset, that it is responsible for, in accordance with and in the circumstances described in this Paragraph 20.

20.2. A Proving Test is required where any, or all of the following key fields are changed whilst a Metering Asset is energised. A Proving Test shall be initiated as soon as that Metering Asset becomes energised and completed in the timescales set out Paragraph 15.5.

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(a) outstation Id;

(b) Meter Id (serial number);

(c) outstation number of channels;

(d) Measurement Quantity Id;

(e) Meter multiplier;

(f) pulse multiplier;

(g) CT and / or VT Ratios; and

(h) access to Metering Asset at password level 3. (Where access to the Metering Asset at password level 3 has changed only the schedule for automated data transfer, a Proving Test will not be required).

20.3. A Proving Test is required where:

(a) the Metering Asset is for a Complex Site; or

(b) the Metering Asset has a separate outstation; or

(c) the Metering Asset has an integral outstation which can have a pulse multiple other than 1, as identified in the compliance and protocol approval list.

20.4. A Proving Test shall be carried out on both main and check Metering Assets and shall be carried out in any of the following circumstances:

(a) as a result of new connection or transfers from CMRS to ERDA in accordance with BSCP68;

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(b) following a change of HHDC Appointment but only in the event that the Meter Technical Details were manually intervened ('Manually intervened', with regard to Proving Tests means that Meter Technical Details have been entered, re-entered or changed in a software system manually i.e. the data has not been automatically entered into systems via receipt of a Market Message);

(c) following a change of Metering Equipment Manager Appointment but only in the event that the Meter Technical Details were manually intervened;

(d) following a concurrent Switch and change of HHDC but only in the event that the Meter Technical Details were manually intervened;

(e) when a Metering Asset is reconfigured / replaced;

(f) following a change of Measurement Class from NHH to HH;

(g) when there is a key field change (refer to Paragraph 20.1);

(h) where there has been a key field change (refer to Paragraph 20.1) whilst a site has been de-energised and the Metering Asset becomes energised;

(i) whenever a shared Metering Asset arrangement is carried out in accordance with the BSC;

(j) where a feeder is energised for the first time; or

(k) where a Complex Site is created, modified or removed, or where one of the above changes impacts on a Metering Asset which is part of a Complex Site.

20.5. The MOA shall decide from methods 1 to 4 which method of Proving Test is appropriate in conjunction with the HHDC. A Complex Site shall always be proved using the Complex Site Validation Test.

20.6. Complex Sites shall be proven in the same way as non Complex Sites except the MOA shall use the aggregated data provided by the Metering Asset for

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comparison. If the standard Proving Test fails, the MOA and HHDC shall consider whether the site shall be classified as a Complex Site.

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Proving Test Method 1

20.7. Where a Proving Test is initiated using method 1, the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
20.7.1	When instructed by the Electricity Supplier,	Install or reconfigure Metering Asset and commission in accordance with BSC Metering Code of Practice 4; record Meter Technical Details and note the HH Metered Data to cover a specific Settlement Period while on site.	MOA (or its EMO)		Internal Process	
20.7.2	Following installation / reconfiguration, commissioning and once HH Metered Data retrieved; or if previous Proving Test attempt failed.	If appropriate send request for Proving Test (indicating which Settlement Periods to be collected) or alternatively request re-test following failure of immediately preceding Proving Test and provide Meter Technical Details.	MOA	HHDC	D0005 Instruction on Action. D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed.
20.7.3	Following 20.7.2.	Read meter for the same HH Settlement Period as requested by the MOA using either a hand-held Unit or via remote interrogation as appropriate (ensuring that data collected for the Settlement Period does not contain a zero value).	HHDC		Internal Process As a minimum the HHDC shall collect the data required by the MOA, but may also collect and send more data than requested.	

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20.7.4	Following 20.7.3.	Send raw HH Metered Data or notification that Metered Data cannot be collected for the Settlement Periods requested. The HHDC shall use all reasonable endeavours to collect the data for the Settlement Period requested. If unable to collect metering data for Settlement Period requested, send alternative Settlement Period HH Metered Data.	HHDC	HHMOA / MOA	D0001 Request Metering System Investigation. D0003 Half Hourly Advances.	Electronic or other method, as agreed.
20.7.5	Following 20.7.4.	If data received from HHDC, proceed to 19.11 to undertake a comparison and issue the results. If data not received from HHDC, proceed to 19.7.2 to undertake a re-test or use an alternative Proving Test method.	MOA		Internal Process	

