

# **ELECTRICITY METERING PROTOCOL**

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By the REMA Steering Group**

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	MAP/MAM Expert Group	1.0	Review of Electricity Metering Arrangements Steering Group – Proposed Terms of Reference – July 2001
	Deborah Lunn (Ofgem)	1.0	Review of Electricity Metering Arrangements (REMA) Steering Group, Proposed Terms of Reference: Summary of Responses and Proposed Way Forward). October 2001
MDSB_02_6_ REMA		1.0	REMA Expert Group: Recommendations to address the removal of asset provision from MOP services
	Anthony Campion	1.0	MAP/MAM Split – What is the Simplest approach for the industry. 12 <sup>th</sup> February 2002.
	Claire Edmunds  Alastair Brown  ESEG Members	0.8	Urgent Metering Services

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## **INTRODUCTION**

### **PURPOSE OF DOCUMENT**

This protocol provides a reference for existing and future providers of metering services. Its purpose is to document those decisions taken by the Review of Electricity Metering Arrangements (REMA) Steering Group since its first meeting in November 2001.

### **DOCUMENT STATUS**

This is a living document and will be updated by the REMA steering group as and when decisions are taken.

Changes to this document require the approval of the steering group.

### **BACKGROUND**

In July 2001 following a presentation to the Metering Competition Focus Group (MCFG), views were invited from industry participants on the proposal to establish a Review of Electricity Metering Arrangements (REMA) Steering Group.

On 6<sup>th</sup> September 2001 a meeting was convened between Ofgem and members of the Meter Asset Provision (MAP)/Meter Asset Maintenance (MAM) Expert Group (MEG) to review the responses received from industry participants and to propose way forward. The group proposed the establishment of a REMA Steering Group to achieve the objective of developing industry solutions to support the introduction of effective metering competition in line with Ofgem's Strategy for Metering.

The group agreed the following objectives for the REMA Steering Group:

- (a) develop industry solutions to support the introduction of effective metering competition in line with Ofgem's Strategy for Metering document (March 2001) including the split of MAP and MAM;

- (b) develop and establish a REMA project plan to meet the above objective;
- (c) consider issues raised in the course of the project and decide upon the action to be taken to resolve these issues;
- (d) establish “expert groups”, as required, to complete specific tasks as directed by the Steering Group;
- (e) maintain effective communication with the parallel work undertaken by the Review of Gas Metering Arrangements (RGMA);
- (f) identify other industry initiatives that are relevant to REMA and impact the timely completion of the project

The REMA Steering Group commenced meetings in November 2001 and as one of its first activities agreed to the proposed Terms of Reference. The REMA Steering Group consists of a broad range of industry participants, is chaired by Ofgem and has secretarial support provided by MRASCo. The terms of reference of the REMA steering group can be found on Ofgem’s website on the metering page.

## **SCOPE**

The Review of Electricity Metering Arrangements (the ‘REMA’) Steering Group is tasked with facilitating the completion of the REMA project in accordance with the agreed project plan. It acts on behalf of the industry (represented by the Metering Competition Focus Group, the ‘MCFG’) and, whilst it has no legal power to enforce changes to industry agreements or associated systems, it carries the weight of general support of the MCFG insofar as the decisions that it makes reflect a consensus view of the Group. It replaces the Meter Review Group (MRG) and the Meter Expert Group (MEG).

## **SUMMARY**

This document is structured in the following manner:

Section 1 is this Legal overview.

Section 2 is the definitions of MAP and MAP.

Section 3 is the definitions of Metering Equipment.

Section 4 is the Industry Processes.

Section 5 is Contractual Arrangements

Section 6 is Emergency Services.

Section 7 is the Timetable and proposed future governance of the REMA output

The x appendices provide supporting information to Sections 1 through to Section 6.



## **SECTION 1: LEGAL OVERVIEW**

There is a comprehensive legal regime in place to support a competitive market in the provision of meters and metering services. The primary legislation is the Electricity Act 1989 as amended by the Utilities Act 2000.

The Utilities Act introduced separate licences for the supply and the distribution of electricity. Both of these licences contain conditions relating to metering.

In addition, the industry has three documents setting out requirements for metering; the Meter Operation Code of Practice Agreement, the Balancing and Settlement Code, which requires meter operators to be accredited, and Scottish Electricity Settlement Limited.

### **THE ELECTRICITY ACT (AS AMENDED BY THE UTILITIES ACT)**

Under Schedule 7, section 1 of the Electricity Act the Supplier is responsible for ensuring that an appropriate meter is in place unless the customer elects to provide it.

Any meter provided shall be approved (by OFGEM), certified (for domestic supplies), not outside its formal certification period, properly installed and within statutory accuracy limits.

Furthermore, the Supplier or Customer must keep his meter "in proper order" as per Schedule 7, section 10(1&2).

Suppliers may pass off their obligations under the Act to their metering agents or to a Distributor, obliged to offer metering services under Licence Condition 36.

## **DISTRIBUTION LICENCE**

Conditions 36, 36A, 36B, and 36C of the distribution licence all refer to distributor metering services. The most relevant of these is Condition 36B, requirement to offer terms for the provision of distributor metering and data services.

Paragraph 1 of distribution standard licence condition 36 B (SLC 36B) defines the two services, which later became known as MAP and MAM, as follows:

- (a) the provision of metering equipment which, at the discretion of the licensee, may be metering equipment which is owned by him or by any person other than the person making such application;
- (b) the installation, commissioning, testing, repair, maintenance, removal and replacement of metering equipment.

Paragraph 2 of SLC 36B goes on to say:

On application made by any person, the licensee shall (subject to paragraph 6) offer to enter into an agreement for the provision within its distribution services area of such of the services described in sub paragraphs 1(a), (b) and (c) as may be required.

Thus making it clear that distribution businesses must offer to enter into an agreement for MAP or MAM alone if required to do so by any person. (Sub paragraph 1(c) relates to metering point administration services (MPAS) and is not considered further here).

SLCs 36 and 36A contain the following requirements:

- Production of transparent charging statements
- Non discrimination in the provision of services

SLC 36C sets out the functions of the Authority in determining the terms of agreements where one or more parties requests this.

## **SUPPLY LICENCE**

Condition 7 of the supply licence requires the supplier to sell, hire or loan metering equipment that they own on application by any person where the customer concerned is being supplied by someone other than the licensee.

## **MOCOPA – METER OPERATION CODE OF PRACTICE AGREEMENT**

MOCOPA covers the installation, operation and maintenance of metering equipment by “Meter Operators/MAM’s”. It identifies the safety, and technical requirements relevant to meter operation and the interface between a “Meter Operator/MAM” and a Distribution Business. It specifies the requirements for both Metering Businesses and field staff as appropriate.

The principles within MOCOPA form the basis of good practice for meter, installation, operation and maintenance at any site that is connected, either to a distribution system or to any other network operator.

All current distribution licensees and electricity meter operators are parties and signatories to MOCOPA. A party's compliance to MOCOPA is regulated and policed by a registration authority, which currently is contracted to OFGEM in a non-statutory role.

## **ELEXON ACCREDITATION**

A supplier is required by the Balancing and Settlement code only to use accredited agents for the purposes of providing meter operation services. Parties wishing to act as meter operators should contact elxon to receive details of how to become accredited.

## **ELECTRICITY SUPPLY REGULATIONS**

## **SECTION 2: DEFINITION OF MAP AND MAM**

In November 2001 MRASCo issued a set of questions to industry participants relating to the roles of Meter Asset Provision (MAP) and Meter Asset Maintenance (MAM), on behalf of the REMA Steering Group. Following this consultation, the REMA Steering Group consolidated the industry views (see Appendix 1) and subsequently agreed working definitions for MAP and MAM in December 2001. These were then presented to MCFG for approval on the 13 December 2001. MCFG agreed the following working definitions

### **MAP**

“MAP is limited to an “over the counter” service where the liability for the metering equipment ends when it is provided to the Supplier, his agent or customer. The only exception to this is if the equipment is found to be faulty within the warranty period agreed between the Supplier and MAP”.

The MAP would therefore not undertake any fieldwork activities and any existing MAP e.g. Distributor would retain responsibility for meters that were already installed. For the avoidance of doubt, a MAP would be expected to provide a meter that is “fit for purpose”. In the case of domestic supplies, this means that the meter provided must be certified. The “over the counter” service may include the actual refurbishment/re-certification of a meter returned to MAP by a MAM.

### **MAM**

“The MAM service encompasses all fieldwork on meters. It includes the Installation of meters, their removal, repair for faults (except in some emergency situations) and meter replacement. The re-certification activity is also included in this service, although only to the extent of removal, re-installation and returning of a meter to a MAP, with the MAM also being responsible for the management of data, including the transfer of data flows”.

For the avoidance of doubt, MAM includes all the fieldwork involved in the re-certification process i.e. the removal and replacement of a metering system at a consumers premise.

## **REMA Expert Group**

Following MCFG agreement to MAP and MAM working definitions on 13<sup>th</sup> December 2001, the REMA Steering Group approached the MRASCo Executive Committee (MEC) in February 2002 and sought approval for an Industry Expert Group, under MDB governance, to identify and progress changes to support MAP and MAM. Following a three month review, the Industry Expert Group issued its final report (see “Recommendations to address the removal of asset provision from MOP services”, Version 1.0, Doc Ref MDB\_02\_6\_REMA). The REMA Steering Group endorsed the changes put forward to MRASCo.

The MAP and MAM definitions were tested as part of the Industry Expert Groups work to define a solution. The following are the final Expert Group definitions, which are based in part on the Electricity Distribution Licence

### ***Definition of a MAP***

“A person or persons supplying electricity-metering equipment does not become the MAP proper for that metering equipment unless, or until such time as, the metering equipment is made available to a MAM for installation at a relevant metering position.

Once a person has become a MAP for a piece of metering equipment they remain the MAP until such time as either:

- (a) they sell the metering equipment,
- (b) the metering equipment is returned to them by the MAM or
- (c) the metering equipment no longer exists.

The MAP is responsible for providing metering equipment, which is for purpose of satisfying the settlements process, the requirements of the relevant Use of System Agreement and the relevant Acts and Regulations”.

### **Definition of MAM**

“The installation, commissioning, testing, repair, maintenance, removal and replacement of metering equipment, as defined in the Distribution Licence 36 B Section 1B”

At the REMA Steering Group held on 7<sup>th</sup> November 2002, the REMA Steering Group compared the working definitions agreed by MCFG on 13<sup>th</sup> December 2001 to the definitions proposed by the Industry Expert Group in its final report “Recommendations to address the removal of asset provision from MOP services”, Version 1.0, Doc Ref MDB\_02\_6\_REMA. The REMA Steering Group felt that the Industry Expert Group definitions were more reflective of the MAP and MAM services, but felt that it was important to:

- (a) emphasise that existing meters in situ were the responsibility of the Distributor.
- (b) cross reference the definitions to the BSC

### **Terminology**

The REMA Expert Group also considered the future use of the term Meter Asset Maintenance (MAM). The group noted that the term MOP in the current MRASCo baseline performs all the task of a Meter Asset Maintainer except meter ownership or provision. The BSC-defined term 'Meter Operator Agent' (MOA) is exactly analogous to that of the MOP going forward, therefore the definition 'MOA' will remain unaltered in the Settlement documentation. “MAM is exactly equivalent to MOP is exactly equivalent to MOA”.

**Consequently, the REMA Steering Group agreed:**

- (i) That the REMA Expert Group definitions should be base-lined and should come under formal change control.**

**(ii) To support the continuation of the term “MOP” (as opposed to MAM) avoiding a wholesale changes to the MRASCo products.**

### **SECTION 3: DEFINITION OF METERING EQUIPMENT**

A clear industry agreed definition of Metering Equipment is necessary so that parties involved in the provision of metering services (MAP&MAM) understand what constitutes metering equipment.

The Meter Asset Provision/Meter Asset Maintenance Expert Group (MEG) published a set of proposals for industry review in March 2000 and developed the template for such a definition.

Following further industry consultation in November 2001 the REMA Steering Group agreed definitions for Metering Equipment in December 2001 and presented the definition to MCFG on 13<sup>th</sup> in December 2001.

#### **MODIFICATION PROPOSAL NO. 88**

Modification Proposal No. 88 was proposed to Elexon on 31<sup>st</sup> May 2002 by the Industry Expert Group<sup>1</sup>. The Modification Proposal seeks to:

- Introduce new obligations into the Balancing and Settlement Code (BSC) to provide the necessary governance for Meter Operator Agents (MOAs) in their role as MAMs.
- Produce a non half hourly Code of Practice (Code of Practice 8) setting out (i) the boundaries of responsibility with respect to Metering Equipment and (ii)

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<sup>1</sup> The Industry Expert Group is an MDB expert group set-up at the request of the REMA Steering Group in February 2002 to progress industry solutions to support the MAP/MAM split.

what constitutes Metering Equipment, based on REMA Steering Group definitions

The Modification Proposal is due to be implemented by December 2002.

