

**Redlined Balancing and Settlement Code Procedure (BSCP) 514 for CP1458  
'Introduction of timescales for the P283 Commissioning process for SVA CT operated  
Metering Systems'.**

This CP proposes changes to BSCP514 contents page and sections 5.2, 5.3, 6.2 and 6.3.

We have redlined these changes against Version 30.0.

In addition, we have included a housekeeping change to sections 2.4.

## AMENDMENT RECORD

Version	Date	Description of Changes	CPs Included	Mods Panel Ref
1.0	10/04/03	Introduction of new BSCP	CP854	P/60/015 SVG/26/306
2.0	28/08/03	August 2003 SVA Document Batch Release	CP912	SVG/30/397
3.0	28/09/03	Incorporates changes for Modification P81	P81	SVG/31/414
4.0	04/11/04	SVA November 2004 Release	CPs 955, 1025	SVG/43/003
5.0	23/02/05	SVA February 2005 Release and BETTA 6.3	CP1064, CP1091 and BETTA 6.3	SVG/47/004
6.0	03/11/05	SVA November 2005 Release	CP1068, CP1095, CP1105, CP1106, CP1139 and P176	SVG/56/004
7.0	29/06/06	June 2006 Release	CP1143, CP1144, CP1145	SVG/64/02
8.0	02/11/06	November 2006 Release	CP1138	SVG/56/003
9.0	22/02/07	February 2007 Release	CP1159, CP1176	SVG/66/04
10.0	28/06/07	June 2007 Release Updated terminology in preparation for P197 Release	CP1162, CP1173 P197	SVG/66/05, SVG/70/03
11.0	01/11/07	November 2007 Release	CP1183 v2.0, CP1184 v2.0 and CP1200	SVG74/03
12.0	28/02/08	February 2008 Release	CP1166 v.3.0, CP1180, CP1213	SVG79/02 SVG80/03 SVG81/01
13.0	26/06/08	June 2008 Release	CP1192 v2.0	SVG81/01
14.0	06/11/08	November 2008 Release	CP1225  CP1234	SVG85/02  ISG87/01 SVG87/02 PAB87/09
15.0	26/02/09	February 2009 Release	CP1261	ISG93/02 SVG93/02
16.0	25/06/09	June 2009 Release	CP1274	SVG97/01

Version	Date	Description of Changes	CPs Included	Mods Panel Ref
17.0	05/11/09	November 2009 Release	CP1248 v2.0	SVG97/01
18.0	25/02/10	February 2010 Release	CP1298	SVG102/01
19.0	24/06/10	June 2010 Release	CP1309 CP1317	SVG105/02 ISG107/01 SVG107/01
20.0	01/11/10 04/11/10	November 2010 Release November 2010 Release	CP1325 <sup>1</sup> CP1338	SVG111/01 SVG116/05
21.0	01/07/11	June 2011 Release	CP1334 <sup>2</sup>	SVG114/02
22.0	03/11/11	November 2011 Release	CP1335	ISG114/01 SVG114/02
23.0	23/02/12	February 2012 Release	P266 CP1353 CP1350	SVG130/01 SVG129/02 SVG129/08
24.0	28/06/12	June 2012 Release	CP1366	SVG134/02
25.0	29/11/12	November 2012 Release	CP1377	SVG140/04
26.0	07/11/13	November 2013 Release	CP1384 CP1385	SVG144/01 SVG146/06 SVG144/01 SVG146/06
27.0	06/11/14	November 2014 Release	CP1405	SVG157/06
28.0	26/02/15	February 2015 Release	CP1395 CP1419	P217/07 SVG165/03
29.0	25/06/15	June 2015 Release	CP1409 CP1411 CP1416 CP1429	SVG160/06 SVG160/08 SVG163/04 SVG170/03
30.0	05/11/15	November 2015 Release	CP1440 CP1439 CP1444	SVG173/05 SVG174/04 SVG176/05

<sup>1</sup> CP1325 was implemented as part of the November 2010 Release on 01 November 2010

<sup>2</sup> CP1334 was implemented as part of the June 2011 Release on 01 July 2011

## CONTENTS

<b>1</b>	<b>Introduction</b>	<b>98</b>
<b>1.1</b>	<b>Purpose and Scope of the Procedure</b>	<b>98</b>
<b>1.2</b>	<b>Main Users of Procedure and their Responsibilities</b>	<b>109</b>
<b>1.3</b>	<b>Use of the Procedure</b>	<b>109</b>
<b>1.4</b>	<b>Balancing and Settlement Code Provision</b>	<b>1110</b>
<b>1.5</b>	<b>Associated BSC Procedures</b>	<b>1312</b>
<b>1.6</b>	<b>Acronyms and Definitions</b>	<b>1413</b>
1.6.1	Acronyms	1413
1.6.2	Definitions	1544
<b>2</b>	<b>Meter Operator Agent Obligations</b>	<b>1615</b>
<b>2.1</b>	<b>General Obligations</b>	<b>1615</b>
2.1.1	Systems and Processes	1615
2.1.2	Recording Devices	1615
<b>2.2</b>	<b>Registration Obligations</b>	<b>1716</b>
2.2.1	Recording of Details	1746
2.2.2	Termination of Appointment of Meter Operator Agent	1847
2.2.3	Bulk Non-Half Hourly Change of Agent	1847
<b>2.3</b>	<b>Metering Obligations</b>	<b>1918</b>
2.3.1	Energisation of Meters	1918
2.3.2	Installation, Removal and Re-programming of Meters	1918
<b>2.4</b>	<b>Interface to Other Party Agents</b>	<b>2019</b>
2.4.1	Information to Data Collectors	2019
2.4.2	Meter Fault Reporting	2120
<b>2.5</b>	<b>Service Levels</b>	<b>2120</b>
<b>3</b>	<b>Not Used</b>	<b>2120</b>
<b>4</b>	<b>Not Used</b>	<b>2120</b>
<b>5</b>	<b>Interface and Timetable Information - Half Hourly</b>	<b>2221</b>
<b>5.1</b>	<b>Market Data Activities</b>	<b>2221</b>
5.1.1	Market Domain Data	2221
<b>5.2</b>	<b>Registration Activities</b>	<b>2423</b>
5.2.1	Change of HHMOA (No Change of Metering System or Change of Supplier)	2423
5.2.2	New Connection	2625
5.2.3	Change of HHDC for an existing Metering System	3129
5.2.4	Concurrent Change of Supplier and HHMOA (No change to Metering System)	3230
5.2.5	Registration Transfers from CMRS to SMRS	3432
5.2.6	Registration Transfers from SMRS to CMRS	3735
5.2.7	Change of Supplier for an Existing Metering System (No Change of Agent)	3836
<b>5.3</b>	<b>Metering Activities</b>	<b>3937</b>
5.3.1	Energise a Metering System	3937
5.3.2	De-energise a Metering System	4139

5.3.3	Removal of a Metering System	4543
5.3.4	Reconfigure or Replace Metering System (No Change of Measurement Class)	4745
5.3.5	LDSO Replaces MS (For Safety Reasons / Urgent Metering Services)	4947
5.3.6	Change of Feeder Status – Energise Feeder	5149
5.3.7	Change of Feeder Status – De-energise Feeder	5250
<b>5.4</b>	<b>Meter Operation Activities</b>	<b>5452</b>
5.4.1	Half Hourly Metering System Investigation Process	5452
<b>5.5</b>	<b>Proving a Metering System.</b>	<b>5755</b>
5.5.1	Proving of a Metering System by Method 1,	5755
5.5.2	Proving of a Metering System by Method 2 ,	5957
5.5.3	Proving of a Metering System by Method 3 ,	6159
5.5.4	Proving of a Metering System by Method 4 ,	6361
5.5.5	Issuing Results of Proving Test (All Methods of Proving)	6563
<b>6</b>	<b>Interface and Timetable and Information – Non-Half Hourly</b>	<b>6664</b>
<b>6.1</b>	<b>Market Data Activities</b>	<b>6664</b>
6.1.1	Market Domain Data	6664
<b>6.2</b>	<b>Registration Activities</b>	<b>6866</b>
6.2.1	Change of NHHMOA (No change of Metering System or Change of Supplier)	6866
6.2.2	New Connection (for Meter Systems without Measurement Transformers)	7168
6.2.2.A	New Connection (for Meter Systems with Measurement Transformers)	7471
6.2.3	Change of NHHDC for an existing Metering System	8077
6.2.4	Concurrent change of Supplier and NHHMOA (No Change to Metering System)	8178
6.2.5	Change of Supplier (No Change to Metering System or Change of NHHMOA)	8480
<b>6.3</b>	<b>Metering Activities</b>	<b>8682</b>
6.3.1	Energise a Metering System	8682
6.3.2	De-energise a Metering System	8884
6.3.3	Removal of a Metering System	9187
6.3.4	Reconfigure or Replace Metering System (No Change of Measurement Class)	9389
6.3.5	LDSO Replaces MS (For Safety Reasons / Urgent Metering Services)	9894
<b>6.4</b>	<b>Meter Operation Activities</b>	<b>10096</b>
6.4.1	Investigate Inconsistencies	10096
<b>7</b>	<b>Interface and Timetable Information - Change of Measurement Class</b>	<b>Error! Bookmark not defined.99</b>
<b>7.1</b>	<b>Change of Measurement Class from NHH to HH Metering System</b>	<b>Error! Bookmark not defined.99</b>
<b>8</b>	<b>Appendices - Half Hourly</b>	<b>Error! Bookmark not defined.118</b>
<b>8.1</b>	<b>Sealing</b>	<b>Error! Bookmark not defined.118</b>
<b>8.2</b>	<b>Key SVA Meter Technical Details.</b>	<b>Error! Bookmark not defined.118</b>
<b>8.3</b>	<b>Proving of Half Hourly Metering Systems</b>	<b>Error! Bookmark not defined.118</b>
8.3.1	Reasons for a Proving Test	<b>Error! Bookmark not defined.118</b>
8.3.2	Methods of Proving	<b>Error! Bookmark not defined.119</b>
8.3.3	Comparison of Data	<b>Error! Bookmark not defined.120</b>
8.3.4	Reporting	<b>Error! Bookmark not defined.120</b>

8.3.5	Proving Test / Re-Test Timescales	<b>Error! Bookmark not defined.</b>	<b>120</b>
<b>8.4</b>	<b>Guide to Complex Sites</b>	<b>Error! Bookmark not defined.</b>	<b>121</b>
8.4.1	Off-site Totalisation	<b>Error! Bookmark not defined.</b>	<b>123</b>
8.4.2	On-site Totalisation	<b>Error! Bookmark not defined.</b>	<b>124</b>
8.4.3	Customers on a Licence Exempt Distribution (Private) Networks requiring Third Party Access for a Supplier of their choice	<b>Error! Bookmark not defined.</b>	<b>125</b>
8.4.4	Feed Through Sites at the Same Voltage with no Embedded Generation	<b>Error! Bookmark not defined.</b>	<b>129</b>
8.4.5	Feed Through Sites at Different Voltages	<b>Error! Bookmark not defined.</b>	<b>130</b>
8.4.6	Feed-Through Sites with Embedded Generation	<b>Error! Bookmark not defined.</b>	<b>131</b>
8.4.7	Separate Meter Points for Export and Import	<b>Error! Bookmark not defined.</b>	<b>132</b>
8.4.8	Network Flows Impacting Settlement Meters	<b>Error! Bookmark not defined.</b>	<b>133</b>
<b>9</b>	<b>Appendices - Non-Half Hourly</b>	<b>Error! Bookmark not defined.</b>	<b>137</b>
<b>9.1</b>	<b>Sealing</b>	<b>Error! Bookmark not defined.</b>	<b>137</b>
<b>9.2</b>	<b>Prepayment Meters</b>	<b>Error! Bookmark not defined.</b>	<b>137</b>
<b>9.3</b>	<b>Remotely Read Non Half Hourly Meters</b>	<b>Error! Bookmark not defined.</b>	<b>138</b>
<b>10</b>	<b>Meter Operator Agent Service Levels</b>	<b>Error! Bookmark not defined.</b>	<b>139</b>
<b>10.1</b>	<b>Half Hourly Meter Operator Agent Service Levels</b>	<b>Error! Bookmark not defined.</b>	<b>140</b>
<b>10.2</b>	<b>Non Half Hourly Meter Operator Agent Service Levels</b>	<b>Error! Bookmark not defined.</b>	<b>141</b>
<b>1</b>	<b>Introduction</b>		<b>8</b>
<b>1.1</b>	<b>Purpose and Scope of the Procedure</b>		<b>8</b>
<b>1.2</b>	<b>Main Users of Procedure and their Responsibilities</b>		<b>9</b>
<b>1.3</b>	<b>Use of the Procedure</b>		<b>9</b>
<b>1.4</b>	<b>Balancing and Settlement Code Provision</b>		<b>10</b>
<b>1.5</b>	<b>Associated BSC Procedures</b>		<b>12</b>
<b>1.6</b>	<b>Aeronyms and Definitions</b>		<b>13</b>
1.6.1	Acronyms		13
1.6.2	Definitions		14
<b>2</b>	<b>Meter Operator Agent Obligations</b>		<b>15</b>
<b>2.1</b>	<b>General Obligations</b>		<b>15</b>
2.1.1	Systems and Processes		15
2.1.2	Recording Devices		15
<b>2.2</b>	<b>Registration Obligations</b>		<b>16</b>
2.2.1	Recording of Details		16
2.2.2	Termination of Appointment of Meter Operator Agent		17
2.2.3	Bulk Non Half Hourly Change of Agent		17
<b>2.3</b>	<b>Metering Obligations</b>		<b>18</b>
2.3.1	Energisation of Meters		18
2.3.2	Installation, Removal and Re-programming of Meters		18
<b>2.4</b>	<b>Interface to Other Party Agents</b>		<b>19</b>
2.4.1	Information to Data Collectors		19
2.4.2	Meter Fault Reporting		20
<b>2.5</b>	<b>Service Levels</b>		<b>20</b>

