

Gas MaP Project

MPD16 – Creation and Completion of Operational Site Works Request for NDM Sites

Version 3.1

23rd May 2015

Table of Contents

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| Table of Contents..... | 2 |
| Revision History | 2 |
| 1. Introduction..... | 3 |
| 1.1 Scope | 3 |
| 1.2 History of Changes | 3 |
| 2 Market Process Map..... | 4 |
| 3 Market Process Description..... | 7 |
| 4 Supplementary Information..... | 17 |
| 4.1 Validation Rules..... | 17 |
| 4.2 Key Notes | 17 |

| Revision History | | |
|-------------------------|-------------|---|
| Version | Date | Revision Description |
| 2.0 | 26/10/2006 | Base-lined on the basis of CER approval on 15/09/2006 |
| 2.1 | 19/02/2008 | Final Update for Prepayment Meters – Draft for Approval |
| 2.2 | 30/06/2008 | PPM update on acknowledgements for vending transactions |
| 2.9 | 16/09/2008 | Draft for approval – baselining for go-live |
| 3.0 | 03/11/2008 | Base-lined on the basis of CER Approval on 17/10/2008. |
| 3.1 | 23/05/2015 | Update of Appointable Jobs |

1. Introduction

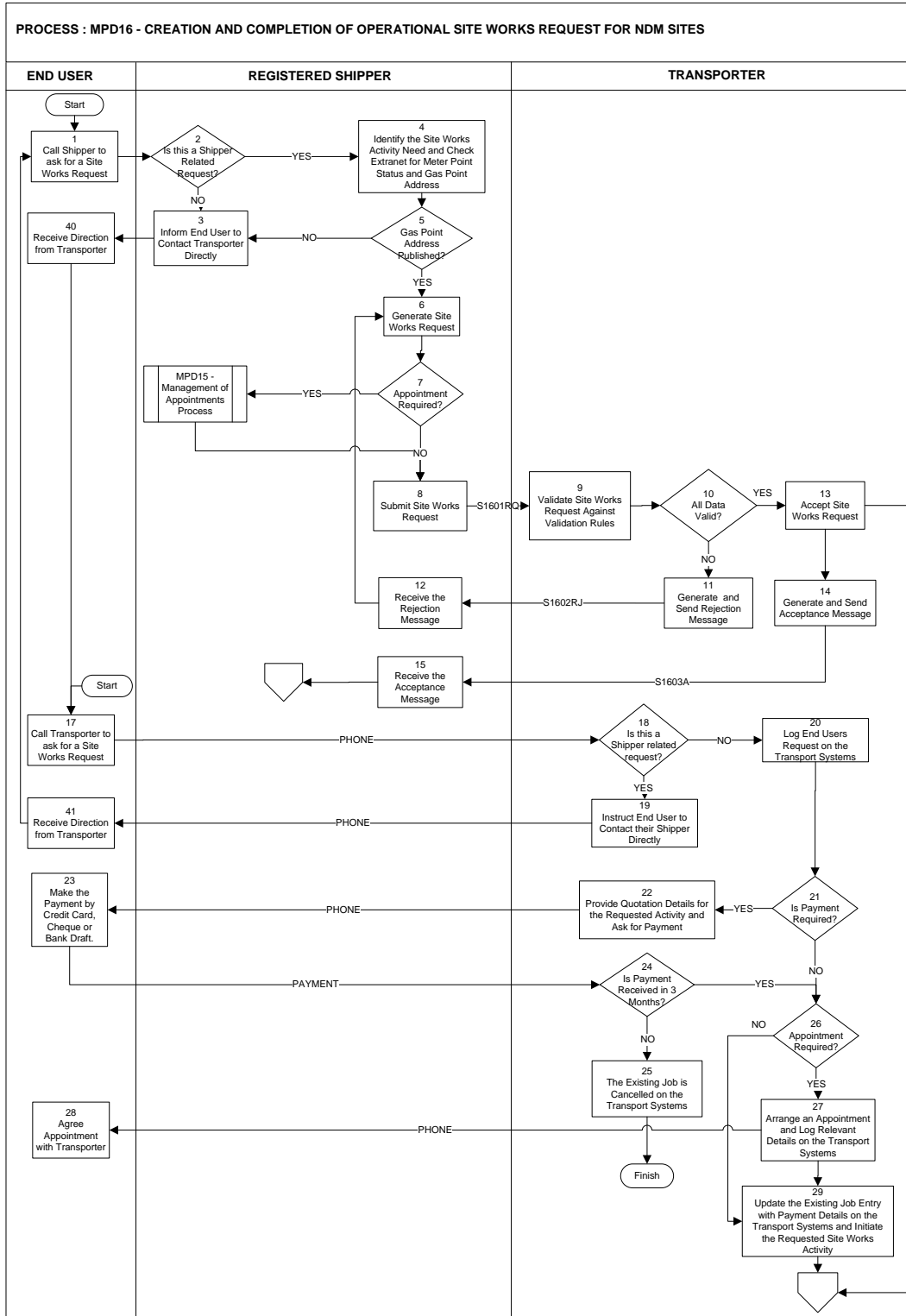
1.1 Scope

This document covers the creation and completion of Operational Site Works Requests coming from Shippers, End Users or instigated by the Transporter itself for NDM gas points. It includes the receipt and processing of Operational Site Works requests and messages for rejection, acceptance and job completion notification.

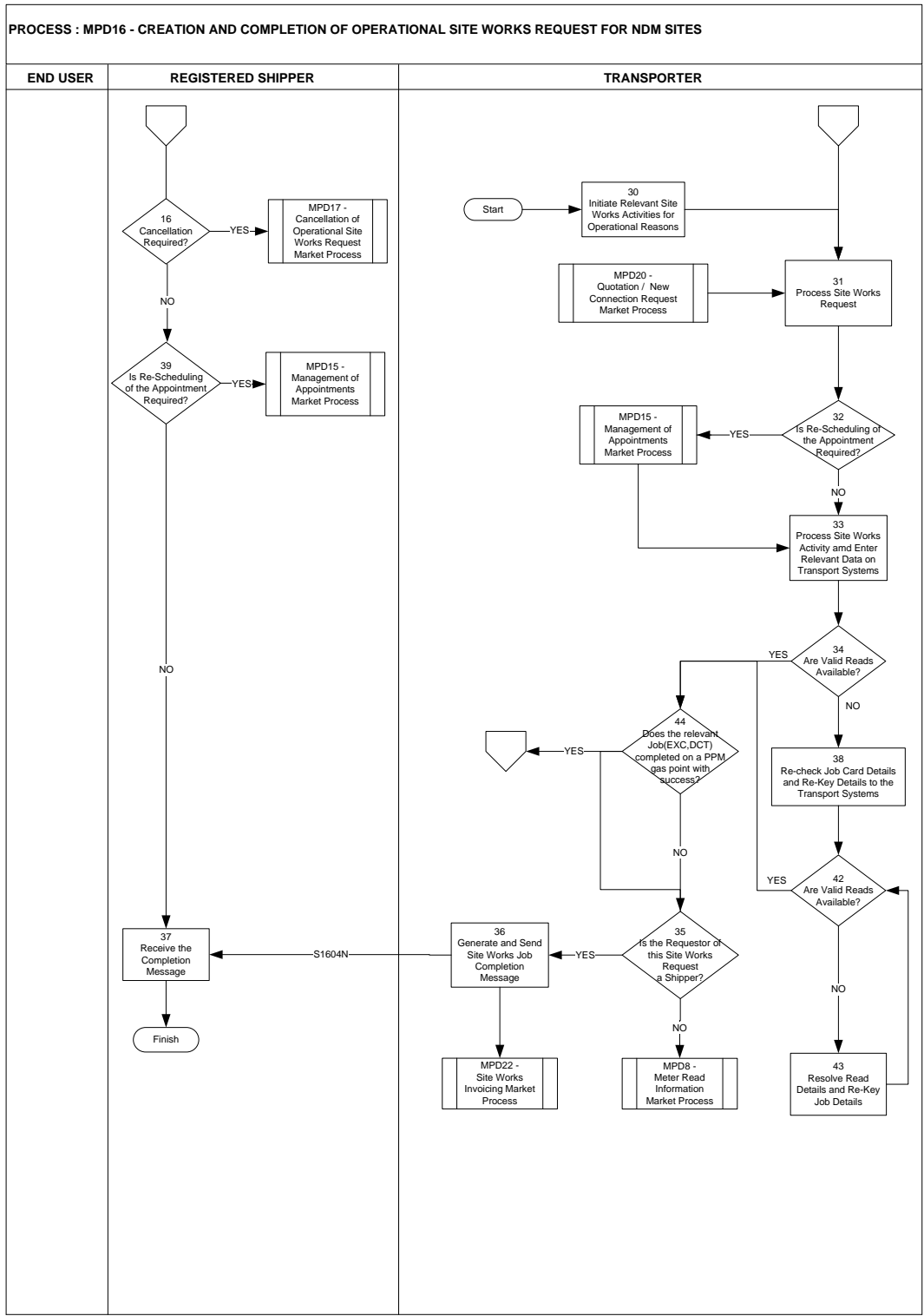
| 1.2 History of Changes | |
|-------------------------------|--|
| Source of Changes | Description of Change |
| Finalised PPM Design | Final Update for Prepayment Meters – v2.1 |
| PPM UAT - CR019 | PPM - Updates made for the clarification on number of vends required |
| CR021 | Baselined for go-live and changes made in line with Change Request 021 |
| CR069 | Update of Appointable Jobs “Repair Meter Box” |