## **WHAT IS METERING EQUIPMENT**

The REMA Steering Group agreed the following<sup>2</sup>:

**Single Rate Whole Current Meter – where the customer’s installation directly connects with the installed meter.**

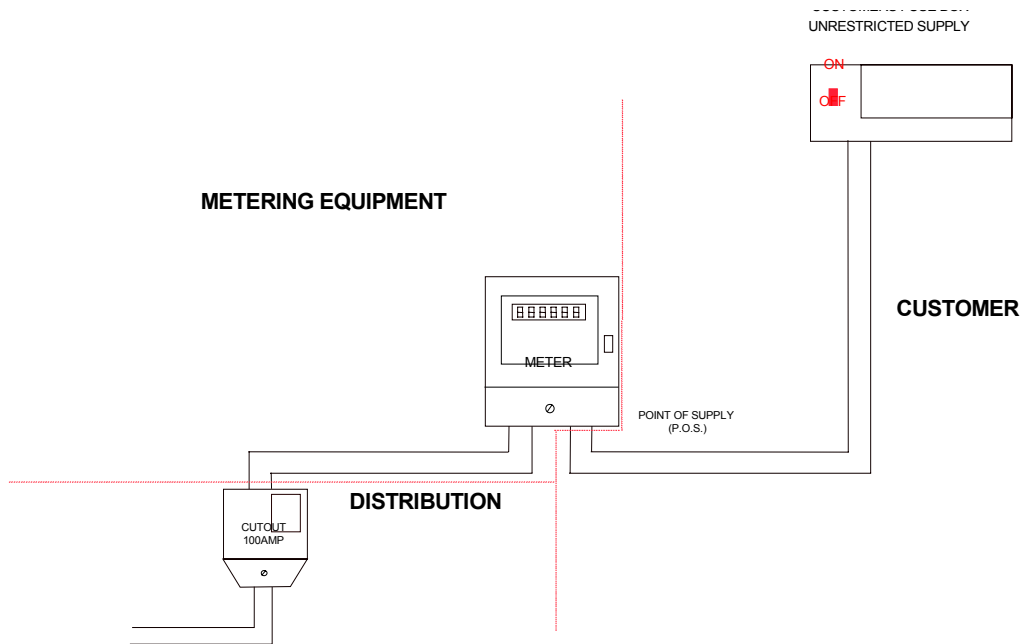
- The host distribution business would own the service cable and the cut-out.
- The MAP would provide the meter.
- The conductors between the cut-out and the input terminals of the meter would be installed and be the responsibility of the MAM. The MAM would install the meter.

The conductors between the meter outgoing terminals and the consumer unit would be part of the consumer’s installation but the responsibility of the MAM for connection.

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<sup>2</sup> The diagrams & text illustrate using examples, the task and ownership responsibilities of the MAP and MAM as previously developed by the MEG Expert Group and endorsed by REMA. The MAP does not undertake any of the on-site fieldwork but is responsible for the provision of appropriate metering equipment to the Supplier, his agent or customer. The provision of metering assets includes an obligation on the MAP agent to provide a certified meter, where appropriate, which is generally fit for purpose.

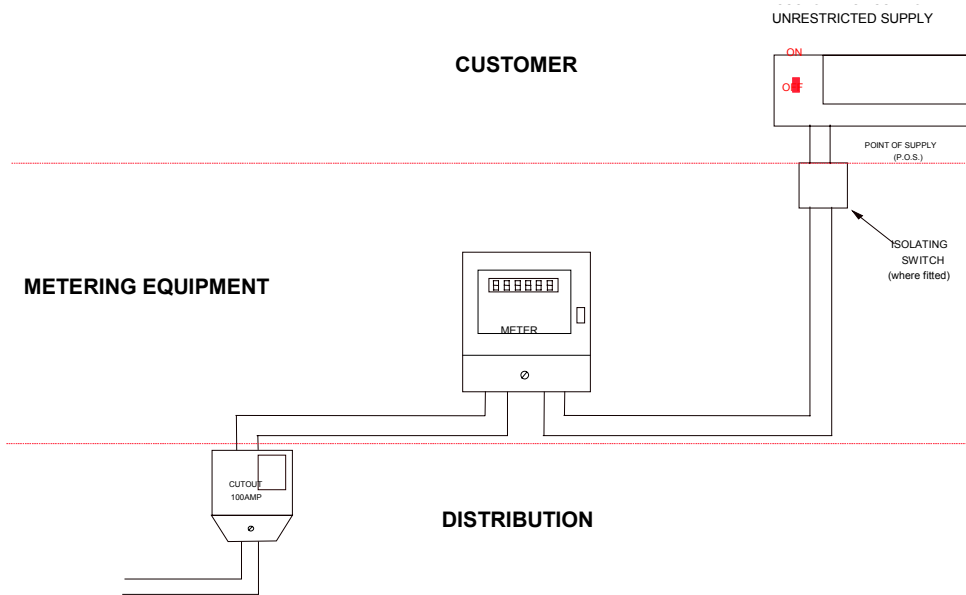




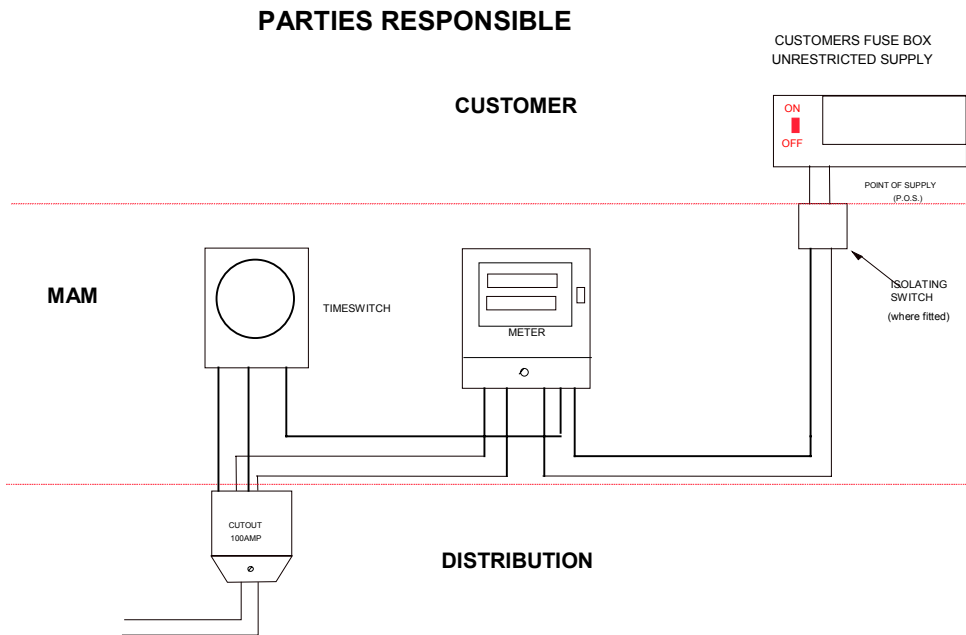
**Single Rate or Multi-Rate Whole Current Meter – where the customer’s installation does not directly connect with the installed meter(s).**

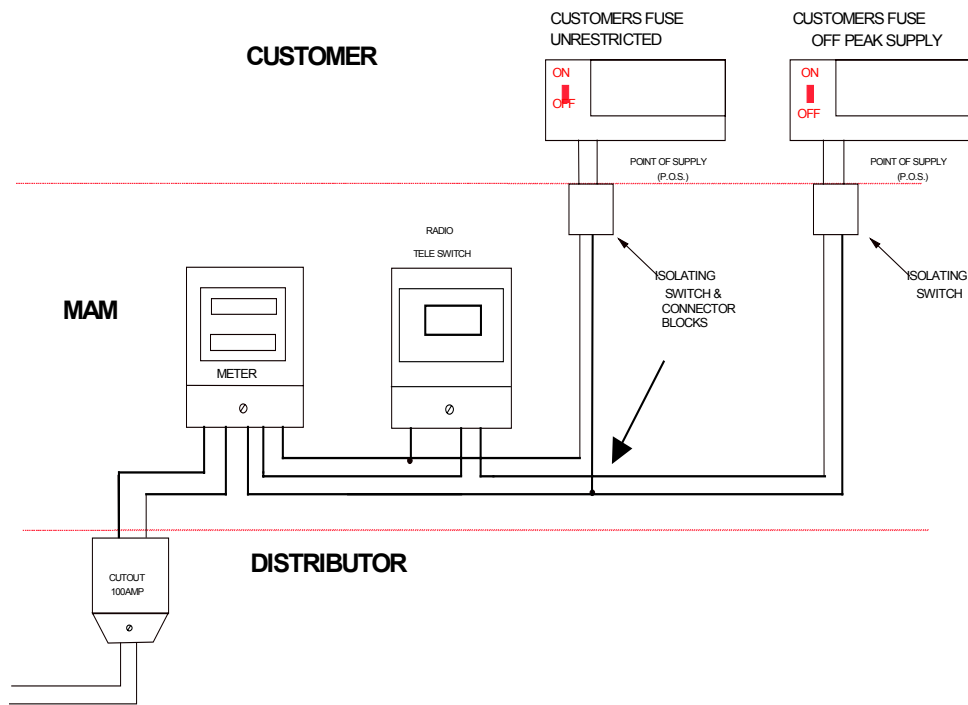
Where an installation has an additional meter, a timeswitch, teleswitch or external isolating switch then the MAP would provide these items. However, the interconnecting wiring between the items up to the last item of equipment, for example an isolating switch or meter before the consumer unit would be installed and maintained by the MAM. Any wiring between the final item of equipment and the consumer unit would be part of the consumer’s installation.

### Single Rate Installation – Isolating Switch Fitted



### Multi-Rate Installation – additional meter and isolating switches fitted





### Anti Fraud Devices

Where considered necessary by the Supplier, anti-fraud devices such as security blocks fitted between the cut-out and the meter, and plastic bubbles would be supplied and fitted by the MAM.

### Outside Meter Cabinets

An outside meter cabinet will normally be considered the customer's property and their responsibility to replace in the event of it being damaged.

### High Risers and Laterals

The situation is complex and needs consideration that is more detailed but one 'rule' emerges.

Where the metering is situated within a communal metering area the risers are normally privately owned.

Where the metering is situated in the individual flats then the risers are normally owned by the Distribution Business.

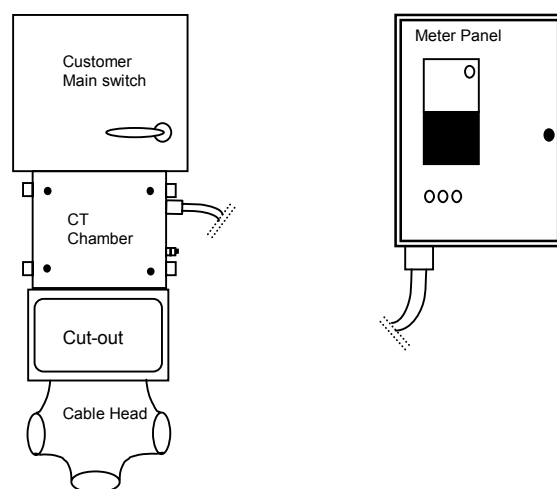
### Current Transformer (CT) Operated Metering

For the purposes of meter connection by the MAM, the CT's, VT's if applicable, meter panel, associated multicore cable, test/isolating facilities and voltage fuses will be provided by the Distribution Business or a contractor nominated by the customer.

For CT and CT/VT metering, the normal MAM - distributor interface point will be the outgoing connections from the test/isolating facilities and the metering panel voltage fuses.

The cabling from the Distributors cut-out or main fuse, through current transformers and into a customer's main switch is the property of the customer.

### Typical LV CT Operated Installation – Meter remote to the service position



Note: Depending upon space availability at the Service Position, the meter may be mounted at the CT Chamber or remotely by means of a multicore cable and provision of a separate metering panel.

## METERING EQUIPMENT SUMMARY

### What is Metering Equipment provided by the MAP?

- Meter, Timeswitch or Teleswitch
- Isolator, where fitted
- Cables between the cut-out and meter input terminals.
- Interconnecting wiring between meter & timeswitch or teleswitch up to the last item of equipment. e.g. isolator.
- Connector Blocks (where fitted)

What is Metering Equipment provided by the MAP?	Primary Field Work Responsibility
Appropriate meter(s)	MAM
Timeswitch (where fitted)	
Teleswitch (where fitted)	
Isolating Switch (where fitted)	
Cables: cut-out to meter	
Cables: from meter to last item of metering equipment	
Connector Blocks (where fitted)	

### What isn't Metering Equipment provided by the MAP? (1)

- Cut-outs, main fuses.
- Meter Cabinets
- Current Transformers (CT) & Voltage Transformers (VT)
- CT chambers, test / isolating blocks & panel fuses

What isn't Metering Equipment provided by the MAP?	Primary Field Work Responsibility
Cut-outs	Distributor or nominated contractor
Main Fuses	
Metering cabinets	
Current & Voltage Transformers	
Metering panels	
Multicore cabling	

### ALL OWNED & MAINTAINED BY THE DISTRIBUTOR OR NETWORK OPERATOR

#### What isn't Metering Equipment provided by the MAP? (2)

- Cables between the outgoing meter terminals and consumer unit. (MAM responsible for connection)
- Cables through the current transformers in meter cabinet and into the customers switchgear .
- Cables between the final item of equipment, e.g. Isolator and the consumer unit.

### OWNED BY THE CUSTOMER

Customer owned equipment	Primary Field Work Responsibility
Cables : between final item(*) of metering equipment & consumer unit	Customer
* If a meter or related device	MAM
Cables : through CT's into customers switchgear	Customer

## **SECTION 4: INDUSTRY PROCESSES TO SUPPORT MAP AND MAM**

In January 2002 the REMA Steering Group agreed to establish an Expert Group charged with progressing changes that may be required to the industry retail baseline to support effective competition in MAP and MAM.

The REMA Steering Group approached the MRASCo Executive Committee (MEC) in February 2002 and sought approval for an expert group, under MDB governance, to identify and progress changes to support MAP and MAM. The Terms of Reference for the Industry Expert Group were agreed in February 2002 (see Appendix 3).

To facilitate the MDB Expert Group, the REMA Steering Group provided a “straw-man” – “MAP/MAM Split – What is the Simplest Approach for the Industry” (Appendix 4) outlining the principles on which to work and a suggested solution to enable change to be minimised.

Following a three month review, the Industry Expert Group presented its findings to the REMA Steering Group in May 2002. The REMA Steering Group endorsed the approach (see related documents: REMA Expert Group: Recommendations to address the removal of asset provision from MOP services) taken by the Industry Expert Group and recommended that the changes should continue to be progressed through the MDB change control process.