<b>3</b>	<b>Not Used</b>	<b>20</b>
<b>4</b>	<b>Not Used</b>	<b>20</b>
<b>5</b>	<b>Interface and Timetable Information – Half Hourly</b>	<b>21</b>
<b>5.1</b>	<b>Market Data Activities</b>	<b>21</b>
5.1.1	Market Domain Data	21
<b>5.2</b>	<b>Registration Activities</b>	<b>23</b>
5.2.1	Change of HHMOA (No Change of Metering System or Change of Supplier)	23
5.2.2	New Connection	25
5.2.3	Change of HHDC for an existing Metering System	27
5.2.4	Concurrent Change of Supplier and HHMOA (No change to Metering System)	28
5.2.5	Registration Transfers from CMRS to SMRS	30
5.2.6	Registration Transfers from SMRS to CMRS	33
5.2.7	Change of Supplier for an Existing Metering System (No Change of Agent)	34
<b>5.3</b>	<b>Metering Activities</b>	<b>35</b>
5.3.1	Energise a Metering System	35
5.3.2	De-energise a Metering System	37
5.3.3	Removal of a Metering System	41
5.3.4	Reconfigure or Replace Metering System (No Change of Measurement Class)	43
5.3.5	LDSO Replaces MS (For Safety Reasons / Urgent Metering Services)	45
5.3.6	Change of Feeder Status – Energise Feeder	47
5.3.7	Change of Feeder Status – De-energise Feeder	48
<b>5.4</b>	<b>Meter Operation Activities</b>	<b>50</b>
5.4.1	Half Hourly Metering System Investigation Process	50
<b>5.5</b>	<b>Proving a Metering System,</b>	<b>53</b>
5.5.1	Proving of a Metering System by Method 1,	53
5.5.2	Proving of a Metering System by Method 2 ,	55
5.5.3	Proving of a Metering System by Method 3 ,	57
5.5.4	Proving of a Metering System by Method 4 ,	59
5.5.5	Issuing Results of Proving Test (All Methods of Proving)	61
<b>6</b>	<b>Interface and Timetable and Information – Non Half Hourly</b>	<b>62</b>
<b>6.1</b>	<b>Market Data Activities</b>	<b>62</b>
6.1.1	Market Domain Data	62
<b>6.2</b>	<b>Registration Activities</b>	<b>64</b>
6.2.1	Change of NHHMOA (No change of Metering System or Change of Supplier)	64
6.2.2	New Connection	66
6.2.3	Change of NHHDC for an existing Metering System	69
6.2.4	Concurrent change of Supplier and NHHMOA (No Change to Metering System)	70
6.2.5	Change of Supplier (No Change to Metering System or Change of NHHMOA)	72
<b>6.3</b>	<b>Metering Activities</b>	<b>74</b>
6.3.1	Energise a Metering System	74

<del>6.3.2—De-energise a Metering System</del>	<del>76</del>
<del>6.3.3—Removal of a Metering System</del>	<del>79</del>
<del>6.3.4—Reconfigure or Replace Metering System (No Change of Measurement Class)</del>	<del>81</del>
<del>6.3.5—LDSO Replaces MS (For Safety Reasons / Urgent Metering Services)</del>	<del>86</del>
<del>6.4—Meter Operation Activities</del>	<del>88</del>
<del>6.4.1—Investigate Inconsistencies</del>	<del>88</del>
<del>7—Interface and Timetable Information—Change of Measurement Class</del>	<del>91</del>
<del>7.1—Change of Measurement Class from NHH to HH Metering System</del>	<del>91</del>
<del>8—Appendices—Half Hourly</del>	<del>110</del>
<del>8.1—Sealing</del>	<del>110</del>
<del>8.2—Key SVA Meter Technical Details.</del>	<del>110</del>
<del>8.3—Proving of Half Hourly Metering Systems</del>	<del>110</del>
<del>8.3.1—Reasons for a Proving Test</del>	<del>110</del>
<del>8.3.2—Methods of Proving</del>	<del>111</del>
<del>8.3.3—Comparison of Data</del>	<del>112</del>
<del>8.3.4—Reporting</del>	<del>112</del>
<del>8.3.5—Proving Test / Re-Test Timescales</del>	<del>112</del>
<del>8.4—Guide to Complex Sites</del>	<del>113</del>
<del>8.4.1—Off-site Totalisation</del>	<del>115</del>
<del>8.4.2—On-site Totalisation</del>	<del>116</del>
<del>8.4.3—Customers on a Licence-Exempt Distribution (Private) Networks requiring Third-Party Access for a Supplier of their choice</del>	<del>117</del>
<del>8.4.4—Feed Through Sites at the Same Voltage with no Embedded Generation</del>	<del>121</del>
<del>8.4.5—Feed Through Sites at Different Voltages</del>	<del>122</del>
<del>8.4.6—Feed Through Sites with Embedded Generation</del>	<del>123</del>
<del>8.4.7—Separate Meter Points for Export and Import</del>	<del>124</del>
<del>8.4.8—Network Flows Impacting Settlement Meters</del>	<del>125</del>
<del>9—Appendices—Non-Half Hourly</del>	<del>129</del>
<del>9.1—Sealing</del>	<del>129</del>
<del>9.2—Prepayment Meters</del>	<del>129</del>
<del>9.3—Remotely Read Non-Half Hourly Meters</del>	<del>130</del>
<del>10—Meter Operator Agent Service Levels</del>	<del>131</del>
<del>10.1—Half Hourly Meter Operator Agent Service Levels</del>	<del>132</del>
<del>10.2—Non-Half Hourly Meter Operator Agent Service Levels</del>	<del>133</del>



# **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, Supplier or LDSO (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 following items listed in Data Interface flows:

For Half Hourly trading

- D0268: Half Hourly Meter Technical Details

For Non Half Hourly trading

- D0150: Non Half Hourly Meter Technical Details;
- D0149: Notification of Mapping Details;
- D0313: Auxiliary Meter Technical Details (where appropriate); and
- D0367: Smart Meter Configuration Details (where appropriate).

For NHH advanced Meters, 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. For any D0313 sent from one Meter Operator Agent to another Meter Operator Agent this must include, but is not limited to, all communications, security and password details required to fully access all remote functions of the Metering System.

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.

## **1.2 Main Users of Procedure and their Responsibilities**

This BSCP should be used by Suppliers and their Agent(s) (including MOAs) and Data Collectors (DCs), the SVA Agent(SVAA), by each Licensed Distribution System Operator (LDSO) and the BSCCo Transfer Co-ordinator where MS are being transferred from Central Meter Registration Service (CMRS) to SMRS and vice versa.

All Supplier Agents using this BSCP shall be appropriately Qualified (in SVA and if operating in Central Volume Allocation (CVA), additionally CVA Qualified).

The MOA shall perform the responsibilities and obligations set out in this BSCP for a MS for all Settlement Days for which the MOA is appointed by the Supplier in SMRS.

Where the same Metering Equipment (ME) in SVA is being utilised for the measurement of the Import and/or Export Energy for more than one MSID at a site, the Supplier(s) shall ensure that the same MOA is appointed for all the MSIDs involved to comply with the requirements of the BSC. Where there is an Import Supplier and an Export Supplier the obligation rests with the Export Supplier to appoint the same MOA as the Import Supplier. Otherwise, these obligations shall be fulfilled by mutual agreement between the Suppliers involved.

Where the same ME is being utilised for the measurement of Import by SMRS and Export by CMRS, the same MOA shall be appointed to all the Import and Export Meters. The Party which is the Registrant of the CVA MS shall secure that the same person is appointed as MOA in relation to the CVA MS as is appointed in relation to the SVA MS. This MOA shall be Qualified for both SVA and CVA operations.

For NHH MS, any Meter reading(s) required for processes described in this BSCP may be obtained remotely where communication equipment is installed for the SVA MS in question.

In the case where the MOA cannot complete the required processes in this BSCP, this shall be reported to the Supplier and the Supplier shall resolve as appropriate.

The SVAA will be managing the Market Domain Data in addition to performing the Supplier Volume Allocation role, and therefore SVAA is the Market Domain Data Manager (MDDM).

## **1.3 Use of the Procedure**

The remaining sections in this document are:

Section 2 – Meter Operator Agent Obligations.

This section defines the obligations on Meter Operator Agents.

Section 3 – This section is no longer in use.

Section 4 – This section is no longer in use.

Section 5 - Interface and Timetable Information – Half Hourly

This section defines in detail the requirements of each business process.

#### Section 6 – Interface and Timetable Information – Non-Half Hourly

This section defines in detail the requirements of each business process.

#### Section 7 – Interface and Timetable Information – Change of Measurement Class

This section defines in detail the requirements of each business process.

#### Section 8 – Appendices – Half Hourly

This section contains supporting HH information.

#### Section 9 – Appendices – Non-Half Hourly

This section contains supporting NHH information.

#### Section 10 – Explanatory Notes

This section contains further explanation to procedures contained within the BSCP.

Note that all Meter register readings shall have date and time in Co-ordinated Universal Time (UTC).

Where Data Transfer Catalogue (DTC) flows are referenced, these shall normally be sent over the Data Transfer Network (DTN). Where another method of transfer is agreed between the relevant parties, the information transferred shall have the same content and format as it would if being transferred using the DTN.

### **1.4 Balancing and Settlement Code Provision**

This BSCP has been produced in accordance with the provisions of the Balancing and Settlement Code (BSC).

Summary of the main obligations to be discharged by BSC Parties on to MOAs<sup>3</sup> under the BSC:

A MOA is required to:

- be subject to the Qualification Requirements of Section J applicable to a MOA or to the functions of a MOA (Section J 2.1.2(a));
- install, commission, test, maintain, rectify faults and provide a sealing service in respect of Metering Equipment (including if applicable associated Communications Equipment), in accordance with Party Service Line 100 and BSCP514 (in the case of SVA Metering Systems) and any relevant BSC Procedures and Codes of Practice (Section L 1.2.3); and
- (in respect of Half Hourly Metering Systems and Non Half Hourly Metering Systems that have not been installed in compliance with the Smart Metering Equipment Technical Specifications) maintain Meter Technical Details and to

---

<sup>3</sup> A BSC Party may perform the functions of any Party Agent including those of a Meter Operator Agent. As such the BSC Party is required to fulfil the obligations discharged to a MOA in accordance with Section J 1.2.4 of the BSC.

provide such Details, in accordance with Section L, to the relevant Half Hourly Data Collector or Non Half Hourly Data Collector (as the case may be) to enable such Data Collector to read and process data in accordance with the Supplier Volume Allocation Rules, in accordance with Party Service Line 100 and BSCP514 for Meter Operation and BSCP502 (in respect of Half Hourly Metering Systems) and BSCP504 (in respect of Non Half Hourly Metering Systems) (Section S2.2.1(b)); and

- (in respect of Non Half Hourly Metering Systems that have been installed in compliance with the Smart Metering Equipment Technical Specifications) to maintain such Meter Technical Details as are required in accordance with this BSCP and to provide such Details, in accordance with Section L, to the relevant Supplier (Section S2.2.1(c)).

In the event of an inconsistency between the provisions of this BSCP and the BSC, the provisions of the BSC shall prevail.

## 1.5 Associated BSC Procedures

BSCP01	Overview of Trading Arrangements
BSCP32	Metering Dispensations
BSCP68	Transfer of Registration of Metering Systems between CMRS and SMRS
BSCP502	Half Hourly Data Collection for SVA Metering Systems Registered in SMRS
BSCP504	Non Half Hourly Data Collection for SVA Metering Systems Registered in SMRS
BSCP507	SVA Standing Data Changes
BSCP508	Supplier Volume Allocation Agent
BSCP509	Changes to Market Domain Data
BSCP513	Bulk Change of NHH Supplier Agent
BSCP515	Licensed Distribution
BSCP520	Unmetered Supplies Registered in SMRS
BSCP537	Qualification Process for SVA Parties, SVA Party Agents and CVA MOAs.
BSCP550	Shared SVA Metering Arrangement of Half Hourly Import and Export Active Energy

## 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
ECOES	Electricity Central Online Enquiry Service
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

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.

#### 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. A D0312 flow may be sent where none of the above items have been changed e.g. when Meter Technical Details are sent on change of Supplier or change of Meter Operator Agent.

## 2.2 Registration Obligations

### 2.2.1 Recording of Details

- a) The MOA shall record sufficient details, received from its Associated Supplier, of its appointment in respect of a SVA Metering System to enable the MOA to perform its functions as MOA. These details shall include the relevant SVA Metering System Number and the Identifiers for the Associated Half Hourly Data Collector or, as the case may be, Associated Non Half Hourly Data Collector, the Associated Supplier's metering requirements and the associated Licensed Distribution System Operator (LDSO).
- b) On appointment to a SVA Metering System and irrespective of whether the preceding registration was in CMRS or SMRS, and where the same Meter is to be used, the incoming MOA shall request the transfer of data and other information, in accordance with Section 2.2.2 c), from the outgoing MOA to enable such incoming MOA to assume responsibility for the SVA Metering System.

### **2.2.2 Termination of Appointment of Meter Operator Agent**

- a) The MOA shall prepare and maintain plans that will enable its Associated Supplier's obligations under the BSC to continue to be met notwithstanding the expiry or termination of the MOA's appointment as the MOA. The plans, which the MOA undertakes to implement on any such expiry or termination, will include the immediate transfer of data and other information to an incoming MOA appointed by the Associated Supplier or to the Panel.
- b) In the event of a Change of MOA in respect of an SVA Metering System, or where the SVA Metering System is being transferred from SMRS to CMRS, and where the same Meter is to be used, the outgoing MOA shall transfer the data and other information, as specified in Section 2.2.2c), in accordance with the timescales and processes specified in the relevant BSC Procedures, to the incoming MOA. This shall be done when requested by the incoming MOA and is not dependent on receipt of notification of de-appointment. The outgoing MOA shall cooperate with the incoming MOA, and any subsequent incoming MOA, to correct any errors relating to data associated with the outgoing MOA's period of appointment. In all cases the incoming MOA will retain an auditable record of any changes to the data.

