

Redlined BSCP514 changes for CP1353 'Including the ECOES Meter Information flow (D0312) in BSCP514'

The CP proposes changes (additional information) to BSCP514 sections:

1.6.2, 2.1.4, 5.2.2, 5.2.3, 5.2.4, 5.2.5, 5.4.1, 6.2.2, 6.3.3, 6.3.4, 6.3.5, 6.4.1, 7.1, 7.2, 7.3 and 7.4.

We have redlined these changes against version 21.0 of the BSCP.

1.6 Acronyms and Definitions

1.6.1 Acronyms

The terms used in this BSCP are defined as follows.

Amend table as shown below.

BSC	Balancing and Settlement Code
BSCP	BSC Procedure
CMRS	Central Meter Registration Service
CoMC	Change of Measurement Class
CoP	Code of Practice
CoS	Change of Supplier
CT	Current Transformer
CVA	Central Volume Allocation
DC	Data Collector
DTC	Data Transfer Catalogue
DTN	Data Transfer Network
<u>ECOES</u>	<u>Electricity Central Online Enquiry Service</u>
EFSD {REGI}	Effective From Settlement Date {Registration}
ETSD {MOA}	Effective to Settlement Day {Meter Operator Agent}
HH	Half Hourly

HHDA	Half Hourly Data Aggregator
HHDC	Half Hourly Data Collector
HHMOA	Half Hourly Meter Operator Agent
HHU	Hand Held Unit
Id	Identifier
kV	Kilo Volt
kWh	Kilowatt hour
LDSO	Licensed Distribution System Operator
LLF	Line Loss Factor
MAP	Meter Asset Provider
MAR	Meter Advance Reconciliation
MDD	Market Domain Data
MDDM	Market Domain Data Manager
ME	Metering Equipment
MOA	Meter Operator Agent
MS	Metering System
MSID	Metering System Identifier
MTD	Meter Technical Details
NHH	Non-Half Hourly
NHHDC	Non-Half Hourly Data Collector
NHHMOA	Non-Half Hourly Meter Operator Agent
PSL	Party Service Line

Ref	Reference
SFIC	Systems Fault Information Centre
SMRS	Supplier Meter Registration System
SSD	Supply Start Date
SVA	Supplier Volume Allocation
SVAA	Supplier Volume Allocation Agent
UMetS	Urgent Metering Service
UTC	Co-ordinated Universal Time
VT	Voltage Transformer
WD	Working Day

1.6.2 Definitions

At the end of paragraph 1.6.2 add the following new definition.

Full definitions of the above acronyms are, where appropriate, included in the BSC.

‘Manually intervened (with regard to proving tests)’ is defined under Appendix 8.3 ‘Proving of Half Hourly Metering Systems’

‘Complex Site’ is defined under Appendix 8.4 ‘Guide to Complex Sites’.

‘Electricity Central Online Enquiry Service’ is defined in the Master Registration Agreement (MRA).

2 Meter Operator Agent Obligations

2.1 General Obligations

2.1.1 Systems and Processes

- a) The MOA shall use systems and processes so approved in accordance with BSCP537 in the operation of SVA Metering Equipment. These systems and processes must also comply with all other applicable requirements set out in the BSC, Party Service Line (PSL100) 'Generic Non Functional Requirements for Licensed Distribution System Operators and Party Agents' and the BSC Procedures.
- b) Controls to ensure that input, processing and output are valid may include the use of software validation checks and exception reporting to identify problems.

2.1.2 Recording Devices

- a) The MOA shall ensure that the import or export of electrical energy by every SVA Metering System for which it is responsible is accurately recorded by metering, time control and load switching devices calibrated, installed and maintained in compliance with the relevant Code of Practice.

2.1.3 Notification Requirements to Meter Asset Providers

- a) The MOA shall provide information to the MAP in the circumstances set out in paragraphs (b) to (d) below.
- b) Upon any Metering Equipment removal or installation, the MOA shall ensure that relevant details are sent to the associated MAP(s) as appropriate.
- c) Upon appointment as MOA, whether as a result of Change of Supplier, Change of Agent or Change of Measurement Class, the MOA shall notify the MAP of the MOA's appointment together with the associated Supplier's details.
- d) Upon de-appointment as MOA, the MOA shall notify the MAP of the MOA's de-appointment.
- e) The information in paragraphs (b) to (d) shall be provided via the D0303, except where:

- the MAP for Metering Equipment is the same as the MOA appointed to the Metering Point at which the Meter is installed or from which it has just been removed, and if agreed between the MAP and MOA roles of the relevant participant;

In this circumstance the D0303 is not mandatory, however the MOA must be able to demonstrate that the information in (b) to (d) has been passed to the MAP.

- the MAP ID is 'CUST'; or
- there is a change of MAP.

In these circumstances the D0303 or the information set out in (b) to (d) does not need to be sent by the MOA.

Insert new paragraph below.

2.1.4 Notification Requirements to the Electricity Central Online Enquiry Service (ECOES)

a) The MOA shall notify the Electricity Central Online Enquiry Service (ECOES) of the following items (upon installation or following any subsequent changes to the items):

- Metering System ID;
- Meter Serial Number;
- Meter Type;
- Date of Meter Installation;
- Date of Meter Removal;
- Meter Asset Provider ID.

This will be done by sending a 'Notification of Meter Information to ECOES' (D0312) flow.

5.2.2 New Connection¹

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.2.1	As required	Send appointment.	Supplier	HHMOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
5.2.2.2	If appointment rejected and within 5 WD of 5.2.2.1	Send notification of rejection of appointment including the reason why the request has been rejected.	HHMOA	Supplier	D0261 Rejection of Agent Appointment. (Go to 5.2.2.1 if required)	Electronic or other method, as agreed.
5.2.2.3	If appointment accepted and within 5 WD of 5.2.2.1	Send notification of acceptance of appointment.	HHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
5.2.2.4	On appointment of HHMOA and within 5 WD of 5.2.2.3	Send notification of HHDC.	Supplier	HHMOA / HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
5.2.2.5	Following 5.2.2.3 and at least 10 WD before 5.2.2.8 ²	Request installation, commissioning and energisation of MS.	Supplier	HHMOA ³	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.	Electronic or other method, as agreed.
5.2.2.6	Within 2 WD of 5.2.2.5	Request Site Technical Details.	HHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

¹ If the new connection is a Transfer of Registration from CMRS, proceed in accordance with section 5.2.5.

² This step could be completed in shorter timescales where the Supplier and MOA have reached mutual agreement.