Market Process Definitions

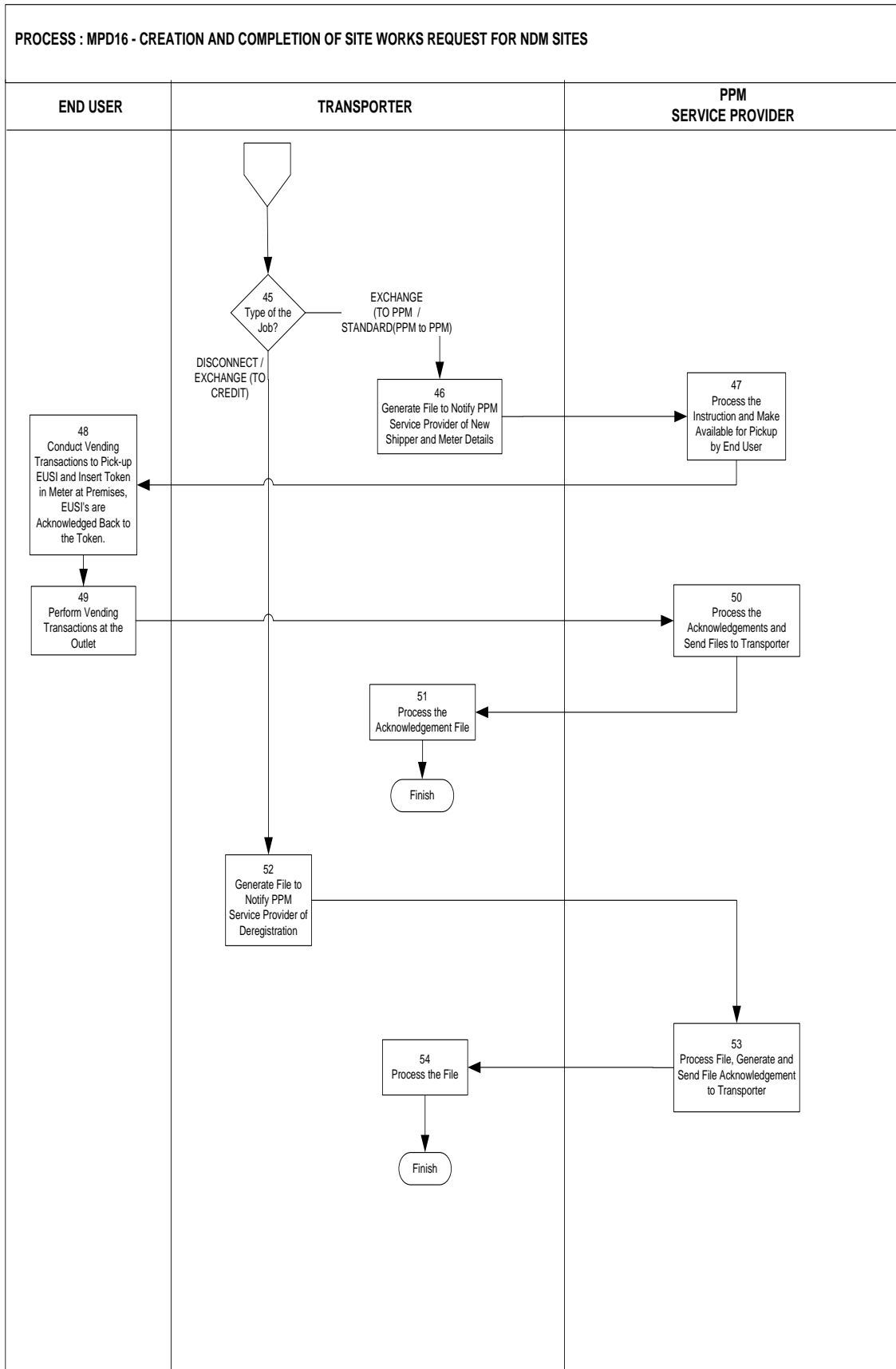
2 Market Process Map



Market Process Definitions



Market Process Definitions



Market Process Definitions

| 3 Market Process Description | | | |
|-------------------------------------|-------------|--|------------------------|
| Step | Role | Actions | Interfaces |
| 1 | End User | The End User contacts the Shipper to Request a Site Works Activity. | |
| 2, 3 and 40 | Shipper | The Shipper determines whether this is a Shipper Related Request. If it is not, the Shipper asks the End User to contact the Transporter directly (see step 17). | |
| 4,5 | | <p>The Shipper identifies the need for a Site Works activity and checks the Transport Extranet for the Meter Point Status and the Gas Point Address details. If the Gas Point Address details are not found on the Transport Extranet, the Shipper asks the End User to contact the Transporter directly (see step 17).</p> <p>Please refer to the <i>Transport Extranet High Level Functional Design Document</i> for more information on Transport Extranet functionality.</p> | |
| 6, 7, 8 | | The Shipper generates an Operational Site Works request. If an appointment is required the Shipper will initiate <i>MDP15 – Management of Appointments Market Process</i> . Please refer to | S1601RQ to Transporter |

Market Process Definitions

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| | | <p>Section 4.2 for the full list of market facing operational site works activities that require an appointment.</p> <p>The Shipper submits the Operational Site Works Request market message to the Transporter.