Where information has not been provided to the outgoing MOA then the incoming and outgoing MOA(s), along with the Supplier, shall work together to resolve the issue.

- c) Data and other information to be transferred shall include Meter Technical Details including that relating to the associated Communications Equipment as appropriate, commissioning data, mapping data and certification and/or calibration details.
- d) On expiry or termination of the MOA's appointment in respect of a SVA Metering System, or where the Metering System is being transferred from SMRS to CMRS, and where the same Meter is to be used, the outgoing MOA's obligations under Section 10.2 and 10.3 of PSL100 shall survive.

### **2.2.3 Bulk Non-Half Hourly Change of Agent**

- a) Where the associated Supplier chooses to initiate a bulk Non-Half Hourly change of agent application for consideration by the Panel (which may or may not directly involve the MOA), the MOA shall proceed in accordance with BSCP513.
- b) Once the bulk change of agent application has been approved by the Panel and where the MOA is directly involved, the MOA shall proceed in accordance with BSCP504 and BSCP514.

## **2.3 Metering Obligations**

### **2.3.1 Energisation of Meters**

- a) The MOA shall only energise a SVA Metering System if requested to do so by its Associated Supplier.
- b) The MOA shall as soon as reasonably practicable inform its Associated Supplier, the Associated Data Collector and the LDSO of any change in the energisation status of any SVA Metering System to which it has been appointed.
- c) A remotely disabled smart Meter or advanced Meter should be treated as energised for the purposes of Settlement.

### **2.3.2 Installation, Removal and Re-programming of Meters**

- a) The MOA shall maintain records and comply with systems and processes so approved in accordance with BSCP537 to commission, recommission, remove, replace or reprogram Meters and shall inform its Associated Supplier, its Associated Data Collector and the LDSO of the nature and date of any related work carried out within such time as shall allow its Associated Data Collector to carry out its obligations to ensure that correct data is taken into Initial Volume Allocation Runs.
- b) Other than Metering Systems assigned to Measurement Class F, the MOA shall carry out a proving test / re-test for each Half Hourly SVA Metering System, that it is responsible for, in accordance with and in the circumstances described in Section 8.3.
- c) Where required by its Associated Supplier, the MOA shall set Non Half Hourly SVA Metering Systems which incorporate a clock or teleswitch with a timing mechanism to switch at a time consistent with a valid combination of Standard Settlement Configuration and Time Pattern Regime derived from Market Domain Data with an Average Fraction of Yearly Consumption valid for the GSP Group to which the SVA Metering System belongs.
- d) Where multi-register Non Half Hourly Meters are installed and where required by its Associated Supplier, the MOA shall programme those for which it is responsible so that the physical registers may be mapped using the Meter Technical Details supplied to its Associated Data Collector onto logical registers forming a valid Standard Settlement Configuration.
- e) When installing a NHH multi-register Meter, or when attending the site to carry out significant<sup>4</sup> work on such a Meter that would require re-registration of the Metering System, the MOA shall ensure that the registers of the metering asset are clearly identified<sup>5</sup> and that the Meter Register IDs (J0010)

---

<sup>4</sup> Significant work – means any work carried out on the Metering System by a competent person, that would require re-registration of the Metering System

<sup>5</sup> Where the identifier cannot be uniquely identified by a 2-character Meter Register ID (e.g. “CUM 3” ), a label shall be applied to, or immediately adjacent to, the Meter that shows the display sequence with the equivalent Meter Register ID for each register (e.g. “CUM 2 – Reg ID = 02” etc.). For two-rate Key Meters only, the only permitted Meter Register IDs are “1”, “1 “, “01” or “R1” and “2”, “2 “, “02”

to be used in all relevant data flows clearly identify the registers on the metering asset to be read. (e.g. “L”, “N”, “R1”, “R2”, etc.). For smart Meters, the Supplier is responsible for ensuring that the Meter Register Ids and/or Meter Register Descriptions in the D0367 ‘Smart Meter Configuration Details’; and the MOA is responsible for ensuring that the Meter Technical Details, are reflective of the display on the Meter.

- f) When installing or reconfiguring Half Hourly Metering Equipment that is operated by measurement transformers, the MOA shall configure the Metering Equipment to record Half Hourly demand values for both Reactive Import and Reactive Export (except where the Metering Equipment does not have this capability, and is not required to do so by the relevant Code of Practice). Reactive Import and Reactive Export measurements shall be configured in accordance with the applicable Code of Practice.
- g) The MOA shall seal and reseal Metering Equipment in accordance with Section 8.1 or 9.1.
- h) The MOA shall request Site Technical Details from the Licensed Distribution System Operator in accordance with this BSCP.

## 2.4 Interface to Other Party Agents

### **[Housekeeping]** 2.4.1 Information to Data Collectors

- a) Upon any change of Meter Technical Details or any change of Associated Data Collector or upon the MOA’s appointment in respect of a SVA Metering System, the MOA shall give Meter Technical Details ~~commissioning details~~ and access details of the SVA Metering System and its energisation status at feeder level to its Associated Data Collector.
- b) The MOA shall inform its Associated Data Collector of the installation, repair, removal, reprogramming, energisation or de-energisation of any Meter for which the Associated Data Collector is responsible. The MOA shall use all reasonable endeavours to assist its Associated Data Collector in recovering data required for Settlement from any Meter that is about to be removed or de-energised.
- c) Except in an emergency, the MOA shall give its Associated Half Hourly Data Collector sufficient notice of the installation, repair, removal, reprogramming, energisation or de-energisation of any Meter for which the Associated Half Hourly Data Collector is responsible to enable the Associated Half Hourly Data Collector to recover the data required for Settlement using its normal method of data collection.
- d) The MOA shall provide initial / final Meter readings to its Associated Data Collector following installation, removal, reprogramming, energisation, de-energisation or replacement of a Meter by the MOA, as appropriate and in accordance with this BSCP.

---

or “R2”. (When installing or attending the site to carry out significant work requiring re-registration).

- e) In the case where the outgoing Non Half Hourly Data Collector returns Meter readings to the MOA, as the Non Half Hourly Data Collector has been de-appointed for the Non Half Hourly SVA Metering System and the Meter reading history has already been transferred to the incoming Non Half Hourly Data Collector, the MOA shall pass these Meter readings to the incoming Non Half Hourly Data Collector.
- f) Where the MOA has collected data from a SVA Metering System, other than for the circumstances described in Section 2.4.1 d) the Metered Data shall be provided to the Associated Half Hourly Data Collector via the Associated Supplier.

#### **2.4.2 Meter Fault Reporting**

- a) Upon the MOA being notified by any person or discovering that any Meter for which the MOA is responsible is potentially recording incorrect data, the MOA shall investigate and rectify the problem and notify its Associated Supplier and its Associated Data Collector of the nature of the fault and the date and time at which it was rectified.
- b) The MOA shall report Meter faults to its Associated Supplier and its Associated Data Collector and advise the Associated Data Collector as to the period covered by the fault and, for Half Hourly Meters, as to how to estimate Half Hourly consumption correctly.
- c) The MOA shall separately identify Meter faults affecting data quality and those not affecting data quality and shall record the date on which each fault was reported and the date on which each fault was cleared. For this purpose a fault affecting data quality shall be treated as cleared when the relevant SVA Metering System once again records in compliance with the relevant Code of Practice.

#### **2.5 Service Levels**

The MOA shall perform the services to be performed by it as MOA pursuant to this BSCP to standards which shall be at least as good as those specified in Appendix 10.

#### **3 Not Used**

#### **4 Not Used**

## 5 Interface and Timetable Information - Half Hourly

### 5.1 Market Data Activities

#### 5.1.1 Market Domain Data<sup>6</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.1.1.1	If required	Request MDD.	HHMOA	MDDM	HHMOA Id.	Electronic or other method, as agreed.
5.1.1.2	When published by SVAA or within 1 WD of request from HHMOA	Send MDD.	SVAA	HHMOA	D0269 Market Domain Data Complete set. D0270 Market Domain Data Incremental Set.	Electronic or other method, as agreed.
5.1.1.3	If file incomplete or unreadable	Send notification and await MDD.	HHMOA	MDDM	P0035 Invalid Data.	Electronic or other method, as agreed.
5.1.1.4	After receiving notification	Send corrected MDD.	SVAA	HHMOA	D0269 Market Domain Data Complete Set. D0270 Market Domain Data Incremental Set.	Electronic or other method, as agreed.
5.1.1.5	If file readable and complete and within 4 working hours of receipt of MDD	Send acknowledgement <sup>7</sup> of receipt of MDD.	HHMOA	MDDM	P0024 Acknowledgement.	Electronic or other method, as agreed.

---

<sup>6</sup> The MOA shall provide the identity of Equipment Owners to Suppliers and Licensed Distribution System Operators, allowing data to be entered into Market Domain Data on their behalf.

<sup>7</sup> The acknowledgement may be made by the automatic acknowledgement generated by the gateway of the MOA in respect of Market Domain Data transferred over the Managed Data Network.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.1.1.6	As and when needed	Record and use MDD as is considered appropriate by the Panel (having regard to the MOA's functions) and, in particular, use only MDD for those items in relation to which there is a MDD entry.	HHMOA			Internal Process
5.1.1.7	As soon as possible after data in correct format	Update records.	HHMOA			Internal Process.
5.1.1.8	On receipt of new MDD	On receipt of any new MDD, ensure that all MDD affecting the accuracy of Settlement which is manually entered is validated against the source data supplied by the SVAA by means of double entry keying before the data is recorded and used.	HHMOA			Internal Process
5.1.1.9	In the event of a dispute	In the event of any dispute as to whether an item of MDD is appropriate or, as the case may be, affects the accuracy of Settlement, the decision of the Panel shall be conclusive.				

## 5.2 Registration Activities

### 5.2.1 Change of HHMOA (No Change of Metering System or Change of Supplier)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.1.1	As required.	Send appointment.	Supplier	New HHMOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
5.2.1.2	If appointment rejected and within 5 WD of 5.2.1.1	Send notification of rejection of appointment including the reason why the request has been rejected.	New HHMOA	Supplier	D0261 Rejection of Agent Appointment. (Go to 5.2.1.1 if required)	Electronic or other method, as agreed.
5.2.1.3	If appointment accepted and within 5 WD of 5.2.1.1	Send notification of acceptance of appointment.	New HHMOA	Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
5.2.1.4	Within 5 WD of 5.2.1.3	Send de-appointment.	Supplier	Current HHMOA	D0151 Termination of Appointment or Contract by Supplier.	Electronic or other method, as agreed.
5.2.1.5	If de-appointment rejected and within 5 WD of 5.2.1.4	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.
5.2.1.6	On appointment of new HHMOA and between 5 WD <sup>8</sup> and 10 WD of 5.2.1.4	Send notification of HHMOA appointment / de-appointment.	Supplier	New HHMOA / HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
5.2.1.7	Within 2 WD of 5.2.1.6	Instruct current HHMOA to send MTD to new HHMOA.	Supplier	Current HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

<sup>8</sup> This step could be completed in less than 5 WD if the Supplier knows a de-appointment is not going to be rejected.



REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.1.8	Within 5 WD of 5.2.1.7	Send MTD.	Current HHMOA <del>3330</del>	New HHMOA <sup>9</sup>	D0268 Half Hourly Meter Technical Details <sup>10</sup>  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.
5.2.1.9	Within 5 WD of 5.2.1.8	Send MTD.	New 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.	Electronic or other method, as agreed.
5.2.1.10	In accordance with timescales in Appendix 8.3.5	If MTD manually intervened or there has been a key field change, prove MS.	New HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.
5.2.1.11	Optional, but if followed then within 10 WD of 5.2.1.9	Send the relevant Meter information changes.	New HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method, as agreed.

<sup>9</sup> If required, and at any time after the effective date of the MOA's appointment (and only for MSIDs first registered after 6 November 2008), the MOA may request Site Technical Details by sending a D0170 'Request for Metering System Related Details' to the LDSO. The LDSO shall respond within 5 WD of such requests by sending a D0215 'Provision of Site Technical Details' either by electronic means or by another method, as agreed with the MOA. The MOA shall determine any appropriate course of action within 2 WD of receiving this information.

<sup>10</sup> The MTD, in the form of the D0268 flow, is to be sent under all circumstances, even if no MS is present on site, unless the MOA does not have sufficient information to fully populate group 01A of the flow, in which case D0268 will not be sent. Additionally, the D0268 flow would not be sent in the context of CoS/CoA scenarios on 'New Connections' (if no D0215 'Provision of Site Technical Details' flows had been received by MOAs from LDSOs) or 'Change of Measurement Class from NHH to HH' scenarios (if there was insufficient information available to fully populate group 01A due to site changes).

## 5.2.2 New Connection<sup>11</sup>

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 5.2.2.17 <sup>12</sup>	Request installation, <u>C</u> ommissioning and energisation <sup>13</sup> of MS.	Supplier	HHMOA <sup>14</sup>	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.
5.2.2.7	Within 5 WD of 5.2.2.6	Send Site Technical Details.	LDSO <sup>15</sup>	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.

<sup>11</sup> If the new connection is a Transfer of Registration from CMRS, proceed in accordance with section 5.2.5.

<sup>12</sup> This step could be completed in shorter timescales where the Supplier and MOA have reached mutual agreement.

<sup>13</sup> means, in relation to any Boundary Point or Systems Connection Point (or any Plant or Apparatus connected to any System at such a point), the movement of any isolator, breaker or switch or the insertion of any fuse, so as to enable electricity to flow, at such point to and from a System.