³ Where it is necessary to involve the LDSO, the HHMOA shall arrange this.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.2.7	Within 5 WD of 5.2.2.6	Send Site Technical Details.	LDSO ⁴	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
5.2.2.8	On the date requested or agreed in 5.2.2.5 ⁵	Install and Commission HH MS in accordance with appropriate Codes of Practice. If requested energise MS and note initial Meter register reading.	HHMOA			Internal Process.
5.2.2.9	If MS cannot be installed or energised, as soon as possible and within 5 WD of 5.2.2.8	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System. (Go to 5.2.2.5 if required)	Electronic or other method, as agreed.
5.2.2.10	Within 5 WD of 5.2.2.8	Send energisation status, MTD and initial Meter register reading.	HHMOA	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites. D0010 Meter readings.	Electronic or other method, as agreed.
<u>5.2.2.11</u>	<u>Within 10 WD of 5.2.2.8</u>	<u>Send the relevant Meter information.</u>	<u>HHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
<u>5.2.2.11</u>	In accordance with timescales in Appendix 8.3.5	Prove MS.	HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

⁴ In the event of any subsequent changes to Site Technical Details, the LDSO shall send an updated D0215 'Provision of Site Technical Details' to the MOA within 1WD of updating their systems. The MOA shall determine any appropriate course of action within 2 WD of receiving this information.

⁵ If MS is to be installed but not energised at this time, the energisation of the MS shall be carried out at an appropriate time in accordance with process 5.3.1

5.2.5 Registration Transfers from CMRS to SMRS

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.5.1	At least 26 WD before the proposed EFSD {REGI}	Liaise and agree that the HHMOA to be appointed. ⁶	Supplier	SVA HHMOA		Electronic or other method, as agreed.
5.2.5.2	At least 21 WD before proposed EFSD {REGI}	Send notification if the transfer is rejected.	BSCCo (Transfer Co-ordinator)	SVA HHMOA / Supplier	Form BSCP68/4.2 Registration Transfer form CMRS to SMRS and reasons for rejection.	Electronic or other method, as agreed.
5.2.5.3	At least 21 WD before proposed EFSD {REGI}	Send notification that the transfer has been approved.	BSCCo (Transfer Co-ordinator)	SVA HHMOA / Supplier	Form BSCP68/4.2 Registration Transfer form CMRS to SMRS.	Electronic or other method, as agreed.
5.2.5.4	At least 5 WD before confirmed EFSD {REGI}	Send appointment.	Supplier	SVA HHMOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
5.2.5.5	As soon as possible after 5.2.5.4	Send notification of acceptance of appointment.	SVA HHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
5.2.5.6	As soon as possible after 5.2.5.5	Send notification of HHDC appointment. Send details of the CVA MOA and the CDCA.	Supplier	SVA HHMOA / HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details	Electronic or other method, as agreed.
5.2.5.7	By the confirmed EFSD {REGI}	Request MTD.	SVA HHMOA	CVA MOA	D0170 Request for Metering System Related Details. ⁷	Electronic or other method, as agreed.

⁶ The HHMOA for the MS must be Qualified in both CVA and SVA. The HHMOA for the MS must be Qualified in both CVA and SVA. In this case, the appointment shall be rejected at this time if the HHMOA is not Qualified in both SVA and CVA and the Supplier must appoint an appropriately Qualified HHMOA.

⁷ The HHMOA shall request MTD using the SVA MSID. The CVA MOA should match this with the CVA MSID using the details submitted on form BSCP68/4.2.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.5.8	By the confirmed EFSD {REGI}	Send MTD.	CVA MOA ⁸	SVA HHMOA ⁹	D0268 Half Hourly Meter Technical Details. ¹⁰ If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
5.2.5.9	Within 5 WD of 5.2.5.8	Send MTD.	SVA HHMOA	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. ¹⁰ If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
<u>5.2.5.10</u>	<u>Within 10 WD of 5.2.5.8</u>	<u>Send the relevant Meter information changes.</u>	<u>HHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
5.2.5.10	Within 5 WD of the confirmed EFSD {REGI}	Take an initial Meter register reading.	SVA HHMOA			Internal Process.
5.2.5.11	Within 5 WD of the confirmed EFSD {REGI}	Send initial Meter register reading.	SVA HHMOA	Supplier / HHDC / LDSO	D0010 Meter Readings.	Electronic or other method, as agreed.
5.2.5.12	In accordance with timescales in Appendix 8.3.5.	Prove MS.	SVA HHMOA.	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.
5.2.5.13	If required and within 5 WD of confirmed EFSD {REGI}	Request initial Meter register reading. ⁹	CDCA	SVA HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

⁸ Where the current MOA is required to send MTD to a new MOA, the current MOA should send the revised MTD to the new MOA until such a time as the current MOA is no longer responsible for the MTD.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.5.415	Within 5 WD of confirmed EFSD {REGI}	Send initial Meter register reading.	SVA HHMOA	CDCA	D0010 Meter readings.	Electronic or other method, as agreed.

5.3.3 Removal of a Metering System^{10 11 12}

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.3.1	As required	Send request to remove MS.	Supplier	HHMOA.	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.	Electronic or other method, as agreed.
5.3.3.2	If request rejected and within 2 WD of 5.2.3.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA	Supplier	P0211 Site Visit Rejection. (Go to 5.3.3.1 if required)	Electronic or other method, as agreed.
5.3.3.3	On the date requested or agreed in 5.3.3.1 or as the HHMOA sees necessary	Note final Meter register reading, if available and remove MS. ¹³	HHMOA			Internal process.

⁹ This is the initial Meter register reading in SMRS and is equal to the final Meter register reading in CMRS. The CDCA may request the initial Meter register reading in SMRS to use or compare with as the final Meter register reading in CMRS.

¹⁰ The Removal of a MS includes the removal of all Meters assigned to that MS. Where only some of the Meters are to be removed, a reconfiguration process shall be followed in accordance with section 5.3.4.

¹¹ Note that prior to the removal of the MS a de-energisation shall be carried out in accordance with section 5.3.2. If de-energisation is carried out at the same time as the removal of the MS, steps 5.3.2.3 to 5.3.2.5 (Collection of HH Data by the HHDC) of section 5.3.2 shall also be carried out.

¹² Note that the removal of a MS requires the removal of all of the Meters associated with that MS. Where only some of the Meters are to be removed, proceed in accordance with section 5.3.4 Reconfigure or Replace Metering System (No Change of Measurement Class).