Proving Test Method 2

20.8. Where a Proving Test is initiated using method 2, the process below shall be followed:

Ref	When	Action	From	To	Interface	Means

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20.8.1	When instructed by the Electricity Supplier.	Install or reconfigure Metering Asset and commission in accordance with BSC Metering Code of Practice 4; and record Meter Technical Details while on site.	MOA (or its EMO)		Internal Process	
20.8.2	Following installation / reconfiguration, commissioning and once HH Metered Data retrieved; or if previous Proving Test attempt failed.	Agree date and time for Proving Test with HHDC, or alternatively request re-test following failure of immediately preceding Proving Test and provide Meter Technical Details	MOA	HHDC	D0005 Instruction on Action. D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed.
20.8.3	Following 20.8.2.	Visit site a second time and note HH Metered Data to cover a specific Settlement Period.	MOA (or its EMO)		Internal Process	
20.8.4	Following 20.8.3.	Read meter for the same HH Settlement Period as agreed with the MOA using either a hand-held unit or via remote interrogation as appropriate (ensuring that data for the Settlement Period collected does not contain a zero value).	HHDC		Internal Process As a minimum the HHDC shall collect the data required by the MEM MOA, but may also collect and send more data than requested.	
20.8.5	Following 20.8.4.	Send raw HH Metered Data or notification that Metered Data cannot be collected for the Settlement Periods requested.	HHDC	MOA	D0001 Request Metering System Investigation. D0003 Half Hourly	Electronic or other method, as agreed.

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		If unable to collect HH Metered Data for Settlement Period requested, send alternative Settlement Period HH Metered Data.			Advances.	
20.8.6	Following 20.8.5.	If data received from HHDC, proceed to 20.11 to undertake a comparison and issue the results. If data not received from HHDC, proceed to 20.8.2 to undertake a re-test or use an alternative Proving Test method.	MOA		Internal Process	

Proving Test Method 3

20.9. Where a Proving Test is initiated using method 3, the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
20.9.1	When instructed by the Electricity Supplier.	Install or reconfigure Metering Asset and commission in accordance with BSC Metering Code of Practice 4 (The commissioning may be carried out when the HH Metering System is installed	MOA (or its EMO)		Internal Process	

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		but may be deferred if load is not available at that time.); retrieve HH Metered Data for a specific HH Settlement Period and record Meter Technical Details while on site. From the office, use own data retrieval system to read remotely for the same HH Settlement Period as collected during site visit. Compare MOA HH Metered Data from data retrieval system against that collected during site visit. If this data is correct then the MOA's data retrieval system has been successfully proved. If problems identified with readings taken from data retrieval system, investigate and rectify the problem then re-do the steps above.				

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20.9.2	Following installation, commissioning and once HH Metered Data retrieved.	Send request for Proving Test, or alternatively request a re-test following failure of immediately preceding Proving Test and provide Meter Technical Details. The MOA does not specify the Settlement Periods to be collected by the HHDC.	MOA	HHDC	D0005 Instruction on Action. D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed.
20.9.3	Following 20.9.2.	Read meter for Settlement Period of own choosing using either a hand-held unit or via remote interrogation as appropriate (ensuring that data for the Settlement Period collected does not contain a zero value).	HHDC		Internal Process	
20.9.4	Following 20.9.3.	Send raw HH Metered Data or notification that Metered Data cannot be collected.	HHDC	MOA	D0001 Request Metering System Investigation. D0003 Half Hourly Advances.	Electronic or other method, as agreed.
20.9.5	Following 20.9.4.	Use own data retrieval system to collect HH Metered Data for the same	MOA		Internal Process	

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		HH Settlement Period as provided by the HHDC. If unable to collect data from the data retrieval system, resolve problem, then complete Proving Test. If data received from HHDC, proceed to 20.11 to undertake a comparison and issue the results. If data not received from HHDC, proceed to 20.9.2 to undertake a re-test or use an alternative Proving Test method.				

Proving Test Method 4

20.10. Where a Proving Test is initiated using method 4, the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
20.10.1	When instructed by the	Install or reconfigure Metering Asset and commission in accordance with BSC Metering	MOA (or its		Internal Process	

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	Electricity Supplier.	Code of Practice 4; retrieve HH Metered Data to cover a specific Settlement Period and note Meter Technical Details while on site.	EMO)			
20.10.2	Following installation / reconfiguration, commissioning and once HH Metered Data retrieved.	Send request for Proving Test or alternatively request re-test following failure of immediately preceding Proving Test and provide Meter Technical Details.	MOA	HHDC	D0005 Instruction on Action. D0268 Half Hourly Meter Technical Details.	Electronic or other method, as agreed.
20.10.3	Following 20.10.2.	Read Meter for HH Settlement Period of own choosing using either a hand-held Unit or via remote interrogation as appropriate (ensuring that data collected for the Settlement Period does not contain a zero value).	HHDC		Internal Process	
20.10.4	Following 20.10.3.	Send raw HH Metered Data or notification that Metered Data cannot be collected.	HHDC	HHMOA / MOA	D0001 Request Metering System Investigation. D0003 Half Hourly Advances.	Electronic or other method, as agreed.
20.10.5	Following 20.10.4.	Using either the manufacturer's software or software which has a relevant protocol approval in accordance with BSCP601 to read meter constants, pulse multipliers, serial numbers etc, the read meter pulses or engineering data for same HH Settlement Period as provided by HHDC to calculate HH reading.	MOA		Internal Process	

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		If data received from HHDC, proceed to 20.11 to undertake a comparison and issue the results. If data not received from HHDC, proceed to 20.10.2 to undertake a re-test or use an alternative Proving Test method.				