<sup>14</sup> Where it is necessary to involve the LDSO, the HHMOA shall arrange this.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
<u>5.2.2.8</u>	<u>At the earliest opportunity but no later than 16 WD after energisation status is active with SMRS.<sup>16</sup></u>	<u>If LDSO owns Measurement Transformers then commission Measurement Transformers in accordance with Code of Practice 4.</u>  <u>If LDSO does not own Measurement Transformers go to 5.2.2.16.</u>	<u>LDSO</u>			<u>Internal Process.</u>
<u>5.2.2.9</u>	<u>Within 5 WD of 5.2.2.8</u>	<u>Send Commissioning information for the Measurement Transformers to the HHMOA.</u>	<u>LDSO</u>	<u>HHMOA</u>		<u>Electronic or other method, as agreed.</u>
<u>5.2.2.10</u>	<u>21 WD after energisation status is active with SMRS.</u>	<u>If Commissioning information has been received from the LDSO go to 5.2.2.16.</u>	<u>HHMOA</u>			<u>Internal Process.</u>
<u>5.2.2.11</u>	<u>21 WD after energisation status is active with SMRS.</u>	<u>If Commissioning information has not been received, escalate to the Supplier non-receipt of records.</u>	<u>HHMOA</u>	<u>Supplier</u>		<u>Electronic or other method, as agreed.</u>
<u>5.2.2.12</u>	<u>Within 5 WD of 5.2.2.11</u>	<u>Send request to LDSO to provide Commissioning information for the Measurement Transformers to the HHMOA</u>	<u>Supplier</u>	<u>LDSO</u>		<u>Electronic or other method, as agreed.</u>
<u>5.2.2.13</u>	<u>Within 5 WD of 5.2.2.12</u>	<u>Send Commissioning information for the Measurement Transformers to HHMOA.</u>	<u>LDSO</u>	<u>HHMOA</u>		<u>Electronic or other method, as agreed.</u>

<sup>15</sup> 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.

<sup>16</sup> means the status of the Meter Point will be as 'energised' with the Supplier Meter Registration Service (SMRS).

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
<u>5.2.2.14</u>	<u>11 WD after 5.2.2.11</u>	<u>If Commissioning information has been received from the LDSO go to 5.2.2.17</u>	<u>HHMOA</u>			<u>Internal Process.</u>
<u>5.2.2.15</u>	<u>11 WD after 5.2.2.11</u>	<u>If Commissioning information has not been received, escalate again to the Supplier non-receipt of records go to 5.2.2.10 for further Supplier escalation.<sup>17</sup></u>	<u>HHMOA</u>	<u>Supplier</u>		<u>Electronic or other method, as agreed.</u>
<u>5.2.2.16</u>	<u>On the date requested or agreed in 5.2.2.5 but no later than 16WD after energisation status is active in SMRS.</u>	<u>If LDSO does not own Measurement Transformers, then commission Measurement Transformers in accordance with Code of Practice 4.</u>	<u>HHMOA</u>			<u>Internal Process.</u>
<u>5.2.2.17</u> <sup>8</sup>	<u>On the date requested or agreed in 5.2.2.5 but no later than 16WD after energisation status is active in SMRS.<sup>48</sup></u>	<u>Install and cCommission HH MS (excluding Measurement Transformers if already commissioned by the LDSO) in accordance with appropriate Codes of Practice for the Metering Equipment and Code of Practice 4.</u>  If requested energise MS and note initial Meter register reading.	HHMOA			Internal Process.

<sup>17</sup> If multiple Supplier escalations have been made to the LDSO for records with no response from the LDSO, the Supplier may choose to escalate the issue to the Operational Support Manager and then the Performance Assurance Board.

<sup>48</sup> 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

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.2. <del>189</del>	If MS cannot be installed or energised, as soon as possible and within 5 WD of 5.2.2. <del>178</del>	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System. (Go to 5.2.2. <del>175</del> if required)	Electronic or other method, as agreed.
<u>5.2.2.19</u>	<u>At the same time as 5.2.2.18</u>	<u>Inform the Supplier that there is a defect/omission preventing Commissioning.</u>	<u>HHMOA</u>	<u>Supplier</u>	<u>Notification of defect/omission that has prevented Commissioning. Provide risk to Settlement and agree next steps.</u>  <u>(Go to 5.2.2.17 if required)</u>	<u>Electronic or other method, as agreed.</u>
5.2.2. <del>4209</del>	Within 5 WD of 5.2.2. <del>178</del>	<u>If installation and Commissioning of the complete Meter System has been successful, S</u> 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>5.2.2.21</u>	<u>At the same time as 5.2.2.20.</u>	<u>Inform the Supplier that Commissioning has been completed.</u>	<u>HHMOA</u>	<u>Supplier</u>	<u>Notification of complete Commissioning.</u>	<u>Electronic or other method, as agreed.</u>
5.2.2. <del>224</del>	Within 10 WD of 5.2.2. <del>178</del>	Send the relevant Meter information.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
5.2.2. <del>2342</del>	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.

|

### 5.2.3 Change of HHDC for an existing Metering System<sup>19</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.3.1	As required	Send notification of new HHDC.	Supplier	HHMOA	D0148 Notification of Change to Other Parties.	Electronic or other method, as agreed.
5.2.3.2	Within 5 WD of 5.2.3.1	Send MTD and details of any current faults.	HHMOA	New HHDC	D0002 Fault Resolution Report or Request for Decision on Further Action. D0268 Half Hourly Meter Technical Details. <del>1019</del> 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.
5.2.3.3	In accordance with timescales in Appendix 8.3.5	If MTD manually intervened or there has been a key field change, prove MS.	HHMOA	New HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

<sup>19</sup> This process shall also apply to a concurrent Change of Supplier and Change of HHDC. In this circumstance, the Supplier referred to above is the new Supplier.

#### 5.2.4 Concurrent Change of Supplier and HHMOA (No change to Metering System)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.4.1	As required	Send appointment.	New Supplier	New HHMOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
5.2.4.2	If appointment rejected and within 5 WD of 5.2.4.1	Send notification of rejection of appointment including the reason why the request has been rejected.	New HHMOA	New Supplier	D0261 Rejection of Agent Appointment. (Go to 5.2.4.1 if required)	Electronic or other method, as agreed.
5.2.4.3	If appointment accepted and within 5 WD of 5.2.4.1	Send notification of acceptance of appointment.	New HHMOA	New Supplier	D0011 Agreement of Contractual Terms.	Electronic or other method, as agreed.
5.2.4.4	Within 5 WD of notification from SMRS or by last date of Supplier Appointment	Send notification of termination of appointment.	Current Supplier	Current HHMOA	D0151 Termination of Appointment or Contract by Supplier.	Electronic or other method, as agreed.
5.2.4.5	If de-appointment rejected and within 5 WD of 5.2.4.4	Send notification of rejection of de-appointment.	Current HHMOA	Current 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.
5.2.4.6	Within 5 WD of 5.2.4.3 <sup>20</sup>	Send notification of HHDC and current HHMOA.	New Supplier	New HHMOA / HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed
5.2.4.7	Within 2 WD of 5.2.4.6	Request MTD.	New HHMOA	Current HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

<sup>20</sup> Note that if there is also a concurrent Change of HHDC, the New Supplier shall send the D0148 once the D0011 from both the MOA and the HHDC has been received and within 5WD of the receipt of the latter D0011.



REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.4.8	Within 5 WD of 5.2.4.7	Send MTD.	Current HHMOA <sup>3330</sup>	New HHMOA <sup>99</sup>	D0268 Half Hourly Meter Technical Details. <sup>1040</sup> 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.
5.2.4.9	Within 5 WD of 5.2.4.8	Send MTD.	New HHMOA	New Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. <sup>1040</sup> 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.
5.2.4.10	In accordance with timescales in Appendix 8.3.5	If MTD manually intervened or there has been a key field change, prove MS.	New HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.
5.2.4.11	Optional, but if followed then within 10 WD of 5.2.4.9	Send the relevant Meter information changes.	New HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method, as agreed.

## 5.2.5 Registration Transfers from CMRS to SMRS

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. <sup>21</sup>	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. <sup>22</sup>	Electronic or other method, as agreed.

<sup>21</sup> 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.

<sup>22</sup> 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 <sup>23</sup>	SVA HHMOA <sup>99</sup>	D0268 Half Hourly Meter Technical Details. <sup>10+9</sup> 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. <sup>10+9</sup> 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.
5.2.5.10	Within 10 WD of 5.2.5.8	Send the relevant Meter information changes.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
5.2.5.11	Within 5 WD of the confirmed EFSD {REGI}	Take an initial Meter register reading.	SVA HHMOA			Internal Process.
5.2.5.12	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.
5.2.5.13	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.

<sup>23</sup> 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
5.2.5.14	If required and within 5 WD of confirmed EFSD {REGI}	Request initial Meter register reading. <sup>24</sup>	CDCA	SVA HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
5.2.5.15	Within 5 WD of confirmed EFSD {REGI}	Send initial Meter register reading.	SVA HHMOA	CDCA	D0010 Meter readings.	Electronic or other method, as agreed.

---

<sup>24</sup> 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.

## 5.2.6 Registration Transfers from SMRS to CMRS

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.6.1	At least 26 WD before the proposed EFSD {REGI}	Notify of proposed Registration Transfer.	BSCCo (Transfer Co-ordinator)	SVA HHMOA		Electronic or other method, as agreed.
5.2.6.2	At least 26 WD before the proposed EFSD {REGI}	Request MTD.	CVA MOA	SVA HHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
5.2.6.3	At least 23 WD before the proposed EFSD {REGI}	Send MTD.	SVA HHMOA <sup>2320</sup>	CVA MOA <sup>99</sup>	D0268 Half Hourly Meter Technical Details. <sup>1049</sup>	Electronic or other method, as agreed.
5.2.6.4	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.
5.2.6.5	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.
5.2.6.6	At least 5 WD before confirmed EFSD {REGI}	Send de-appointment.	Supplier	SVA HHMOA	D0151 Termination of Appointment or Contract by Supplier.	Electronic or other method, as agreed.
5.2.6.7	If de-appointment rejected	Send notification of rejection of de-appointment.	Current SVA 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.

## 5.2.7 Change of Supplier for an Existing Metering System (No Change of Agent)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.7.1	As required	Send appointment.	New Supplier	HHMOA	D0155 Notification of Meter Operator or Data Collector Appointment and Terms.	Electronic or other method, as agreed.
5.2.7.2	If appointment rejected and within 5 WD of 5.2.7.1	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 5.2.1 if required.)	Electronic or other method, as agreed.
5.2.7.3	If appointment accepted and within 5 WD of 5.2.7.1	Send notification of acceptance of appointment.	HHMOA	New Supplier	D0011 Agreement of Contractual Terms	Electronic or other method, as agreed.
5.2.7.4	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	Electronic or other method, as agreed.
5.2.7.5	On appointment of new Supplier and between 5 WD and 10 WD of 5.2.7.3	Send notification of HHDC and HHMOA.	New Supplier	HHDC/ HHMOA/ LDSO	D0148 Notification of Change to Other Parties D0302 Notification of Customer Details	Electronic or other method, as agreed.
5.2.7.6	Within 1 WD of 5.2.7.5	Request MTD.	New Supplier	HHMOA	D0170 Request for Metering System Related Details	Electronic or other method, as agreed.
5.2.7.7	Within 5 WD of 5.2.7.6	Send MTD.	HHMOA	New Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. <sup>1049</sup>	Electronic or other method, as agreed.
5.2.7.8	Optional, but if followed then within 10 WD of 5.2.7.7	Send the relevant Meter information changes.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method, as agreed.

## 5.3 Metering Activities

### 5.3.1 Energise a Metering System

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
If HHMOA Energises						
5.3.1.1	As required	Send request to energise MS.	Supplier	HHMOA	D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.
5.3.1.2	If request rejected and within 2 WD of 5.3.1.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA	Supplier	P0211 Site Visit Rejection. (Go to 5.3.1.1 if required)	Electronic or other method, as agreed.
5.3.1.3	On the date requested or agreed in 5.3.1.1	Energise MS and note initial Meter register reading.	HHMOA			Internal Process.
5.3.1.4	Within 5 WD of attempting to change energisation status or  Following the HHMOA becoming aware of a discrepancy between the energisation status on site and that held by the	Send change of energisation status and the initial Meter register reading.  Send change of energisation status and, if requested, the initial Meter register reading.	HHMOA	Supplier / LDSO HHDC	D0139 Confirmation or Rejection of Energisation Status Change. <sup>25 26</sup>	Electronic or other method, as agreed.

<sup>25</sup> If there is a failure to change the energisation status, the D0139 shall be sent only to the Supplier. If energisation status is changed but a Meter register reading cannot be taken, the D0139 shall be sent to all of the above recipients and a D0002 'Fault Resolution Report or Request for Decision on Further Action' shall be sent to the DC.

<sup>26</sup> If the date of the change of energisation status is unknown, a date can be instructed or agreed by the Supplier for inclusion in the D0139 flow. All other fields in this D0139 must be completed as normal. Such a D0139 flow should not be sent unless the date for inclusion has been agreed by the Supplier. For guidance:

- The Supplier should consider all available information (e.g. D0235 'Half hourly Aggregation Exception Report' flows, HHDC/HHMOA information) when determining the date that should be recorded for the change in energisation status.
- Communication regarding the instruction of a date should be by email or another method, as agreed; an audit trail should be retained.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
	Supplier/HHDC					
If LDSO Energises						
5.3.1.5	Within 5 WD of energising a Metering System.	Send change of energisation status and the initial Meter register reading.	LDSO	HHMOA / Supplier	D0139 Confirmation or Rejection of Energisation Status Change. <del>2522</del>	Electronic or other method, as agreed.
5.3.1.6	Within 5 WD of 5.3.15	Send change of energisation status and, if requested, the initial Meter register reading.	HHMOA	HHDC	D0139 Confirmation or Rejection of Energisation Status Change.	Electronic or other method, as agreed.