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.3.4	Within 5 WD of removing MS or of receiving notification from the LDSO that a Metering System was disconnected.	<p>Liaise with LDSO to recover Meter if necessary.</p> <p>Send MTD and notification that the MS has been removed.</p> <p>Send final Meter register reading or notification that Meter register reading not obtainable.</p>	HHMOA ¹⁴	<p>LDSO</p> <p>Supplier / HHDC / LDSO</p> <p>HHDC</p>	<p>D0268 Half Hourly Meter Technical Details.¹⁰</p> <p>If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.</p> <p>D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.</p>	Telephone/Fax/e-mail/letter Electronic or other method, as agreed.
<u>5.3.3.5</u>	<u>Within 10 WD of removing MS or of receiving notification from the LDSO that a Metering System was disconnected.</u>	<u>Send the relevant Meter information changes.</u>	<u>HHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>

¹³ If the MS cannot be removed at the appointed time, the MOA shall liaise with the Supplier to agree the way forward.

¹⁴ Where the current MOA has been instructed to send MTD to a new MOA, and there is a change to MTD, the current MOA should send the revised MTD to the new MOA until such a time as the current MOA is no longer responsible for the MTD.

5.3.4 Reconfigure or Replace Metering System (No Change of Measurement Class)¹⁵

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.4.1	As required	Send request to reconfigure or replace MS.	Supplier	HHMOA	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.	Electronic or other method, as agreed.
5.3.4.2	If request rejected and within 2 WD of 5.3.4.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA	Supplier	P0211 Site Visit Rejection. (Go to 5.3.4.1 if required)	Electronic or other method, as agreed.
5.3.4.3	If request accepted and within 3 WD of request and before data collection date or as the HHMOA sees necessary. ¹⁶	Arrange with HHDC to collect final HH Metered Data.	HHMOA	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
5.3.4.4	On date and time agreed in 5.3.4.3	Collect final HH Metered Data.	HHDC			Internal Process.
5.3.4.5	Immediately following 5.3.4.4	Confirm final HH Metered Data collection.	HHDC	HHMOA	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.

¹⁵ Note that prior to the replacement of the MS, a de-energisation shall be carried out in accordance with section 5.3.2.

¹⁶ The need to replace or reconfigure the MS could also be from CoP4 requirements, Ofgem or Customer driven.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.4.6	Immediately following 5.3.4.5	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 MS or replace and energise MS. ¹⁷ Note initial Meter register reading.	HHMOA			Internal Process.
5.3.4.7	Within 5 WD of the replacement / reconfiguration of the MS	Send final Meter register reading for replaced / reconfigured MS or notification that Meter register reading not obtainable. Send initial Meter register reading for replacement MS / new configuration. Send MTD for replacement MS / new configuration.	HHMOA ¹⁴	Supplier / HHDC / LDSO HHDC Supplier / HHDC / LDSO	D0010 Meter Readings, or D0002 Fault Resolution Report or Request for Decision on Further Action. D0010 Meter Readings. D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
<u>5.3.4.8</u>	<u>Within 10 WD of the replacement / reconfiguration of the MS</u>	<u>Send the relevant Meter information changes.</u>	<u>HHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>

¹⁷ If the MS cannot be reconfigured or replaced at the appointed time, the MOA shall liaise with the Supplier to agree the way forward.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.4. 89	In accordance with timescales in Appendix 8.3.5	Prove MS.	HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

5.3.5 LDSO Replaces MS (For Safety Reasons / Urgent Metering Services)

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.5.1	As required	Send request to replace MS.	Supplier	LDSO	Request site visit.	Electronic or other method, as agreed.
5.3.5.2	If request rejected, as soon as possible after 5.3.5.1	Send notification of rejection including the reason why the request has been rejected.	LDSO	Supplier	P0211 Site Visit Rejection. (Go to 5.3.5.1 if required)	Electronic or other method, as agreed.
5.3.5.3	On the date requested or agreed in 5.3.5.1 or as the LDSO sees necessary	Note final Meter register reading, if available. Replace and energise MS. ¹⁸ Note initial Meter register reading.	LDSO			Internal Process.

¹⁸ If the MS cannot be reconfigured or replaced at the appointed time, the LDSO shall liaise with the Supplier to agree the way forward.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.5.4	Within 5 WD of 5.3.5.3	Send final Meter register reading or notification that Meter register reading not obtainable. Send initial Meter register reading and MTD for replacement MS.	LDSO ¹⁹	HHMOA	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, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites. D0010 Meter Readings.	Electronic or other method, as agreed.
5.3.5.5	Within 5 WD of 5.3.5.4	Send final Meter register reading or notification that Meter register reading not obtainable Send initial Meter register reading for replacement MS. Send MTD for replacement MS.	HHMOA ¹⁴	HHDC Supplier / HHDC	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, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
<u>5.3.5.6</u>	<u>Within 10 WD of 5.3.5.4</u>	<u>Send the relevant Meter information changes.</u>	<u>HHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>

¹⁹ Since the LDSO is operating as part of an Urgent Metering Service (UMetS), he shall interface with the HHMOA who shall be responsible for notifying the Supplier and the HHDC of the action taken.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.5- 67	In accordance with timescales in Appendix 8.3.5	Prove MS.	HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

5.4.1 Half Hourly Metering System Investigation Process

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.1	As appropriate	Send request to investigate MS.	Any Participant ²⁰	Supplier	Details of fault.	Electronic or other method, as agreed.
5.4.1.2	Within 2 WD of 5.4.1.1 (if applicable) or as required	Send request to investigate MS.	Supplier / HHDC	HHMOA	D0001 Request Metering System Investigation.	Electronic or other method, as agreed.
5.4.1.3	Within 5 WD of receipt of D0001	Investigate MS. Attempt to resolve fault. If the resolution involves a site visit take a Meter register reading. following resolution of the fault.	HHMOA			Internal process.
5.4.1.4	If fault resolved within 5 WD of receipt of D0001	Go to 5.4.1.12.	HHMOA			

²⁰ Any Participant other than the HHDC wishing to request that the HHMOA carries out a MS investigation shall do so via the Supplier. The D0001 'Request Metering System Investigation' can be used to notify the Supplier of the fault if appropriate.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.5	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.	HHMOA ²¹		D0005 Instruction on Action. ²² Fault resolution plan (if required).	Electronic or other method, as agreed. Fax, Email or other method, as agreed.
5.4.1.6	As soon as possible after 5.4.1.5, if appropriate	Send decision on further action.	HHDC	HHMOA	D0005 Instruction on Action.	Electronic or other method as agreed.
5.4.1.7	Following 5.4.1.5 or 5.4.1.6 (as appropriate)	Attempt to resolve fault.	HHMOA	HHDC / Supplier		Internal Process.
5.4.1.8	If fault resolved within 15 WD of receipt of D0001	Go to 5.4.1.12.	HHMOA			
5.4.1.9	If fault remains unresolved 15 WD after receipt of D0001	Notify that the fault remains unresolved.	HHMOA	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
5.4.1.10	As soon as possible following 5.4.1.9	Progress resolution of outstanding fault.	HHMOA		As appropriate: D0005 Instruction on Action. Fault resolution plan.	Internal Process.