On 30 May 2002, Gemserv, on behalf of the REMA expert group, issued a package of change proposals relating to REMA to the MDB, which were sponsored by Npower. The MDB were asked to vote on these at their meeting of 27 June 2002. The following five change proposals were those issued to the MDB for consideration:

- MRA CP 108      Update meter operator definition in line with REMA
- DTC CP 3139      Amend data flow D0150 to provide the identity of the Meter Asset Provider when meters are installed or removed. Add new data item for Meter Asset Provider ID.
- DTC CP 3140      Amend data flow D0268 to provide the identity of the Meter Asset Provider when meters are installed or removed.

- DTC CP 3141 Add a new data flow to the DTC “Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOp to the MAP”
- DTC CP 3142 Add a new data flow to the DTC “Notification of Meter Asset Provider, which will be sent from the Meter Asset Provider (MAP) to the Meter Operator (MOp)”.

### **MRA CP 108, DTC CP 3139 & DTC CP 3142**

MRA CP 108 was accepted with an implementation date of 29 May 2003, subject to the approval of the Authority. MRA CP 108 is the only change proposal of the five that requires such approval. DTC CP 3139 was accepted with an implementation date of 29 May 2003, subject to Elexon indicating that modification P88 aligned.<sup>3</sup> DTC CP 3142 was accepted with an implementation date of 29 May 2003.

Following approval of MRA CP 108, DTC CP 3139 and DTC CP 3142 by the MDB, SSE Supply, SSE Distribution and Scottish Power appealed the decision to the MRA Forum under clause 6.45 of the MRA

The MRA Forum of 6 August 2002 voted to uphold the decisions taken by the MDB on 27 June 2002. Subsequently, on 30 August 2002 SSE Supply and SSE Distribution, and on 3 September 2002 Scottish Power, appealed the decisions taken by the MRA Forum to the Authority in accordance with Clause 7.26 of the MRA. The three parties considered that the MRA Forum’s decisions unfairly prejudiced the interests of their companies.

Ofgem circulated the notice of the appeals against MRA Forum decisions regarding MRA CP108, DTC CP3139 and DTC CP3142 to all MRA parties on 25 September 2002<sup>4</sup>. It was decided that the three appeals would be consulted on together as the

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<sup>3</sup> The Balancing and Settlement Code (BSC) Panel recommended to the Authority on 24 October 2002 that Modification Proposal (P)88 ‘Introduction of Obligations in Relation to SVA Metering, Meter Operator Agents and Equipment Owners’ to the BSC should be implemented with an implementation date of 29 May 2003. The Authority are currently considering whether P88 should be implemented; it is anticipated that a decision will be published shortly after this decision notice.

<sup>4</sup> Copies of these notices are available on Ofgem’s website



subject matter was the same. Responses to the appeals were requested by 10 October 2002 and comments on the responses were requested by 25 October 2002. An oral hearing was held on 8 November 2002

On the 22<sup>nd</sup> November 2002 the Authority rejected the appeals against MRA CP108, DTC CP3139 AND DTC CP3142. Consequently MRA CP108, DTC CP3139 AND DTC CP3142 will be implemented on the 29<sup>th</sup> May 2003.

#### **DTC CP 3140<sup>5</sup> and DTC CP 3141**

DTC CP 3140<sup>6</sup> and DTC CP 3141 were rejected by the MDB on the 29<sup>th</sup> May 2003, as they believed it was necessary for these to be considered further.

It was agreed by the MDB that any changes to DTC CP 3140 needed to be considered in conjunction with other changes proposed to this data flow, which were changes unrelated to REMA, and therefore an MDB expert group would be set up to consider D0268 within a wider picture. However, DTC CP 3140 relates only to half hourly metering and it was agreed that this was outside of the scope of REMA and is not necessary for the non-half hourly solution.

Therefore, following further work by the REMA Expert Group, DTC CP 3141 was re-submitted to the MDB as DTC CP 3149 by Gemserv on behalf of the REMA expert group, which was sponsored by TXU Energy. The MDB were asked to vote on this proposed change at their meeting of 29 August 2002, where it was rejected.

Following rejection of DTC CP 3149 by the MDB, TXU Energy appealed the decision to the MRA Forum under clause 6.45 of the MRA.

The MRA Forum of 3 October 2002 voted to uphold the decision taken by the MDB on 29 August 2002. Subsequently, on 4 October 2002 TXU Energy appealed the decision

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<sup>5</sup> DTC CP 3140 is not considered further in this decision as it is only relevant to the half hourly market. The half hourly market was deemed to be outside the scope of the REMA project.

<sup>6</sup> DTC CP 3140 is not considered further in this decision as it is only relevant to the half hourly market. The half hourly market was deemed to be outside the scope of the REMA project.

taken by the MRA Forum to the Authority in accordance with Clause 7.26 of the MRA. TXU Energy considered that the MRA Forum's decision unfairly prejudiced the interests of their company. TXU Energy in their letter of appeal argued that DTC CP3149 forms an integrated package, with MRA CP108, DTC CP3139 and DTC CP3142, for identifying the meter owner (MAP). They further stated that the REMA expert group had confirmed, in their update MDB\_02\_09\_12, that DTC CP3149 provides the best solution to the exchange of information between the MOp and the MAP, and that failure to implement it is likely to result in an untidy "free for all".

**ON THE 22<sup>ND</sup> NOVEMBER 2002 THE AUTHORITY ACCEPTED THE APPEAL DTC CP 3149. CONSEQUENTLY, DTC CP 3149 WILL BE IMPLEMENTED ON THE 29<sup>TH</sup> MAY 2003.**

## **SECTION 5: CONTRACTUAL ARRANGEMENTS**

At the REMA Steering Group meeting held on 21<sup>st</sup> May 2002, agreement was reached **not** to produce separate contractual arrangements for the provision of MAP and MAM services, replacing the 1998 Joint Public Electricity Supplier (PES) Workstream (JPW) agreements.

It was concluded that those seeking to take advantage of metering competition in both MAP and MAM would introduce their own commercial arrangements and as such it was not necessary to establish a Commercial Issues Working Group to consider replacing or modifying existing JPW Meter Operator contracts.

To facilitate the definition of industry processes to support MAP and MAM, the REMA Steering Group directed the Industry Expert Group to consider proposals that catered for flexibility; thus the information flowing between industry participants did not have to necessarily match the contractual arrangements (see REMA Expert Group: Recommendations to address the removal of asset provision from MOP services).

## **SECTION 6: EMERGENCY SERVICES**

During March and April 2002 the REMA Steering Group considered how Emergency Services, operated by distribution businesses may be affected by the introduction of effective competition in metering services. Distribution companies were asked to comment on what distributors were prepared to offer in the way of emergency services and suppliers were asked to comment on what services they were looking for from the distribution businesses. A gap analysis was then conducted on the responses.

On the 10<sup>th</sup> May 2002 Ofgem then wrote to all distributors and suppliers on behalf of the REMA Steering Group asking the following questions:

1. How, if at all, will the existing commercial arrangements for the provision of Emergency Services need to be changed in the light of effective competition in metering services?
2. Is there a need for an Emergency Services agreement setting out the responsibilities, service levels and procedures with respect to Emergency Services?
3. Post the introduction of metering competition, do you support the "single visit" principle put forward by the REMA Steering Group last year. i.e. fix first time and don't leave customer off-supply. If not, what arrangements would you propose?
4. In the gas market, Transco as PGT has put together a draft "Post-Emergency Metering Services" contract offering a service supporting the single visit principle. How relevant would a similar agreement be to the electricity market post the introduction of competition in meter competition?

5. If such an agreement were to be drafted for electricity, as a standard generic contract, would you expect it to be written on a multi lateral or bi lateral basis?
  
6. Would you support a REMA Working Group charged with drafting a standard generic contract for use in the electricity market?

On the 21<sup>st</sup> May 2002 the REMA Steering Group considered the responses to the consultation. Suppliers and Distributors who responded were in agreement with the “single visit” principle i.e. fix first time and don’t leave customer off-supply and were in agreement supporting the creation of a REMA Working Group tasked with drafting of a standard generic agreement for the provision of Urgent Metering Services (UmetS).

On the 11<sup>th</sup> June 2002 the REMA Steering Group agreed to form a Working Group tasked with agreeing a schedule of services, service levels, procedures and responsibilities by October 2002. Appendix 6 is the agreed terms of reference for the Emergency Service Working Group. The first meeting was held on 5<sup>th</sup> July 2002.

### **Update on Progress**

The Emergency Services Expert Group has drafted a schedule of services, service levels and procedures for Urgent Metering Services (UmetS). The group has agreed that there is more than just one possible level to an urgent metering service. There is clearly great importance on the first, basic level, as this level of service includes cases where the Distributor, having been called out to a single no supply call, arrives at a customer's premises not knowing that it is a metering fault.

In order to put the single visit principle into practice, it seems a necessity that in these situations the distributor offers an agreement, possibly through the

Distribution Use of System Agreement, to all suppliers to enable supply to be restored through a meter.

The group considered that any other requirements for UMetS; such as out of hours calls or calls during normal hours, where it is known by the call centre that there is a meter fault, should form commercial agreements between a supplier and their service provider.

The group anticipates, that while to a certain extent the basic level of UMetS will always be required, the second level of service could be done by either the distributor, if they choose to do so, or an alternative meter operator offering a 24/7 service.

The Urgent Metering Services (UMetS) document Version 0.8 (Appendix 7) is the amalgamation of the work done by the group to date. The Emergency Services Expert Group's final meeting is being held on the 11<sup>th</sup> December at which time it is anticipated that the UmetS document will be approved.

## SECTION 7: TIMETABLE AND FUTURE GOVERNANCE OF THE REMA OUTPUT

The purpose of this section is to provide existing and future providers of metering services with:

- a timetable of REMA deliverables in 2003.
- Clarity of governance with respect to decisions made by REMA in Sections 2 through to 7

REMA Decisions	Governance	Action Required/Status	Timetable
MAP and MAM Definitions	MRA  Licence Condition 36B	MRA party to raise a Change Proposal (CP) to incorporate definitions into MRA.  No action required	By 29 <sup>th</sup> May 2003  Complete
Definition of Metering Equipment	P88  CoP8  Scottish equivalents of P88 and COP 8	Change Proposal P88 raised in May 2003. Meter Owner definition to be added to the BSC  Code of Practice 8 Expert Group preparing COP8  Change proposal (P88 and COP 8 equivalent) needs to be raised with SESL	By 29 <sup>th</sup> May 2003  January 2003  By February 2003
Industry Process	New MOA BSCP under the BSC	Elexon to produce a New Meter Operator Agent (MOA) BSCP to identify processes between MAP and MOPs	By May 2003

	<p>MRASCo changes CP 108, DTC CP 3139, DTC CP 3140, DTC CP 3149</p> <p>Scottish Equivalent of new MOA BSCP</p>	<p>No additional action required by MRASCo</p> <p>Change proposal (P88 and COP 8 equivalent) needs to be raised with SESL</p>	<p>29<sup>th</sup> May 2003</p> <p>May 2003</p>
Urgent Metering Services (UmetS)	<p>Distribution Use of System Agreement (DuoSA)</p> <p>[Licence?] Possibly something in BSC [Progressed commercially?]</p>	Amendments required to DUoSA	Yes



## **APPENDIX 1: CONSULTATION ON MAP AND MAM**

### **RESPONSE TO EXPERT GROUP QUESTIONS**

The REMA Steering Group has also agreed to the following set of responses to 14 questions raised by MRASCo to facilitate the Industry Expert Group set-up under MEC/MDB governance to identify and progress changes that are required to the industry retail baseline to support the introduction of the MAP and MAM split.

<b>Question</b>	<b>REMA Response</b>
<i>Question 1: Is MAP part of the Supplier Hub?</i>	<p>No – in the sense that the MAP will not be an accredited Agent and will therefore not need to be appointed via data flows routed via the Data Transfer Network. However, the Supplier will retain responsibility for ensuring that a MAP is in place for each Metering Point.</p> <p>In addition, in the absence of separate arrangements for a Meter Provider of Last Resort the incumbent Distribution Business will continue to have an obligation to provide a meter within their Distribution Services Area until such time as competition has developed sufficiently for Ofgem to remove the licence obligation.</p>
<i>Question 2 – If so will the identity of MAP be held on MPAS?</i>	No – it is believed that such a requirement would involve significant changes to both MPAS and other Data Flows. Key criteria within the REMA project are for minimal changes to the E2E Processes, DTC Flows and to ensure minimal cost and disruption to all industry participants.
<i>Question 3 – Will the Supplier need to appoint a MAP for each MPAN?</i>	Yes – the Supplier has responsibility for ensuring that a MAP is in place for each Metering Point although as detailed above this will not require the “appointment” of a MAP in accordance with other Agents.
<i>Question 4 - Can a Supplier change their MAP?</i>	Yes.
<i>Question 5 – How will the MAP &amp; MAM know each other’s identity?</i>	<p>A role code for MAP needs to be created and for this MAP ID to be included within Market Domain Data (MDD). The MAP ID and the ‘effective from date’ could then be included within the Meter Technical Details (D0150) or through the use of a suitably amended D0148.</p> <p>Scenarios such as where upon a change of agent (MAP) with new MAP taking on ownership of the meter in-situ rather than installing a new meter will also need to be addressed.</p>
<i>Question 6 – Will the DC/DA need to know the identity of the MAP?</i>	No – the identity of the MAP will not be required and the MAM would be in possession of all the relevant metering details

<i>Question 7 – Who will maintain the meter asset register</i>	This is unclear and will vary per organisation as the register may need to be kept by a number of parties (MAP, MAM, Suppliers) and could depend on the commercial arrangements agreed between the parties.
<i>Question 8 – Who will have the obligations for re-certifications and meeting CoP requirements?</i>	The MAM will actually do the work (as per the proposed definition) but the obligations for a certified meter to be in-situ reside with the Supplier who will presumably back them off in their contractual arrangements with their Agents.  In respect of the CoP requirements, the MAP would provide meters that comply with the CoPs (fit for purpose) and MAMs would maintain meters to standards within CoPs.
<i>Question 9 – Will MAPs be parties to the BSC?</i>	Elxon have confirmed that MAPs would not need to be signatories to the BSC.
<i>Question 10 - If the customer owns their meter, are they the MAP</i>	Yes – it may also be necessary to obligate the Supplier to ensure that the customers metering equipment complies with all current requirements and the customer meets all of their obligations. The customer may need to agree to take on the obligations associated with a MAP in their contract with the Supplier.
<i>Question 11 - If the customer appoints their own MAM, do we need to replicate the current MOP rules?</i>	Yes – as with the current Half-Hourly market customers indicate their choice of Agents and Suppliers “appoint” on their behalf.
<i>Question 12 - Who installs the meter? (This is key to the E2E diagrams).</i>	The Licence clearly indicates the MAM (excluding those occasions where meters are installed as part of Emergency Services provision or in Revenue Protection cases).
<i>Question 13 - What is the role of the MAP in relation to PPMIP?</i>	There is no relationship between the MAP and the PPMIP. The MAP has responsibility to the Supplier who in turn needs to ensure that their MAP can provide meters supportable by the PPMIP.
<i>Question 14 - What is the role of the MAP in relation to the Fault Resolution process?</i>	This is unclear at this stage although the MAP’s obligations under the warranty for the meter, including accepting responsibility for the costs associated with the changing and replacement of faulty meters are suggestive of a role to play.