### 5.3.2 De-energise a Metering System

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
If HHMOA De-energises						
5.3.2.1	As required and at least 10 WD before 5.3.2.6. <sup>1242</sup>	Send request to de-energise MS.	Supplier	HHMOA	D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.
5.3.2.2	If request rejected and within 2 WD of 5.3.2.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA	Supplier	D0139 Confirmation or Rejection of Energisation Status Change. D0221 Notification of Failure to Install or Energise Metering System P0211 Site Visit Rejection. <sup>27</sup> (Go to 5.3.2.1 if required)	Electronic or other method, as agreed.
5.3.2.3	If request accepted and within 3 WD of 5.3.2.1 and before planned date for de-energisation.	Arrange with HHDC to collect final HH Metered Data.	HHMOA	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
5.3.2.4	On date and time agreed in 5.3.2.3.	Collect final HH Metered Data.	HHDC			Internal Process.
5.3.2.5	Immediately following 5.3.2.4	Confirm final HH Metered Data collection.	HHDC	HHMOA	The MOA will telephone the HHDC when it is on site. Following the HHDC collecting the data, the HHDC will provide confirmation to the MOA.	Telephone.

<sup>27</sup> The use of this data flow is optional.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.2.6	Immediately following 5.3.2.5	Note final Meter register reading, if available.  If final HH Metered Data was not uploaded by the HHDC, download final HH Metered Data, if available. De-energise MS.	HHMOA			Internal Process.
5.3.2.7	Within 5 WD of changing energisation status or  Following the HHMOA becoming aware of a discrepancy between the energisation status on site and that held by the Supplier/HHDC	Send change of energisation status and final Meter register reading, if available.  Send change of energisation status and, if requested, final Meter register reading, if available.	HHMOA  HHMOA	Supplier / LDSO  HHDC	D0139 Confirmation or Rejection of Energisation Status Change. <sup>2522 2623</sup>  D0010 Meter Readings	Electronic or other method, as agreed.
If LDSO De-energises						
5.3.2.8	As required and at least 10 WD before 5.3.2.14 <sup>28</sup>	Send request to de-energise MS.	Supplier	LDSO	D0134 Request to Change Energisation Status.	Electronic or other method, as agreed.
5.3.2.9	If request rejected and within 2 WD of 5.3.2.8.	Send notification of rejection including the reason why the request has been rejected.	LDSO	Supplier / HHMOA	D0139 Confirmation or Rejection of Energisation Status Change.  P0211 Site Visit Rejection. <sup>2724</sup>  (Go to 5.3.2.8 if required)	Electronic or other method, as agreed.  Manual

<sup>28</sup> This step could be completed in shorter timescales where the Supplier and MOA/LDSO, as applicable, have reached mutual agreement.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.2.10	If request accepted and within 2 WD of request to de-energise Metering System.	Agree date and time for de-energisation.	LDSO	HHMOA	De-energisation details.	Telephone or other method, as agreed..
5.3.2.11	Within 2 WD of 5.3.2.10 and before planned date for de-energisation	Arrange with HHDC to collect final HH Metered Data.	HHMOA	HHDC	D0005 Instruction on Action.	Electronic or other method, as agreed.
5.3.2.12	On date and time agreed in 5.3.2.10	Collect final HH Metered Data.	HHDC			Internal Process.
5.3.2.13	Immediately following 5.3.2.12	Confirm final HH Metered Data collection.	HHDC	LDSO (or HHMOA if appropriate)	The LDSO or MOA will telephone the HHDC when it is on site. Following the HHDC collecting the data, the HHDC will provide confirmation to the MOA or LDSO, as appropriate.	Telephone or other method, as agreed.
5.3.2.14	On the date requested or agreed in 5.3.2.8; or as required (for example, as a result of an emergency).	Note final Meter register reading, if available. De-energise MS.	LDSO			Internal Process.
5.3.2.15	Within 5 WD of 5.3.2.14	Send change of energisation status and final Meter register reading, if available.	LDSO	Supplier / HHMOA	D0139 Confirmation or Rejection of Energisation Status Change. <sup>2522</sup>	Electronic or other method, as agreed.
5.3.2.16	Within 5 WD of 5.3.2.15	Send change of energisation status and, if requested, final Meter register reading, if available.	HHMOA	HHDC	D0139 Confirmation or Rejection of Energisation Status Change. D0010 Meter Readings.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.2.17	If required and no valid Meter register reading received within 10 WD of notification of change to energisation status.	Request final Meter register reading	HHDC	HHMOA, Supplier	D0010 Meter Readings	Electronic or other method, as agreed
5.3.2.18	Within 10 WD of 6.3.2.17	Send final Meter register reading	HHMOA, Supplier	HHDC		Electronic or other method, as agreed

### 5.3.3 Removal of a Metering System<sup>29 30 31</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.3.1	As required	Send request to remove MS.	Supplier or Supplier	HHMOA or LDSO.	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.  Request removal of assets, including all Meters.	Electronic or other method, as agreed.
5.3.3.2	If request rejected and within 2 WD of 5.3.3.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA/LDSO	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/LDSO sees necessary	Note final Meter register reading, if available and remove MS. <sup>32</sup>	HHMOA/LDSO			Internal process.
5.3.3.4	Within 5 WD of removing MS or of receiving notification from the LDSO that an MS was disconnected.	Liaise with LDSO to recover Meter if necessary.	HHMOA	LDSO	D0268 Half Hourly Meter Technical Details. <sup>1040</sup>  Location of assets and arrangements for delivery / collection.	Electronic or other method, as agreed.

<sup>29</sup> 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.

<sup>30</sup> 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, the following steps of section 5.3.2 must also be carried out (Collection of HH Data by the HHDC): where HHMOA de-energises, steps 5.3.2.3 to 5.3.2.5; and where the LDSO de-energises (for example, as a result of an emergency), steps 5.3.2.11 to 5.3.2.13.

<sup>31</sup> 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).

<sup>32</sup> If the MS cannot be removed at the appointed time, the MOA/LDSO shall liaise with the Supplier to agree the way forward.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.3.5	At the same time as 5.3.3.4.	Send MTD and notification that the MS has been removed.	HHMOA <sup>33</sup>	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. <sup>1049</sup>  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.
5.3.3.6	At the same time as 5.3.3.4.	Send final Meter register reading or notification that Meter register reading not obtainable.	LDSO (if applicable)  HHMOA	HHMOA  HHDC	D0139 Confirmation or Rejection of Energisation Status Change.  D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
5.3.3.7	Within 10 WD of removing MS or of receiving notification from the LDSO that an MS was disconnected.	Send the relevant Meter information changes.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.

---

<sup>33</sup> 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)<sup>34</sup>

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. <sup>35</sup>	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.
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. <sup>36</sup> <sup>37</sup>  Note initial Meter register reading.	HHMOA			Internal Process.

<sup>34</sup> Note that prior to the replacement of the MS, a de-energisation shall be carried out in accordance with section 5.3.2.

<sup>35</sup> The need to replace or reconfigure the MS could also be from CoP4 requirements, Ofgem or Customer driven.

<sup>36</sup> 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
5.3.4.7	Within 5 WD of the replacement / reconfiguration of the MS	<p>Send final Meter register reading for replaced / reconfigured MS or notification that Meter register reading not obtainable.</p> <p>Send initial Meter register reading for replacement MS / new configuration.</p> <p>Send MTD for replacement MS / new configuration.</p>	HHMOA <sup>3330</sup>	<p>Supplier / HHDC / LDSO</p> <p>HHDC</p> <p>Supplier / HHDC / LDSO</p>	<p>D0010 Meter Readings, or</p> <p>D0002 Fault Resolution Report or Request for Decision on Further Action.</p> <p>D0010 Meter Readings.</p> <p>D0268 Half Hourly Meter Technical Details.</p> <p>If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.</p>	Electronic or other method, as agreed.
5.3.4.8	Within 10 WD of the replacement / reconfiguration of the MS	Send the relevant Meter information changes.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
5.3.4.9	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.

<sup>37</sup> If replacement includes Measurement Transformers, commission in accordance with Code of Practice 4 and proceed as per section 5.2.2.



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

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. <sup>38 39</sup> Note initial Meter register reading.	LDSO			Internal Process.
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 <sup>40</sup>	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	HHMOA <sup>3330</sup>	HHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.

<sup>38</sup> If the MS cannot be reconfigured or replaced at the appointed time, the LDSO shall liaise with the Supplier to agree the way forward.

<sup>39</sup> If replacement includes Measurement Transformers, commission in accordance with Code of Practice 4 and proceed as per section 5.2.2.

<sup>40</sup> 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
		Send initial Meter register reading for replacement MS.			D0268 Half Hourly Meter Technical Details.	
		Send MTD for replacement MS.		Supplier / HHDC	If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	
5.3.5.6	Within 10 WD of 5.3.5.4	Send the relevant Meter information changes.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
5.3.5.7	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.

### 5.3.6 Change of Feeder Status – Energise Feeder<sup>41</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.6.1	As required	Send request to change feeder status.	Supplier	HHMOA <sup>42</sup>	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.	Electronic or other method, as agreed.
5.3.6.2	If request rejected and within 2 WD of 5.3.6.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA	Supplier	P0211 Site Visit Rejection. (Go to 5.3.6.1 if required)	Electronic or other method, as agreed.
5.3.6.3	On the date requested or agreed in 5.3.6.1 or as the HHMOA sees necessary	Change feeder status. Note Meter register reading.	HHMOA			Internal Process.
5.3.6.4	Within 5 WD of changing feeder status	If requested, send Meter register reading. Send MTD.	HHMOA. <sup>3339</sup>	HHDC Supplier / HHDC / LDSO	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.
5.3.6.5	In accordance with timescales in Appendix 8.3.5	Prove MS if feeder has been energised for the first time.	HHMOA	HHDC	Refer to Appendix 8.3.5.	Electronic or other method, as agreed.

<sup>41</sup> This process shall only be used for multi-feeder sites. Where a single feeder site is to be energised or de-energised, processes 5.3.1 or 5.3.2 shall be used as appropriate.

<sup>42</sup> The LDSO may perform this role.

### 5.3.7 Change of Feeder Status – De-energise Feeder<sup>4136</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.7.1	As required.	Send request to change feeder status.	Supplier.	HHMOA. <sup>4237</sup>	D0142 Request for Installation or Change to a Metering System Functionality or the Removal of All Meters.	Electronic or other method, as agreed.
5.3.7.2	If request rejected and within 2 WD of 5.3.7.1	Send notification of rejection including the reason why the request has been rejected.	HHMOA.	Supplier.	P0211 Site Visit Rejection. (Go to 5.3.7.1 if required)	Electronic or other method, as agreed.
5.3.7.3	If request accepted and within 3 WD of request and before data collection date or as the HHMOA sees necessary	Arrange with HHDC to collect HH Metered Data.	HHMOA.	HHDC.	D0005 Instruction on Action.	Electronic or other method, as agreed.
5.3.7.4	On date and time agreed in 5.3.7.3	Collect HH Metered Data.	HHDC.			Internal Process
5.3.7.5	Immediately following 5.3.7.4	Confirm 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
5.3.7.6	Immediately following 5.3.7.5	Note Meter register reading, if available. If HH Metered Data was not uploaded by the HHDC, download HH Metered Data, if available. Change feeder status.	HHMOA.			Internal Process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.7.7	Within 5 WD of changing feeder status	<p>If requested, send Meter register reading or notification that Meter register reading not obtainable.</p> <p>Send MTD.</p>	HHMOA. <sup>2320</sup>	<p>HHDC</p> <p>Supplier / HHDC / LDSO</p>	<p>D0010 Meter Readings.</p> <p>D0268 Half Hourly Meter Technical Details. <sup>1040</sup></p> <p>If site is Complex, send Complex Site Supplementary Information Form.</p> <p>Refer to Appendix 8.4 Guide to Complex Sites.</p>	Electronic or other method, as agreed.

## 5.4 Meter Operation Activities

### 5.4.1 Half Hourly Metering System Investigation Process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.1	As appropriate	Send request to investigate MS.	Any Participant <sup>43</sup>	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			
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 <sup>44</sup>	HHDC	D0005 Instruction on Action. <sup>45</sup>  Fault resolution plan (if required).	Electronic or other method, as agreed.  Fax, Email or other method, as agreed.

<sup>43</sup> 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.

<sup>44</sup> The HHMOA should contact and liaise with the Supplier if appropriate

<sup>45</sup> 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

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
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			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.
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 <sup>4439</sup>	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 <sup>46</sup>	Relevant Participant	As appropriate: D0002 Fault Resolution Report or Request for Decision on Further Action. Details of resolution.	Electronic or other method, as agreed.

and HHDC which is required to resolve the fault should be sent in a format and by a method agreed by those Participants involved.

<sup>46</sup> 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

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
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.
5.4.1.15	If appropriate, within 10 WD of resolving fault.	Send the relevant Meter information changes.	HHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
5.4.1.16	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.

---

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'.

---



## 5.5 Proving a Metering System<sup>47, 48</sup>

### 5.5.1 Proving of a Metering System by Method 1<sup>49, 4843</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.1.1	When instructed by Supplier	Install or reconfigure commission to CoP4, record MTD and note HH Metered Data to cover a specific Settlement Period while on site.	HHMOA		See 5.2.2 or 5.3.4 as required.	Internal Process.
5.5.1.2	Following installation / reconfiguration, commissioning and once HH Metered Data retrieved or if previous proving test attempt failed	Send request for proving test (indicating which Settlement Periods to be collected) or alternatively request re-test following failure of immediately preceding proving test and provide MTD.	HHMOA	HHDC	D0005 Instruction on 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.
5.5.1.3	Following 5.5.1.2	Read Meter for the same HH Settlement Period as requested by the HHMOA using either a Hand Held Unit or via remote interrogation as appropriate (ensuring that data collected for the Settlement Period does not contain a zero value).	HHDC		As a minimum the HHDC shall collect the data required by the HHMOA, but may also collect and send more data than requested.	Internal Process.