²¹ The HHMOA should contact and liaise with the Supplier if appropriate

²² The D0005 'Instruction on Action' should 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 should be referred to in the D0005. Any other correspondence between the Supplier, HHMOA and HHDC which is required to resolve the fault should be sent in a format and by a method agreed by those Participants involved.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.11	If and when appropriate following 5.4.1.10	Consult and / or update HHDC regarding investigation on regular basis (as agreed) until fault resolved.	HHMOA ²¹	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
5.4.1.12	Within 5 WD of resolving fault	Send fault resolution report and undertake any steps in process 5.3.4 which may be appropriate.	HHMOA	HHDC / Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
5.4.1.13	If appropriate, within 5 WD of 5.4.1.12	Report resolution of fault.	Supplier ²³	Relevant Participant	As appropriate: D0002 Fault Resolution Report or Request for Decision on Further Action. Details of resolution.	Electronic or other method, as agreed.
5.4.1.14	If appropriate, at the same time as 5.4.1.12	Send MTD, if changed or corrected.	HHMOA	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. If site is Complex refer to Appendix 8.4.	Electronic or other method, as agreed.
<u>5.4.1.15</u>	<u>If appropriate, within 10 WD of resolving fault.</u>	<u>Send the relevant Meter information changes.</u>	<u>HHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
<u>5.4.1.16</u>	In accordance with timescales in Appendix 8.3.5	If MTD manually intervened or there has been a key field change, prove MS.	HHMOA	HHDC	Refer to Appendix 8.3.5 and process 5.5.	Electronic or other method, as agreed.

²³ Where the MS investigation was requested by a Participant other than the HHDC, the 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 Supplier shall use the D0002 for this notification where the Participant initially notified the Supplier of the inconsistency via the D0001 'Request Metering System Investigation'.

6.2.2 New Connection

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.2.1	As required	Send appointment.	Supplier	NHHMOA	D0155 Notification of New NHHMOA or NHHDC Appointment and Terms.	Electronic or other method, as agreed.
6.2.2.2	If appointment rejected and within 10 WD of 6.2.2.1	Send notification of rejection of appointment including the reason why the request has been rejected.	NHHMOA	Supplier	D0261 Rejection of Agent Appointment. (Go to 6.2.2.1 if required)	Electronic or other method, as agreed.
6.2.2.3	If appointment accepted and within 10 WD of 6.2.2.1	Send notification of acceptance of appointment.	NHHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
6.2.2.4	Within 5 WD of 6.2.2.3	Send notification of NHHDC.	Supplier	NHHMOA / NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
6.2.2.5	Within 2 WD of 6.2.2.4	Request Site Technical Details.	NHHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.2.6	Within 5 WD of 6.2.2.5	Send Site Technical Details.	LDSO ⁴	NHHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
6.2.2.7	Following 6.2.2.3 and at least 10 WD ² before 6.2.2.8	Request installation, commissioning and energisation of MS. ²⁴	Supplier	NHHMOA	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. ²⁵ For Prepayment Meters see Appendix 9.2	Electronic or other method, as agreed.
6.2.2.8	On date requested or agreed in 6.2.2.7	Install and commission MS. If requested energise MS and note initial Meter register reading.	NHHMOA			Internal Process.
6.2.2.9	If MS cannot be installed or energised, as soon as possible and within 5 WD of 6.2.2.8	Inform Supplier.	NHHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System. (Go to 6.2.2.7 if required)	Electronic or other method, as agreed.
6.2.2.10	Within 10 WD of 6.2.2.8	Send change of energisation status and MTD. ²⁶ Send initial Meter register reading. Send notification of Meter installation, Supplier ID and NHHMOA's appointment.	NHHMOA	Supplier / NHHDC / LDSO NHHDC MAP	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. D0010 Meter readings. D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.

²⁴ Note that currently the extent of Commissioning for NHH MS is not defined in CoP4.

²⁵ If the MSID is for Export purposes, the 'Additional Information' field should state this, and therefore a physical site visit may not be required.

²⁶ Whenever installing new, replacement or re-configured meters or carrying out work requiring re-registration of the metering system, the MOA shall ensure that the meter registers are clearly labelled and that the data item J0010 'Meter Register Id' in all relevant DTN data flows (e.g. D0149 & D0150) accurately reflects the identifiers of the meter registers themselves. See Sections 2.3.2 and 2.4.1 for details.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
<u>6.2.2.11</u>	<u>Within 10 WD of 6.2.2.8</u>	<u>Send the relevant Meter information.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
6.2.2.11 <u>12</u>	If required and no valid Meter register reading received within 10 WD of the installation of the Meter	Request initial Meter register reading	NHHDC	NHHMOA, Supplier		Post / Fax / Email
6.2.2.12 <u>13</u>	Within 10 WD of 3.2.1.11	Send initial Meter register reading	NHHMOA, Supplier	NHHDC ²⁷	D0010 Meter Readings	Electronic or other method, as agreed

²⁷ If more than one Meter register reading is provided, the NHHDC shall process and use the first reading provided.

6.3.3 Removal of a Metering System^{28 29 30}

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.3.1	As required and at least 10 WD before 6.3.3.3	Send request to remove MS.	Supplier	NHHMOA	D0142 Request for Installation or change to a Metering System Functionality or the Removal of all Meters. ²⁵	Electronic or other method, as agreed.
6.3.3.2	If request rejected and within 5 WD of 6.3.3.1	Send notification of rejection including the reason why the request has been rejected.	NHHMOA	Supplier	P0211 Site Visit Rejection. (Go to 6.3.3.1 if required)	Electronic or other method, as agreed.
6.3.3.3	On the date requested or agreed in 6.3.3.1 or as the NHHMOA sees necessary.	Note final Meter register reading, if available and remove MS. ¹³	NHHMOA			Internal Process.
6.3.3.4	Within 10 WD of removing MS or of receiving notification from the LDSO that a Metering System was disconnected.	Liaise with LDSO to recover Meter if necessary. Send MTD and notification that the MS has been removed. ³¹	NHHMOA ¹⁴	LDSO Supplier / NHHDC / LDSO	D0150 Non-Half Hourly Meter Technical Details.	Telephone/Fax/e mail/letter Electronic or other method, as agreed.