Issuing Results of Proving Test (all Methods)

20.11. Following completion of a Proving Test, the process below shall be followed:

Ref	When	Action	From	To	Interface	Means
20.11.1	Following receipt of data from the HHDC.	Compare MOA HH Metered Data with HHDC Metering Data for the same Settlement Period.	MOA	Internal Process		
20.11.2	In accordance with the timescales in 20.12.	Send notification of successful Proving Test / re-test.	MOA	HHDC Electricity Supplier DNO BSCCo Transfer Co-Ordinator If Proving Test is being	D0214 Confirmation of Proving Test	Electronic or other method, as agreed.

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				carried out as part of a CMRS / ERDA transfer in accordance with BSCP68.		
20.11.3	In accordance with the timescales in 20.12.	Send notification that Proving Test / re-test failed.	MOA	HHDC	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed.
20.11.4	In accordance with the timescales in 20.12.	Investigate problem and take corrective action. Proceed to the appropriate method to re-do the Proving Test.	MOA (or its EMO)		Internal Process	
20.11.5	Following 20.11.4	Use own data retrieval system to collect HH Metered Data for the same HH Settlement Period as provided by the HHDC. If unable to collect data from the data retrieval system, resolve problem, then complete Proving Test. If data received from HHDC, proceed to 20.11.1 to undertake a comparison and issue the results.	MOA		Internal Process	

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		If data not received from HHDC, proceed to 20.9.2 to undertake a re-test or use an alternative Proving Test method.				

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Proving Test Timescales

20.12. The timescale for carrying out the Proving Test shall vary depending on the BSC Metering Code(s) of Practice to which the Metering Asset is assigned. It is not necessary that all the steps of the relevant processes are carried out on the same day; the requirement is that the Proving Test in its entirety is completed by the timescale specified below and subject to the exceptions listed below. The maximum timescale between the initiation of a Proving Test and the successful completion of the Proving Test by the MOA sending the D0214 Confirmation of Proving Tests to the HHDC is listed below for each BSC Metering Code(s) of Practice.

20.13. Where the Proving Test has failed, the MOA shall initiate a re-test and the MOA and HHDC shall ensure wherever possible that the timescale is the same as for the original Proving Test.

20.14. In the event that timescales are exceeded and the Proving Test is not completed, the process shall proceed to completion and an audit trail will be maintained by the MOA and HHDC in order to explain the delay.

BSC Metering Code(s) of Practice	WDs to Complete Proving Test	WDs to Complete Re-Test	Total
One	5	5	10
Two	5	5	10
Three	10	10	20
Five	15	15	30
Ten	15	15	30

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Complex Site Validation Test

20.15. Complex Sites shall be proven in the same way as non Complex Sites except the MOA shall use the aggregated data provided by the Metering Asset for comparison, as follows:

Ref	When	Action	From	To	Interface	Means
20.15.1	Following installation / reconfiguration, commissioning and where previous Complex Site validation test failed.	Collect HH Metered Data (Data collection methods as defined in Proving Tests 1, 2, 3 and 4), aggregate in accordance with Complex Site rules and record values.	MOA (or its EMO)		Internal Process	
20.15.2	Following 20.15.1.	Send request for Proving Test or alternatively request re-test following failure of immediately preceding Proving Test and provide Meter Technical Details.	MOA	HHDC	D0005 Instruction on Action. D0268 Half Hourly Meter Technical Details. Complex Site Supplementary Information Form (see Appendix 2 and 3)	Electronic or other method, as agreed.
20.15.3	Within 5WD of 20.15.2.	Collect HH Metered Data and aggregate in accordance with the Complex Site rules and send to the MOA.	HHDC	MOA	D0003 Half Hourly Advances. Email with aggregated consumption data for the day requested in 20.15.2.	
20.15.4	Within 2 WD of 20.15.3.	Validate metered volumes.	MOA		Internal Process.	

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20.15.5	Within 2 WD of 20.15.3, if validation test passes.	Send notification.	MOA	HHDC Electricity Supplier	D0214 Confirmation of Proving Test	Electronic or other method, as agreed.
20.15.6	Within 2 WD of 20.15.3, if validation test fails.	Send notification.	MOA	HHDC Electricity Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed.
20.15.7	Within 5 WD of 20.15.6.	Investigate discrepancy with HHDC and resolve. Note: If unresolved after 5WD the HHDC is required to raise a D0001 'Request Metering System Investigation' in accordance with BSCP502.	MOA		Internal Process	

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On-Site Aggregation Validation Test

20.16. Under BSC Procedure 502 On-Site Aggregation is included for Customers on Licence Exempt Distribution (Private) Networks requiring Third Party Access for a Supplier of their choice. On-Site aggregation is concerned with the aggregation of the metered volumes of the connections on the Licence Exempt Distribution Network for which the Supplier associated with the Licence Exempt Distribution Network is responsible. BSC Procedure 502, Paragraph 2.9 of Section K details certain requirements in connection with the On-Site Aggregation Option.

20.17. The Meter Operator Agent shall provide a copy of the On-Site Aggregation Form to BSCCo following registration of, or any significant change to, an On-Site Aggregation Metering System.

