



Redlined BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS' text for CP1518 'Housekeeping changes to CP1515'

This CP proposes changes to sections 2.1.4.1, 5.2.2, 5.3.5, 5.4.1, 6.3.3, 6.3.4 and 6.3.5.6. We have redlined these changes against the approved CP1515 redlining, which was redlined against v35.0, and will be implemented on 27 June 2019, as part of the June 2019 BSC Release.

There is no impact on any other part of this document for this CP.

Amend section 2.1.4.1 as follows:

2.1.4.1 Meter Information

- a) The MOA shall notify the Supplier Meter Registration Services (SMRS) 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 ~~(D0312~~ 'Notification of Meter information to MPAS') flow, unless the Meter Asset Provider is the only change, in which case a 'Notification of Meter Asset Provider' (D0304) flow should be sent instead (see Section 2.1.4.2 below).

- b) The SMRS shall validate D0312 flows received and shall send a response D0312 with the 'MOP Flow Response Code' data item populated to the issuing MOA and the Supplier,
- c) Upon receipt of a response D0312 from the SMRS including a 'MOP Flow Response Code' data item populated with anything other than 'Accepted', the MOA shall revise and reissue the D0312.
- d) Where the SMRS has rejected a D0312 and the MOA does not have the required information, the MOA shall consult with other industry parties to obtain the required information.
- e) Each SMRS shall send a full refresh of Meter Information for each MSID whose details have changed during a day to the Electricity Central Online Enquiry Service (ECOES) for publication.

Amend section 5.2.2 as follows:

5.2.2 New Connection - Installation ¹

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.2.1	As required	Send appointment.	Supplier	HHMOA ²	D0155 Notification of Meter Operator or Data Collector Appointment and Terms. ³	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. The D0302 to the HHDC is optional for Supplier-serviced Metering Systems.	Supplier	HHMOA / HHDC	D0148 Notification of Change to Other Parties. D0302 Notification of Customer Details.	Electronic or other method, as agreed.
5.2.2.5	Following 5.2.2.3 and at least 10 WD before 5.2.2.8 ⁴	Request installation, Commissioning and energisation of MS.	Supplier	HHMOA ⁵	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. Optional for Supplier-serviced Metering Systems.	HHMOA	LDSO	D0170 Request for Metering System Related Details.	Electronic or other method, as agreed.

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

² For Supplier-serviced Metering Systems, the Supplier will appoint an NHHMOA.

³ A Retrieval Method of 'S' in the D0155 data flow indicates that the Supplier will retrieve the HH Metered Data.

⁴ This step could be completed in shorter timescales where the Supplier and MOA have reached mutual agreement.

⁵ Where it is necessary to involve the LDSO, the HHMOA shall arrange this, proceed in accordance with section 5.3.1.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.2.7	If request for Site Technical Details rejected and within 5 WD of 5.2.2.6	Send Rejection response for request for Site Technical Details including the reasons why the request has been rejected.	LDSO	HHMOA	D0382 Rejection response for Request to LDSO for Site Technical Details.	Electronic or other method, as agreed.
5.2.2.8	Within 5 WD of 5.2.2.6	Send Site Technical Details.	LDSO ⁶	HHMOA	D0215 Provision of Site Technical Details.	Electronic or other method, as agreed.
5.2.2.9	On the date requested or agreed in 5.2.2.5 ⁷	Install HH MS in accordance with appropriate Codes of Practice. If requested energise MS and note initial Meter register reading.	HHMOA			Internal Process.
5.2.2.10	Following 5.2.2.9	For HHMS that include Measurement Transformers, Commission in accordance with appropriate Codes of Practice and section 5.2.2.A.	HHMOA			Internal Process.
		For HHMS that do not include Measurement Transformers, Commission in accordance with appropriate Codes of Practice.	HHMOA			Internal Process.
5.2.2.11	If MS cannot be installed or energised, as soon as possible and within 5 WD of 5.2.2.9	Inform Supplier.	HHMOA	Supplier	D0221 Notification of Failure to Install or Energise Metering System. (Go to 5.2.2.5 if required)	Electronic or other method, as agreed.
For HHDC-serviced Metering Systems						

⁶ 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.

