



CP1309 – Attachment – Redline Changes to BSCP514 v16.2 conformed

Note – This extract includes approved redlined changes for CP1248 v2.0, which will be implemented in the November 2009 Release. These changes are shown with [\[CP1248 v2.0\]](#) next to it.

1 Introduction

1.1 Purpose and Scope of the Procedure

This BSC Procedure (BSCP) defines the processes that both the Half Hourly (HH) and Non-Half Hourly (NHH) Meter Operator Agent (MOA) shall use to carry out the work for meter operations (including, appointment changes, market data activities, connections, disconnections, reconfiguration or changes and proving (of HH Metering Systems (MS))) for all Supplier Volume Allocation (SVA) MS registered in the Supplier Meter Registration System (SMRS).

This BSCP describes the key interfaces and timetables for sending appropriate SVA MS data to the Associated HH and NHH Data Collector (HHDC and NHHDC), [Meter Asset Provider \(MAP\)](#) and distributor on behalf of the Associated Supplier. In this BSCP, the “Associated Data Collector” is the Data Collector for the relevant SVA Metering System for the time being appointed by the Associated Supplier of the relevant Supplier Agent. “Associated HH Data Collector” and “Associated NHH Data Collector” shall be construed accordingly.

This BSCP also focuses on the interfaces between the MOA and other agencies seen from the perspective of the MOA.

The purpose of this BSCP is to ensure that meter operations work of the MOA is carried out in an orderly and timely manner.

In this BSCP, any reference to “Meter Technical Details” means all the relevant information about Metering Equipment required by the appropriate Data Collector (or where appropriate, the Meter Operator Agent) to carry out his duties. For the avoidance of doubt this includes, but is not limited to, the items listed in Data Interface flows D0268: Half Hourly Meter Technical Details (for Half Hourly trading) or D0150: Non Half Hourly Meter Technical Details and D0149: Notification of Mapping Details (for Non Half Hourly trading). For Metering Systems that can be read remotely, this also includes all appropriate information required by the NHHDC to retrieve data from the Metering System remotely (and, where appropriate, required by the Meter Operator Agent to configure the Metering System remotely). This may include, but is not limited to, the communications and security details of the Metering System and the Code of Practice of the Metering System installed.

This BSCP contains guidance on the completion of a ‘Complex Site Supplementary Information Form’ for the D0268 ‘Half Hourly Meter Technical Details’ data flow where the HH MS is deemed to be at a Complex Site.

[Section 1.2 to 1.5 are not impacted by CP1309]

1.6 Acronyms and Definitions

1.6.1 Acronyms

The terms used in this BSCP are defined as follows.

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
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
MoCoPA	Meter Operation Code of Practice Agreement
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

[Section 1.6.2 is not impacted by CP1309]

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 (PSL) 100s '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 Meter 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 a Meter 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; or
 - the MAP ID is 'CUST'.

In these circumstances 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.

[Sections 2.2 to 6.1 are not impacted by CP1309]

6.2 Registration Activities

6.2.1 Change of NHHMOA (No change of Metering System or Change of Supplier)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.1.1	As required	Send appointment.	Supplier	New NHHMOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
6.2.1.2	If appointment rejected and within 10WD of 6.2.1.1	Send notification of rejection of appointment including the reason why the request has been rejected.	New NHHMOA	Supplier	D0261 Rejection of Agent Appointment. (Go to 6.2.1.1 if required)	Electronic or other method, as agreed.
6.2.1.3	If appointment accepted and within 10WD of 6.2.1.1	Send notification of acceptance of appointment.	New NHHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
6.2.1.4	Within 5WD of 6.2.1.3	Send de-appointment.	Supplier	Current NHHMOA	D0151 Termination of Appointment or Contract by Supplier.	Electronic or other method, as agreed.
<u>6.2.1.5</u>	<u>If de-appointment accepted and within 5 WD of 6.2.1.4</u>	<u>Send notification of de-appointment.</u>	<u>Current NHHMOA</u>	<u>MAP</u>	<u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	<u>Electronic or other method, as agreed.</u>
6.2.1. 56	If de-appointment rejected and within 5WD of 6.2.1.4	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.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.1. 67	Between 5WD ⁶ and 10WD of 6.2.1.4	Send notification of NHHMOA appointment / de-appointment.	Supplier	New NHHMOA / NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
6.2.1. 78	Within 2 WD of 6.2.1. 67	Instruct current NHHMOA to send MTD to new NHHMOA.	Supplier	Current NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
6.2.1. 89	Within [CP1248 v2.0]549 WD of 6.2.1. 78	Send MTD.	Current NHHMOA ²⁷	New NHHMOA ⁷	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. ^{1 2}	Electronic or other method, as agreed.
6.2.1. 910	Within [CP1248 v2.0]549 WD of 6.2.1. 89	Send MTD. <u>Send notification of appointment.</u>	New NHHMOA	Supplier / NHHDC / LDSO <u>MAP</u>	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.