Ref	When	Action	From	To	Interface	Means
20.17.1	As appropriate	Receive request to validate Onsite Aggregation data	MOA	HHDC	D0005 Instruction on Action	Electronic or other method, as agreed
20.17.2	Within 5 WD of 20.17.1	Collect Metered Data and aggregate in accordance with the Onsite Aggregation rules. Send Metered Volumes from each Meter in the Onsite Aggregation Rule Send Aggregated Output of Onsite Aggregation Rule	HHDC	MOA	D0003 Half Hourly Advances Email with aggregated consumption data for the day requested in 20.17.1.	Electronic or other method, as agreed.

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20.17.3	Within 2 WD of 20.17.2	Validate Metered Volumes and Aggregate Output of Onsite Aggregation Rule	MOA			Internal Process
20.17.4	Within 2 WD of 20.17.3 if data is validated	Send notification confirmation of both metered volumes and aggregated output of Onsite Aggregation validation rule.	MOA	HHDC Supplier	D0214 Conformation of Proving Tests	Electronic or other method, as agreed.
20.17.5	Within 2 WD of 20.17.3 if data is not validated	Send notification of failure of either metered volumes or aggregated output of Onsite Aggregation Rule	MOA	HHDC Supplier	D0002 Fault Investigation	Electronic or other method, as agreed.
20.17.6	At the same time as 20.17.5	Investigate discrepancy with HHDC and resolve. Proceed to 20.17.1	MOA	HHDC	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
20.17.7	Within 5 WD of 20.17.6 if remains not validated.	Proceed to the Metering System Investigation Process in accordance with BSCP502.	HHDC			Internal Process

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21 Safe Isolation Provider (Electricity Only)

21.1. This paragraph 21 applies only to MOAs which have been (and remain) accepted as a Safe Isolation Provider (SIP).

Contract with premises owner or occupier

21.2. Before a SIP undertakes any SIP Works at a premises, the SIP shall either:

(a) For Non-Domestic Premises, enter into a contract with any owner or occupier of the premises and such a contract will include confirmation that the owner/occupier has obtained any permissions/consents required for the SIP to perform the SIP works

(b) For Domestic Premises, enter into a contract with an owner of the premises. An owner of a premises may (without limitation) be an owner-occupier (owning the freehold or a long lease), a private landlord, a local authority or a housing association.

21.3. The SIP shall ensure that each such contract agreed in 21.2 (b) contains:

(a) confirmation that the entity entering into the contract is an owner of the premises and has the necessary authority to consent to the SIP Works;

(b) the owner's consent to the SIP undertaking the SIP Works;

(c) confirmation that the owner has given (or will give) reasonable advance notice to the occupiers of the premises (if different from the owner), and a requirement on the owner to retain and produce on demand evidence of such notice;

(d) confirmation that the owner has considered and provided information to the SIP regarding the issues relevant to whether the SIP should identify any Safe Isolation Provider Additional Needs Information (SIP ANI) for the occupiers of the premises;

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(e) confirmation that the owner has taken reasonable steps in respect of any SIP ANI identified, including by providing support to the occupiers during the SIP Works or giving sufficient advance notice of the SIP Works so as to enable the occupier to arrange for additional support; and

(f) if any SIP ANI has been identified, confirmation that the owner has informed the occupier that the SIP ANI will be shared under this Code.

Notifying the Electricity Supplier

21.4. The expectation is that the SIP Works at each premises will be completed in one day, so that the connection is de-energised and re-energised on the same day. If, however, the connection is not de-energised and re-energised on the same day, then the SIP shall notify the Registered Supplier (electricity). In such cases, the SIP shall send a further update once the connection has been re-energised.

21.5. By the end of the next Working Day following the day on which SIP Works were completed at a premises, the SIP shall send the relevant Market Message to the Registered Supplier (electricity) to confirm that the SIP Works have been completed.

21.6. If a Smart Meter is installed at a premises at which a SIP undertakes SIP Works, then the SIP shall check that the Smart Meter communications have been restored to the same condition as existed before the SIP commenced the SIP Work. If the same level of communications cannot be re-established, then the SIP shall notify the occupier of the premises and also the Registered Supplier (electricity) for the premises. Notification to the Registered Supplier shall be made via the relevant Market Message.

21.7. If, while attending a premises to undertake SIP Works, any SIP ANI is identified by the SIP, then the SIP shall notify such SIP ANI to the Registered Supplier (electricity) for the premises (so that the supplier can further review the situation). Such notification shall be made via the Market Message required by paragraph 21.5.

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21.8. The following interface table describes the processes required by Paragraphs 21.4 to 21.7 (inclusive):

Ref	When	Action	From	To	Interface	Means
21.8.1	If the connection is not de-energised and re-energised on the same day	Send notification of the same	SIP	Supplier	MM00036 (D0139) Confirmation of Change of Energisation Status	Electronic or other agreed means.
21.8.2	If paragraph 21.8.1 applied, once the connection has been re-energised	Send notification of the same	SIP	Supplier	MM00036 (D0139) Confirmation of Change of Energisation Status	Electronic or other agreed means.
21.8.3	By the end of the next Working Day following completion of the SIP Works	Send notification of the Work Completion	SIP	Supplier	(D0396) SIP Event Completed	Electronic or other agreed means.
21.8.4	If pre-existing level of smart metering communication cannot be re-established	Send notification of the same	SIP	Supplier	(D0002)	Electronic or other agreed means.
21.8.5	If SIP ANI identified	Send notification of the same	SIP	Supplier	MM00453 (D0396)	Electronic or other agreed means.