**APPENDIX 2: MODIFICATION PROPOSAL NO:88**

<b>Modification Proposal</b>	<b>MP No: 88</b> <i>(mandatory by BSCCo)</i>
<b>Title of Modification Proposal</b> <i>(mandatory by proposer):</i> Introduction of obligations in relation to SVA Metering, Meter Operator Agents and Equipment Owners.	
<b>Submission Date</b> <i>(mandatory by proposer):</i> 31 May 2002	
<b>Description of Proposed Modification</b> <i>(mandatory by proposer):</i> The role of the SVA Meter Operator Agent in relation to the Equipment Owner should be clarified in the relevant Sections of the BSC to support the changes proposed as a result of the Review of Electricity Metering Arrangements (REMA). This Review was initiated by the Authority, with the aim of discussing changes to promote competition in Non Half Hourly (NHH) metering. The REMA Steering Group and Expert Group, who have been discussing the changes required to MRA documents, propose that the changes to the BSC are in place by February 2003 as this would tie in with the proposed date of implementation of the MRA related changes.	
<b>Description of Issue or Defect that Modification Proposal Seeks to Address</b> <i>(mandatory by proposer):</i> The aim of REMA has been to establish the distinct roles of Meter Asset Provision (MAP) and Meter Asset Maintenance (MAM), thereby promoting competition in these services. MAMs will be appointed by the Supplier and will be responsible for all fieldwork carried out on Metering Equipment, including installation, removal and repair, and will therefore be identical to Meter Operator Agents (MOAs) as currently defined in the BSC. MAPs will be the organisations or individuals ( <i>not</i> Supplier Agents) that provide meters which are fit for purpose (i.e. those that meet the standards of a relevant Code of Practice or Statutory Instrument) for use by MAMs. A key condition of the solution is that MAP will equate to ownership of the meter, and therefore the BSC term 'Equipment Owner' will be equivalent to that of 'MAP'. A MAM can own a meter if it wishes, in which case the relevant organisation would be identified as both the MAP and the MAM for that meter. From a BSC point of view a MAP/MAM split is largely invisible, as the method by which data is submitted into Settlement and the various obligations on Parties and Party Agents would remain the same. However, in order to support the solution described above (and to ensure that no risks are posed to Settlement through misinterpretation of roles), new obligations are proposed affecting the Meter Operator Agents.	

<b>Modification Proposal</b>	<b>MP No: 88</b> <i>(mandatory by BSCCo)</i>
<p>The following conditions have to be met to support a MAP/MAM split:</p> <ul style="list-style-type: none"> <li>• Equipment Owners must know the identity of MOAs responsible for their meters;</li> <li>• MOAs must obtain Equipment Owners’ consent before metering assets are used in Settlement; and</li> <li>• MOAs must notify Equipment Owners if: <ul style="list-style-type: none"> <li>a) a meter is removed,</li> <li>b) the meter is damaged or faulty and requires replacement,</li> <li>c) the meter is nearing the end of its Certification life.</li> </ul> </li> </ul> <p>These new obligations require inclusion in the BSC to provide the necessary governance for MOAs in their role as MAMs.</p> <p>Although the scope of the requirements is focused on the NHH market, equivalent changes are proposed for use in the Half Hourly (HH) market.</p>	
<p><b>Impact on Code</b> <i>(optional by proposer):</i></p> <p>Section K: Classification and Registration of Metering Systems and BM Units – paragraph 2.4 (Registration in SMRS) would require an additional clause (similar to that in K 2.2.4(g)) to ensure that Equipment Owners’ consent has been obtained prior to registration.</p> <p>Section L: Metering – a general clause is required in paragraph 1.2 (Meter Operator Agents) to reflect that MOAs must keep Equipment Owners informed of work performed on their meters.</p> <p>Note that, as the BSC definition of ‘Meter Operator Agent’ is equivalent to that of MAM, the use of ‘MOA’ in the BSC and the Code Subsidiary Documents will remain unchanged.</p>	
<p><b>Impact on Core Industry Documents</b> <i>(optional by proposer):</i></p> <p>There will be impacts on the Master Registration Agreement (MRA) and the Data Transfer Catalogue (DTC). The changes are required to deliver the total solution and for the DTC are attached for completeness.</p>	

<b>Modification Proposal</b>	<b>MP No: 88</b> <i>(mandatory by BSCCo)</i>
<p><b>Impact on BSC Systems and Other Relevant Systems and Processes Used by Parties</b> <i>(optional by proposer):</i></p> <p>The Data Transfer Network (DTN) will be impacted by the alterations to existing data flows.</p> <p>The Market Domain Data Management (MDDM) system will be affected by the introduction of a new Role Code for MAPs; Non Half Hourly Data Aggregator (NHHDA) and Supplier Volume Allocation Agent (SVAA) systems will also be impacted as they are required to load Market Domain Data.</p> <p>Participant systems may be impacted depending on the validation undertaken on Role Codes.</p>	
<p><b>Impact on other Configurable Items</b> <i>(optional by proposer):</i></p> <ol style="list-style-type: none"> <li>1. Party Service Line PSL110 (SVA Meter Operation) will require amendment to include the specific obligations on MOAs.</li> <li>2. The D0150 (Non-Half Hourly Meter Technical Details) and D0268 (Half Hourly Meter Technical Details) data flows in the BSC SVA Data Catalogue will require amendment to include MAP ID amongst the data items.</li> <li>3. BSC SVA Data Catalogue will require alteration to allow a new Market Participant Role Code to identify MAPs. This will allow the MAP ID to be included in Market Domain Data and in doing so will meet the requirements of the solution.</li> </ol> <p>The term 'MAP' is preferred over 'Equipment Owner' in the case of the BSC SVA Data Catalogue as this is the approach that will be used in the MRA DTC, although the two terms are equivalent.</p>	
<p><b>Justification for Proposed Modification with Reference to Applicable BSC Objectives</b> <i>(mandatory by proposer):</i></p> <p>Against the specific scope and requirements provided by OFGEM's review of electricity metering arrangements the proposed changes will, as part of the total solution, better facilitate the Regulator's view of the BSC Objective set out in Paragraph 3 of Condition C3 of the Transmission Licence:</p> <p style="padding-left: 40px;">“c. promoting effective competition in the generation and supply of electricity, and (so far as consistent therewith) promoting such competition in the sale and purchase (as defined in the Transmission Licence) of electricity.”</p> <p>Subject to the introduction of satisfactory commercial arrangements, necessary to protect competition in the retail electricity market the Modification will serve to increase competition in both MAM and MAP, which in turn will benefit Suppliers when procuring MAP/MAM services.</p>	

<b>Modification Proposal</b>	<b>MP No: 88</b> <i>(mandatory by BSCCo)</i>
<b>Details of Proposer:</b>	
<b>Name:</b> Katherine Bergin	
<b>Organisation:</b> Scottish and Southern Energy	
<b>Telephone Number:</b> 07767 850949	
<b>Email Address:</b> <a href="mailto:katherine.bergin@scottish-southern.co.uk">katherine.bergin@scottish-southern.co.uk</a>	
<b>Details of Proposer's Representative:</b>	
<b>Name:</b> Mark Knight	
<b>Organisation:</b> Scottish and Southern Energy (REMA Expert Group)	
<b>Telephone Number:</b> 023 92 494910	
<b>Email Address:</b> <a href="mailto:mark.knight@scottish-southern.co.uk">mark.knight@scottish-southern.co.uk</a>	
<b>Details of Representative's Alternate:</b>	
<b>Name:</b> Samantha Cannons	
<b>Organisation:</b> Scottish and Southern Energy	
<b>Telephone Number:</b> 02392 494685	
<b>Email Address:</b> <a href="mailto:sam.cannons@scottish-southern.co.uk">sam.cannons@scottish-southern.co.uk</a>	
<b>Attachments:</b> <b>Yes</b>	
<ol style="list-style-type: none"> <li>1. REMA Expert Group Recommendations,</li> <li>2. MRA CP108,</li> <li>3. MRA DTC CPs 3139 and 3140.</li> </ol>	

### **APPENDIX 3: REMA TERMS OF REFERENCE**

<b>Review of Electricity Metering Arrangements (REMA) Expert Group</b>
<b>Terms Of Reference</b>

#### **BACKGROUND**

The REMA Steering Group has been set up on behalf of the industry tasked with facilitating the completion of the REMA project in accordance with the agreed Terms of Reference and Project Plan. In progressing the plan, the Steering Group has identified a need to set up an expert group, under MEC/MDB governance to identify and progress the changes that are required to the industry retail baseline to support the introduction of Meter Asset Provision (MAP)/Meter Asset Maintenance (MAM) split. The Steering Group have asked MRASCo to facilitate this group on behalf of the industry .

#### **OBJECTIVE**

The objective of the REMA Expert Group is to:

- To progress industry solutions to support the introduction of effective metering competition in line with Ofgems strategy for Metering in Gas and Electricity, including the split of MAP and MAM;
- Identify the impact of the Recommendations made by the Steering Group on the industry retail baseline;
- Develop process diagrams for the interaction between MAP, MAM and other Participants. To consider:
  - a) Change of Agent ;
  - b) Change of Supply;
  - c) MAM and MAP processes;
  - d) Meter Asset Transfer Processes (sales/lease);
  - e) Routine and periodic changes for Certification purposes;
  - f) New Connections;
  - g) Emergency services
  - h) All other metering processes
- Raise appropriate change proposals to industry retail baseline products and identify Party sponsors for the changes;
- Identify key dependencies with other governance arrangements.
- Identify the proposed design.

## SCOPE

The scope of the expert group will be limited to the impact of REMA on MRASCo products but identify areas of possible impact on other industry participants.

## DELIVERABLES

- A Paper to MDB outlining the impact of the REMA Recommendations on the MRASCo product set to include an introduction to the proposed design;
- A monthly report to subsequent MDBs;
- A set of process diagrams outlining the interaction between all Market Participants and how these diagrams fit into the hierarchy of the current End to End diagrams;

Any change proposals identified for consideration at MDB on 27<sup>th</sup> June 2002 detailing the required changes to the MRASCo products.

## TIMESCALES FOR DELIVERABLES

The Expert Group shall undertake the following:

February 2002 – May 2002	<p>Agree Expert Group Terms of Reference.</p> <p>Review responses to technical questions.</p> <p>Change of Agent (COA) processes</p> <p>Change of Supply (CoS) processes</p> <p>MAP and MAM processes (pre- and post- separation)</p> <p>Meter Asset Transfer (MATS) processes</p> <p>All other Metering Processes</p> <p>e.g. New Connections, Emergency Services.</p>
June 2002	Produce final package of changes to MDB/MEC for industry consideration and approval

Any changes identified to the industry baseline need to be agreed by 27<sup>th</sup> June 2002 and shall be submitted as a package to the MDB for approval.

## REPORTING

The Expert Group shall maintain effective communication with the REMA Steering Group and MDB.

## DEPENDENCIES

Delivery of the Requirement specifications from the REMA Steering Group.



## **MEMBERSHIP**

Representatives from the following groups:

- MRASCo as Chair, analytical support and administrative support
- Industry parties impacted by REMA (e.g. Distribution, Suppliers, Service Providers, Settlements, agents);
- OFGEM

**APPENDIX 4: MAP/MAM SPLIT – SIMPLEST APPROACH FOR THE INDUSTRY**

**– WHAT IS THE SIMPLEST APPROACH FOR THE INDUSTRY**

# **MAP/MAM Split**

What is the simplest approach for the industry?