</p> <p>The key data elements of the message will include:</p> <ul style="list-style-type: none"> ⇒ GPRN (M) ⇒ Site Works Request Type (M) ⇒ Site Works Request Reason Code (O) ⇒ Financial Hardship – Mandatory field for Exchange (to PPM) site works job. ⇒ Job Remarks/Access Info (O) ⇒ Site Works Contact Name (M) ⇒ Site Works Contact Phone Number (M) ⇒ Site Works Appointment Reservation ID (O) <p>The mandatory and optional fields are indicated by (M) and (O) respectively.</p> | |
| 9 | Transporter | The Transporter receives the Operational Site Works Request market message from the Shipper and validates it (see section 4.1 for validation criteria). | S1601RQ from Shipper |
| 11 | | If the Operational Site Works Request market message from the Shipper fails validation, the | S1602RJ to Shipper |

Market Process Definitions

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| | | <p>Transporter sends a rejection message to the Shipper.</p> <p>The message will include a reason why the Operational Site Works Request market message is invalid.</p> | |
| 12 | Shipper | <p>The Shipper receives the rejection message from the Transporter and must modify the details before generating another Site Works Request as in Step 6.</p> <p>In the background, the Transport Systems will be constantly checking if Appointment IDs issued on the Transport Extranet arrive and are validated successfully as part of a Site Works Request or Registration Request. If Reservations IDs do not appear on the Transport Systems as part of a validated market message within a limited time [20 minutes] of being allocated on the Transport Extranet, they are deleted and the associated appointment slots become available on the Transport Extranet again.</p> | S1602RJ from Transporter |
| 13, 14 | Transporter | <p>If the Operational Site Works Request market message passages validation, the Transporter accepts it and sends an Acceptance Message to the Shipper.</p> <p>The key data elements of the message will include:</p> | S1603A to Shipper |