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On-Site Risk Assessment

21.9. On attending a premises, the SIP shall consider whether it is able to undertake the intended SIP Works by carrying out its own risk assessment to determine whether it is safe to proceed with the SIP Works, and shall only proceed with the SIP Works where it is safe to do so.

Incidents of Danger, Damage or Interference to the Metering Equipment

21.10. If the SIP finds evidence of danger, damage or interference with the Metering Equipment, then the SIP shall report it to the Registered Supplier (electricity) as follows:

(a) If any Metering Equipment is identified as defective such as to present the possibility of danger:

(i) the SIP shall make it safe and report it immediately to the Registered Supplier by telephone, asking the Registered Supplier to attend as an emergency, within 3 hours;

(ii) the Registered Supplier shall report back to the SIP within 5 Working Days of the Metering Equipment fault being resolved; and

(iii) the SIP Works will be put on hold until such time as the Registered Supplier confirms to the SIP that the issue has been resolved.

(b) If any parts of the Metering Equipment are hazardous (or if the SIP reasonably believes they may become hazardous), the SIP shall determine whether it can safely carry out the SIP Works, or whether it should abort the SIP Works; and:

(i) if the SIP Works are completed, then the SIP shall send the fault report to the Registered Supplier with the SIP Event Completed Market Message, and the Registered Supplier does not need to notify the SIP of the fault resolution; or

(ii) if the Safe Isolation Provider Works are aborted, then the Registered

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Supplier shall notify the SIP when the reported faults have been rectified. The Registered Supplier shall notify the SIP within 5 Working Days of the fault being rectified (but no later than 40 Working Days after the fault being reported), so that the SIP Works may be safely rescheduled.

(c) If the SIP finds apparent evidence of deliberate tampering/interference, then the SIP shall comply with the relevant provisions of the Unbilled Energy Code of Practice Schedule and report this to the Registered Supplier.

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21.11. The following interface table describes the processes required by Paragraph 21.10:

Ref	When	Action	From	To	Interface	Means
21.11.1	If required as per 21.10(a).	The SIP will make the Metering Point safe and report evidence of potential danger with the Metering Equipment	SIP	Supplier	The SIP will telephone the Supplier when the SIP is on site.	Telephone
21.11.2	Within 3 hours of 21.11.1	The Registered Supplier will send their MOA to site to rectify the issue identified.	Supplier	MOA	The Registered Supplier will make the Request of their MOA by the internal method agreed between them.	Internal Processes between the Registered Supplier and their MOA
21.11.3	Within 5WD of 21.11.2	The Registered Supplier will advise the SIP that the reported issue has been remedied.	Supplier	SIP	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed
21.11.4	If required as per 21.10(b)	SIP shall determine whether it can safely carry out the SIP Works, or whether it should abort the SIP Works.			Internal SIP process	N/A
21.11.5	Following 21.11.4, if the SIP completes the SIP Works	Notify fault with the SIP Event Completed Market Message	SIP	Supplier	D0002 Fault Resolution Report	Electronic or other method, as agreed
21.11.6	Following 21.11.5, if the SIP aborts the SIP Works – As advised in	Notify fault with and await further update	SIP	Supplier	D0002 Fault Resolution Report or Request for Decision on Further	Electronic or other method, as agreed

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	the Additional Information Field				Action	
21.11.7	If 21.11.6 applies, within 5 WD of resolution (and no later than 40 WD of report)	Registered Supplier will advise the SIP that the reported issue has been remedied.	Supplier	SIP	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed
21.11.8	If required as per 21.10(c)	The SIP will take appropriate action to make the site safe, and report such findings to the Registered Supplier	SIP	Supplier	D0136 A report of the existence of a possible irregularity which may require further investigation by a Revenue Protection Service. Or to the UKRPA where the identity of the Supplier is unclear	Electronic or other method, as agreed. UKRPA Website

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Incidents of Danger, Damage or Interference to the DNO Equipment

21.12. The SIP shall ensure that it has access to a current version of the Guidance for Service Termination Issue Reporting document while on site (this may be a physical or electronic version) and act in accordance with it. The SIP shall make the appropriate report to the DNO as follows:

(a) any DNO Equipment which they find to be defective such as to present the possibility of danger (category A);

(b) any parts of the DNO Equipment, Sites or situations which are or which they reasonably believe may become hazardous (category B); or

(c) any relevant asset condition information (category C).

22 Crowded Meter Room MOA (Electricity Only)

22.1. This paragraph 22 applies only to MOAs which are contracted as a Crowded Meter Room MEM (CMRM) by the Crowded Meter Room Coordinator (CMRC).

