

Gas MaP Project

MPD18 – Safety Lock Notification and Turn-on Meter

Version 3.0

Approved

3rd November 2008

Market Process Definitions

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Revision History		
Version	Date	Revision Description
2.0	26/10/2006	Base-lined on the basis of CER approval on 15/09/2006
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.

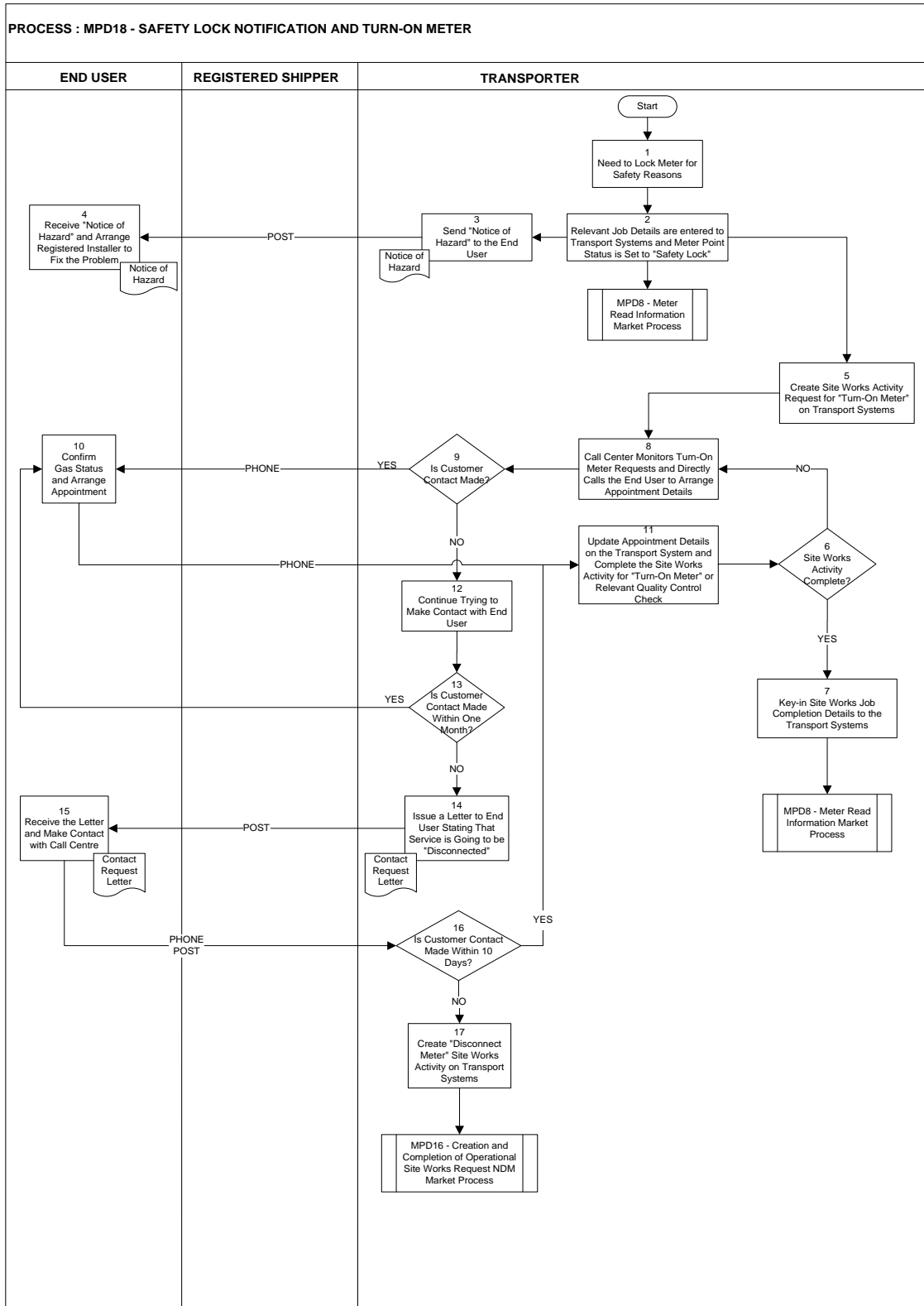
1. Introduction

1.1 Scope

This process covers the interaction between the Transporter, End-User and the Shipper when the Transporter requires that Safety Lock and Turn-On Site Works activities be conducted for operational reasons.

1.2 History of Changes	
Source of Changes	Description of Change
CR021	Baselined for go-live and changes made in line with Change Request 021

2 Market Process Map



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3 Market Process Description			
Step	Role	Actions	Interfaces
1 to 3	Transporter	<p>The Transporter identifies the need to lock a meter for safety reasons. The Site Works job details are entered on the Transport Systems and the Meter Point Status is set to “Safety Lock”. A “Notice of Hazard” is sent to the End User.</p> <p><i>MPD8 - Meter Read Information Market Process</i> is instigated.</p>	Post to End User
4	End User	The End User receives the “Notice of Hazard” and arranges a Registered Installer to fix the problem.	Post from Transporter
5, 8 and 9	Transporter	A Site Work Activity Request for “Turn-on Meter” is created on the Transport Systems. These “Turn-on Meter” requests are monitored by the Transporter’s call centre staff, who contact the End User by telephone to arrange an appointment.	Telephone to End User
10	End User	The End User confirms the Gas Status and agrees an appointment.	Telephone from Transporter
12, 13 and 14	Transporter	If the initial attempt to contact the End User by telephone fails, the Transporter will continue to try to contact the End User by telephone for one month. If contact has not been made after one	Post to End User

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		month, a “Contact Request Letter” is posted to the End User, asking them to make contact with the Transporter’s call centre and stating that their service is going to be “disconnected”.	
15	End User	The End User receives the “Contact Request Letter” from the Transporter and makes contact with the Transporter’s call centre.	Post from Transporter
16, 17	Transporter	If contact is not made with the End User within a further 10 days of issuing the “Contact Request Letter” a “Disconnect Meter” Site Works Activity is created on the Transport Systems and <i>MPD16 – Creation and Completion of Operational Site Works Request Market Process</i> is initiated. If the customer does make contact, an appointment is agreed.	Post / Telephone from End User
11, 6	Transporter	Once an appointment is agreed with the End User, the details are updated on the Transport Systems and the Site Works Activity for “Turn-on Meter” (or relevant Quality Control Check) is carried out.	
7		The Operational Site Works Job Completion Details are keyed in to the Transport Systems and <i>MPD8 - Meter Read Information Market Process</i> is instigated.	

4 Supplementary Information

4.1 Key Notes

- ⇒ Meter Read Information entered as part of the Safety Lock and Turn On Site Works Job Completion will send validated Meter Read Information details as part of the Meter Read Information Market Message as outlined in the MPD8 – Meter Read Information Market Process to the Shipper. The Meter Read Information Notification market message 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.
- ⇒ Planned outages will be available via Transport Extranet.
- ⇒ Shippers will contact the Transporters Call Centre for unplanned outages.
- ⇒ Shippers will contact the Transporter's Call Centre for Leaks/No Gas queries.