¹ If MTD are not received within 12WD of new NHHMOA appointment, new NHHMOA to request the current NHHMOA to send MTD using the D0170 Request for Metering System Related Details and report this to the Supplier.

² The NHHMOA will send the D0150 Non Half-hourly Technical Details to the relevant parties in all cases, even when no Meter is present.

6.2.2 New Connection

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 10WD 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 10WD 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 5WD 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 2WD 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 5WD of 6.2.2.5	Send Site Technical Details.	LDSO ¹²	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 10WD ¹⁰ before 6.2.2.8	Request installation, commissioning and energisation of MS. ³	Supplier	NHHMOA	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. ⁴ 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 5WD 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.

³ Note that currently the extent of Commissioning for NHH MS is not defined in CoP4.

⁴ If the MSID is for Export purposes, the 'Additional Information' field should state this, and therefore a physical site visit may not be required.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.2.10	Within 10WD of 6.2.2.8	Send change of energisation status and MTD.⁵ Send initial Meter register reading. <u>Send notification of Meter installation, Supplier ID and NHHMOA's appointment.</u>	NHHMOA	Supplier / NHHDC / LDSO NHHDC <u>MAP</u>	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. D0010 Meter readings. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.
6.2.2.11	If required and no valid Meter register reading received within 10WD of the installation of the Meter	Request initial Meter register reading	NHHDC	NHHMOA, Supplier		Post / Fax / Email
6.2.2.12	Within 10WD of 3.2.1.11	Send initial Meter register reading	NHHMOA, Supplier	NHHDC ⁶	D0010 Meter Readings	Electronic or other method, as agreed

⁵ 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.

⁶ If more than one Meter register reading is provided, the NHHDC shall process and use the first reading provided.

6.2.3 Change of NHHDC for an existing Metering System ⁷

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.3.1	As required	Send notification of new NHHDC.	Supplier	NHHMOA / NHHDC	D0148 Notification of Change to Other Parties.	Electronic or other method, as agreed.
6.2.3.2	Within 1 ^{[CP1248 v2.0]549} WD of 6.2.3.1	Send MTD and details of any current faults.	NHHMOA	New NHHDC	D0002 Fault Resolution Report or Request for Decision on Further Action. D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. ²	Electronic or other method, as agreed.
6.2.3.3	Within 1WD of 6.2.3.2	If MTD not received as expected, request this data.	New NHHDC	NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
6.2.3.4	Within 1WD of 6.2.3.3 request from new NHHDC.	Send current MTD.	MOA	New NHHDC	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. ²	Electronic or other method, as agreed.

⁷ This process shall also apply to a concurrent Change of Supplier and Change of NHHDC. The Supplier referred to above is the new Supplier. In this case, the MTD and details of any current faults shall also be sent to the new Supplier and LDSO.