22.2. Each CMRM shall only De-energise a Metering Asset if requested to do so by the CMRC. Each CMRM shall only re-energise a Metering Asset that has been De-energised by (or on behalf of) the CMRC.

Notifying the Electricity Supplier and the DNO

22.3. The expectation is that the CMR Works for a Metering Asset will be completed in one day, so that the connection is De-energised and re-energised on the same day. If, however, the connection is not De-energised and re-energised on the same day, then the CMRM shall notify the Registered Supplier (electricity) and the DNO. In such cases, the CMRM shall send a further update once the connection has been re-energised. The CMRM shall in all cases inform the Registered Supplier (electricity) once the CMR Works for a Metering Asset have been completed.

22.4. If, while attending a premises to undertake CMR Works, any vulnerability is identified by the CMRM, it may provide information on Priority Services and will advise the Consumer to contact their Registered Supplier (electricity) or will contact the Registered Supplier on the Consumer's behalf.

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22.5. The following interface table describes the processes required by Paragraphs 22.2 to 22.4 (inclusive):

Ref	When	Action	From	To	Interface	Means
If CMRM De-energises						
22.5.1	If the connection is not De-energised and re-energised on the same day, by the end of the Working Day	Send change of energisation status.	CMRM	Supplier DNO	MM00036 (D0139) Confirmation of Change of Energisation Status	Electronic or other agreed means.
22.5.2	If paragraph 22.5.1 applied, once the connection has been re-energised	Send notification of the same	CMRM	Supplier DNO	MM00036 (D0139) Confirmation of Change of Energisation Status	Electronic or other agreed means
22.5.3	By the end of the next Working Day following completion of the CMR Works	Send notification of the Work Completion	CMRC	Supplier	As defined by the Alt Han Co Forum	Electronic or other agreed means.
22.5.4	If paragraph 22.4 applies	Request the electricity supplier to make contact with its Consumer regarding issues of vulnerability	CMRC	Supplier	No required format	Electronic or other agreed means

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On-Site Risk Assessment

22.6 On attending a premises, the CMRM shall consider whether it is able to undertake the intended CMR Works by carrying out its own risk assessment to determine whether it is safe to proceed with the CMR Works and shall only proceed with the CMR Works where it is safe to do so.

Incidents of Danger, Damage or Interference to the Metering Equipment

22.7 If the CMRM finds evidence of danger, damage or interference with the Metering Equipment, then the CMRM shall report it to the Registered Supplier (electricity) as follows:

(a) If any Metering Equipment is identified as defective such as to present the possibility of danger:

i. the CMRM shall make it safe and report it immediately to the Registered Supplier by telephone, asking the Registered Supplier to attend as an emergency, within 3 hours;

ii. the Registered Supplier shall report back to the CMRM within 5 Working Days of the Metering Equipment fault being resolved; and

iii. the CMRM Works will be put on hold until such time as the Registered Supplier confirms to the CMRM that the issue has been resolved.

(b) If any parts of the Metering Equipment are hazardous (or if the CMRM reasonably believes they may become hazardous), the CMRM shall determine whether it can safely carry out the CMR Works, or whether it should abort the CMR Works; and:

i. if the CMR Works are completed, then the CMRC shall a send a notification to the Registered Supplier with the CMR Works completed message (under Paragraph 22.5.3), and the Registered Supplier does not need to notify the CMRM of the fault resolution; or

ii. if the CMR Works are aborted, then the Registered Supplier shall notify the CMRM when the reported faults have been rectified. The Registered Supplier shall notify the CMRM within 5 Working Days of the fault being rectified (but no later than 40 Working Days after the fault being reported),

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so that the CMRM Works may be safely rescheduled.

(c) If the CMRM finds apparent evidence of deliberate tampering/interference, then the CMRM shall comply with the relevant provisions of the Unbilled Energy Code of Practice Schedule and report this to the Registered Supplier.

22.8 The following interface table describes the processes required by Paragraph 22.7:

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Ref	When	Action	From	To	Interface	Means
22.8.1	If required as per 22.7(a).	The CMRM will make the Metering Point safe and report evidence of potential danger with the Metering Equipment	CMRM	Supplier	The CMRM will telephone the Supplier when the CMRM is on site.	Telephone
22.8.2	Within 3 hours of 22.8.1	The Registered Supplier will send their Appointed MEM to site to rectify the issue identified.	Supplier	MEM	The Registered Supplier will make the Request of their MEM by the internal method agreed between them.	Internal Processes between the Registered Supplier and their MEM
22.8.3	Within 5WD of 22.8.2	The Registered Supplier will advise the CMRM that the reported issue has been remedied.	Supplier	CMRM	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed
22.8.4	If required as per 22.7 (b).	CMRM shall determine whether it can safely carry out the CMR Works, or whether it should abort the CMR Works.	CMRM		Internal process	N/A
22.8.5	Following 22.8.4 if the CMRM completes the CMR Works	Send notification of the CMR Work completion message	CMRC	Supplier	As defined by the Alt Han Co Forum	Electronic or other agreed means.
22.8.6	Following 22.8.4, if the CMRM aborts the CMR Works – As advised in the Additional Information Field	Notify fault with and await further update	CMRM	Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed
22.8.7	If 22.8.6 applies, within 5	Registered Supplier will	Supplier	CMRM	D0002 Fault Resolution Report	Electronic or other