⁷ 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
5.2.2.12	Within 5 WD of 5.2.2.9	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.
5.2.2.13	Within 5 WD of 5.2.2.9	Send the relevant Meter information.	HHMOA	SMRS	D0312 -Notification of Meter Information to MPAS.	Electronic or other method as agreed.
5.2.2.14	Immediately following 5.2.1.13 or 5.2.2.16	Perform validation checks and send response D0312.	SMRS	HHMOA Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed.
5.2.2.15		If response is "Accepted", proceed to 5.2.2.17, otherwise proceed to 5.2.2.16.				
5.2.2.16	Within 5 WDs of 5.2.2.14	Where the rejection is of a type the HHMOA can resolve without involving other industry parties, send a corrected D0312. If the HHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 5.2.2.14.	HHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.
5.2.2.17	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.
For Supplier-serviced Metering Systems						

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.2.2.18	In time to allow the MOA to distribute MTD within 10 WD of 5.2.2.9.	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. If the Supplier is unable to configure the Meter (for example, due to a communications failure), the SSC and TPR will be defaulted to a single-rate default. The TPR should be mapped to the total import register.	Supplier.	MOA.	D0367 Smart Meter Configuration Details. (or alternative method, as agreed bilaterally between the Supplier and NHHMOA).	Electronic or other method, as agreed.
5.2.2.19	Within 10 WD of 5.2.2.9.	Send MTD.	MOA.	Supplier / LDSO.	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details.	Electronic or other method, as agreed.
5.2.2.20	Within 10 WD of 5.2.2.9.	Send the relevant Meter information.	MOA.	SMRS.	D0312 Notification of Meter Information to SMRSMPAS .	Electronic or other method, as agreed.
5.2.2.21	Immediately following 5.2.2.21 or 5.2.2.23	Perform validation checks and send response D0312.	SMRS	MOA Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed.
5.2.2.22		If response is "Accepted", end process, otherwise proceed to 5.2.2.23.				
5.2.2.23	Within 5 WDs of 5.2.2.20	Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312.	MOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 5.2.2.21.				

Amend section 5.3.5 as follows:

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. ^{8, 9} 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 ¹⁰	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.

⁸ If the MS cannot be reconfigured or replaced at the appointed time, the LDSO shall liaise with the Supplier to agree the way forward.

⁹ If replacement includes Measurement Transformers, commission in accordance with Code of Practice 4 and proceed as per section 5.2.2.

¹⁰ Since the LDSO is operating as part of an Urgent Metering Service (UMetS), he shall interface with the HHMOA who shall be responsible for notifying the Supplier and the HHDC of the action taken.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.5.5	Within 5 WD of 5.3.5.4	Send final Meter register reading or notification that Meter register reading not obtainable	HHMOA	HHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.
5.3.5.6	At the same time as 5.3.5.5	Send initial Meter register reading for replacement MS. Send MTD for replacement MS.	HHMOA	Supplier / HHDC	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.
5.3.5.7	At the same time as 5.3.5.5	Send the relevant Meter information changes.	HHMOA	SMRS	D0312 Notification of Meter Information to SMRSMPAS .	Electronic or other method as agreed.
5.3.5.8	Immediately following 5.3.5.7 or 5.3.5.10	Perform validation checks and send response D0312.	SMRS	HHMOA Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed.
5.3.5.9		If response is "Accepted" proceed to 5.3.5.11, otherwise proceed to 5.3.5.10.				
5.3.5.10	Within 5 WDs of 5.3.5.8	Where the rejection is of a type the HHMOA can resolve without involving other industry parties, send a corrected D0312. If the HHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 5.3.5.8.	HHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.3.5.11	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.

Amend section 5.4.1 as follows:

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 ¹¹	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 ¹²	HHDC or Supplier, as appropriate.	D0005 Instruction on Action. ¹³ Or equivalent communication, by other means, with the Supplier. Fault resolution plan (if required).	Electronic or other method, as agreed. Fax, Email or other method, as agreed.

¹¹ 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.

¹² The HHMOA should contact and liaise with the Supplier if appropriate

¹³ The D0005 'Instruction on Action' should always be sent containing the high level points so that an audit trail can be maintained. For complex cases where the D0005 is not sufficient, or where requested by the HHDC, further details can be given in the fault resolution plan. In these instances the sending of the fault resolution plan should be referred to in the D0005. Any other correspondence between the Supplier, HHMOA and HHDC which is required to resolve the fault should be sent in a format and by a method agreed by those Participants involved.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.6	As soon as possible after 5.4.1.5, if appropriate	Send decision on further action.	HHDC or Supplier as appropriate.	HHMOA	D0005 Instruction on Action. Or equivalent communication, by other means, with the Supplier.	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 or Supplier as appropriate.	D0005 Instruction on Action. Or equivalent communication, by other means, with the Supplier.	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, or Supplier as appropriate, regarding investigation on regular basis (as agreed) until fault resolved.	HHMOA ¹²	HHDC or Supplier as appropriate.	D0005 Instruction on Action. Or equivalent communication, by other means, with the Supplier.	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 and/or Supplier as appropriate.	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.13	If appropriate, within 5 WD of 5.4.1.12	Report resolution of fault.	Supplier ¹⁴	Relevant Participant	As appropriate: D0002 Fault Resolution Report or Request for Decision on Further Action. Details of resolution.	Electronic or other method, as agreed.
For HHDC-serviced Metering Systems						
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	ECOESSMRS	D0312 Notification of Meter Information to ECOESMPAS .	Electronic or other method as agreed.
5.4.1.16	Immediately following 5.4.1.15 or 5.4.1.18	Perform validation checks and send response D0312.	SMRS	HHMOA Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated.	Electronic or other method, as agreed.
5.4.1.17		If response is "Accepted", proceed to 5.4.1.19, otherwise proceed to 5.4.1.18.				
5.4.1.18	Within 5 WDs of 5.4.1.16	Where the rejection is of a type the HHMOA can resolve, send a corrected D0312.	HHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.