²⁸ Note that prior to the removal of the MS, a de-energisation shall be carried out in accordance with section 6.3.2. If de-energisation is carried out at the same time as the removal of the MS, only the flows referenced in section 6.3.3 need be sent.

²⁹ The Removal of a MS includes the removal of all Meters assigned to that MS. Where only some of the Meters are to be removed, a reconfiguration process shall be followed in accordance with section 6.3.4.

³⁰ Note that the removal of a MS requires the removal of all of the Meters associated with that MS. Where only some of the Meters are to be removed, proceed in accordance with section 6.3.4 Reconfigure or Replace Metering System (No Change of Measurement Class).

³¹ Where the MS has been removed by the LDSO as part of an Urgent Metering Service (UMetS), the LDSO shall provide the notification and final Meter register reading to the NHHMOA, and the NHHMOA shall provide this information to the Supplier and the NHHDC.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		Send final Meter register reading or notification that Meter register reading not obtainable. Send notification of Meter removal.		NHHDC MAP	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
<u>6.3.3.5</u>	<u>Within 10 WD of removing MS or of receiving notification from the LDSO that a Metering System was disconnected.</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
<u>6.3.3.5</u> 6	If required and no valid Meter register reading received within 10 WD of the removal.	Request final Meter register reading	NHHDC	NHHMOA Supplier		Post / Fax / Email
<u>6.3.3.6</u> 7	Within 10 WD of <u>6.3.3.5</u> 6	Send final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

6.3.4 Reconfigure or Replace Metering System (No Change of Measurement Class)³²

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.1	As required and at least 10 WD ² before 6.3.4.3	Send request to reconfigure or replace MS.	Supplier	NHHMOA	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.	Electronic or other method, as agreed.
6.3.4.2	If request rejected and within 5 WD of 6.3.4.1	Send notification of rejection including the reason why the request has been rejected.	NHHMOA	Supplier	P0211 Site Visit Rejection. (Go to 6.3.4.1 if required)	Electronic or other method, as agreed.
6.3.4.3	On the date requested or agreed in 6.3.4.1 or as the NHHMOA sees necessary ¹⁶	Note final Meter register reading, if available. Reconfigure MS or replace and energise MS. ¹⁷ Note initial Meter register reading.	NHHMOA			Internal Process.
6.3.4.4	Within 10 WD of the replacement / reconfiguration of the MS	Send final Meter register reading for replaced / reconfigured MS or notification that Meter register reading not obtainable. Send initial Meter register reading for replacement MS / new configuration. Send MTD for replacement MS / new configuration. ²⁶	NHHMOA ¹⁴	NHHDC NHHDC / Supplier / LDSO	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0010 Meter Readings. D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details.	Electronic or other method, as agreed.

³² Note that prior to the reconfiguration or replacement of the MS, a de-energisation shall be carried out in accordance with section 6.3.2.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		Send notification of removal of old Meter.		MAP of removed Meter	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
		Send notification of installation of new Meter.		MAP of installed Meter	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
<u>6.3.4.5</u>	<u>Within 10 WD of the replacement / reconfiguration of the MS</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
<u>6.3.4.5</u> 6	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 Meter register reading	NHHDC	NHHMOA Supplier		Post / Fax / Email
<u>6.3.4.6</u> 7	Within 10 WD of <u>6.3.4.5</u> 6	Send initial and / or final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

6.3.5 LDSO Replaces MS (For Safety Reasons / Urgent Metering Services)

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.5.1	As required ³³	Send request to reconfigure or replace MS.	Supplier	LDSO	Request site visit.	Phone / Fax or other method, as agreed.
6.3.5.2	If request rejected and as soon as possible after 6.3.5.1	Send notification of rejection including the reason why the request has been rejected.	LDSO	Supplier	(Go to 6.3.4.1 if required)	Electronic or other method, as agreed.
6.3.5.3	On the date requested or agreed in 6.3.5.1 or as the LDSO sees necessary	Note final Meter register reading, if available. Replace and energise MS ¹⁸ Note initial Meter register reading	LDSO			Internal Process.
6.3.5.4	Within 10 WD of 6.3.5.3	Send final Meter register reading for replaced MS or notify that Meter register reading not obtainable. Send initial Meter register reading and MTD for replacement MS.	LDSO ³⁴	NHHMOA	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.

³³ This may be a standing arrangement between the Supplier and LDSO and in practise, steps 6.3.5.1 and 6.3.5.2 may not occur.

³⁴ Since the LDSO is operating as part of an Urgent Metering Services (UMetS), he shall interface with the NHHMOA who shall be responsible for notifying the Supplier and the NHHDC of the action taken.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.5.5	Within 10 WD of 6.3.5.4	Send final Meter register reading for replaced MS or notification that Meter register reading not obtainable. Send initial Meter register reading for replacement MS. Send MTD for replacement MS. Send notification of removal of old Meter. Send notification of installation of new Meter.	NHHMOA ¹⁴	NHHDC Supplier / NHHDC MAP of removed Meter MAP of installed Meter	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0010 Meter Readings. D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP. D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
<u>6.3.5.6</u>	<u>Within 10 WD of 6.3.5.4</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>

6.4.1 Investigate Inconsistencies

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.4.1.1	As appropriate	Send request to investigate MS.	Any Participant	Supplier		Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.4.1.2	Within 2 WD of 6.4.1.1 or as the Supplier or NHHDC sees necessary	Receive notification of inconsistencies, invalid data, faulty metering, invalid MTD, or request to investigate suspect metering. Or receive action following decision (From 6.4.1.6).	Supplier / NHHDC Supplier	NHHMOA	D0001 Request Metering System Investigation. D0005 Instruction on Action.	Electronic or other method, as agreed.
6.4.1.3	Within 5 WD of 6.4.1.2 or as the NHHMOA sees necessary ³⁵	Investigate MS. Resolve problem if possible. If the resolution involves a site visit take a Meter register reading.	NHHMOA		If the problem resolved go to 6.4.1.7.	Internal process.
6.4.1.4	If unable to resolve problem within 5 WD of 6.4.1.2	Send request for decision on further action.	NHHMOA	Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method as agreed.
6.4.1.5	As soon as possible following 6.4.1.4	Determine appropriate further action or trigger another relevant process, for example, 6.3.2 De-energise a Metering System, 6.3.3 Removal of a Metering systems or 6.3.4 Reconfigure or replace Metering System (No Change of Measurement Class).	Supplier			Internal process.
6.4.1.6	Immediately following 6.4.1.5	Send decision on further action.	Supplier	NHHMOA	D0005 Instruction on Action. Proceed to 6.4.1.1.	Electronic or other method as agreed.