6.2.4 Concurrent change of Supplier and NHHMOA (No Change to Metering System)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.4.1	As required	Send appointment.	New Supplier	New NHHMOA	D0155 Notification of New Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
6.2.4.2	If appointment rejected and within 10WD of 6.2.4.1	Send notification of rejection of appointment including the reason why the request has been rejected.	New NHHMOA	New Supplier	D0261 Rejection of Agent Appointment. (Go to 6.2.4.1 if required)	Electronic or other method, as agreed.
6.2.4.3	If appointment accepted and within 10WD of 6.2.4.1	Send notification of acceptance of appointment.	New NHHMOA	New Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
6.2.4.4	Within 5WD of notification from SMRS or by last date of Supplier Appointment	Send notification of termination of appointment.	Current Supplier	Current NHHMOA	D0151 Termination of Appointment or Contract by Supplier.	Electronic or other method, as agreed.
<u>6.2.4.5</u>	<u>If de-appointment accepted and within 5 WD of 6.2.4.4</u>	<u>Send notification of de-appointment.</u>	<u>Current NHHMOA</u>	<u>MAP</u>	<u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	<u>Electronic or other method, as agreed.</u>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.4. 65	If de-appointment rejected and within 5WD of 6.2.4.4	Send notification of rejection of de-appointment.	Current NHHMOA	Current 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.
6.2.4. 76	On appointment of NHHMOA and within 5WD of 6.2.4.3 ⁸	Send notification of NHHDC and current NHHMOA.	New Supplier	New NHHMOA / NHHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
6.2.4. 87	Within 2WD of 6.2.4. 76	Request MTD.	New NHHMOA	Current NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
6.2.4. 89	Within [CP1248 v2.0]40 5WD of 6.2.4. 87	Send MTD.	Current NHHMOA ²⁷	New NHHMOA ⁷	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. ²	Electronic or other method, as agreed.
6.2.4. 109	Within [CP1248 v2.0]40 5WD of 6.2.4. 98	Send MTD.	New NHHMOA	New Supplier / NHHDC / LDSO	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. ²	Electronic or other method, as agreed.

⁸ Note that if there is also a concurrent Change of NHHDC, the New Supplier shall send the D0148 once the D0011 from both the MOA and the NHHDC has been received and within 5WD of the receipt of the latter D0011.

6.2.5 Change of Supplier (No Change to Metering System or Change of NHHMOA)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.5.1	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.
6.2.5.2	If appointment rejected and within 10WD of 6.2.5.1	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 6.2.5.1 if required)	Electronic or other method, as agreed.
6.2.5.3	If appointment accepted and within 10WD of 6.2.5.1	Send notification of acceptance of appointment.	NHHMOA	New Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
6.2.5.4	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.	Electronic or other method, as agreed.
<u>6.2.5.5</u>	<u>If de-appointment accepted and within 5 WD of 6.2.5.4</u>	<u>Send notification of de-appointment.</u>	<u>NHHMOA</u>	<u>MAP</u>	<u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	<u>Electronic or other method, as agreed.</u>
6.2.5. 65	If de-appointment rejected and within 5WD of 6.2.5.4	Send notification of rejection of de-appointment.	NHHMOA	Current 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.
6.2.5. 76	On appointment of NHHMOA and within 5WD of 6.2.5.3 ⁸	Send notification of NHHDC and current NHHMOA.	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
6.2.5. 87	Within <u>[CP1248 v2.0]1495</u> WD of 6.2.5. 76	Send MTD. <u>Send notification of Supplier and NHHMOA's appointment.</u>	NHHMOA	New Supplier / NHHDC / LDSO <u>MAP</u>	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. ² <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.

[Sections 6.3.1 to 6.3.2 are not impacted by CP1309]

6.3.3 Removal of a Metering System^{9 10 11}

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.3.1	As required and at least 10WD 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. ⁴	Electronic or other method, as agreed.
6.3.3.2	If request rejected and within 5WD 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.

⁹ 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.

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 6.3.4.

¹¹ 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).