REMA Steering Group - 12th February 2002

# Key Criteria

- Minimum change to MRASCo E2E processes
- Minimum change to DTC Data flows
- Minimal cost and disruption to all industry participants

## Some Simple Principles that Enable Change to be Minimised

- **MOP in the current baseline becomes MAM, thus**
  - all those participants who are currently advised of the MOP ID will know the MAM ID
  - current flows sent to the MOP will go to the MAM
  
- **Other than the MAM, the only players who need to know the identity of the MAP are:**
  - the Supplier (and only for continuation of Host PES MOP invoicing)
  - the Distributor (in SFIC role)
  
- **All communication with the MAP is via the MAM**
  
- **MAP is not subject to explicit appointment/de-appointment**
  
- **The MAP is a special case and is not an agent in the normal sense (like DR in the DC split to DR and DP, where the DR only enters the E2Es via the DP)**

## If these principles are adopted, then.....

- **the only change that is required to current DTC flows is to the D0150**
  - addition of the MAP ID + Effective Date for each metering asset
  
- **plus some new flows (DTC and/or commercial) between the MAM and the MAP to -**
  - handle the provision and return of meters
  - advise the MAP when his meters have been installed/removed (to enable correct Supplier invoicing)
  - advise the MAP of the new MAM identity
  - enable the MAM to potentially enter into lease/hire/purchase of meters from the MAP

*These are only needed where the MAM and MAP are different entities.*

- **In the case of customer gain:**
  - there is also a requirement to inform the MAP of the identity of the new supplier. *This could be done by the MAM, at the same time as the MAP is advised of the MAM identity.*

## Handling MAP

### MAP is a ‘Deemed’ Appointment

- **It makes no sense to appoint/de-appoint a MAP because:**
  - MAPness can only be acquired/lost through a meter exchange or sale of a meter
  - appointment/de-appointment can only sensibly be done retrospectively, following a meter exchange
  - if we make MAP appointments/de-appointments in advance of the meter being exchanged, we would have to issue amendments to the effective dates once we were informed of the meter exchange
  
- **On Change of Agent**
  - the D0151 de-appoints the MOP as MAM
  - it should not be necessary to state this explicitly; as his meter is still in place he clearly still retains MAP
  - the MOP can determine whether a change of supplier is involved based on the source of the D0170 (if CoS, it comes from the new MAM; if no CoS, it comes from the Supplier)
  
- **MAP as a ‘deemed’ appointment has worked successfully in the half-hourly market since 1994**
  
- **If the industry decides that MAPs must be explicitly appointed/de-appointed, it raises a number of complications and leads to extensive DTC change**

## **Acquiring MAP**

- **When a new MO (as MAM) replaces the meter, he will need to:**
  - inform the old MO (current MAP) - new flow
  - return or make available the removed meter to the old MO
  - inform the Supplier, the DC and the Distributor (via the modified D0150)
  
- **The Supplier then informs MPAS of the metering change (but not the MAP ID), via the D0205**
  
- **A formal de-appointment flow to the old MOP as MAP, and an appointment flow to the new MO as MAP, add nothing and only serve to introduce complexity and delay!**

**Formal MAP Appointment and treating the MAP as a bona fide agent, like DC or DA, would result in extensive changes to the DTC flows:**

➤ **Formal Appointment and De-Appointment**

- changes to the D0155, D0011, D0261 and D0151, or new D flows

➤ **Formal Registration in MPAS**

- changes to MPAS (notoriously long to implement), D0055, D0057, D0203 and D0205, or new D flows

➤ **Formal notification to other Agents**

- changes to D0148, involving different scenarios for CoS, CoA, CoA coincident with CoS, CoMC, CoMC coincident with CoS, New Connections, or new D flows

➤ **Such significant changes are likely to require a re-test and re-accreditation of the Supplier Hub by Elexon and MRASCo**

**Some other issues that would need to be considered include:**

➤ **At what point should appointment/de-appointment flows for MAP be sent?**

- if sent in advance of meter replacement, they will need to be sent again if the date of meter replacement is not the same as the effective date on the original flow

➤ **The number of D0155s & D0151s being generated, transmitted and processed will more than double**



## Way Forward:

➤ **REMA Steering Group**

- Respond to questions from MRASCo working group questions.

➤ **Industry Expert Group**

- REMA representative to present to Industry Expert Group w/c 18th February;
- Additional Process Diagrams to support Change of Agent (CoA);
  - MAM
  - MAP

➤ **REMA Steering Group - 5th March**

- Change of Supply
- MAM and MAP Processes
- Meter Asset Transfer Processes

➤ **Feed into Industry Expert Group (March - April)**

➤ **MDB - 27th June 2002**

**APPENDIX 5: INDUSTRY EXPERT GROUP PROPOSED CHANGES****MRA Data Transfer Catalogue (DTC) Change Proposal Form**

<b>YOUR REFERENCE</b>		<b>DTC CP NUMBER</b> (assigned by MRASCo)	<b>3139</b>
<b>ORIGINATOR</b> (MRASCo Change Administrator)		<b>SPONSOR APPROVAL</b> (Contract Manager)	
Originator name:	Ian Hickinbotham on behalf of REMA Expert Group	Name:	Bill Gunshon
Company:	MRASCo	Company:	Npower
Telephone number:	020 7090 1023	Telephone number:	
Fax number:		Signature:	
Date:	29 <sup>th</sup> May 2002	Date:	30 <sup>th</sup> May 2002
<b>CHANGE PROPOSAL TITLE</b>			
<b>Amend data flow D0150 to provide the identity of the Meter Asset Provider when meters are installed or removed. Add new data item for Meter Asset Provider Id and corresponding update to Annex A.</b>			
<b>DESCRIPTION OF CHANGE</b>			
<p>Amend the D0150 Dataflow (Non Half Hourly Meter Technical Details) to replace the existing Null Data Item "Outstation Id" (J0428) contained in Group 290, with the Mandatory Data Item "Meter Asset Provider Id" (Jxxxx) and add Mandatory Data Item "Meter Asset Provider Id" (Jxxxx) to Group 08A in order to enable Suppliers, Distribution Businesses and Meter Operators to accurately identify the Meter Asset Provider (owner).</p> <p>Add new data item Jxxxx – Meter Asset Provider Id. A parallel change is being progressed by Elexon to provide a new market participant role code for MAP id in MDD.</p> <p>Amend DTC Annex A to include Meter Asset Provider.</p> <p>The changes to the flow are marked against how the flow will look when DTC CP 3128 is implemented in the catalogue (agreed at a previous MDB)</p>			
<b>Attachments Supplied?</b>	<input checked="" type="checkbox"/>		
<b>BUSINESS JUSTIFICATION FOR CHANGE</b>			
<p>This change proposal is an output of the REMA Expert Group and the justification for the change and supporting information is contained in the document within this change pack entitled 'Recommendations to address the removal of Asset Provision from MOP Services'.</p>			
<b>IMPACT ASSESSMENT</b> (Guidelines for suggesting implementation dates: 6 months min for changes impacting systems and software; 4 months min for changes impacting operational procedures; or 2 months min for changes to documentation only).			
<b>Big Bang</b> (This is the default implementation method. Participants to implement change <u>on</u> the Implementation Date)	Implementation Date (NB MDNS Upgrades occur in May, August, November, February)	February 2003 DTC release	

<b>Optional</b> (Participants can implement at any time <u>from</u> the Implementation Date, as agreed between parties)	Implementation Date	
<b>Parallel Test</b> (Participants to <u>test from</u> Parallel Test Start Date as agreed between parties. Participants to implement change <u>on</u> Implementation Date. Please note that if Parallel Testing using a new Flow Version Number is Proposed, this CP needs to be accompanied by another CP to remove the old version number of the Flow.)	Parallel Test Start Date	
	Parallel Test End Date (Implementation Date default is 3 months after the Parallel Test Start Date)	
	Value of Test Flag (only to be completed if a specific test flag is required)	
Identify any organisations impacted or associated changes required.	Meter Operators Distributors NHH Data Collectors Suppliers	
<b>REFERENCE TO DATA TRANSFER CATALOGUE</b>		
Catalogue version number:	7.1	
* Data Flow reference & Version Number:	D0150	
* Domain Name:		
* Data Item reference number :		
*Associated References:	DTC CP 3128	

**Please return the completed form to Alexis Nelson at Service Management  
Fax Number: 020 7090 1025 or Email Address: alexis.nelson@mrasco.co.uk**

**DTC Annex A*****Data Transfer Participant Role***

A11 This entity describes the types of party within the electricity industry who may be responsible as the source or recipient of an information flow. At the time of printing, common industry definitions of the data transfer participant roles have been determined.

<b>Attribute</b>	<b>Description</b>
Market Participant role code	An indicator used to identify the role of the market participant.
Market Participant role name	The name of the market participant role.
Market participant role description	The description of the market participant role.

<b>Market Participant Role Name</b>	<b>Market Participant role Description</b>
Distributor	Distribution <span style="float: right;">Business</span> (BSC Terminology = Distribution System Operator)
EASL	Electricity Association Services Ltd.
GA Agent	Generation Allocation Agent
Generator (Scotland)	A person generating under licence in Scotland
Grid Control	The Grid Control of the appropriate Scottish Company
Grid Operator	Grid Operator
HHDA	Half Hourly Data Aggregator
HHDC	Half Hourly Data Collector
IARA	Initial Allocation and Reconciliation Agent
IARA (DPP)	Initial Allocation and Reconciliation Agent (Daily Profile Production)
ISRA	Initial Settlement and Reconciliation Agent
MDDA	Market Domain Data Agent
MAP	Meter Asset Provider
MOP	Meter Operator
MPAS	Metering Point Administration Service
MPAS Agent	Metering Point Administration Service Agent (BSC Terminology = Supplier Meter Registration Agent – SMRA)
NHHDA	Non Half Hourly Data Aggregator
NHHDC	Non Half Hourly Data Collector
NHHDR	Non Half Hourly Data Retriever
PPMIP	Prepayment Meter Infrastructure Provider
RPS	Revenue Protection Service
Scottish Company	Scottish Company

SDP Operator	Systems Data Provision Operator within each Scottish Company
SFIC	System Fault Information Centre
Supplier	Supply Business
Supplier (Scotland)	Supply Business
SVAA	Supplier Volume Allocation Agent

Changed Marked Against DTCCP 3128**Flow Reference:** D0150**Version Number:** 001      **Status** Operational**Flow Name:** Non Half-hourly Meter Technical Details**Flow Description:** Meter technical details for Non Half-hourly.**Flow Ownership:** MRA

<b>From</b>	<b>To</b>	<b>Version</b>
Distributor	MOP	3.1
MOP	Distributor	2.0
MOP	MOP	2.0
MOP	NHHDC	2.0
MOP	Supplier	2.0

**Data Items:**

<b>Reference</b>	<b>Item Name</b>
J0476	Associated Meter Id
J0477	Associated Meter Register Id
J0462	Certification Date
J0463	Certification Expiry Date
J0382	Channel Number
J0385	Communications Address
J0386	Communications Method
J0454	CT Ratio
J0848	Date of Meter Installation
J1269	Date of Meter Removal
J1254	Effective from Settlement Date {MSMTD}
J1268	Effective From Settlement Date {MSNSFC}
J0300	Effective from Settlement Date {SCON}
J0080	Energisation Status
J0408	Main/Check Indicator
J0480	Maintenance Date
J0410	Manufacturers Make & Type
J0082	Measurement Class Id
J0103	Measurement Quantity Id
J****	Meter Asset Provider Id
J0418	Meter COP
J0461	Meter COP Dispensation
J0501	Meter Current Rating
J0004	Meter Id (Serial Number)
J0419	Meter Location
J0010	Meter Register Id

J0475	Meter Register Multiplier
J0474	Meter Register Type
J0483	Meter Type
J1267	Metering System Non Settlement Functionality Code
J0003	MPAN Core
J0008	Nature of Maintenance
J0478	Number of Register Digits
J0465	Outstation COP
J0467	Outstation COP Dispensation
J0468	Outstation Encryption Key
J0469	Outstation Number of Channels
J0470	Outstation Password A
J0464	Outstation PIN
J0471	Outstation Type
J0432	Pulse Multiplier
J0098	Retrieval Method
J0722	Retrieval Method Effective Date
J0076	Standard Settlement Configuration Id
J0134	Tele-Switch/Clock Indicator
J0716	Timing Device Id (Serial Number)
J0455	VT Ratio

**Flow Structure:**

Group	Group Description .	Range	Condition	1	2	3	4	5	6	7	8	Item Name ...
288	MPAN Cores	1-*		G								
					1							MPAN Core
					1							Effective from Settlement Date {MSMTD}
					N							Measurement Class Id
					1							Energisation Status
289	SSCs	1	If meter at metering point		G							
						1						Standard Settlement Configuration Id
						1						Effective from Settlement Date {SCON}
						O						Metering System Non Settlement Functionality Code
						O						Effective From Settlement Date {MSNSFC}
762	Metering Point Maintenance History	0-1			G							
						1						Maintenance Date
						1						Nature of Maintenance
290	Meter/Retrieval Method Details	1-*	If meter at metering point		G							
						1						Meter Id (Serial Number)
						N						Meter COP
						N						Meter COP Dispensation
						1						Meter Current Rating
						1						Meter Location

						1											Manufacturers Make & Type
						1											Meter Asset Provider Id
						N											Communications Address
						N											Communications Method
						N											Outstation PIN
						N											Outstation COP
						N											Outstation COP Dispensation
						N											Outstation Encryption
						N											Outstation Number of Channels
						N											Outstation Password A
						N											Outstation Type
						O											VT Ratio
						1											Meter Type
						O											Date of Meter Installation
						O											Certification Date
						O											Certification Expiry Date
						O											Timing Device Id (Serial Number)
						N											Tele-Switch/Clock Indicator

Group	Group Description .	Range	Condition	1	2	3	4	5	6	7	8	Item Name ...
						1						Retrieval Method
						1						Retrieval Method Effective Date
291	CT Ratio		1 If NOT whole current meter			G						
							1					CT Ratio
293	Meter Register Details	1-*				G						
							1					Meter Register Id
							1					Meter Register Type
							1					Measurement Quantity Id
							1					Meter Register Multiplier
							N					Main/Check Indicator
							1					Number of Register Digits
							N					Associated Meter Id
							N					Associated Meter Register
295	Meter Channels	0-*	If Half Hourly Meters			G						
							N					Channel Number
							N					Measurement Quantity Id
							N					Pulse Multiplier
296	Metering System Maintenance History	0-*				G						
							1					Maintenance Date
							1					Nature of Maintenance
08A	Meters Removed	0-*				G						
							1					Meter Id (Serial Number)
							1					Date of Meter Removal





Catalogue release change takes effect	CP No.	Brief description of the change and its reason
Version 4.0	2610	Data item 'Tele Switch/Clock Indicator' has been made 'null' in group 290.
Version 4.0	2611	Data item 'Main/Check Indicator' has been made 'null' in group 293.
Version 4.0	2614	Data items 'Associated Meter Id' and 'Associated Meter Register Id' have been made 'null' in group 293.
Version 4.0	2616	Data item 'Commissioning Required' removed from group 290.
Version 4.0	2617	Add data item 'Effective from Settlement Date {MSNSFC}' to group 289 as per CR 2849.
Version 4.0	2619	Group 08A added as a child of group 288 as per CR 2849.
Version 4.0	2697	Flow occurrence from MOP to Distributor (Scotland) removed.
Version 4.0	2739	Data Item 'Date of Meter Removal' removed from group 290 and group 290 range changed to
Version 4.0	2747	Flow occurrence from MOP to Generator (Scotland) removed.
Version 4.0	2849	Flow notes changed.
Version 4.2	2917	Data Item 'Effective from Settlement Date {MSMC}' replaced by 'Effective from Settlement Date {MSMTD}' and made mandatory.
Version 6.2	3103	Removed 'Does not apply to ERS' from Notes
Version 7.0	3083	Condition 'If meter at metering point' added to Group 289 and 290. Range of Group 762 changed from 0* to 0-1. Range of Group 290 changed from 0 to 1-*. Data Items J0382, J0103 and J0432 made null in Group 295.
Version 7.0	3093	Original Notes removed and Notes 'See Annex C for Flow Notes' added.