Market Process Definitions

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| | | <ul style="list-style-type: none"> ⇒ GPRN (M) ⇒ Site Works Reference Number (M) ⇒ Gas Point Address Information (M) ⇒ Site Works Appointment Reservation ID (O) ⇒ Site Works Appointment Date and Time (O) <p>The mandatory and optional fields are indicated by (M) and (O) respectively.</p> | |
| 15, 16, and 39 | Shipper | <p>The Shipper receives S1603A – Operational Site Works Request Acceptance Message from the Transporter.</p> <p>If the Shipper wishes to cancel the Operational Site Works Request, <i>MDP17 – Cancellation of Operational Site Works Request Market Process</i> is initiated.</p> <p>If the Shipper wishes to re-schedule the Operational Site Works Request, <i>MDP15 – Management of Appointments Market Process</i> is initiated.</p> | S1603A from Transporter |
| 17 | End User | The End User calls the Transporter directly in relation to an Operational Site Works Request. | Telephone to Transporter |
| 18, | Transporter | If the End User’s request should be dealt with by | Telephone to End |

Market Process Definitions

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| 19, 20 and 41 | | their Shipper, the Transporter will instruct the End User to contact the Shipper directly. Otherwise, the Transporter logs the End User's request on the Transport Systems. | User |
| 21, 22 | Transporter | If payment is required for the Site Works Activity, the Transporter will provide the End User with quotation details and request payment. | |
| 23 | End User | The End User makes payment by credit card, cheque or bank draft. | |
| 24, 25 | Transporter | The Transporter will wait up to three months for the End User to make payment. If payment is not received within three months, the Site Works Activity is cancelled on the Transport Systems. | |
| 26, 27 | | If an appointment is required for the Operational Site Works Activity, the Transporter arranges the appointment with the End User and logs the details on the Transport system. | Telephone to End User |
| 28 | End User | The End User agrees the appointment details with the Transporter. | Telephone from Transporter |
| 29 | Transporter | The existing Site Works Job Entry is updated on | |

Market Process Definitions

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| | | the Transport Systems with the payment details and the requested Site Works activity is initiated. | |
| 30 | Transporter | The Transporter may also initiate a Site Works activity for its own operational reasons. | |
| 31, 32 and 33 | Transporter | <p>The Transporter processes the Site Works request.</p> <p>Note: There will be a charge for fitting a PPM, payable by the Shipper. This is to recover the additional cost of a Prepayment meter. However, if the End User is suffering financial difficulty, a PPM can be fitted free of charge. The Shipper must indicate that the End User requires a PPM due to financial hardship by ticking a 'Financial Hardship' checkbox on the Site works Request message. The CER will monitor any misuse of this facility.</p> <p>If it is necessary to reschedule the appointment due to operational reasons, the Transporter initiates <i>MPD15 – Management of Appointments Market Process</i>.</p> <p>The Transporter processes the Site Works activity and enters the details on the Transport Systems.</p> <p>If a PPM is fitted, the Fitter will telephone the details back to the call centre so that the PPM</p> | |

Market Process Definitions

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| | | Service Provider can be notified of the meter details as quickly as possible. | |
| 34, 38, 42 and 43 | | If the Meter Read Information is not valid, the job card is re-checked and the data re-entered on the Transport system. Any further conflicts in the read details are resolved and the Meter Read Information re-keyed. | |
| 44 | | <p>If the Site Works job successfully completed (e.g. CPD type of statuses) on a PPM gas point for the following activities, the process follows step 45.</p> <ul style="list-style-type: none"> ▪ Disconnect ▪ Exchange (Credit To PPM) ▪ Exchange (PPM to Credit) ▪ Exchange (Standard - PPM to PPM) | |
| 35, 36 | | <p>If the Sites Works request originated from a Shipper, an S1604N Site Works Completion Notification market message is generated and sent to the Shipper. The key data elements of the message will include:</p> <ul style="list-style-type: none"> ⇒ GPRN (M) ⇒ Site Works Reference Number (M) ⇒ Site Works Completion Status Code (M) ⇒ Site Works Completion Status Text (M) | S1604N to Shipper |