³⁵ Where the NHHMOA has a contract with the customer, this must be taken into account when determining whether it is appropriate for the NHHMOA to investigate inconsistencies.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.4.1.7	Within 5 WD of resolving problem	Send resolution of problem report.	NHHMOA	NHHDC / Supplier ³⁶ NHHDC	D0002 Fault Resolution Report or Request for Decision on Further Action. Meter reading if a site visit made. D0010 Meter Readings (If the resolution of the problem involved a site visit).	Electronic or other method as agreed.
6.4.1.8	Within 10 WD of resolving problem	Send MTD if appropriate. Notify relevant MAP of corrections as required.	NHHMOA	Supplier / NHHDC / LDSO MAP	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
<u>6.4.1.9</u>	<u>If appropriate and within 10 WD of resolving problem</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
<u>6.4.1.9-10</u>	If required and no valid initial Meter register reading received 5 WD after SVA MS fault rectified	Request initial Meter register reading	NHHDC	NHHMOA, Supplier		Post / Fax / Email
<u>6.4.1.10-11</u>	Within 10 WD of <u>6.4.1.9-10</u>	Send initial Meter register reading	NHHMOA / Supplier	NHHDC		Electronic or other method, as agreed

³⁶ Where the MS investigation was requested by another Participant via the Supplier, the Supplier shall send the relevant Participant the resolution of problem report.

7.1 Change of Measurement Class from NHH to HH Metering System^{37 38}

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1.1	As required	Send appointment.	Supplier	HHMOA	D0155 Notification of New Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
7.1.2	If appointment rejected and within 5 WD of 7.1.1	Send notification of rejection of appointment including the reason why the request has been rejected.	HHMOA	Supplier	D0261 Rejection of Agent Appointment. (Go to 7.1.1 if required)	Electronic or other method, as agreed.
7.1.3	If appointment accepted and within 5 WD of 7.1.1	Send notification of acceptance of appointment.	HHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
7.1.4	Within 5 WD of 7.1.3	Send notification of termination of appointment.	Supplier	NHHMOA	D0151 Termination of Appointment or Contract by Supplier. ³⁹	Electronic or other method, as agreed.
7.1.5	If de-appointment accepted and within 5 WD of 7.1.4	Send notification of de-appointment.	NHHMOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
7.1.6	Within 5 WD of 7.1.4	Send notification of rejection of de-appointment.	Current NHHMOA	Supplier	Note that rejection of de-appointment shall only occur if the current NHHMOA has a contract with the customer.	Electronic or other method, as agreed.

³⁷ Should any participant experience any problems whilst carrying out the CoMC process, these should be reported to the Supplier and the Supplier should resolve as appropriate.

³⁸ Note that the Change of Meter shall not occur until on or after the SSD.

³⁹ The Supplier shall indicate in the D0151 via the 'Termination Reason' field that this is a CoMC.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1.7	Between 5 WD ⁸ and 10 WD of 7.1.4	Send notification of appointment, de-appointment and associated Agent details.	Supplier	HHDC / HHMOA	D0148 Notification of Change to Other Parties. D0289 Notification of MC/EAC/PC. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
7.1.8	Following 7.1.3 and at least 12 WD ² prior to date of CoMC	Request HH MS functionality. ⁴⁰	Supplier	HHMOA ³	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.	Electronic or other method, as agreed.
7.1.9	Within 2 WD of 7.1.8	Request Site Technical Details.	HHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed
7.1.10	Within 5 WD of 7.1.9	Send Site Technical Details.	LDSO ⁴	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.1.11	Within 2 WD of 7.1.8	Instruct NHHMOA to send MTD to HHMOA.	Supplier	NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.1.12	Within 10 WD of 7.1.11	Send MTD.	NHHMOA ¹⁴	HHMOA	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details.	Electronic or other method, as agreed.

⁴⁰ The HHMOA shall decide whether to replace the MS or upgrade the NHH MS to a HH MS (where current MS has both HH and NHH capabilities and HHMOA is also Qualified as a NHHMOA).

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1.13	On the date requested or agreed in 7.1.8, subject to the completion of steps 7.1.9-7.1.12	Note final NHH Meter register reading, if available from NHH MS. Install HH MS ⁴¹ or invoke HH capabilities in existing NHH MS (where current MS has both HH and NHH capabilities and HHMOA is also Qualified ⁶ as a NHHMOA). Commission and energise HH MS. Note initial HH Meter register reading.	HHMOA			Internal Process.
7.1.14	If HH MS cannot be installed or energised, as soon as possible and within 5 WD of 7.1.13	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.
7.1.15	Within 5 WD of 7.1.13	Send MTD and initial HH Meter register reading.	HHMOA	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites. D0010 Meter Readings.	Electronic or other method, as agreed.
7.1.16	In accordance with timescales in Appendix 8.3.5.	Prove MS.	HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

⁴¹ The Supplier shall provide the HHMOA with the relevant details of the NHH meter where the NHH meter is to be removed by the HHMOA. Where the NHH meter is being removed by the HHMOA, the HHMOA shall agree an appropriate method for the return of the meter with the NHHMOA.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1.17	Within 5 WD of 7.1.13	Send final NHH Meter register reading or notification that Meter reading not obtainable and that this is a CoMC.	NHHMOA	NHHMOA	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
7.1.18	Following 7.1.17	Re-date Meter register reading to ETSD {MOA}, set time of reading to midnight and map onto Meter registers.	NHHMOA			Internal Process.
7.1.19	Within 10 WD of 7.1.17	Send final NHH Meter register reading ⁴² or notification that Meter register reading not obtainable and that this is a CoMC. Notification of Meter removal.	NHHMOA NHHMOA	NHHDC Supplier / NHHDC / LDSO MAP of old Meter	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0150 Non-Half Hourly Meter Technical Details. D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
<u>7.1.20</u>	<u>Within 10 WD of 7.1.17</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
7.1. 20 -21	If CoMC only, and no Meter register reading received by 15 WD after the CoMC and if required.	Request final Meter register reading	Current NHHDC	NHHMOA, Supplier		Post / Fax / Email

⁴² The outgoing MOA shall be entitled to use customer own reads or readings provided by the outgoing Non Half Hourly Data Collector for the final Meter readings.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1. 21 <u>22</u>	Within 10 WD of 3.3.1.8	Send final Meter register reading	NHHMOA / Supplier	Current NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