¹⁴ Where the MS investigation was requested by a Participant other than the HHDC, the Supplier shall send the relevant Participant the fault resolution report within 5 WD of receiving the D0002 'Fault Resolution Report or Request for Decision on Further Action'. The Supplier shall use the D0002 for this notification where the Participant initially notified the Supplier of the inconsistency via the D0001 'Request Metering System Investigation'.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		If the HHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 5.4.1.16.				
5.4.1.19	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.
For Supplier-serviced Metering Systems						
5.4.1.20	If Supplier reconfigures the Time of Use registers following a fault.	Send Smart Meter Configuration Details. If the Time of Use registers are not configured to a valid Standard Settlement Configuration (as defined in MDD), the Supplier will notify a single rate SSC.	Supplier.	MOA.	D0367 Smart Meter Configuration Details (or alternative method, as agreed bilaterally between the Supplier and MOA).	Electronic or other method, as agreed.
5.4.1.21	Within 10 WD of 7.5.1.	Send MTD.	MOA.	Supplier / LDSO.	D0149 Notification of Mapping Details. D0150 Non Half-hourly Meter Technical Details.	Electronic or other method, as agreed.
5.4.1.22	If appropriate, within 10 WD of resolving fault.	Send the relevant Meter information changes.	MOA.	SMRS.	D0312 Notification of Meter Information to MPAS.	Electronic or other method as agreed.
5.4.1.23	Immediately following 5.4.1.22 or 5.4.1.25	Perform validation checks and send response D0312.	SMRS	MOA Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.24		If response is “Accepted”, end process, otherwise proceed to 5.4.1.25.				
5.4.1.25	Within 5 WDs of 5.4.1.23	<p>Where the rejection is of a type the MOA can resolve without involving other industry parties, send a corrected D0312.</p> <p>If the MOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply.</p> <p>Proceed to 5.4.1.23.</p>	MOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed.

Amend section 6.3.3 as follows:

6.3.3 Removal of a Metering System ^{15 16 17}

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. ¹⁸ 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. ¹⁹	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

¹⁵ 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.

¹⁶ 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.

¹⁷ 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).

¹⁸ If the MSID is for Export purposes, the 'Additional Information' field should state this, and therefore a physical site visit may not be required.

¹⁹ 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
6.3.3.5	At the same time as 6.3.3.4.	Send MTD and notification that the MS has been removed. ²⁰	NHHMOA	Supplier, NHHDC, LDSO (if applicable).	D0150 Non Half-hourly Meter Technical Details.	Electronic or other method, as agreed.
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. ²⁰	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	SMRS	D0312 Notification of Meter Information to SMRSMPAS .	Electronic or other method as agreed.
6.3.3.9	Immediately following 6.3.3.8 or 6.3.3.11	Perform validation checks and send response D0312.	SMRS	NHHMOA / Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed
6.3.3.10		If response is "Accepted", proceed to 6.3.3.12, otherwise proceed to 6.3.3.11.				
6.3.3.11	Within 5 WDs of 6.3.3.9	Where the rejection is of a type the NHHMOA can resolve without involving other industry parties, send a corrected D0312.	NHHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

²⁰ 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
		If the NHHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 6.3.3.9.				
6.3.3.12	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.
6.3.3.13	Within 10 WD of 6.3.3.12	Send final Meter register reading	NHHMOA / Supplier	NHHDC	D0010 Meter Readings	Electronic or other method, as agreed

Amend section 6.3.4 as follows:

6.3.4 Reconfigure or Replace Metering System (No Change of Measurement Class)²¹

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 ⁴ 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. ²²	Note final Meter register reading, if available. Reconfigure MS or replace and energise MS. 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.	NHHMOA ²³	NHHDC	D0010 Meter Readings or D0002 Fault Resolution Report or Request for Decision on Further Action. D0010 Meter Readings. D0149 Notification of Mapping Details.	Electronic or other method, as agreed.

²¹ 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.

²² The need to replace or reconfigure the MS could also be from CoP4 requirements, Ofgem or Customer driven.