Market Process Definitions

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| | | <ul style="list-style-type: none"> ⇒ Gas Point Status Details (M) ⇒ Meter Location (M) ⇒ Invoice Amount in Euro (M) ⇒ Meter Read Information Details (M) <p>The mandatory fields are indicated by (M).</p> <p><i>MPD22 – Site Works Invoicing Market Process</i> is initiated.</p> | |
| 35 | Transporter | If the Sites Works request is initiated by the Transporter, <i>MPD8 – Meter Read Information Market Process</i> is initiated. | |
| 37 | Shipper | The Shipper receives the Site Works Job Completion Notification market message from the Transporter. | S1604N from Transporter |
| 45 and 46 | Transporter | If the type of the job that is successfully completed is Exchange (To PPM or Standard PPM to PPM) on a gas point, then the Transporter will inform PPM Service Provider about the new meter and Shipper details. | Instruction to PPM Service Provider |
| 47 | PPM Service Provider | The PPM Service Provider processes the instruction and makes them available for pick-up by End User via Outlet Network. | Instruction from Transporter |

Market Process Definitions

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| 48 and 49 | End User | When an End User vends, the Instructions are automatically uploaded to the Token as part of the vending transactions. The End user inserts the token into the PPM Meter after each vending transaction which automatically uploads any instructions on the token to the Meter and downloads acknowledgements to the token. Acknowledgements received are sent back to PPM Service Provider as part of the vending transaction. | |
| 50 | PPM Service Provider | PPM Service Provider receives and processes the acknowledgements and sends to Transporter. | Acknowledgement Files to Transporter |
| 51 | Transporter | Transporter receives and processes the acknowledgement files. | Acknowledgement Files from PPM Service Provider |
| 45 and 52 | Transporter | If the type of the job that is successfully completed is Disconnect or Exchange (PPM to Credit) on a PPM gas point, then the Transporter will inform PPM Service Provider about the changes on the PPM gas point. | Instruction to PPM Service Provider |
| 53 | PPM Service Provider | PPM Service Provider receives and processes the acknowledgements and sends to Transporter. | Acknowledgement Files to Transporter |

Market Process Definitions

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| | | | |
| 54 | Transporter | Transporter receives and processes the acknowledgement files. | Acknowledgement Files from PPM Service Provider |

4 Supplementary Information

4.1 Validation Rules

The following validation criteria will apply for S1601RQ – Operational Siteworks Request Market Message;

- ⇒ The code in “Shipper ID” field is valid.
- ⇒ The number of digits in GPRN is valid.
- ⇒ The code in the “Site Works Type” field is valid.
- ⇒ There is a value in the “Contact Name” field.
- ⇒ There is a numeric value in the “Contact Phone No.1” field.
- ⇒ The Gas Point is in “registered” status.
- ⇒ The “Shipper ID” belongs to the assigned Shipper for the GPRN.
- ⇒ The “Site Works Type” is appropriate for the Gas Point Status.
- ⇒ The reserved appointment ID is valid and belongs to the Shipper.
- ⇒ This is not a duplicate record i.e. no similar site works activity outstanding.

4.2 Key Notes

- ⇒ A “Site Works Reference Number” will be sent to Shippers as part of S1603A Operational Site Works Request Acceptance and Shippers will need this reference to initiate the following processes:
 - MPD15 – Management of Appointments Market Process
 - MPD17 – Cancellation of Appointments Market Process
 - MPD19 – Management of Site Works Complaints Market Process
- ⇒ Shippers will have the option of including their own reference number on market messages sent to the Transporter. The Transporter will quote this reference number back to the Shipper as part of all market messages sent to the Shipper, outlined in this market process document.
- ⇒ Where an Operational Site Works request is re-scheduled by the Transporter, the appointment will be re-arranged directly with the End User. The Shipper will be notified by an S1501N Appointments Re-Scheduling Notification market message

Market Process Definitions

which will include a reason code for re-scheduling. Please refer to *MPD15 – Management of Appointments Market Process* for more information.

⇒ Shippers will be able to initiate the following market facing Site Works activities via market messaging.

- Disconnect
- No Gas
- Lock
- Unlock
- Exchange
- Test Meter
- Repair Meter Box
- Repair Riser
- Investigation
- Request Meter Box Key
- Special Read
- Test Service Pipe
- Notice of Hazard

⇒ The Shipper can create an Unlock Operational Site Works Request via market messaging while the lock job is still being processed even though the job may not be finished.