7.2 Coincident Change of Measurement Class from NHH to HH Metering System and Change of Supplier³⁸

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.1	As required	Send appointment.	New Supplier	HHMOA	D0155 Notification of New Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
7.2.2	If appointment rejected and within 5 WD of 7.2.1	Send notification of rejection of appointment including the reason why the request has been rejected.	HHMOA	New Supplier	D0261 Rejection of Agent Appointment. (Go to 7.2.1 if required)	Electronic or other method, as agreed.
7.2.3	If appointment accepted and within 5 WD of 7.2.1	Send notification of acceptance of appointment.	HHMOA	New Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
7.2.4	Within 5WD of notification from SMRS or by last date of Supplier Appointment	Send notification of termination of appointment.	Current Supplier	NHHMOA	D0151 Termination of Appointment or Contract by Supplier. ⁴³	Electronic or other method, as agreed.
7.2.5	If de-appointment accepted and within 5 WD of 7.2.4	Send notification of de-appointment.	NHHMOA	MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
7.2.6	If de-appointment rejected and within 5 WD of 7.2.4	Send notification of rejection of de-appointment.	NHHMOA	Supplier	Note that rejection of de-appointment shall only occur if the current NHHMOA has a contract with the customer.	Electronic or other method, as agreed.

⁴³ The Supplier shall indicate in the D0151 the reason for termination in the Additional Information field.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.7	Within 5 WD of 7.2.3	Send notification of appointment, de-appointment and associated Agent details.	New Supplier	HHDC / HHMOA	D0148 Notification of Change to Other Parties. D0289 Notification of MC/EAC/PC. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
7.2.8	Following 7.2.3 and at least 12 WD prior to date of CoMC	Request HH MS functionality. ⁴⁰	New Supplier	HHMOA ³	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.	Electronic or other method, as agreed.
7.2.9	Within 2 WD of 7.2.8	Request Site Technical Details.	HHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.2.10	Within 5 WD of 7.2.9	Send Site Technical Details.	LDSO ⁴	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.2.11	Within 2 WD of 7.2.7	Request MTD.	HHMOA	NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.2.12	Within 10 WD of 7.2.11	Send MTD.	NHHMOA ¹⁴	HHMOA	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.13	On the date requested or agreed in 7.2.8, subject to the completion of steps 7.2.9-7.2.12	Note final NHH Meter register reading, if available from NHH MS. Install HH MS ⁴¹ or invoke HH capabilities in existing NHH MS (where current MS has both HH and NHH capabilities and HHMOA is also Qualified ⁶ as a NHHMOA). Commission and energise HH MS. Note initial HH Meter register reading.	HHMOA			Internal Process.
7.2.14	If HH MS cannot be installed or energised, as soon as possible and within 5 WD of 7.2.13	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.
7.2.15	Within 5 WD of 7.2.13	Send MTD and initial HH Meter register reading.	HHMOA.	New Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites. D0010 Meter Readings.	Electronic or other method, as agreed.
7.2.16	In accordance with timescales in Appendix 8.3.5.	Prove MS.	HHMOA.	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.17	Within 5 WD of 7.1.13	Send final NHH Meter register reading or notification that Meter reading not obtainable.	HMMOA	NHHMOA	D0291 Notification of Register Readings on Change of Measurement Class coincident with Change of Supplier or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
7.2.18	Following 7.2.17	Re-date NHH Meter register reading to ETSD {MOA}, set time of reading to midnight and map onto Meter registers.	NHHMOA			Internal Process.
7.2.19	Within 10 WD of 7.2.17	Send final NHH Meter register reading ⁴² or notification that Meter register reading not obtainable and that this is a CoMC. Notification of Meter removal.	NHHMOA NHHMOA	NHHDC Supplier / NHHDC / LDSO MAP	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action D0150 Non-Half Hourly Meter Technical Details D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
<u>7.2.20</u>	<u>Within 10 WD of 7.2.17</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>

7.3 *Change of Measurement Class from HH to NHH Metering System* ^{37,38}

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.1	As required	Send appointment.	Supplier	NHHMOA	D0155 Notification of New Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
7.3.2	If appointment rejected and within 10 WD of 7.3.1	Send notification of rejection of appointment including the reason why the request has been rejected.	NHHMOA	Supplier	D0261 Rejection of Agent Appointment. (Go to 7.3.1 if required)	Electronic or other method, as agreed.
7.3.3	If appointment accepted and within 10 WD of 7.3.1	Send notification of acceptance of appointment.	NHHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
7.3.4	Within 5 WD of 7.3.3	Send notification of termination of appointment.	Supplier	HHMOA	D0151 Termination of Appointment or Contract by Supplier. ³⁹	Electronic or other method, as agreed.
7.3.5	Within 5 WD of 7.3.4	Send notification of rejection of de-appointment.	Current HHMOA	Supplier	Note that rejection of de-appointment shall only occur if the current HHMOA has a contract with the customer.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.6	Between 5 WD ⁸ and 10WD of 7.3.4	Send notification of appointment, de-appointment and associated Agent details.	Supplier	NHHMOA / NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
7.3.7	Following 7.3.3 and at least 7 WD ² prior to date of CoMC	Request NHH MS functionality.	Supplier	NHHMOA ⁴⁴	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.	Electronic or other method, as agreed.
7.3.8	Within 2 WD of 7.3.7	Request Site Technical Details.	NHHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed
7.3.9	Within 5 WD of 7.3.8	Send Site Technical Details.	LDSO ⁴	NHHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.3.10	Within 2 WD of 7.3.7	Instruct HHMOA to send MTD to NHHMOA	Supplier	HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.3.11	Within 5 WD of 7.3.10	Send MTD.	HHMOA ¹⁴	NHHMOA	D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
7.3.12	Within 2 WD of 7.3.7	Request that final HH Metered Data is collected.	Supplier	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
7.3.13	Within 3 WD of 7.3.12 and before planned date of CoMC	Arrange date by when final HH Metered Data should be collected.	HHDC	NHHMOA	D0005 Instruction on Action. Note that a date for the CoMC has been requested in step 7.3.7	Electronic or other method, as agreed.

⁴⁴ The NHHMOA shall decide whether to replace the MS or to permanently disable the HH functionality (where current MS has both HH and NHH capabilities and NHHMOA is also Qualified as a HHMOA).