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Ref	When	Action	From	To	Interface	Means
	WD of resolution (and no later than 40 WD of report)	advise the CMRM that the reported issue has been remedied.			or Request for Decision on Further Action	method, as agreed
22.8.8	If required as per 22.7 (c)	The CMRM will take appropriate action to make the site safe, and report such findings to the Registered Supplier	CMRM	Supplier	D0136 A report of the existence of a possible irregularity which may require further investigation by a Revenue Protection Service. Or to the UKRPA where the identity of the Supplier is unclear	Electronic or other method, as agreed. UKRPA Website

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22.9 The CMRM shall ensure that it has access to a current version of the Guidance for Service Termination Issue Reporting document while on site (this may be a physical or electronic version) and act in accordance with it. The CMRM shall make the appropriate report to the DNO as follows:

(a) any DNO Equipment which the CMRM finds to be defective such as to present the possibility of danger (category A);

(b) any parts of the DNO Equipment, sites or situations which are or which the CMRM reasonably believe may become hazardous (category B); or

(c) any relevant asset condition information (category C)

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1 Appendix 1 – RGMA Responses and Exceptions

Introduction

1.1. This Appendix 1 provides details of the standard responses for all RGMA Market Messages and defines the types of exception and the associated response.

Responses

1.2. The responses to a file are as follows:

(a) Delivery receipts will be sent for all files sent by a transfer mechanism and is commonly referred to as an 'acknowledgement' or 'handshake', often there is little validation over the file header and file corruption.

(b) The file will then be validated and this will result in either a file rejection or a response for each transaction (the exception to this is if a Market Participant uses the optional number of errors limit, over which they will reject the file – if this is in operation there will have been prior agreement between both the sending and receiving Market Participants) within the file i.e. there will be no 'successfully processed' file at this level.

The file will have basic validation carried out e.g. there is a header, there are the correct number of records and transactions. If these file level exceptions occur the whole file will be rejected and no further processing will take place. There are commercial variances in that some transfer mechanisms will carry this out, in others the application or gateways will carry this out.

If there are no file exceptions, then processing will continue. There will not be a 'file successful' at this stage.

It is intended that every file or transaction (job request, job notification) will have an explicit response, either an acceptance or rejection (An exception to this is ONAGE where it is a request for an Appointment - the response data flow (RNAGE) is optional, based on commercial agreements).

(c) Where transaction rejections occur, the originator is notified by a specific response transaction, with reference to the data sent and one or more appropriate response reasons, i.e. the erroneous transaction or file is not returned in its entirety. Wherever possible the record with the error will be returned as the erroneous record and any number of reasons associated to it.

It is for the systems to determine how far the error processing goes. It is preferable to deal with all errors in one go, however this has to be balanced against a single error which could cause the whole data group to be out (e.g.

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displace value) where erroring every Data Item in the data group would not provide any added value.

(d) There may be a number of response reason codes, but once an exception has been found for a transaction at a particular level, processing at a lower level will not be continued i.e.;

if there is a transaction rejection, the records and Data Items will not be processed.

if there is a record rejection, the Data Items will not be processed.

1.3. The recipient will return the following responses to the originator:

1. The success of the file transmission.
2. If 1) is successful, but there are technical errors at the file level, then the file is rejected and the originator is notified with reasons.
3. Optional processing: If 2) is successful, but the number of technical errors (at any level) exceeds the limit agreed between the parties, then the whole file is rejected and the originator notified with reasons.
4. Provided 3) does not apply, then the originator is notified of the success of each valid transaction, and of the failure (with reasons) of each transaction rejected on technical and/or functional grounds. Such rejection(s) may have been at transaction, record or Data Item level.

Exceptions

1.4. Exceptions are categorised as follows:

(a) Market Message level exceptions;

(b) Transaction level exceptions;

(c) Collection level exceptions; and

(d) Data Item level exceptions.

File Level Exceptions

1.5. Validation - File level validation can be carried out by inspecting the file header, trailer and examining the basic structure of the file for technical exceptions e.g. invalid file type

1.6. Response Transaction Format - When the recipient of a file rejects it as a whole, the response file that is sent to the originator follows the naming convention determined by the Transfer Mechanism Service Provider. Information on the

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rejected file is referenced in the response transaction, with a record identifier of REJFL and associated reason(s).

1.7. The standard allows for Market Participants to identify a situation where a transaction error may result in a rejected file e.g. where a number of transactions had been unsuccessfully processed and it was found that the records were out of sequence (and therefore the file considered potentially corrupt), before any transactions had been successfully processed. In this case the file rejection may include the transaction outcome and associated records in error (with the reasons). Not all Market Participants may want to use this option.

1.8. Where the file level checks are valid, only transaction (technical and/or functional) responses will be returned.

Transaction Level Exceptions

1.9. Validation - Inspecting the transaction header records will enable basic transaction validation to take place, but subsequent records within the transaction will also need to be validated to ensure that they are applicable for the transaction type e.g. missing record.