<sup>47</sup> The HHMOA shall decide what proving method is appropriate in conjunction with the HHDC. Refer to appendix 8.3.2 'Methods of Proving' for descriptions of the method of proving.

<sup>48</sup> MS assigned to Measurement Class F are exempt from proving tests.

<sup>49</sup> Note that if the Proving Test fails the MOA and HHDC may have to reconsider whether the Site should be considered as a Complex Site.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.1.4	Following 5.5.1.3	<p>Send raw HH Metered Data or notification that Metered Data cannot be collected for the Settlement Periods requested.<sup>50</sup></p> <p>If unable to collect metering data for Settlement Period requested, send alternative Settlement Period HH Metered Data.</p>	HHDC	HHMOA	<p>D0001 Request Metering System Investigation.</p> <p>D0003 Half Hourly Advances.</p>	Electronic or other method, as agreed.
5.5.1.5	Following 5.5.1.4	<p>If data received from HHDC, proceed to process 5.5.5 to undertake a comparison and issue the results.</p> <p>If data not received from HHDC, proceed to 5.5.1.2 to undertake a re-test or use an alternative method to prove MS.</p>	HHMOA			Internal Process.

---

<sup>50</sup> The HHDC shall use all reasonable endeavours to collect the data for the Settlement Period requested.

## 5.5.2 Proving of a Metering System by Method 2 <sup>4944</sup>, <sup>4843</sup>

REF	WHEN <sup>51</sup>	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.2.1	When instructed by Supplier	Install or reconfigure commission to CoP4 and record MTD while on site.	HHMOA		See 5.2.2 or 5.3.4 as required.	Internal Process.
5.5.2.2	Following installation / reconfiguration, commissioning and once HH Metered Data retrieved or if previous proving test attempt failed	Agree date and time for proving test with HHDC or alternatively request re-test following failure of immediately preceding proving test and provide MTD.	HHMOA	HHDC	D0005 Instruction on 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.
5.5.2.3	Following 5.5.2.2	Visit site a second time and note HH Metered Data to cover a specific Settlement Period.	HHMOA			Internal Process.
5.5.2.4	Following 5.5.2.3	Read Meter for the same HH Settlement Period as agreed with the HHMOA using either a Hand Held Unit or via remote interrogation as appropriate (ensuring that data for the Settlement Period collected does not contain a zero value).	HHDC		As a minimum the HHDC shall collect the data required by the HHMOA, but may also collect and send more data than requested.	Internal Process.
5.5.2.5	Following 5.5.2.4	Send raw HH Metered Data or notification that Metered Data cannot be collected <sup>5045</sup> . If unable to collect HH Metered Data for agreed Settlement Period, send alternative Settlement Period HH Metered Data.	HHDC	HHMOA	D0001 Request Metering System Investigation. D0003 Half Hourly Advances.	Electronic or other method, as agreed.

<sup>51</sup> In the case of a Registration Transfer from CMRS to SMRS, the proving test shall be performed in accordance with the timescale described in BSCP68

REF	WHEN <sup>51</sup>	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.2.6	Following 5.5.2.5	<p>If data received from HHDC, proceed to process 5.5.5 to undertake a comparison and issue the results.</p> <p>If data not received from HHDC, proceed to 5.5.2. to undertake a re-test or use an alternative method to prove MS.</p>	HHMOA			Internal Process.

### 5.5.3 Proving of a Metering System by Method 3 <sup>4944</sup>, <sup>4843</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.3.1	When instructed by Supplier	<p>Install or reconfigure, commission to CoP4,<sup>52</sup> retrieve HH Metered Data for a specific HH Settlement Period and note MTD while on site.</p> <p>From the office, use own data retrieval system to read remotely for the same HH Settlement Period as collected during site visit.</p> <p>Compare HHMOA HH Metered Data from data retrieval system against that collected during site visit.<sup>53</sup></p> <p>If problem with readings taken from data retrieval system, investigate and rectify the problem then re-do the steps above.</p>	HHMOA		See 5.2.2 or 5.3.4 as required.	Internal Process.
5.5.3.2	Following installation, commissioning and once HH Metered Data retrieved.	Send request for proving test or alternatively request a re-test following failure of immediately preceding proving test and provide MTD. <sup>54</sup>	HHMOA	HHDC	<p>D0005 Instruction on Action.</p> <p>D0268 Half Hourly Meter Technical Details.</p> <p>If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.</p>	Electronic or other method, as agreed.

<sup>52</sup> The commissioning may be carried out when the HH MS is installed but may be deferred if load is not available at that time.

<sup>53</sup> If this data is correct then the MOAs data retrieval system has been successfully proved.

<sup>54</sup> The MOA does not specify the Settlement Periods to be collected by the HHDC.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.3.3	Following 5.5.3.2	Read Meter for Settlement Period of own choosing using either a Hand Held Unit or via remote interrogation as appropriate (ensuring that data for the Settlement Period collected does not contain a zero value).	HHDC			Internal Process.
5.5.3.4	Following 5.5.3.3	Send raw HH Metered Data or notification that Metered Data cannot be collected.	HHDC	HHMOA	D0001 Request Metering System Investigation. D0003 Half Hourly Advances.	Electronic or other method, as agreed.
5.5.3.5	Following 5.5.3.4	<p>Use own data retrieval system to collect HH Metered Data for the same HH Settlement Period as provided by the HHDC.</p> <p>If unable to collect data from data retrieval system, resolve problem then complete proving test.</p> <p>If data received from HHDC, proceed to process 5.5.5 to undertake a comparison and issue the results.</p> <p>If data not received from HHDC, proceed to 5.5.3.2 to undertake a re-test or use an alternative method to prove MS.</p>	HHMOA			Internal Process.

#### 5.5.4 Proving of a Metering System by Method 4 <sup>4944</sup>, <sup>4843</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.4.1	When instructed by Supplier	Install or reconfigure, commission to CoP4, retrieve HH Metered Data for a specific HH Settlement Period and note MTD while on site.	HHMOA		See 5.2.2 or 5.3.4 as required.	Internal Process.
5.5.4.2	Following installation / reconfiguration, commissioning and once HH Metered Data retrieved	Send request for proving test or alternatively request a re-test following failure of immediately preceding proving test and provide MTD.	HHMOA	HHDC	D0005 Instruction on 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.
5.5.4.3	Following 5.5.4.2	Read Meter for Settlement Period of own choosing using either a Hand Held Unit or via remote interrogation as appropriate (ensuring that data for the Settlement Period collected does not contain a zero value).	HHDC			Internal Process.
5.5.4.4	Following 5.5.4.3	Send raw HH Metered Data or notification that Metered Data cannot be collected.	HHDC	HHMOA	D0001 Request Metering System Investigation. D0003 Half Hourly Advances.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.4.5	Following 5.5.4.4	<p>Uses either the manufacturer's software or software which has a relevant protocol approval in accordance with BSCP601 to read Meter constants, pulse multiplier, serial no etc, then read Meter pulses or engineering data for same HH period as provided by HHDC to calculate HH reading.</p> <p>If data received from HHDC, proceed to process 5.5.5 to undertake a comparison and issue the results.</p> <p>If data not received from HHDC, proceed to 5.5.4.2 to undertake a re-test.</p>	HHMOA			Internal Process.



### 5.5.5 Issuing Results of Proving Test (All Methods of Proving)

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.5.5.1	Following receipt of data from the HHDC	Compare HHMOA HH Metered Data with HHDC HH Metered Data for the same Settlement Period.	HHMOA			Internal Process.
5.5.5.2	In accordance with timescales in Appendix 8.3.5	Send notification of successful proving test / re-test.	HHMOA	HHDC / Supplier / LDSO / BSCCo (Transfer Co-ordinator) if Registration Transfer	D0214 Confirmation of Proving Tests.	Electronic or other method, as agreed.
5.5.5.3	In accordance with timescales in Appendix 8.3.5	Send notification that proving test / re-test failed.	HHMOA	HHDC	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
5.5.5.4	In accordance with timescales in Appendix 8.3.5	Investigate problem and take corrective action. Proceed to the appropriate method to re-do the proving test.	HHMOA			Internal Process.

## 6 Interface and Timetable and Information – Non-Half Hourly

### 6.1 Market Data Activities

#### 6.1.1 Market Domain Data <sup>66</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.1.1.1	If required	Request MDD.	NHHMOA	MDDM	NHHMOA Id.	Electronic or other method, as agreed.
6.1.1.2	When published by SVAA or within 1 WD of request from NHHMOA	Send MDD.	SVAA	NHHMOA	D0269 Market Domain Data Complete Set. D0270 Market Domain Data Incremental Set.	Electronic or other method, as agreed.
6.1.1.3	If file incomplete or unreadable	Send notification and await MDD.	NHHMOA	MDDM	P0035 Invalid Data.	Electronic or other method, as agreed.
6.1.1.4	After receiving notification	Send corrected MDD.	SVAA	NHHMOA	D0269 Market Domain Data Complete Set. D0270 Market Domain Data Incremental Set.	Electronic or other method, as agreed.
6.1.1.5	If file readable and complete and within 4 working hours of receipt of MDD	Send acknowledgement <sup>7</sup> of receipt of MDD.	NHHMOA	MDDM	P0024 Acknowledgement.	Electronic or other method, as agreed.
6.1.1.6	As and when needed	Record and use MDD as is considered appropriate by the Panel (having regard to the MOA's functions) and, in particular, use only MDD for those items in relation to which there is a MDD entry.	NHHMOA			Internal Process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.1.1.7	As soon as possible after data in correct format	Update records.	NHHMOA			Internal Process.
6.1.1.8	On receipt of new MDD	On receipt of any new MDD, ensure that all MDD affecting the accuracy of Settlement which is manually entered is validated against the source data supplied by the SVAA by means of double entry keying before the data is recorded and used.	NHHMOA			Internal Process
6.1.1.9	In the event of a dispute	In the event of any dispute as to whether an item of MDD is appropriate or, as the case may be, affects the accuracy of Settlement, the decision of the Panel shall be conclusive.				

## 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 10 WD 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 10 WD 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 5 WD 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.
6.2.1.5	If de-appointment accepted and within 5 WD of 6.2.1.4	Send notification of de-appointment.	Current 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.
6.2.1.6	If de-appointment rejected and within 5 WD 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
6.2.1.7	Between 5 WD <sup>88</sup> 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.
6.2.1.8	Within 2 WD of 6.2.1.7	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.
6.2.1.9	Within 5 WD of 6.2.1.7	Send MTD.	Current NHHMOA <sup>3339</sup>	New NHHMOA <sup>99</sup>	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. <sup>55 56</sup> D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)	Electronic or other method, as agreed.
6.2.1.10	Within 5 WD of 6.2.1.9	Send MTD.  Send notification of appointment.	New NHHMOA	Supplier / NHHDC / LDSO  Supplier / NHHDC  MAP	D0149 Notification of Mapping Details. D0150 Non-Half Hourly Meter Technical Details. D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3) D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.

<sup>55</sup> If MTD are not received within 12 WD 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.

<sup>56</sup> The NHHMOA will send the D0150 Non Half-hourly Technical Details to the relevant parties in all cases, even when no Meter is present.

<b>REF</b>	<b>WHEN</b>	<b>ACTION</b>	<b>FROM</b>	<b>TO</b>	<b>INFORMATION REQUIRED</b>	<b>METHOD</b>
6.2.1.11	Optional, but if followed then within 10 WD of 6.2.1.10	Send the relevant Meter information changes.	New NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method, as agreed.

## 6.2.2 New Connection (for Meter Systems without Measurement Transformers)

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.
6.2.2.6	Within 5 WD of 6.2.2.5	Send Site Technical Details.	LDSO <sup>1544</sup>	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 <sup>1242</sup> before 6.2.2.8	Request installation, commissioning and energisation of MS. <sup>57</sup>	Supplier	NHHMOA	D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters. <sup>58</sup>  For Prepayment Meters see Appendix 9.2	Electronic or other method, as agreed.

<sup>57</sup> Note that currently the extent of Commissioning for NHH MS is not defined in CoP4.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
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.
For smart Meters only						
6.2.2.10	Optionally, by arrangement with Supplier, and in timescales agreed with Supplier	Send initial Meter register reading(s) (readings will be sent as a contingency against delays in the Supplier obtaining a remote reading and, where the register configuration is unknown, will consist of a reading from the total cumulative register)	NHHMOA	Supplier	D0010 Meter Readings	Electronic or other method, as agreed
6.2.2.11	If configured remotely and in time to allow the NHHMOA to distribute MTD within 10 WD of 6.2.2.8	Send Smart Meter Configuration Details The Supplier will ensure that only the latest version of the configuration for the day is sent to the NHHMOA	Supplier	NHHMOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Supplier and NHHMOA)	Electronic or other method, as agreed
6.2.2.12	Within 10 WD of 6.2.2.8	Send initial Meter register reading(s) (as remotely collected by the Supplier unless any readings provided by the NHHMOA are required as a 'backstop')	Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
For all NHH Meters						

<sup>58</sup> 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
6.2.2.13	Within 10 WD of 6.2.2.8	Send change of energisation status and MTD. <sup>59</sup>  Send initial Meter register reading (for non-smart Meters only).	NHHMOA	Supplier / NHHDC / LDSO  Supplier / NHHDC  NHHDC	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details.  D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)  D0010 Meter readings.	Electronic or other method, as agreed.
		Send notification of Meter installation, Supplier ID and NHHMOA's appointment.		MAP	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
6.2.2.14	Within 10 WD of 6.2.2.8	Send the relevant Meter information.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
6.2.2.15	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
6.2.2.16	Within 10 WD of 6.2.2.15	Send initial Meter register reading	NHHMOA, Supplier	NHHDC <sup>60</sup>	D0010 Meter Readings	Electronic or other method, as agreed

<sup>59</sup> 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.

<sup>60</sup> If more than one Meter register reading is provided, the NHHDC shall process and use the first reading provided.