New Data Item

<b>Item Name:</b>	<b>Meter Asset Provider Id</b>
<b>Item Reference:</b>	JXXXX
<b>Item Ownership:</b>	BSC
<b>Item Description:</b>	<p>The unique market-wide reference for a provider of metering equipment.</p> <p>This is an alias of 'Market Participant Id' (J0002). See 'Market Participant Id' (J0002) for data item attributes.</p>

## MRA Data Transfer Catalogue (DTC) Change Proposal Form

<b>YOUR REFERENCE</b>		<b>DTC CP NUMBER</b> (assigned by MRASCo)	<b>3140</b>
<b>ORIGINATOR</b> (MRASCo Change Administrator)		<b>SPONSOR APPROVAL</b> (Contract Manager)	
Originator name:	Ian Hickinbotham on behalf of REMA Expert Group	Name:	Bill Gunshon
Company:	MRASCo	Company:	Npower
Telephone number:	020 7090 1023	Telephone number:	
Fax number:		Signature:	
Date:	29 <sup>th</sup> May 2002	Date:	30 <sup>th</sup> May 2002
<b>CHANGE PROPOSAL TITLE</b>			
<b>Amend data flow D0268 to provide the identity of the Meter Asset Provider when meters are installed or removed.</b>			
<b>DESCRIPTION OF CHANGE</b>			
Amend the D0268 Dataflow (Half Hourly Meter Technical Details) add Mandatory Data Item "Meter Asset Provider Id" (Jxxxx) to both the Meter Details (03A) and Meters Removed (xxx) group in order to enable Suppliers, Distribution Businesses and Meter Operators to accurately identify the Meter Asset Provider (owner).			
Please note that this change proposal is against previously agreed DTC CPs 3131, 3132, 3133, 3135			
<b>Attachments Supplied?</b>	<input checked="" type="checkbox"/>		
<b>BUSINESS JUSTIFICATION FOR CHANGE</b>			
This change proposal is an output of the REMA Expert Group and the justification for the change and supporting information is contained in the document within this change pack entitled 'Recommendations to address the removal of Asset Provision from MOP Services'			
<b>IMPACT ASSESSMENT</b> (Guidelines for suggesting implementation dates: 6 months min for changes impacting systems and software; 4 months min for changes impacting operational procedures; or 2 months min for changes to documentation only).			
<b>Big Bang</b> (This is the default implementation method. Participants to implement change <u>on</u> the Implementation Date)	Implementation Date (NB MDNS Upgrades occur in May, August, November, February)	February 2003 DTC release	
<b>Optional</b> (Participants can implement at any time <u>from</u> the Implementation Date, as agreed between parties)	Implementation Date		

<b>Parallel Test</b> (Participants to <u>test from</u> Parallel Test Start Date as agreed between parties. Participants to implement change <u>on</u> Implementation Date. Please note that if Parallel Testing using a new Flow Version Number is Proposed, this CP needs to be accompanied by another CP to remove the old version number of the Flow.)	Parallel Test Start Date	
	Parallel Test End Date (Implementation Date default is 3 months after the Parallel Test Start Date)	
	Value of Test Flag (only to be completed if a specific test flag is required)	
Identify any organisations impacted or associated changes required.	Meter Operators Distributors HH Data Collectors Suppliers Generator (Scotland)	
<b>REFERENCE TO DATA TRANSFER CATALOGUE</b>		
Catalogue version number:	7.1	
* Data Flow reference & Version Number:	D0268	
* Domain Name:		
* Data Item reference number :		
*Associated References:		

**Please return the completed form to Alexis Nelson at Service Management  
Fax Number: 020 7090 1001 or Email Address: alexis.nelson@mrasco.co.uk**

Changed Marked against DTCPs 3131, 3132/3133 & 3135**Flow Reference:** D0268**Version Number:** 001      **Status** Operational**Flow Name:** Half Hourly Meter Technical Details**Flow Description:** Half Hourly Meter Technical Details are transferred when there is a change in equipment, configuration or upon change of Agent.**Flow Ownership:** MRA

From	To	Version
MOP	Distributor	3.2
MOP	Generator (Scotland)	4.0
MOP	HHDC	3.2
MOP	MOP	3.2
MOP	Supplier	3.2

**Data Items:**

Reference	Item Name
J0476	Associated Meter Id
J0477	Associated Meter Register Id
J1260	Baud Rate
J0382	Channel Number
J0385	Communications Address
J0386	Communications Method
J****	Complex Site Indicator
J0454	CT Ratio
J1269	Date of Meter Removal
J0307	Effective from Settlement Date {MSMC}
J1254	Effective from Settlement Date {MSMTD}
J0080	Energisation Status
J0410	Manufacturers Make & Type
J0082	Measurement Class Id
J0103	Measurement Quantity Id
Jxxxx	Meter Asset Provider Id
J0418	Meter COP
J0501	Meter Current Rating
J1025	Meter Equipment/Service Location
J0004	Meter Id (Serial Number)
J0010	Meter Register Id
J0475	Meter Register Multiplier
J0003	MPAN Core
J0427	Number of Phases
J0478	Number of Register Digits
J0428	Outstation Id
J0469	Outstation Number of Channels
J1256	Outstation Number of Dials
J0470	Outstation Password A
J1257	Outstation Password B

Reference	Item Name
J1258	Outstation Password C
J0464	Outstation PIN
J0471	Outstation Type
J1261	Previous MPAN Core
J1262	Previous Outstation Id
J0432	Pulse Multiplier
J1255	System Voltage
J0455	VT Ratio

**Flow Structure:**

Group	Group Description	Range	Condition	L1	L2	L3	L4	L5	L6	L7	L8	Item Name
01A	MPAN Cores	1-*		G								
					1							MPAN Core
					1							Effective from Settlement Date {MSMTD}
					1							Measurement Class Id
					1							Effective from Settlement Date {MSMC}
					1							Energisation Status
					1							Meter COP
					1							Complex Site Indicator
					O							Meter Equipment/Service Location
					O							VT Ratio
					O							CT Ratio
					1							System Voltage
					1							Number of Phases
02A	Outstation Details	1-*	If Meter at metering point	G								
						1						Outstation Id
						1						Outstation Type
						1						Outstation Number of Channels
						1						Outstation Number of Dials
						O						Outstation PIN
						O						Outstation Password A
						O						Outstation Password B
						O						Outstation Password C
						1						Communications Method
						O						Communications Address
						O						Baud Rate
						O						Previous MPAN Core
						O						Previous Outstation Id
03A	Meter Details	1-*	If Meter at metering point	G								
						1						Meter Id (Serial Number)
						O						Manufacturers Make & Type
						O						Meter Current Rating
						1						Meter Asset Provider Id
04A	Meter Register Details	1-*		G								
							1					Meter Register Id
							1					Outstation Id
							1					Channel Number

Group	Group Description	Range	Condition	L1	L2	L3	L4	L5	L6	L7	L8	Item Name
							1					Pulse Multiplier
							1					Meter Register Multiplier
							1					Measurement Quantity Id
							1					Number of Register Digits
							O					Associated Meter Id
							O					Associated Meter Register Id
***	Meters Removed	O -*			G							
							1					Meter Id (Serial Number)
							1					Date of Meter Removal
							1					Meter Asset Provider Id

<b>Notes:</b>	<p>Manufacturers Make &amp; Type optional as Outstation Type is coded.          Meter Current Rating must be provided only for a whole current meter.          CT Ratio must be provided only for CT meters.          Meters which are removed will be included in Group ***, and are only sent in response to their removal (i.e. the removal of a meter is only notified once).</p>
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**Version History:**

Catalogue release change takes effect	CP No.	Brief description of the change and its reason
Version 3.2	2314	New flow created.
Version 4.0	2741	Flow occurrence from MOP to Generator (Scotland) added.
Version *.*	3131	Mandatory Data Item Complex Site Indicator (J****) added to Group 01A
Version *.*	3132	Data Item Communications Method (J0386) made mandatory in Group 02A
Version *.*	3135	Condition added to Group 02A and 03A. Group *** added as a child of Group 01A. Notes added regarding Meter Removal.
Version *.*	****	Meter Asset Provider Id added to



**MRA Data Transfer Catalogue (DTC) Change Proposal Form**

<b>YOUR REFERENCE</b>		<b>DTC CP NUMBER</b> (assigned by MRASCo)	<b>3141</b>
<b>ORIGINATOR</b> (MRASCo Change Administrator)		<b>SPONSOR APPROVAL</b> (Contract Manager)	
Originator name:	Ian Hickinbotham on behalf of REMA Expert Group	Name:	Bill Gunshon
Company:	MRASCo	Company:	Npower
Telephone number:	020 7090 1023	Telephone number:	
Fax number:		Signature:	
Date:	29 <sup>th</sup> May 2002	Date:	30 <sup>th</sup> May 2002
<b>CHANGE PROPOSAL TITLE</b>			
<b>Add a new data flow to the DTC, “Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP”.</b>			
<b>DESCRIPTION OF CHANGE</b>			
<p>Introduce a new data flow between a Meter Operator (MOP) and Meter Asset Provider (MAP) to enable the MOP to advise the MAP of (a) Identity of the MOP responsible for a piece of metering equipment, (b) Identity of the Supplier for that metering point and (c) the date that the metering equipment was installed or removed from the site.</p> <p>Add two new data items “Associated Equipment Type” and “Associated Equipment Serial Number” to cater for metering equipment currently not contained in the D0150/D0268 and new devices which may arise as the result of new metering technology such as automatic meter reading devices. The valid set for these 2 new data items will be defined at a later date.</p>			
<b>Attachments Supplied?</b>	<input checked="" type="checkbox"/>		
<b>BUSINESS JUSTIFICATION FOR CHANGE</b>			
This change proposal is an output of the REMA Expert Group and the justification for the change and supporting information is contained in the document within this change pack entitled ‘Recommendations to address the removal of Asset Provision from MOP Services’.			
<b>IMPACT ASSESSMENT</b> (Guidelines for suggesting implementation dates: 6 months min for changes impacting systems and software; 4 months min for changes impacting operational procedures; or 2 months min for changes to documentation only).			
<b>Big Bang</b> (This is the default implementation method. Participants to implement change <u>on</u> the Implementation Date)	Implementation Date (NB MDNS Upgrades occur in May, August, November, February)	February 2003 DTC release	
<b>Optional</b> (Participants can implement at any time <u>from</u> the Implementation Date, as agreed between parties)	Implementation Date		

<b>Parallel Test</b> (Participants to <u>test from</u> Parallel Test Start Date as agreed between parties. Participants to implement change <u>on</u> Implementation Date. Please note that if Parallel Testing using a new Flow Version Number is Proposed, this CP needs to be accompanied by another CP to remove the old version number of the Flow.)	Parallel Test Start Date	
	Parallel Test End Date (Implementation Date default is 3 months after the Parallel Test Start Date)	
	Value of Test Flag (only to be completed if a specific test flag is required)	
Identify any organisations impacted or associated changes required.	Meter Operators Distributors (License Condition 36B) Meter Asset Providers	
<b>REFERENCE TO DATA TRANSFER CATALOGUE</b>		
Catalogue version number:	7.1	
* Data Flow reference & Version Number:		
* Domain Name:		
* Data Item reference number :		
*Associated References:		

**Please return the completed form to Alexis Nelson at Service Management  
Fax Number: 020 7090 1025 or Email Address: alexis.nelson@mrasco.co.uk**

New Flow**DXXX1**

<b>Flow Name:</b>	<b>Notification of Meter Operator, Supplier and Metering Assets installed/removed by the MOP to the MAP</b>		
<b>Flow Description:</b>	This is a notification to the MAP of the Mop, Supplier and Meter Assets		
<b>Flow Ownership:</b>	MRA		
<b>From</b>	<b>To</b>	<b>Version</b>	
MOP	MAP	X.X	