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
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. ²⁶	NHHMOA			Internal Process.
6.3.3.4	Within 10WD 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.¹² Send final Meter register reading or notification that Meter register reading not obtainable. <u>Send notification of Meter removal.</u>	NHHMOA ²⁷	LDSO Supplier / NHHDC / LDSO NHHDC <u>MAP</u>	D0150 Non-Half Hourly Meter Technical Details. D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Telephone/Fax/e mail/letter Electronic or other method, as agreed.
6.3.3.5	If required and no valid Meter register reading received within 10WD of the removal.	Request final Meter register reading	NHHDC	NHHMOA Supplier		Post / Fax / Email
6.3.3.6	Within 10WD of 6.3.3.5	Send final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

¹² 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.

6.3.4 Reconfigure or Replace Metering System (No Change of Measurement Class)¹³

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.1	As required and at least 10WD ¹⁰ 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 5WD 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 ²⁹	Note final Meter register reading, if available. Reconfigure MS or replace and energise MS. ³⁰ Note initial Meter register reading.	NHHMOA			Internal Process.

¹³ 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
6.3.4.4	Within 10WD 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.⁵ <u>Send notification of removal of old Meter.</u> <u>Send notification of installation of new Meter.</u>	NHHMOA ²⁷	NHHDC NHHDC / Supplier / LDSO <u>MAP of removed Meter</u> <u>MAP of installed Meter</u>	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. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u> <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.
6.3.4.5	If no valid Meter register reading(s) received 10WD 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

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.6	Within 10WD of 6.3.4.5	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)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.5.1	As required ¹⁴	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 ³¹ Note initial Meter register reading	LDSO			Internal Process.
6.3.5.4	Within 10WD 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 ¹⁵	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.

¹⁴ 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.

¹⁵ 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 10WD 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. <u>Send notification of removal of old Meter.</u> <u>Send notification of installation of new Meter.</u>	NHHMOA ²⁷	NHHDC Supplier / NHHDC <u>MAP of removed Meter</u> <u>MAP of installed Meter</u>	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. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u> <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.

6.4 Meter Operation Activities

6.4.1 Investigate Inconsistencies

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.
6.4.1.2	Within 2WD 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 5WD of 6.4.1.2 or as the NHHMOA sees necessary ¹⁶	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.

¹⁶ 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
6.4.1.5	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.
6.4.1.7	Within 5WD of resolving problem	Send resolution of problem report.	NHHMOA	NHHDC / Supplier ¹⁷ 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.

¹⁷ Where the MS investigation was requested by another Participant via the Supplier, the Supplier shall send the relevant Participant the resolution of problem report.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.4.1.8	Within 10WD of resolving problem	Send MTD if appropriate. <u>Notify relevant MAP of corrections as required.</u>	NHHMOA	Supplier / NHHDC / LDSO <u>MAP</u>	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.
6.4.1.9	If required and no valid initial Meter register reading received 5WD after SVA MS fault rectified	Request initial Meter register reading	NHHDC	NHHMOA, Supplier		Post / Fax / Email
6.4.1.10	Within 10WD of 6.4.1.9	Send initial Meter register reading	NHHMOA / Supplier	NHHDC		Electronic or other method, as agreed

7 Interface and Timetable Information - Change of Measurement Class

7.1 Change of Measurement Class from NHH to HH Metering System^{18 19}

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 5WD 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 5WD 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 5WD of 7.1.3	Send notification of termination of appointment.	Supplier	NHHMOA	D0151 Termination of Appointment or Contract by Supplier. ²⁰	Electronic or other method, as agreed.
<u>7.1.5</u>	<u>If de-appointment accepted and within 5 WD of 7.1.4</u>	<u>Send notification of de-appointment.</u>	<u>NHHMOA</u>	<u>MAP</u>	<u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	<u>Electronic or other method, as agreed.</u>

¹⁸ 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.

¹⁹ Note that the Change of Meter shall not occur until on or after the SSD.