### **6.2.2.A New Connection (for Meter Systems with Measurement Transformers)**

<b><u>REF</u></b>	<b><u>WHEN</u></b>	<b><u>ACTION</u></b>	<b><u>FROM</u></b>	<b><u>TO</u></b>	<b><u>INFORMATION REQUIRED</u></b>	<b><u>METHOD</u></b>
<u>6.2.2.A.1</u>	<u>As required</u>	<u>Send appointment.</u>	<u>Supplier</u>	<u>NHHMOA</u>	<u>D0155 Notification of New NHHMOA or NHHDC Appointment and Terms.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.2</u>	<u>If appointment rejected and within 10 WD of 6.2.2.A.1</u>	<u>Send notification of rejection of appointment including the reason why the request has been rejected.</u>	<u>NHHMOA</u>	<u>Supplier</u>	<u>D0261 Rejection of Agent Appointment.</u> <u>(Go to 6.2.2.A.1 if required)</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.3</u>	<u>If appointment accepted and within 10 WD of 6.2.2.A.1</u>	<u>Send notification of acceptance of appointment.</u>	<u>NHHMOA</u>	<u>Supplier</u>	<u>D0011 Agreement of Contractual Terms.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.4</u>	<u>Within 5 WD of 6.2.2.A.3</u>	<u>Send notification of NHHDC.</u>	<u>Supplier</u>	<u>NHHMOA / NHHDC</u>	<u>D0148 Notification of Change to Other Parties.</u> <u>D0302 Notification of Customer Details.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.5</u>	<u>Within 2 WD of 6.2.2.A.4</u>	<u>Request Site Technical Details.</u>	<u>NHHMOA</u>	<u>LDSO</u>	<u>D0170 Request for Metering System Related Details.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.6</u>	<u>Within 5 WD of 6.2.2.A.5</u>	<u>Send Site Technical Details.</u>	<u>LDSO<sup>1514</sup></u>	<u>NHHMOA</u>	<u>D0215 Provision of Site Technical Details.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.7</u>	<u>Following 6.2.2.A.3 and at least 10 WD<sup>1212</sup> before 6.2.2.A.17</u>	<u>Request installation, commissioning and energisation<sup>61</sup> of MS.<sup>62</sup></u>	<u>Supplier</u>	<u>NHHMOA</u>	<u>D0142 Request for Installation or Changes to a Metering System Functionality or the Removal of all Meters.<sup>63</sup></u> <u>For Prepayment Meters see Appendix 9.2</u>	<u>Electronic or other method, as agreed.</u>

<sup>61</sup> means, in relation to any Boundary Point or Systems Connection Point (or any Plant or Apparatus connected to any System at such a point), the movement of any isolator, breaker or switch or the insertion of any

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>6.2.2.A.8</u>	<u>At the earliest opportunity but no later than 16 WD after energisation status is active with SMRS.<sup>64</sup></u>	<u>If LDSO owns Measurement Transformers then commission Measurement Transformers in accordance with Code of Practice 4.</u>  <u>If LDSO does not own Measurement Transformers go to 5.2.2.A.16.</u>	<u>LDSO</u>			<u>Internal Process.</u>
<u>6.2.2.A.9</u>	<u>Within 5 WD of 6.2.2.A.8</u>	<u>Send Commissioning information for the measurement transformers to NHHMOA.</u>	<u>LDSO</u>	<u>NHHMOA</u>		<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.10</u>	<u>21 WD after energisation status is active with SMRS.</u>	<u>If Commissioning information has been received from the LDSO go to 5.2.2.A.17.</u>	<u>NHHMOA</u>			<u>Internal Process.</u>
<u>6.2.2.A.11</u>	<u>21 WD after energisation status is active with SMRS.</u>	<u>If Commissioning information has not been received, escalate to the Supplier non-receipt of records.</u>	<u>NHHMOA</u>	<u>Supplier</u>		<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.12</u>	<u>Within 5 WD of 6.2.2.A.11.</u>	<u>Send request to LDSO to provide Commissioning information for the Measurement Transformers to the NHHMOA.</u>	<u>Supplier</u>	<u>LDSO</u>		<u>Electronic or other method, as agreed.</u>

fuse, so as to enable electricity to flow, at such point to and from a System.

<sup>62</sup> Note that currently the extent of Commissioning for NHH MS is not defined in CoP4.

<sup>63</sup> If the MSID is for Export purposes, the 'Additional Information' field should state this, and therefore a physical site visit may not be required.

<sup>64</sup> means the status of the Meter Point will be as 'energised' with the Supplier Meter Registration Service (SMRS).

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>6.2.2.A.13</u>	<u>Within 5 WD of 6.2.2.A.12.</u>	<u>Send Commissioning information for the Measurement Transformers to NHHMOA.</u>	<u>LDSO</u>	<u>NHHMOA</u>		<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.14</u>	<u>11 WD after 6.2.2.A.11</u>	<u>If Commissioning information has been received from the LDSO go to 5.2.2.A.17</u>	<u>NHHMOA</u>			<u>Internal Process.</u>
<u>6.2.2.A.15</u>	<u>11 WD after 6.2.2.A.11</u>	<u>If Commissioning information has not been received, escalate again to the Supplier non-receipt of records go to 5.2.A.10 for further escalation.</u>	<u>NHHMOA</u>	<u>Supplier</u>		<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.16</u>	<u>On the date requested or agreed in 6.2.2.A.7 but no later than 16 WD after energisation status is active with SMRS</u>	<u>If LDSO does not own Measurement Transformers, then commission Measurement Transformers in accordance with Code of Practice 4.</u>	<u>NHHMOA</u>			<u>Internal Process.</u>
<u>6.2.2.A.17</u>	<u>On the date requested or agreed in 6.2.2.A.7 but no later than 16 WD after energisation status is active with SMRS</u>	<u>Install and commission MS (excluding Measurement Transformers if already commissioned by the LDSO) in accordance with appropriate Codes of Practice for the Metering Equipment and Code of Practice 4.</u> <u>If requested energise MS and note initial Meter register reading.</u>	<u>NHHMOA</u>			<u>Internal Process.</u>
<u>6.2.2.A.18</u>	<u>If MS cannot be installed or energised, as soon as possible and within 5 WD of 6.2.2.A.17</u>	<u>Inform Supplier.</u>	<u>NHHMOA</u>	<u>Supplier</u>	<u>D0221 Notification of Failure to Install or Energise Metering System.</u>	<u>Electronic or other method, as agreed.</u>

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>6.2.2.A.19</u>	<u>At the same time as 5.2.2.A.18</u>	<u>Inform the Supplier that there is a defect/omission preventing Commissioning.</u>	<u>NHHMOA</u>	<u>Supplier</u>	<u>Notification of defect/omission that has prevented Commissioning. Provide risk to Settlement and agree next steps.</u>  <u>(Go to 6.2.2.A.17 if required)</u>	<u>Electronic or other method, as agreed.</u>
<u>For smart Meters only</u>						
<u>6.2.2.A.20</u>	<u>Optionally, by arrangement with Supplier, and in timescales agreed with Supplier</u>	<u>Send initial Meter register reading(s) (readings will be sent as a contingency against delays in the Supplier obtaining a remote reading and, where the register configuration is unknown, will consist of a reading from the total cumulative register)</u>	<u>NHHMOA</u>	<u>Supplier</u>	<u>D0010 Meter Readings</u>	<u>Electronic or other method, as agreed</u>
<u>6.2.2.A.21</u>	<u>If configured remotely and in time to allow the NHHMOA to distribute MTD within 10 WD of 6.2.2.A.17</u>	<u>Send Smart Meter Configuration Details The Supplier will ensure that only the latest version of the configuration for the day is sent to the NHHMOA</u>	<u>Supplier</u>	<u>NHHMOA</u>	<u>D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Supplier and NHHMOA)</u>	<u>Electronic or other method, as agreed</u>
<u>6.2.2.A.22</u>	<u>Within 10 WD of 6.2.2.A.17</u>	<u>Send initial Meter register reading(s) (as remotely collected by the Supplier unless any readings provided by the NHHMOA are required as a 'backstop')</u>	<u>Supplier</u>	<u>NHHDC</u>	<u>D0010 Meter Readings</u>	<u>Electronic or other method, as agreed</u>
<u>For all NHH Meters</u>						

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>6.2.2.A.23</u>	<u>Within 10 WD of 6.2.2.A.17</u>	<u>If installation and Commissioning of the complete Meter System has been successful, send change of energisation status and MTD.<sup>65</sup></u>  <u>Send initial Meter register reading (for non-smart Meters only).</u>	<u>NHHMOA</u>	<u>Supplier / NHHDC / LDSO</u>  <u>Supplier / NHHDC</u>  <u>NHHDC</u>	<u>D0149 Notification of Mapping Details.</u> <u>D0150 Non Half Hourly Meter Technical Details.</u>  <u>D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)</u>  <u>D0010 Meter readings.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.24</u>	<u>At the same time as 6.2.2.A.23</u>	<u>Inform the Supplier that Commissioning has been completed.</u>	<u>NHHMOA</u>	<u>Supplier</u>	<u>Notification of complete Commissioning.</u>	<u>Electronic or other method, as agreed.</u>
<u>6.2.2.A.25</u>		<u>Send notification of Meter installation, Supplier ID and NHHMOA's appointment.</u>		<u>MAP</u>	<u>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</u>	
<u>6.2.2.A.26</u>	<u>Within 10 WD of 6.2.2.A.17</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>

<sup>65</sup> 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.

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>6.2.2.A.27</u>	<u>If required and no valid Meter register reading received within 10 WD of the installation of the Meter.</u>	<u>Request initial Meter register reading</u>	<u>NHHDC</u>	<u>NHHMOA, Supplier</u>		<u>Post / Fax / Email</u>
<u>6.2.2.A.28</u>	<u>Within 10 WD of 6.2.2.A.27</u>	<u>Send initial Meter register reading</u>	<u>NHHMOA, Supplier</u>	<u>NHHDC<sup>66</sup></u>	<u>D0010 Meter Readings</u>	<u>Electronic or other method, as agreed</u>

---

<sup>66</sup> 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<sup>67</sup>

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 5 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. <del>5654</del> D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)	Electronic or other method, as agreed.
6.2.3.3	Within 1 WD 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 1 WD 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. <del>5654</del> D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)	Electronic or other method, as agreed.

<sup>67</sup> 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.  The Supplier will notify the new NHHMOA if the Metering System has a smart Meter using the Contract Reference (or by other means, as agreed).	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 2 WD 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 2 WD 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 5 WD 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.
6.2.4.5	If de-appointment accepted and within 5 WD of 6.2.4.4	Send notification of de-appointment.	Current 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.
6.2.4.6	If de-appointment rejected and within 5 WD 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.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.2.4.7	On appointment of NHHMOA and within 1 WD of 6.2.4.3 <sup>68</sup>	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.
6.2.4.8	Within 1 WD of 6.2.4.6	Request MTD.	New NHHMOA	Current NHHMOA	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.
6.2.4.9	Within 2 WD of 6.2.4.8 For those Meters defined in Appendix 9.3, the D0149, D0150 and D0313 may be sent as late as SSD – 1 WD to maintain security.	Send MTD.	Current NHHMOA <sup>3339</sup>	New NHHMOA <sup>99</sup>	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. <sup>5654</sup> D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)	Electronic or other method, as agreed.
6.2.4.10	Within 1 WD of 6.2.4.9	Send MTD.	New NHHMOA	New Supplier / NHHDC / LDSO	D0149 Notification of Mapping Details. D0150 Non Half Hourly Meter Technical Details. <sup>5654</sup>	Electronic or other method, as agreed.
				New Supplier / NHHDC	D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)	
6.2.4.11	Optional, but if followed then within 10 WD of 6.2.4.10	Send the relevant Meter information changes.	New NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method, as agreed.

<sup>68</sup> Note that if there is also a concurrent Change of NHHDC and/or NHHDA, and the Supplier waits for all D0011 flows before sending a D0148, the New Supplier shall send the D0148 within 1 WD of the receipt of all applicable D0011 flows.



## 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 2 WD 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 2 WD 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 5 WD 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.
6.2.5.5	If de-appointment accepted and within 5 WD of 6.2.5.4	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.
6.2.5.6	If de-appointment rejected and within 5 WD 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.
6.2.5.7	On appointment of NHHMOA and within 1 WD of 6.2.5.3 <sup>6857</sup>	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
6.2.5.8	Within 1 WD of 6.2.5.7	<p>Send MTD (where the New Supplier reconfigures a smart Meter on change of Supplier, refer to 6.3.4).</p> <p>Send notification of Supplier and NHHMOA's appointment.</p>	NHHMOA	<p>New Supplier / NHHDC / LDSO</p> <p>New Supplier / NHHDC</p> <p>MAP</p>	<p>D0149 Notification of Mapping Details.</p> <p>D0150 Non Half Hourly Meter Technical Details. <del>565</del></p> <p>D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)</p> <p>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</p>	Electronic or other method, as agreed.
6.2.5.9	Optional, but if followed then within 10 WD of 6.2.5.8	Send the relevant Meter information changes.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method, as agreed.