²³ 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
		Send MTD for replacement MS / new configuration. ²⁴		NHHDC / Supplier / LDSO	D0150 Non Half-hourly Meter Technical Details.	
				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	SMRS	D0312- Notification of Meter Information to SMRSMPAS .	Electronic or other method as agreed.
6.3.4.7	Immediately following 6.3.4.6 or 6.3.4.9	Perform validation checks and send response D0312.	SMRS	NHHMOA / Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed
6.3.4.8		If response is "Accepted", proceed to 6.3.4.10, otherwise proceed to 6.3.4.9.				
6.3.4.9	Within 5 WDs of 6.3.4.7	Where the rejection is of a type the NHHMOA can resolve without involving other industry parties, send a corrected D0312.	NHHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

²⁴ Whenever installing new, replacement or re-configured meters or carrying out work requiring re-registration of the metering system, the MOA shall ensure that the meter registers are clearly labelled and that the data item J0010 'Meter Register Id' in all relevant DTN data flows (e.g. D0149 & D0150) accurately reflects the identifiers of the meter registers themselves. See Sections 2.3.2 and 2.4.1 for details.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
		If the NHHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 6.3.4.7.				
6.3.4.10	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
6.3.4.11	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)						
6.3.4.12	As required	Take final readings for the old configuration. Reconfigure the smart Meter. Take initial readings for the new configuration.	Supplier			Internal process
6.3.4.13	In time to allow the NHHMOA to distribute MTD within 10 WD of 6.3.4.12	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
6.3.4.14	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

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.15	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						
6.3.4.16	As required and at least 10 WD before 6.3.4.18	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.
6.3.4.17	If request rejected and within 5 WD of 6.3.4.16	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.
6.3.4.18	As requested in 6.3.4.19	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
6.3.4.19	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

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.20	As required	Take final reading(s) from replaced smart Meter, configure replacement Meter and take initial readings	Supplier			Internal process
6.3.4.21	If replacement Meter configured remotely and in time to allow the NHHMOA to distribute MTD within 10 WD of 6.3.4.18	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
6.3.4.22	Within 10 WD of 6.3.4.20	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
6.3.4.23	Within 10 WD of 6.3.4.18	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
6.3.4.24	Within 10 WD of 6.3.4.18	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.	Electronic or other method, as agreed
		Send the relevant Meter information changes.	NHHMOA	SMRS	D0312 Notification of Meter Information to SMRSMPAS .	Electronic or other method, as agreed

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.25	Immediately following 6.3.4.24 or 6.3.4.27	Perform validation checks and send response D0312.	SMRS	NHHMOA Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed
6.3.4.26		If D0312 response is "Accepted", proceed to 6.3.4.28, otherwise proceed to 6.3.4.27.				
6.3.4.27	Within 5 WDs of 6.3.4.24	Where the rejection is of a type the NHHMOA can resolve without involving other industry parties, send a corrected D0312.	NHHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
		If the NHHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 6.3.4.25.				
Following reconfiguration or replacement of a smart Meter						
6.3.4.28	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
6.3.4.29	Within 10 WD of 6.3.4.28	Send initial and / or final Meter register reading Send the relevant Meter information changes.	Supplier NHHMOA	NHHDC SMRS	D0010 Meter Readings D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed Electronic or other method, as agreed

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
6.3.4.30	Immediately following 6.3.4.29 or 6.3.4.32	Perform validation checks and send response D0312.	SMRS	NHHMOA / Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed
6.3.4.31		If D0312 response is "Accepted", end process, otherwise proceed to 6.3.4.32.				
6.3.4.32	Within 5 WDs of 6.3.4.31	<p>Where the rejection is of a type the NHHMOA can resolve without involving other industry parties, send a corrected D0312.</p> <p>If the NHHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply.</p> <p>Proceed to 6.3.4.30.</p>	NHHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed

Amend section 6.3.5 as follows:

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 ²⁵	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 ⁸ 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 ²⁶	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.

²⁵ 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.

²⁶ Since the LDSO is operating as part of an Urgent Metering Services (UMeS), 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 ²⁷	<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	SMRS	D0312 Notification of Meter Information to SMRSMPAS .	Electronic or other method as agreed.
6.3.5.7	Immediately following 6.3.5.6 or 6.3.5.9	Perform validation checks and send response D0312.	SMRS	NHHMOA / Supplier	D0312 Notification of Meter Information to MPAS with 'MOP Flow Response Code' populated	Electronic or other method, as agreed

²⁷ 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
6.3.5.8		If D0312 response is “Accepted”, end process, otherwise proceed to 6.3.5.9.				
6.3.5.9	Within 5 WDs of 6.3.5.7	Where the rejection is of a type the NHHMOA can resolve without involving other industry parties, send a corrected D0312.	NHHMOA	SMRS	D0312 Notification of Meter Information to MPAS.	Electronic or other method, as agreed
		If the NHHMOA needs to involve other industry parties to resolve the issue, then reasonable endeavours should apply. Proceed to 6.3.5.7.				