**Data Items:**

Reference	Item Name
J0012	Additional Information
Jxxxx	Associated Equipment Serial Number
Jxxxx	Associated Equipment Type
J0048	Contract Reference
J0848	Date of Meter Installation
J1269	Date of Meter Removal
J0210	Effective from Date {MOA}
J0049	Effective from Settlement Date {REGI}
J0360	Effective to Date {MOA}
J0410	Manufacturers Make & Type
J0004	Meter Id (Serial Number)
J0178	Meter Operator Id
J1036	Metering Point Address Line 1
J1037	Metering Point Address Line 2
J1038	Metering Point Address Line 3
J1039	Metering Point Address Line 4
J1040	Metering Point Address Line 5
J1041	Metering Point Address Line 6
J1042	Metering Point Address Line 7
J1043	Metering Point Address Line 8
J1044	Metering Point Address Line 9
J0263	Metering Point Postcode
J0003	MPAN Core
J0275	Service Level Reference
J0274	Service Reference
J0084	Supplier Id
J0716	Timing Device Id (Serial Number)

**Flow Structure:**

Group	Group Description	Range	Condition	L1	L2	L3	L4	L5	L6	L7	L8	Item Name
xxx	Meter Operator Details	1	If Commencement of Meter Operator	G								
					1							Meter Operator Id
					1							Effective from Date {MOA}
xxx	Meter Operator Details	1	If Termination of Meter Operator	G								
					1							Meter Operator Id
					1							Effective to Date {MOA}
Xxx	MPAN Cores	1-*			G							
						1						MPAN Core
						0						Metering Point Address Line 1
						0						Metering Point Address Line 2
						0						Metering Point Address Line 3
						0						Metering Point Address Line 4
						0						Metering Point Address Line 5
						0						Metering Point Address Line 6
						0						Metering Point Address Line 7
						0						Metering Point Address Line 8
						0						Metering Point Address Line 9
						0						Metering Point Postcode
						0						Additional Information
						1						Supplier Id
						1						Effective from Settlement Date {REGI}
						0						Contract Reference
						0						Service Reference
						0						Service Level Reference
xxx	Meter Details	1-*				G						
							1					Meter Id (Serial Number)
							1					Manufacturers Make & Type
							0					Timing Device Id
xxx	Associated Equipment Details	0-*					G					
								1				Associated Equipment Type
								1				Associated Equipment Serial Number
xxx	Installation Date	0-1	If Meter Installed					G				
									1			Date of Meter Installation
xxx	Removal Date	0-1	If Meter Removed						G			
										1		Date of Meter Removal

<b>Notes:</b>	The optionality of the MPAN Address will be determined by the MAP in the bilateral agreement between the MAP and MOP or the agreement between the MAP and the supplier as appropriate in the circumstances.
---------------	---

Catalogue release change takes effect	CP No.	Brief description of the change and its reason
*.*	****	Data Flow Created

New Data Items

<b>Item Name:</b>	<b>Associated Equipment Type</b>
<b>Item Reference:</b>	Jxxxx
<b>Item Ownership:</b>	MRA
<b>Item Description:</b>	An identifier for the type of associated equipment.
<b>Units:</b>	None
<b>Valid Set:</b>	
<b>Validation:</b>	As Valid Set
<b>Domain:</b>	String
<b>Logical Format:</b>	
<b>Physical Length:</b>	
<b>Notes:</b>	

<b>Item Name:</b>	<b>Associated Equipment Serial Number</b>
<b>Item Reference:</b>	Jxxxx
<b>Item Ownership:</b>	MRA
<b>Item Description:</b>	The serial number that identifies the associated and / or ancillary working equipment.
<b>Units:</b>	None
<b>Valid Set:</b>	
<b>Validation:</b>	As Valid Set
<b>Domain:</b>	String
<b>Logical Format:</b>	
<b>Physical Length:</b>	
<b>Notes:</b>	

## MRA Data Transfer Catalogue (DTC) Change Proposal Form

<b>YOUR REFERENCE</b>		<b>DTC CP NUMBER</b> (assigned by MRASCo)	<b>3142</b>
<b>ORIGINATOR</b> (MRASCo Change Administrator)		<b>SPONSOR APPROVAL</b> (Contract Manager)	
Originator name:	Ian Hickinbotham on behalf of REMA Expert Group	Name:	Bill Gunshon
Company:	MRASCo	Company:	Npower
Telephone number:	020 7090 1023	Telephone number:	
Fax number:		Signature:	
Date:	29 <sup>th</sup> May 2002	Date:	30 <sup>th</sup> May 2002
<b>CHANGE PROPOSAL TITLE</b>			
<b>Add a new data flow to the DTC, “Notification of Meter Asset Provider” which will be sent from a Meter Asset Provider (MAP) to a Meter Operator (MOP).</b>			
<b>DESCRIPTION OF CHANGE</b>			
Introduce a new data flow between a Meter Asset Provider (MAP) and a Meter Operator (MOP) to enable the Old MAP to notify the incumbent MOP that the Asset has been sold and the identity of the New MAP providing a piece of metering equipment.			
Add new data item “Effective from Date {MAPA}” to allow the Old MAP to advise the MOP of the date on which the New MAP becomes the provider of that metering.			
<b>Attachments Supplied?</b>	<input checked="" type="checkbox"/>		
<b>BUSINESS JUSTIFICATION FOR CHANGE</b>			
This change proposal is an output of the REMA Expert Group and the justification for the change and supporting information is contained in the document within this change pack entitled ‘Recommendations to address the removal of Asset Provision from MOP Services’.			
<b>IMPACT ASSESSMENT</b> (Guidelines for suggesting implementation dates: 6 months min for changes impacting systems and software; 4 months min for changes impacting operational procedures; or 2 months min for changes to documentation only).			
<b>Big Bang</b> (This is the default implementation method. Participants to implement change <u>on</u> the Implementation Date)	Implementation Date (NB MDNS Upgrades occur in May, August, November, February)	February 2003 DTC release	
<b>Optional</b> (Participants can implement at any time <u>from</u> the Implementation Date, as agreed between parties)	Implementation Date		

<p><b>Parallel Test</b> (Participants to <u>test from</u> Parallel Test Start Date as agreed between parties. Participants to implement change <u>on</u> Implementation Date. Please note that if Parallel Testing using a new Flow Version Number is Proposed, this CP needs to be accompanied by another CP to remove the old version number of the Flow.)</p>	Parallel Test Start Date	
	Parallel Test End Date (Implementation Date default is 3 months after the Parallel Test Start Date)	
	Value of Test Flag (only to be completed if a specific test flag is required)	
Identify any organisations impacted or associated changes required.	Meter Operators Distributors (License Condition 36B) Meter Asset Providers	
<b>REFERENCE TO DATA TRANSFER CATALOGUE</b>		
Catalogue version number:	7.1	
* Data Flow reference & Version Number:		
* Domain Name:		
* Data Item reference number :		
*Associated References:		

**Please return the completed form to Alexis Nelson at Service Management  
Fax Number: 020 7090 1025 or Email Address: alexis.nelson@mrasco.co.uk**



**New Flow**  
**DXXX2**

<b>Flow Name:</b>	<b>Notification of Meter Asset Provider</b>
<b>Flow Description:</b>	This is a notification sent by the Old MAP to inform the MOP the identity of the New MAP for particular metering equipment.
<b>Flow Ownership:</b>	

<b>From</b>	<b>To</b>	<b>Version</b>
MAP	MOP	X.X

**Data Items:**

Reference	Item Name
J0012	Additional Information
Jxxxx	Associated Equipment Serial Number
Jxxxx	Associated Equipment Type
J0048	Contract Reference
Jxxxx	Effective from Date {MAPA}
J0410	Manufacturers Make & Type
J0004	Meter Id (Serial Number)
J0003	MPAN Core
J0275	Service Level Reference
J0274	Service Reference
J0716	Timing Device Id (Serial Number)

**Flow Structure:**

Group	Group Description	Range	Condition	L1	L2	L3	L4	L5	L6	L7	L8	Item Name
xxx	New MAP Details	1		G								
					1							Meter Asset Provider Id
					1							Effective from Date {MAPA}
xxx	MPAN Cores	1-*			G							
						1						MPAN Core
						0						Additional Information
						0						Contract Reference
						0						Service Reference
						0						Service Level Reference
xxx	Meter Details	1-*				G						
							1					Meter Id (Serial Number)
							1					Manufacturers Make & Type
							0					Timing Device Id
xxx	Associated Equipment Details	0-*					G					
								1				Associated Equipment Type

Group	Group Description	Range	Condition	L1	L2	L3	L4	L5	L6	L7	L8	Item Name
								1				Associated Equipment Serial Number

Catalogue release change takes effect	CP No.	Brief description of the change and its reason
**	****	Data Flow created.

### New Data Item

<b>Item Name:</b>	<b>Effective from Date {MAPA}</b>
<b>Item Reference:</b>	Jxxxx
<b>Item Ownership:</b>	MRA
<b>Item Description:</b>	The first inclusive calendar date that a Meter Asset Provider is the provider of a metering system.
<b>Units:</b>	None
<b>Valid Set:</b>	A valid date within the constraints of the format
<b>Validation:</b>	As Valid Set
<b>Domain:</b>	Effective Date
<b>Logical Format:</b>	DATE
<b>Physical Length:</b>	8
<b>Notes:</b>	

## Master Registration Agreement (MRA) Change Proposal Form

<b>Your Reference</b>	<b>MRA CP No 108</b> (Assigned by MRASCo)
<b>MRA Version: 7.3</b>	<b>MCP Version: 1.0</b>
<b>ORIGINATOR</b> (MRASCo Change Administrator)	<b>SPONSOR APPROVAL</b> (Contract Manager)
Originator Name: Jill Ashby on behalf of REMA Expert Group	Name [printed]: Bill Gunshon
Company: MRASCo	Company: NPOWER
Telephone Number: 020 7090 1021	Telephone Number:
Fax Number: 020 7090 1001	Signature:
Date: 30 <sup>th</sup> May 2002	Date: 30 <sup>th</sup> May 2002
<b>CHANGE PROPOSAL TITLE</b>	
Update MOp definition in line with REMA	
<b>Attachments Supplied?</b>	<input checked="" type="checkbox"/> <b>Drafting appears at the end of this proposal</b>
<b>DESCRIPTION OF CHANGE</b>	
<i>(This section must clearly state the desired amendment to the MRA. Attach further details if required).</i> No of sheets attached: Reference: <b>UPDATE DEFINITION OF METER OPERATOR IN PART I OF THE MRA IN LINE WITH THE REMOVAL OF ASSET PROVISION FROM MOp SERVICES</b>	
<b>BUSINESS JUSTIFICATION FOR CHANGE</b> <i>(Issue or Problem Addressed)</i>	
This change proposal is an output of the REMA Expert Group and the justification for the change and supporting information is contained in the document within this change pack entitled 'Recommendations to address the removal of Asset Provision from MOP Services'	
<b>IMPACT ASSESSMENT</b> <i>(Identify any organisations impacted by this change, associated changes required a proposed implementation date and technique. Guidelines for suggesting implementation dates: 6 months min for changes impacting systems and software; 4 months min for changes impacting operational procedures; or 2 months min for changes to documentation only).</i>	
Implementation Date : 27 <sup>th</sup> Feb 2003 Associated changes to the DTC have been raised Distribution Businesses and Suppliers are impacted by this change	

**Please return the completed form to Alexis Nelson at Service Management**

Fax Number: 020 7090 1001 or Email Address: [alexis.nelson@mrasco.co.uk](mailto:alexis.nelson@mrasco.co.uk)

## **PART I : PRELIMINARY**

### **1. DEFINITIONS AND INTERPRETATION**

**“Meter Operator”**

means a person Accredited and appointed by a Supplier, or, where applicable, a Customer to:

;

- (i) install, commission, test, repair and maintain metering equipment; and
- (ii) maintain related technical information;

## **APPENDIX 6: EMERGENCY SERVICES (REMA) WORKING GROUP**

<b>Review of Electricity Metering Arrangements (REMA) Working Group</b>
<b>- Emergency Services -</b>
<b>Terms Of Reference</b>

### **BACKGROUND**

The REMA Steering Group has been set up on behalf of the industry tasked with facilitating the completion of the REMA project in accordance with the agreed Terms of Reference and Project Plan. In particular, the REMA Steering Group is tasked with introducing effective competition in metering services, including the Meter Asset Provision (MAP) and Meter Asset Maintenance (MAM) split.

Since March 2002 the REMA Steering Group has been considering how Emergency Services may be affected by the introduction of effective competition. Most recently, the REMA chair wrote to all Distributors and Suppliers on 10<sup>th</sup> May seeking views on the provision of emergency services. It is clear that there is an overwhelming view that the industry would benefit from a common set of services with respect to Emergency Services.

At the meeting of the REMA Steering Group held on 21<sup>st</sup> May, agreement was reached on establishing an Emergency Services Working Group, tasked with agreeing a generic set of services and service levels, taking into account the MAP/MAM split. The Emergency Service Working Group would report directly into the REMA Steering Group.

### **OBJECTIVE**

The objective of the Emergency Services Working Group is to:

- To define and agree what constitutes an “Emergency Service”;
- To identify a generic set of services, service levels and procedures that each Distributor is obliged to provide on a non-discriminatory basis to suppliers [under licence/act];

- To identify a generic set of services, service levels and procedures with respect to Emergency Services that each Distributor may provide where they are neither the MAM and/or MAP. Such services should recognise the need for supplier choice and flexibility;
- To agree a common set of services, service levels and procedures outlining the responsibilities of the respective parties involved in the provision of the Emergency Service;
- To produce a single schedule of services, service levels, procedures & responsibilities that could form the basis of a commercial agreement.

## **SCOPE**

The scope of the working group will be limited to the impact on non half-hourly market.