## 6.3 Metering Activities

### 6.3.1 Energise a Metering System

Please note that a remotely disabled smart or advanced Meter should be treated as energised for the purposes of this section.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.1.1	As required and at least 10 WD <del>12</del> <sup>12</sup> before 6.3.1.3	Send request to energise MS.	Supplier	NHHMOA	D0134 Request to Change Energisation Status For Prepayment Meters see Appendix 9.2	Electronic or other method, as agreed.
6.3.1.2	If request rejected and within 5 WD of 6.3.1.1	Send notification of rejection including the reason why the request has been rejected.	NHHMOA	Supplier	P0211 Site Visit Rejection. (Go to 6.3.1.1 if required)	Electronic or other method, as agreed.
6.3.1.3	On the date requested or agreed in 6.3.1.1	Energise MS and note initial Meter register reading.	NHHMOA			Internal Process.
6.3.1.4	Within 10 WD of attempting to change energisation status	Send change of energisation status and the initial Meter register reading.	NHHMOA  NHHMOA	NHHDC / Supplier / LDSO  NHHDC	D0139 Confirmation or Rejection of Energisation Status Change. <del>25</del> <sup>22</sup> For Prepayment Meters see Appendix 9.2 D0010 Meter Readings.	Electronic or other method, as agreed.
6.3.1.5	If required and no valid Meter register reading received within 10 WD of notification of change to energisation status	Request initial Meter register reading	NHHDC	NHHMOA, Supplier		Post / Fax / Email

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.1.6	Within 10 WD of 6.3.1.5	Send initial Meter register reading	NHHMOA / Supplier	NHHDC <b>Error!</b> <b><u>Bookmark not</u></b> <b><u>defined.</u></b> <sup>80</sup>	D0010 Meter Readings	Electronic or other method, as agreed
If LDSO energises						
6.3.1.7	Within 10WD of receiving change of energisation status and Meter register reading, if available from LDSO.	Send change of energisation status and the initial Meter register reading, if available.	NHHMOA          NHHMOA	NHHDC / Supplier          NHHDC	D0139 Confirmation or Rejection of Energisation Status Change.  For Prepayment Meters see Appendix 9.2   D0010 Meter Readings	Electronic or other method, as agreed.

### 6.3.2 De-energise a Metering System

Please note that a remotely disabled smart or advanced Meter should be treated as energised for the purposes of this section.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
If NHHMOA de-energises						
6.3.2.1	As required and at least 10 WD <sup>12+2</sup> before 6.3.2.3	Send request to de-energise MS.	Supplier	NHHMOA	D0134 Request to Change Energisation Status. For Prepayment Meters see Appendix 9.2	Electronic or other method, as agreed.
6.3.2.2	If request rejected and within 5 WD of 6.3.2.1	Send notification of rejection including the reason why the request has been rejected.	NHHMOA	Supplier	D0139 Confirmation or Rejection of Energisation Status Change; D0221 Notification of Failure to Install or Energise Metering System; and P0211 Site Visit Rejection. <sup>2724</sup> For Prepayment Meters see Appendix 9.2. (Go to 6.3.2.1 if required)	Electronic or other method, as agreed.
6.3.2.3	On the date requested or agreed in 6.3.2.1	Note final Meter register reading, if available; and de-energise MS.	NHHMOA			Internal Process.
6.3.2.4	Within 10 WD of attempting to change energisation status	Send change of energisation status and the final Meter register reading, if available.	NHHMOA	NHHDC / Supplier / LDSO	D0139 Confirmation or Rejection of Energisation Status Change. <sup>2522</sup> For Prepayment Meters see Appendix 9.2	Electronic or other method, as agreed.
			NHHMOA	NHHDC	D0010 Meter Readings.	



REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.2.5	If required and no valid Meter register reading received within 10 WD of notification of change to energisation status	Request final Meter register reading	NHHDC	NHHMOA, Supplier		Electronic or other method as agreed.
6.3.2.6	Within 10 WD of 6.3.2.5	Send final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
If LDSO De-energises						
6.3.2.7	As required and at least 10 WD <sup>2926</sup> before 6.3.2.9.	Send request to de-energise MS.	Supplier	LDSO	D0134 Request to Change Energisation Status. For Prepayment Meters see Appendix 9.2	Electronic or other method, as agreed.
6.3.2.8	If request rejected and within 5 WD of 6.3.2.7.	Send notification of rejection, including reasons why the request has been rejected.	LDSO	Supplier, NHHMOA	D0139 Confirmation or Rejection of Energisation Status Change; and P0211 Site Visit Rejection. <sup>2724</sup> For Prepayment Meters see Appendix 9.2. (Go to 6.3.2.7 if required)	Electronic or other method, as agreed.  Manual
6.3.2.9	On the date requested or agreed in 6.3.2.7; or as required (for example, as a result of an emergency).	Note final Meter register reading, if available.  De-energise the MS.	LDSO			Internal Process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.2.10	Within 5 WD of 6.3.2.9.	Send change of energisation status and final Meter register reading, if available.	LDSO	NHHMOA	D0139 Confirmation of Rejection of Energisation Status Change. <sup>2522</sup> For Prepayment Meters see Appendix 9.2	Electronic of other method, as agreed.
6.3.2.11	Within 10 WD of 6.3.2.10.	Send change of energisation status  Send final Meter register reading, if available. <sup>69</sup>	NHHMOA  NHHMOA	NHHDC, Supplier  NHHDC	D0139 Confirmation of Rejection of Energisation Status Change. For Prepayment Meters see Appendix 9.2 D0010 Meter Readings.	Electronic of other method, as agreed.
6.3.2.12	If required and no valid Meter register reading received within 10 WD of notification of change to energisation status.	Request final Meter register reading	NHHDC	NHHMOA, Supplier		Post / Fax / Email
6.3.2.13	Within 10 WD of 6.3.2.12	Send final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

---

<sup>69</sup> If LDSO has not provided the final Meter register reading, the NHHMOA can retrieve this from the Meter when it retrieves the Meter. If the LDSO removed the Meter, the NHHMOA must ensure that it has the final Meter register reading and provided this to the NHHDC before disposing of or re-using the Meter. See 6.3.3.4 to 6.3.3.7 for steps where the LDSO removes the Metering System.

---

### 6.3.3 Removal of a Metering System<sup>70 71 72</sup>

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 or Supplier	NHHMOA  LDSO	D0142 Request for Installation or change to a Metering System Functionality or the Removal of all Meters. <sup>5853</sup>  Request removal of assets, including all Meters.	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 / LDSO	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. <sup>3229</sup>	NHHMOA / LDSO			Internal Process.
6.3.3.4	Within 10 WD of removing MS or of receiving notification from the LDSO that an MS was disconnected.	Liaise with LDSO to recover Meter if necessary.	NHHMOA	LDSO	Location of assets and arrangements for delivery / collection.	Email or other method as agreed
6.3.3.5	At the same time as 6.3.3.4.	Send MTD and notification that the MS has been removed. <sup>73</sup>	NHHMOA <sup>3330</sup>	Supplier, NHHDC, LDSO (if applicable).	D0150 Non-Half Hourly Meter Technical Details.	Electronic or other method, as agreed.

<sup>70</sup> 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.

<sup>71</sup> 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.

<sup>72</sup> 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).

<sup>73</sup> Where the MS has been removed by the LDSO, 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
6.3.3.6	At the same time as 6.3.3.4.	Send final Meter register reading or notification that Meter register reading not obtainable. <sup>7362</sup>	LDSO (if applicable)  NHHMOA	NHHMOA  NHHDC, Supplier	D0139 Confirmation or Rejection of Energisation Status Change.  D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action	Electronic or other method, as agreed.
6.3.3.7	At the same time as 6.3.3.4	Send notification of Meter removal.	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.
6.3.3.8	Within 10 WD of removing MS or of receiving notification from the LDSO that an MS was disconnected.	Send the relevant Meter information changes.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
6.3.3.9	If required and no valid Meter register reading received within 10 WD of the removal.	Request final Meter register reading	NHHDC	NHHMOA Supplier		Electronic or other method as agreed.
6.3.3.10	Within 10 WD of 6.3.3.9	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)<sup>74</sup>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
For all NHH Meters other than smart Meters (and for smart Meters locally configured by the NHHMOA, other than as part of a Meter replacement)						
6.3.4.1	As required and at least 10 WD <sup>1242</sup> 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 <sup>3532</sup>	Note final Meter register reading, if available. Reconfigure MS or replace and energise MS. <sup>3633 75</sup> 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. <sup>5954</sup>	NHHMOA <sup>3229</sup>	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.

<sup>74</sup> 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.

<sup>75</sup> If replacement includes Measurement Transformers, commission in accordance with Code of Practice 4 and proceed as per section 6.2.2.A

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
				NHHDC / Supplier /	D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)	
6.3.4.5	Within 10 WD of the replacement of the MS	Send notification of removal of old Meter.  Send notification of installation of new Meter.		MAP of removed Meter  MAP of installed Meter	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.	
6.3.4.6	Within 10 WD of the replacement of the MS	Send the relevant Meter information changes.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.
6.3.4.7	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
6.3.4.8	Within 10 WD of 6.3.4.6	Send initial and / or final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
When Supplier configures a smart Meter (other than as part of a Meter installation or Meter replacement)						
6.3.4.9	As required	Take final readings for the old configuration.  Reconfigure the smart Meter. Take initial readings for the new configuration.	Supplier			Internal process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.10	In time to allow the NHHMOA to distribute MTD within 10 WD of 6.3.4.9	Send Smart Meter Configuration Details The Supplier will ensure that only the latest version of the configuration for the day is sent to the NHHMOA	Supplier	NHHMOA	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Supplier and NHHMOA)	Electronic or other method, as agreed
6.3.4.11	Within 10WD of reconfiguration	Send final reading(s) for old configuration and initial reading(s) for new configuration	Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed
6.3.4.12	Within 10WD of reconfiguration	Send MTD for new configuration	NHHMOA	NHHDC / Supplier / LDSO	D0150 Non-Half Hourly Meter Technical Details. D0149 Notification of Mapping Details.	
When Meter Operator installs a smart Meter as a replacement for either a non-smart or smart Meter						
6.3.4.13	As required and at least 10 WD before 6.3.4.15	Send request to replace Metering System	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.
6.3.4.14	If request rejected and within 5 WD of 6.3.4.13	Send notification of rejection including the reason why the request has been rejected.	NHHMOA	Supplier	P0211 Site Visit Rejection. (Go to 6.3.4.16 if required)	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.15	As requested in 6.3.4.16	Take final reading(s) if replaced Meter is not smart. If replaced Meter is smart, take final reading(s) as agreed with Supplier or contact Supplier to retrieve reading(s) remotely.  Replace Meter.  Take initial reading(s) as agreed with Supplier or contact Supplier to retrieve reading(s) remotely.	NHHMOA			Internal process
6.3.4.16	Optionally, by arrangement with Supplier, and in timescales agreed with Supplier	Send final/initial Meter register reading(s) (readings will be sent as a contingency against delays in the Supplier obtaining a remote reading and, where the register configuration for the new Meter is unknown, will consist of a reading from the total cumulative register)	NHHMOA	Supplier	D0010 Meter Readings	Electronic or other method, as agreed
6.3.4.17	As required	Take final reading(s) from replaced smart Meter, configure replacement Meter and take initial readings	Supplier			Internal process
6.3.4.18	If replacement Meter configured remotely and in time to allow the NHHMOA to distribute MTD within 10 WD of 6.3.4.15	Send Smart Meter Configuration Details  The Supplier will ensure that only the latest version of the configuration for the day is sent to the NHHMOA	Supplier	NHHMOA	D0367 Smart Meter Configuration Details  (or alternative method, as agreed bilaterally between the Supplier and NHHMOA)	Electronic or other method, as agreed
6.3.4.19	Within 10 WD of 6.3.4.17	Send final and initial Meter register reading(s) (as remotely collected by the Supplier unless any readings provided by the NHHMOA are required as a 'backstop')	Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed



REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.20	Within 10 WD of 6.3.4.15	Send MTD for new Meter and notification of removal of old Meter	NHHMOA	NHHDC / Supplier / LDSO	D0150 Non-Half Hourly Meter Technical Details.  D0149 Notification of Mapping Details.	Electronic or other method, as agreed
6.3.4.21	Within 10 WD of 6.3.4.15	Send notification of removal of old Meter.	NHHMOA	MAP of removed Meter	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed
		Send notification of installation of new Meter	NHHMOA	MAP of installed Meter	D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	
		Send the relevant Meter information changes.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	
Following reconfiguration or replacement of a smart Meter						
6.3.4.22	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	Supplier		Post / Fax / Email
6.3.4.23	Within 10 WD of 6.3.4.22	Send initial and / or final Meter register reading	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 <sup>76</sup>	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 <del>3834</del> <sup>77</sup> 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 <sup>78</sup>	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.

<sup>76</sup> 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.

<sup>77</sup> If replacement includes Measurement Transformers, commission in accordance with Code of Practice 4 and proceed as per section 6.2.2.A

<sup>78</sup> 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	<p>Send final Meter register reading for replaced MS or notification that Meter register reading not obtainable.</p> <p>Send initial Meter register reading for replacement MS.</p> <p>Send MTD for replacement MS.</p> <p>Send notification of removal of old Meter.</p> <p>Send notification of installation of new Meter.</p>	NHHMOA <sup>3229</sup>	<p>NHHDC</p> <p>Supplier / NHHDC</p> <p>MAP of removed Meter</p> <p>MAP of installed Meter</p>	<p>D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.</p> <p>D0010 Meter Readings.</p> <p>D0149 Notification of Mapping Details.</p> <p>D0150 Non-Half Hourly Meter Technical Details.</p> <p>D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)</p> <p>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</p> <p>D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.</p>	Electronic or other method, as agreed.
6.3.5.6	Within 10 WD of 6.3.5.4	Send the relevant Meter information changes.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	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 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 <sup>79</sup>	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.

<sup>79</sup> 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
6.4.1.6	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 5 WD of resolving problem	Send resolution of problem report.	NHHMOA	NHHDC / Supplier <sup>80</sup>  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  NHHDC / Supplier /  MAP	D0149 Notification of Mapping Details.  D0150 Non-Half Hourly Meter Technical Details.  D0313 Auxiliary Meter Technical Details (in accordance with Appendix 9.3)  D0303 Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP.	Electronic or other method, as agreed.
6.4.1.9	If appropriate and within 10 WD of resolving problem	Send the relevant Meter information changes.	NHHMOA	ECOES	D0312 Notification of Meter Information to ECOES.	Electronic or other method as agreed.

<sup>80</sup> 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
6.4.1.10	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
6.4.1.11	Within 10 WD of 6.4.1.10	Send initial Meter register reading	NHHMOA / Supplier	NHHDC		Electronic or other method, as agreed