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.14	On date and time agreed in 7.3.13, subject to the completion of steps 7.3.8 - 7.3.11	Collect final HH Metered Data.	HHDC			Internal Process.
7.3.15	Immediately following 7.3.14	Confirm final HH Metered Data collection.	HHDC	NHHMOA	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.
7.3.16	Immediately following 7.3.15	Note final HH Meter register reading, if available from HH MS. Install NHH MS ⁴⁵ or permanently disable the HH function within the current MS (where current MS has both HH and NHH capabilities and NHHMOA is also Qualified ⁶ as a HHMOA). Commission and energise NHH MS. Note initial NHH Meter register reading.	NHHMOA			Internal Process.
7.3.17	If NHH MS cannot be installed or energised, as soon as possible and within 5 WD of 7.3.16	Inform Supplier.	NHHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.
7.3.18	Within 10 WD of 7.3.16	Send MTD.	NHHMOA	Supplier / NHHDC / LDSO	D0149 Notification of Mapping Details.	Electronic or other method, as agreed.

⁴⁵ The Supplier shall provide the NHHMOA with the relevant details of the HH meter where the HH meter is to be removed by the NHHMOA. Where the HH meter is being removed by the NHHMOA, the NHHMOA shall agree an appropriate method for the return of the meter with the HHMOA.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		Send initial NHH Meter register reading.		NHHDC	D0150 Non-Half Hourly Meter Technical Details. D0010 Meter Readings.	
		Send notification of Meter installation, Supplier and NHHMOA's appointment.		MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
<u>7.3.19</u>	<u>Within 10 WD of 7.3.16</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
7.3.19 <u>20</u>	If no Meter register reading received within 10 WD of CoMC and initial reading required ⁴⁶ and same Metering Equipment is in use.	Request initial Meter register reading If no request for initial Meter register reading required, proceed to 7.3.21.	NHHDC	NHHMOA, Supplier		Post / Fax / Email
7.3.20 <u>21</u>	Within 10 WD of <u>7.3.20</u>	Send initial Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
7.3.21 <u>22</u>	Within 10 WD of 7.3.16	Send final HH Meter register reading or notification that Meter register reading not obtainable and that this is a CoMC.	NHHMOA	HHMOA	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
7.3.22 <u>23</u>	Within 5 WD of <u>7.3.21</u> <u>22</u>	Send final HH Meter register reading or notification that Meter register reading not obtainable and that this is a CoMC.	HHMOA	HHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.

⁴⁶ An initial Meter reading is required for a co-incident CoS and CoMC. It is optional for a CoMC only.

7.4 Coincident Change of Measurement Class from HH to NHH Metering System and Change of Supplier ^{37 38}

Amend table as shown below.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.4.1	As required	Send appointment.	New Supplier	NHHMOA	D0155 Notification of New Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
7.4.2	If appointment rejected and within 10 WD of 7.4.1	Send notification of rejection of appointment including the reason why the request has been rejected.	NHHMOA	New Supplier	D0261 Rejection of Agent Appointment. (Go to 7.4.1 if required)	Electronic or other method, as agreed.
7.4.3	If appointment accepted and within 10 WD of 7.3.1	Send notification of acceptance of appointment.	NHHMOA	New Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
7.4.4	Within 5 WD of notification from SMRS or by last date of Supplier Appointment	Send notification of termination of appointment.	Current Supplier	HHMOA	D0151 Termination of Appointment or Contract by Supplier. ⁴³	Electronic or other method, as agreed.
7.4.5	If de-appointment rejected and within 5 WD of 7.4.4	Send notification of rejection of de-appointment.	Current HHMOA	Supplier	Note that rejection of de-appointment shall only occur if the current HHMOA has a contract with the customer.	Electronic or other method, as agreed.
7.4.6	Within 5 WD of 7.4.3	Send notification of appointment, de-appointment and associated Agent details.	New Supplier	NHHMOA / NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.4.7	Following 7.4.3 and at least 7 WD ² prior to date of CoMC	Request NHH MS functionality.	New Supplier	NHHMOA ⁴⁴	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.	Electronic or other method, as agreed.
7.4.8	Within 2 WD of 7.4.7	Request Site Technical Details.	NHHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.4.9	Within 5 WD of 7.4.8	Send Site Technical Details.	LDSO ⁴	NHHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.4.10	Within 2 WD of 7.4.7	Request MTD.	NHHMOA	HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.4.11	Within 5 WD of 7.4.10	Send MTD.	HHMOA ¹⁴	NHHMOA	D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
7.4.12	Within 2 WD of 7.4.7	Request that final HH Metered Data is collected.	Current Supplier	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
7.4.13	Within 3 WD of 7.3.12 and before planned date of CoMC	Arrange date by when final HH Metered Data should be collected.	HHDC	NHHMOA	D0005 Instruction on Action. Note that a date for the CoMC has been requested in step 7.4.7	Electronic or other method, as agreed.
7.4.14	On date and time agreed in 7.4.13, subject to the completion of steps 7.4.7 – 7.4.11	Collect final HH Metered Data.	HHDC			Internal Process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.4.15	Immediately following 7.4.14	Confirm final HH Metered Data collection.	HHDC	NHHMOA	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.
7.4.16	Immediately following 7.4.15	Note final HH Meter register reading, if available from HH MS. Install NHH MS ⁴⁵ or permanently disable the HH function within the current MS (where current MS has both HH and NHH capabilities and NHHMOA is also Qualified ⁶ as a HHMOA). Commission and energise NHH MS. Note initial NHH Meter register reading.	NHHMOA			Internal Process.
7.4.17	If NHH MS cannot be installed or energised, as soon as possible and within 5 WD of 7.4.16	Inform Supplier.	NHHMOA	New Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.
7.4.18	Within 10 WD of 7.4.16	Send MTD. Send initial NHH Meter register reading.	NHHMOA	New Supplier / NHHDC / LDSO NHHDC	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. D0010 Meter Readings.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		Send notification of Meter installation and Supplier.		MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
<u>7.4.19</u>	<u>Within 10 WD of 7.4.16</u>	<u>Send the relevant Meter information changes.</u>	<u>NHHMOA</u>	<u>ECOES</u>	<u>D0312 Notification of Meter Information to ECOES.</u>	<u>Electronic or other method as agreed.</u>
7.4.19-20	If no Meter register reading received within 10 WD of CoMC and initial reading required and if same Metering Equipment is in use.	Request initial Meter register reading If no request for initial Meter register reading required, proceed to 7.4.21.	NHHDC	NHHMOA, Supplier		Post / Fax / Email
7.4.2021	Within 10 WD of 7.4.1920	Send initial Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
7.4.2122	Within 5 WD of 7.4.16	Send final HH Meter register reading or notification that Meter register reading not obtainable and that this is a CoMC coincident with CoS.	NHHMOA	HHMOA	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
7.4.2223	Within 5 WD of 7.4.2122	Send final HH Meter register reading or notification that Meter register reading not obtainable and that this is a CoMC.	HHMOA	HHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.