1.10. Response Transaction Format - At the transaction level an acceptance or rejection response will be provided for each transaction received. A rejection will be sent in the event that a transaction, record or data error is discovered within the transaction, making it unusable.

1.11. There will be one response transaction per returned response file, which would relate to a number of transactions from different files with transaction, record or data level exceptions e.g. a response file could have job notification responses from job notifications which were sent on different files, and they could have both job notification responses and job update responses. There are commercial variances due to different processing options and sophistication of gateway processes e.g. some Market Participants only send back one type of response transaction in any one file e.g. they will all either be job notification responses or job update responses. Further some Market Participants may process all records in a file first and then send back one response file with a response for each of the transactions in that file i.e. 1:1 request/notification to response file. Others will adopt the many transaction types as this minimises the number of files sent (and thus ensures limits on the number of files sent over a period are not exceeded) and the recipients may use file splitting of files on receipt, anyway. Some Market Participants also return responses when processed, so that a transaction where they wish to manually intervene before returning the response, does not hold up the responses to the other transactions, and further gateway matching may be at a transaction, rather than a number of records in file basis.

1.12. The response transaction would not have any file information in it as the subsequent records could be from a combination of files, and information in error is referenced in the response transaction. The record identifier will be RESPN.

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1.13. If a transaction is successfully processed then the transaction outcome (outcome code) would indicate it had been successfully processed, otherwise it would indicate that the transaction had not been accepted.

1.14. Where there are transaction exceptions, there may be a number of reasons indicating what, if any transaction exceptions were identified. It may also have from one, to a number, of erroneous records associated to it.

1.15. Thus a response file consists of:

(a) A file header record at the start of the file and a trailer record at the end of the file.

(b) A 'Response Transaction' record which will either be a record identifier or 'REJFL' where the response file is a notification that a file has been rejected, or 'RESPN' with a series of transaction responses.

(c) Where it is a file level response (REJFL) the related response codes etc. would be sent in the response record(s) following the 'Response Transaction'.

(d) Where there were no file exceptions and this is a file of transaction responses (RESPN), each transaction will have a transaction outcome record providing a reference to the record it is a response to, and whether it was successfully processed or not.

(e) Where the outcome was unsuccessful it will have the original record where the error(s) were detected, followed by one or more reason records identifying the Data Item and reason for the error. The exception to this is where the reason is at the transaction level e.g. there is a data group missing - the reason' records will then be hung directly off the transaction outcome without any erroneous record (a missing one does not exist).

(f) Where the request is for a job, and the MAM accepts the job request but they have arranged the appointment e.g. where an Energy Supplier has a contract that the MAM arranges a visit at a suitable time for the consumer but also on a date/time which is cost effective for the MAM, and the Energy Supplier does not wish/have direct access to the MAM's scheduling system, they could return the appointment information in the appointment record. Commercial variance: This option has not been implemented where the Suppliers make the appointments with the Consumers. An alternative is for an additional ONJOB/RRJOB (where the ONJOB transaction status is 'Scheduled') instead of using the appointment record.

Record Level Exceptions

1.16. Validation - Given the interdependency of record formats to transaction types, it is necessary to carry out record validation within the context of the transaction in which it occurs. For example, a record format may be valid for an asset reposition request, but invalid for an Asset exchange request.

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1.17. Optionality of the Data Items within the record format may be dependent on its context within a record e.g. record identifier invalid. The recipient of the exception is likely to need to refer back to the transaction they originally sent. This is expected to be the process for any unsuccessful response as even a record level exception could be misinterpreted if taken out of the context of the whole transaction.

1.18. Response Transaction Format – In the event that a record level exception is discovered, then the whole transaction is rejected.

Data Item Level Exceptions

1.19. Validation - Data Item validation includes the following functional exceptions:

(a) Value checks e.g. against standing data.

(b) Consistency with existing data that the Market Participant already holds e.g. the RMP is not one of theirs.

(c) Inter-data dependency:

- Logical e.g. read date is not consistent with install date.
- Commercial e.g. the appointment is not within the service level agreements
- Functional rules e.g. a postcode is not in the area the MEM is contracted to work in.

1.20. Response Transaction Format – In the event that a Data Item level exception is discovered, then the whole transaction is rejected.

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2 Appendix 2: Complex Site Supplementary Information Form

Metering System Details
MSID/MPAN
Initial MOA
Appointed MOA
HHDC
Supplier
Distributor
Site Name
EFD
ETD
Version Number
Boundary/Embedded Indicator
Import/Export Indicator
Metering Dispensation Ref
Method of Compensation
Signature
Date of Signature
Related MSIDs/MPANs
Associated MSIDs/MPANs
Boundary/Embedded Indicator
Import/Export Indicator
Additional Comments
Complex Site Mapping Details
MSID/MPAN
Meter Serial ID
O/S Serial Number
Channel Number
Measurement Quantity ID
Main/Check
Feeder No
Feeder Status
Multiplier
Smart Meter Indicator
Mapping Reference
Complex Site Mapping Details

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