²⁰ 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. 65	Within 5WD 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.
7.1. 76	Between 5WD ⁶ and 10WD 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. 87	Following 7.1.3 and at least 12WD ¹⁰ prior to date of CoMC	Request HH MS functionality. ²¹	Supplier	HHMOA ¹¹	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. 98	Within 2WD of 7.1. 87	Request Site Technical Details.	HHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed
7.1. 109	Within 5WD of 7.1. 98	Send Site Technical Details.	LDSO ¹²	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.1.1 10	Within 2WD of 7.1. 87	Instruct NHHMOA to send MTD to HHMOA.	Supplier	NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

²¹ 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
7.1.1 24	Within 10WD of 7.1.1 19	Send MTD.	NHHMOA ²⁷	HHMOA	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details.	Electronic or other method, as agreed.
7.1.1 32	On the date requested or agreed in 7.1. 87 , subject to the completion of steps 7.1. 98 -7.1.1 24	Note final NHH Meter register reading, if available from NHH MS. Install HH MS ²² or invoke HH capabilities in existing NHH MS (where current MS has both HH and NHH capabilities and HHMOA is also Qualified ¹⁶ as a NHHMOA). Commission and energise HH MS. Note initial HH Meter register reading.	HHMOA			Internal Process.
7.1.1 43	If HH MS cannot be installed or energised, as soon as possible and within 5WD of 7.1.1 32	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.

²² 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
7.1.1 5 ⁴	Within 5WD of 7.1.1 3 ²	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.
7.1.1 6 ⁵	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.
7.1.1 7 ⁶	Within 5WD of 7.1.1 3 ²	Send final NHH Meter register reading or notification that Meter reading not obtainable and that this is a CoMC.	HHMOA	NHHMOA	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
7.1.1 8 ⁷	Following 7.1.1 6 ⁷	Re-date Meter register reading to ETSD {MOA}, set time of reading to midnight and map onto Meter registers.	NHHMOA			Internal Process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.1.1 98 ⁷⁶	Within 10WD of 7.1.1 76 ⁹⁸	Send final NHH Meter register reading ²³ or notification that Meter register reading not obtainable and that this is a CoMC. <u>Notification of Meter removal.</u>	NHHMOA NHHMOA	NHHDC Supplier / NHHDC / LDSO <u>MAP of old Meter</u>	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0150 Non-Half Hourly Meter Technical Details. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.
7.1. 2019 ¹⁹	If CoMC only, and no Meter register reading received by 15WD after the CoMC and if required.	Request final Meter register reading	Current NHHDC	NHHMOA, Supplier		Post / Fax / Email
7.1.2 19 ¹⁰	Within 10WD 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 Supplier¹⁹

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.

²³ 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
7.2.2	If appointment rejected and within 5WD 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 5WD 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. ²⁴	Electronic or other method, as agreed.
<u>7.2.5</u>	<u>If de-appointment accepted and within 5 WD of 7.2.4</u>	<u>Send notification of de-appointment.</u>	<u>NHHMOA</u>	<u>MAP</u>	<u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	<u>Electronic or other method, as agreed.</u>
7.2. 6 5	If de-appointment rejected and within 5WD 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.
7.2. 7 6	Within 5WD 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.

²⁴ 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. 87	Following 7.2.3 and at least 12WD prior to date of CoMC	Request HH MS functionality. ²¹	New Supplier	HHMOA ¹¹	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. 98	Within 2WD of 7.2. 87	Request Site Technical Details.	HHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.2. 109	Within 5WD of 7.2. 98	Send Site Technical Details.	LDSO ¹²	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.2.1 10	Within 2WD of 7.2. 76	Request MTD.	HHMOA	NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
7.2.1 24	Within 10WD of 7.2.1 10	Send MTD.	NHHMOA ²⁷	HHMOA	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details.	Electronic or other method, as agreed.
7.2.1 23	On the date requested or agreed in 7.2. 87 , subject to the completion of steps 7.2. 98 -7.2.1 24	Note final NHH Meter register reading, if available from NHH MS. Install HH MS ²² or invoke HH capabilities in existing NHH MS (where current MS has both HH and NHH capabilities and HHMOA is also Qualified ¹⁶ as a NHHMOA). Commission and energise HH MS. Note initial HH Meter register reading.	HHMOA			Internal Process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.1 43	If HH MS cannot be installed or energised, as soon as possible and within 5WD of 7.2.1 32	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.
7.2.1 54	Within 5WD of 7.2.1 32	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.
7.2.1 65	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.
7.2.1 76	Within 5WD of 7.1.1 32	Send final NHH Meter register reading or notification that Meter reading not obtainable.	HHMOA	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.
7.2.1 87	Following 7.2.1 76	Re-date NHH Meter register reading to ETSD {MOA}, set time of reading to midnight and map onto Meter registers.	NHHMOA			Internal Process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.2.1 98	Within 10WD of 7.2.1 76	Send final NHH Meter register reading ²³ or notification that Meter register reading not obtainable and that this is a CoMC. <u>Notification of Meter removal.</u>	NHHMOA NHHMOA	NHHDC Supplier / NHHDC / LDSO <u>MAP</u>	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action D0150 Non-Half Hourly Meter Technical Details <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.