⇒ Shippers will need to use the Transport Extranet facility to reserve an appointment prior to the submission of the following market facing Site Works activities via Market Messaging:

- Disconnect
- Lock
- Exchange
- Test Meter
- Investigation
- Special Read
- Test Service Pipe
- Unlock
- Fit Meter
- Repair Meter Box

Market Process Definitions

- ⇒ Shippers will need to initiate MPD6 – Registration NDM Market Process for “Fit Meter” Site Works activity.
- ⇒ End Users will be able to initiate the following Site Works activities by contacting the Transporter directly:
 - No Gas
 - Repair Meter Box
 - Repair Riser
 - Request Meter Box Key
 - Test Service Pipe
 - Cut Off Service Pipe
 - Installation of Ancillary Equipment
- ⇒ Job Completion Status Codes in Site Works Job Completion Notification Market Messages (S1604N) will cover the following instances with a descriptive text field attached:
 - No Cert
 - No Access
 - Invalid Cert
 - Completed
 - Shipper Cancelled
 - Site was not Ready
 - Work not Required
 - Unable to Complete
- ⇒ Failure to complete Site Works at the appointed time due to non-access, no cert, site not ready, etc. will result in creation of a Site Works Job Completion Notification Market Message (S1604N) and application of appropriate Site Attendance Fee as outlined in the Operational Site Works Services Agreement. This will require that the Shipper creates a new Site Works Request with new appointment details.
- ⇒ Site Works Job Completion Notification Market Messages (S1604N) will also include the Site Works charge for the completed activity, if appropriate, as per the agreed schedule of rates.

Market Process Definitions

- ⇒ The onus will be on Shippers to provide valid contact numbers and access information as part of S1601RQ Operational Site Works Requests to ensure that the Transporter will be able to follow up on the request.
- ⇒ Meter Read Information entered as part of the Site Works Job Completion will send validated Meter Read Information details as part of the Site Works Job Completion Notification market messages (S1604N). The Site Works Jobs created Meter Read Information will be triggered by Transport Systems through the working day, once the read details are validated based on the NMD read index validation rules at the Site Works Job Completion stage.
- ⇒ When the Transporter is sending a Site Works Job Completion market message (S1604N) to a Shipper, the message will contain business transaction related details and also multiple Meter Read segments for the details of multiple Meter Reads per GPRN (e.g. two Meter Reads are required for Meter Exchange Meter Read Information).
- ⇒ The Meter Read segments in Site Works Job Completion Notification market messages (S1604N) will contain details of a single read index for NDM Generic Gas Points, and three read indexes for NDM Volume Corrected Gas Points (Single Meter Read for NDM Volume Corrected gas point includes three read indexes; Volume Index, Meter Head Index and Uncorrected Index).
- ⇒ Chargeable disconnections can only be raised by a shipper (by S1601RQ) and read information will be notified to the shipper via the Site Works completion notification market message (S1604N). Non-Chargeable disconnections are transporter initiated and read details will be communicated to shippers via daily meter read information market messages (M803N).
- ⇒ The Prepayment Meters will be shipped with a Token, and initialisation of the Token will be done once the meter is fitted.
- ⇒ The End User can buy a new Token from the outlets chain of the PPM Service Provider's Outlets after the completion of Unlock job at the premises.
- ⇒ As a result of a fault on the prepayment meter, Transporter will exchange the faulty meter with a new prepayment meter. If there is an outstanding balance on the faulty meter, then the Transporter will inform the registered Shipper about the outstanding balance via e-mail. The registered Shipper will be responsible for crediting the End User account by sending an End User Specific Instruction to

Market Process Definitions

- the PPM Service Provider. Please refer to the *Implementation Guide for Shipper - PPMSP Communications* document for more information.
- ⇒ Please refer to the following documentation that provides details of the support and management service level agreements for the provision of the Prepayment Metering Services from PPM Front Office and PPM Back Office Service Providers.
- PPM Front Office Service Provider
 - Service Procedures for Prepayment Metering Service Provision for Shippers
 - PPM Back Office Service Provider
 - Service Procedures for Prepayment Metering Service Provision for Shippers
- ⇒ There is a slight risk that there may be a scheduled meter read on hold for validation in the Transporter system when a Site Works jobs is due to complete and the S1604N message is due to be sent to the Shipper. S1604N messages can contain reads so rather than send reads to Shippers out of sequence, if the S1604N contains a read, it will be held back until any reads on hold are sent to Shippers. The S1604N would be sent automatically, immediately after the held read is released.