7.3 Change of Measurement Class from HH to NHH Metering System ^{18,19}

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 10WD 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 10WD 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 5WD of 7.3.3	Send notification of termination of appointment.	Supplier	HHMOA	D0151 Termination of Appointment or Contract by Supplier. ²⁰	Electronic or other method, as agreed.
7.3.5	Within 5WD 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 5WD ⁶ 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 7WD ¹⁰ prior to date of CoMC	Request NHH MS functionality.	Supplier	NHHMOA ²⁵	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 2WD 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 5WD of 7.3.8	Send Site Technical Details.	LDSO ¹²	NHHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.3.10	Within 2WD 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 5WD of 7.3.10	Send MTD.	HHMOA ²⁷	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.

²⁵ 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
7.3.12	Within 2WD 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 3WD 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.
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.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
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 ²⁶ or permanently disable the HH function within the current MS (where current MS has both HH and NHH capabilities and NHHMOA is also Qualified ¹⁶ 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 5WD of 7.3.16	Inform Supplier.	NHHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System.	Electronic or other method, as agreed.

²⁶ 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
7.3.18	Within 10WD of 7.3.16	Send MTD. Send initial NHH Meter register reading. <u>Send notification of Meter installation, Supplier and NHHMOA's appointment.</u>	NHHMOA	Supplier / NHHDC / LDSO NHHDC <u>MAP</u>	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. D0010 Meter Readings. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.
7.3.19	If no Meter register reading received within 10WD of CoMC and initial reading required ²⁷ 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	Within 10WD of 7.3.	Send initial Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
7.3.21	Within 10WD 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.

²⁷ An initial Meter reading is required for a co-incident CoS and CoMC. It is optional for a CoMC only.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.3.22	Within 5WD of 7.3.21	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.

7.4 Coincident Change of Measurement Class from HH to NHH Metering System and Change of Supplier^{18 19}

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 10WD 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 10WD 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 5WD 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. ²⁴	Electronic or other method, as agreed.
7.4.5	If de-appointment rejected and within 5WD 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 5WD 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 7WD ¹⁰ prior to date of CoMC	Request NHH MS functionality.	New Supplier	NHHMOA ²⁵	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 2WD 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 5WD of 7.4.8	Send Site Technical Details.	LDSO ¹²	NHHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
7.4.10	Within 2WD 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 5WD of 7.4.10	Send MTD.	HHMOA ²⁷	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 2WD 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 3WD 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.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
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.
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 ²⁶ or permanently disable the HH function within the current MS (where current MS has both HH and NHH capabilities and NHHMOA is also Qualified ¹⁶ 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 5WD 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.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.4.18	Within 10WD of 7.4.16	Send MTD. Send initial NHH Meter register reading. <u>Send notification of Meter installation and Supplier.</u>	NHHMOA	New Supplier / NHHDC / LDSO NHHDC <u>MAP</u>	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. D0010 Meter Readings. <u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	Electronic or other method, as agreed.
7.4.19	If no Meter register reading received within 10WD 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
7.4.20	Within 10WD of 7.4.19	Send initial Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
7.4.21	Within 5WD 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.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
7.4.22	Within 5WD of 7.4.21	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.

[Section 8 is not impacted by CP1309]