## **OUT OF SCOPE**

The following areas are out of scope:

Production of DTC process diagrams & flows of information

Identification of data to be exchanged between participants

To raise appropriate change proposals to industry agreements and identify sponsors for the changes;

Independent distributors & private networks

Drafting of commercial contracts or amendments to existing contracts

With the exception of the last two items, the MDB sponsored REMA Expert Group may be reconvened to progress industry solutions.

## **DELIVERABLES**

- A schedule of services, service levels, procedures and responsibilities;
- A final report to the REMA Steering Group.
- An emergency services 'straw-man' document that could be used to understand any impact on the MRASCo baseline.

## **TIMESCALES FOR DELIVERABLES**

The Working Group shall complete its activities by October 2002.

## **REPORTING**

The Working Group shall report directly into the REMA Steering Group.

The Working Group shall maintain effective communication with the Distribution Commercial Group (DCG) and the Association of Meter Operators (AMO), as necessary.

## **DEPENDENCIES**

The Emergency Services Working Group is dependent on the following:

- A Terms of Reference document
- The REMA Steering Group to provide the necessary guidance and support as necessary, throughout its duration

## **MEMBERSHIP**

The REMA Steering Group has agreed the following membership:

- Ofgem as Chair;
- 2 Distribution Company representatives;
- 2 Meter Operator representatives;
- 2 Suppliers – 1 with Distribution Business, 1 without Distribution business.
- Elexon

## **Appendix 7: Urgent Metering Services**

**DRAFT**

**NOTE: Discussion ongoing between DNOs and Ofgem regarding obligations to provide UMetS under distribution standard licence condition 36B**

### **Urgent Metering Services**

**Owned and maintained  
By the REMA Emergency Services Expert Group**

Authors: Claire Edmunds (Ofgem)  
Alastair Brown (Ofgem)  
ESEG Members

Document Type: Reference Document

Date: 2 August 2002

Status: Draft

Version: 0.10



**DOCUMENT CONTROL****Document Revision History**

<b>Date</b>	<b>Author (s)</b>	<b>Version</b>	<b>Reason for change</b>	<b>Date Approved</b>
02/08/2002	Claire Edmunds	0.1	Definition of UMS and services included.	
22/08/2002	Alastair Brown	0.2	Metering equipment diagram, metering equipment table, updated issues log and updated list of urgent metering services which was provided by Peter Newman	
29/08/2002	Claire Edmunds	0.3	Updated definition of urgent metering services and included a supplier's straw-man (section 1).	
05/09/2002	Alastair Brown	0.4	Update the ESEG recommendations on the UMS services. Update log.	
10/09/2002	Alastair Brown	0.5	Update ESEG recommendations on the Straw-Man and include paragraphs on service levels.	
18/10/2002	Claire Edmunds	0.6	Update UMetS document following industry responses.	
08/11/2002	Claire Edmunds	0.7	Included service levels for management information and services, provided by Nick Carter. Updated UMetS definition as agreed at last ESEG meeting.	
25/11/2002	Claire Edmunds	0.8	Amendments made as agreed at ESEG meeting on 18 November 2002	27/11/2002
12/02/2003	Claire Edmunds	0.9	Amendments made as agreed at ESEG meeting on 6 February 2003	
18/02/2003	Claire Edmunds	0.10	Amendments made following delayed responses to draft	

**External Document Reference**

<b>Ref.</b>	<b>Author (s)</b>	<b>Version</b>	<b>Title</b>
REMA	REMA SG	0.5	Electricity Metering Protocol

**Authorisation**

Name	Date

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Stuart Higgins replaced Ian Bruce from 18 November 2002.

## FOREWORD

### **NOTE: Discussion ongoing between DNOs and Ofgem regarding obligations to provide UMetS under distribution standard licence condition 36B**

From March to June 2002 the REMA steering group considered how emergency services, provided by distribution businesses, would be affected by the introduction of effective competition in electricity metering services. Primarily, there was concern that where a supplier had appointed an alternative meter asset maintainer, other than the distribution business, there would be an increase in occurrences where a customer had to be visited more than once to have their supply restored following a no supply call. Therefore, the group, following consultation with suppliers and distributors, adopted the “single visit” principle i.e. fix first time and don’t leave the customer off supply.

In June 2002 the REMA steering group agreed, following consultation with the industry, to establish a working group tasked with agreeing a schedule of services, service levels, procedures and responsibilities for metering services which were required on an urgent basis. The working group first met in July.

The emergency service working group agreed that there was more than just one possible level to an Urgent Metering Service (UMetS). There is clearly great importance for the first, basic level, to be adopted by both suppliers and distributors as this level includes cases where the distributor, having been called out to a single no supply call, arrives at a customer’s house not knowing that there is a meter fault. In addition to this situation the basic level should also include situations during out of hours where there are safety implications or the customer is on the DNO’s special needs register. In order to put the “single visit” principle into practice, it seems a necessity that in these situations the distributor offers an agreement, possibly through the Distribution Use of System Agreement, to all suppliers to enable supply to be restored through a meter. The group considered that any other requirements for UMetS; such as out of hours

calls or calls during normal hours, where it is known by the call centre that there is a meter fault, should form commercial agreements between a supplier and their service provider. The group anticipates, that while to a certain extent the basic level of UMetS will always be required, the second level of service could be done by either the distributor, if they choose to do so, or an alternative meter operator offering a 24/7 service.

The Urgent Metering Services (UMetS) document version 0.8 is the amalgamation of the work done by the group to date. It includes in addition to the schedule of services, service levels, procedures and responsibilities, a straw-man, which was provided by a member of the group, illustrating proposed requirements from UMetS. Also included is a legal overview, specifying the requirements on suppliers and distributors, a definition of UMetS and the emergency services working group's terms of reference.

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## **INTRODUCTION**

### **Purpose of Document**

The purpose of this document is to provide a reference illustrating the proposals of the REMA emergency service working group for approval by the REMA Steering Group.

### **Document Status**

This document is the amalgamation of the work of the REMA emergency services working group and has been issued for industry consultation.

### **Background**

During March and April 2002 the REMA Steering Group considered how Emergency Services, operated by distribution businesses, may be affected by the introduction of effective competition in metering services. Distribution companies were asked to comment on what distributors were prepared to offer in the way of emergency services for metering and suppliers were asked to comment on what services they were looking for from the distribution businesses. A gap analysis was then conducted on the responses.

On 10 May 2002 Ofgem wrote to all distributors and suppliers on behalf of the REMA Steering Group asking the following questions:

1. How, if at all, will the existing commercial arrangements for the provision of Emergency Services need to be changed in the light of effective competition in metering services?
2. Is there a need for an Emergency Services agreement setting out the responsibilities, service levels and procedures with respect to Emergency Services?

3. Post the introduction of metering competition, do you support the "single visit" principle put forward by the REMA Steering Group last year. i.e. fix first time and don't leave customer off-supply. If not, what arrangements would you propose?
4. In the gas market, Transco as a PGT has put together a draft "Post-Emergency Metering Services" contract offering a service supporting the single visit principle. How relevant would a similar agreement be to the electricity market post the introduction of competition in metering services?
5. If such an agreement were to be drafted for electricity, as a standard generic contract, would you expect it to be written on a multi lateral or bi lateral basis?
6. Would you support a REMA Working Group charged with drafting a standard generic contract for use in the electricity market?

On 21 May 2002 the REMA Steering Group considered the responses to the consultation issued on 10 May.<sup>7</sup> Suppliers and Distributors who responded were in agreement with the "single visit" principle i.e. fix first time and don't leave customer off-supply. They also supported the creation of a REMA Working Group tasked with the drafting of a standard generic agreement for the provision of Emergency Services for metering.

On the 11 June 2002 the REMA Steering Group agreed to form a Working Group tasked with agreeing a schedule of services, service levels, procedures and responsibilities by October 2002. Appendix 1 is the agreed terms of reference for the Emergency Service Expert Group. The first meeting was held on 5 July 2002.

## Scope

The REMA emergency services group was tasked with agreeing a schedule of services, service levels, procedures and responsibilities associated with an urgent metering

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<sup>7</sup> Responses are available at [www.ofgem.gov.uk/metering/rema\\_project\\_details.htm](http://www.ofgem.gov.uk/metering/rema_project_details.htm)

service in the non-half hourly electricity metering market. The group took direction from the REMA steering group and approval of decisions will go through them. The REMA steering group acts on behalf of the Metering Competition Focus Group (MCFG).



## **SECTION 1: STRAW-MAN**

### **Principles**

- ◆ Distributor obliged to provide Enquiry Service under Condition 6 of the Distribution Licence;
- ◆ Distributor obliged to provide an Emergency Service on their network on a non-discriminatory basis to respond to safety and security of supplies;
- ◆ The introduction of metering competition should not undermine the UMetS service provided to the customer;
- ◆ All customers should receive non-discriminatory provision of the basic level urgent metering service irrespective of their asset provider (MAP) or asset maintainer (MAM);
- ◆ *Single visit* principle is adopted – fix first time on a reasonable endeavours basis;
- ◆ In carrying out any meter-work, the Distributor is undertaking meter work as an agent of the Supplier.
- ◆ Customers' safety must not be jeopardised by the introduction of a basic level urgent metering service

### **Scope of an Urgent Metering Services (UMetS) Agreement**

- ◆ To cover the description of service and service levels for urgent metering services at a customer premise, which involves meter related work;
- ◆ To cover the description of basic services and service levels for instances where the Distributor is called out in error;
- ◆ Transparent charging, billing and payment
- ◆ Transfer of metering equipment ownership

- ◆ Provision of information and data

### **Proposed Distributor Obligations under Basic Level Arrangement (possibly through DUoS) and New Commercial Agreements (where DNO agrees)**

- ◆ Sell the metering equipment installed at a customer's premise following an urgent metering service visit to the relevant Supplier.
- ◆ Promptly and accurately provide information to the relevant parties following the urgent metering service. It is anticipated that the distributor will provide the meter technical details and a closing and opening meter reading to the supplier/supplier's MOp where they change a meter for UMetS. This information could be provided under the settlements process, further information is given on page 19. Additional information, as detailed in the management reporting table of this document, will be provided under a UMetS agreement.

### **Proposed Supplier Obligations where the Basic Level Arrangement is included as a Separate Schedule in DUoS**

- ◆ If the basic level arrangement is included as a separate schedule in DUoS, and all Suppliers have agreed to the contents of the separate schedule as presented in DUoS, then they will be required to make payments to DNO's where they perform the basic level UMetS as presented in the separate schedule.
- ◆ Suppliers to ensure their appointed MAP's and MAM's co-operate with DNO's for the provision/collection of metering equipment.

### **Proposed Description of Services**

- ◆ Shall be the activities (other than those undertaken in satisfaction of the emergency service obligations under the distribution Licence) which are for the purposes of maintaining/restoring, as a minimum, the unrestricted supply of electricity to the outlet of the meter.

- ◆ Shall comprise on a reasonable endeavours basis:
  - Replacement of a credit meter with a credit meter with the same functionality
  - Replacement of a prepayment meter with a prepayment meter with the same functionality
  - Replacement of associated metering equipment (isolator, time-clock/time-switch, earthing block) with associated metering equipment.
  - Rectify faults in the operation of a prepayment meter such that the supply of electricity to the Consumers premises may reasonably be expected to be maintained for a further 48 hours<sup>8</sup>
  - Where the consumer is supplied with electricity via a prepayment meter and the supply has been interrupted due to the lack of available credit, enabling the supply of electricity to be maintained for a period reasonably expected to be up to 48 hours by the replacement of lost, stolen or faulty prepayment devices or tokens and/or the provision of suitable amounts of credit.
- ◆ The replacement of conductors between the cut-out and the input terminals of the meter
- ◆ The removed meter should be returned to the supplier's MAP at a location to be agreed between the parties (and in the absence of such agreement such locations to be reasonably specified by the supplier) within one calendar month of removal. Likewise, if the supplier removes the DNO's meter then they should return it to the DNO at a location to be agreed between the parties within one calendar month of removal.

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<sup>8</sup> It would be helpful to have supplier's and DNO's views regarding how much emergency credit should be placed on the meter. It seems a standard amount is £5, but it may be more cost effective to increase the standard amount to £10, given how long £5 would last and the possibility of further call outs to put another £5 of credit on the meter.

- ◆ Forward the relevant metering details for the removed and replaced metering equipment to the relevant parties
- ◆ Wherever reasonably practicable:
  - ◆ A replacement credit meter should be of the same type of meter removed e.g. single phase single rate for single phase single rate
  - ◆ A replacement of a prepayment meter should be of the same type and functionality of the meter removed e.g. token meter for token meter, key meter for key meter, smartcard meter for smartcard meter<sup>9</sup>
- ◆ Bypassing of meters should only occur under very extenuating circumstances. Not having a basic credit meter on the van is not considered an extenuating circumstance.
- ◆ The service shall not include:
  - ◆ Contacting the supplier or MAM before undertaking the work
  - ◆ Any planned meter work
  - ◆ A second visit where metering works could not be carried out on the first visit

### **Transfer of Metering Equipment Ownership**

- ◆ Where the distributor installs a replacement meter and ancillary equipment:
  - ◆ Upon completion of the installation, ownership and risk of such metering equipment shall transfer to the Supplier who shall procure that ownership or pass it to its agent
  - ◆ The distributor shall invoice the relevant Supplier for the cost of the metering equipment

---

<sup>9</sup> However, where it is not possible to replace a prepayment meter with a prepayment meter of the same type and functionality then a basic credit meter should be installed.

## Management Information

- ◆ The distributor should provide details of the following:
  - ◆ Number of UMetS visits undertaken
  - ◆ Number of meters exchanged, date, meter type etc.
  - ◆ Details of the reasons why visit undertaken
  - ◆ Value of credit removed/added to prepayment meters
  - ◆ Value of tokens/smartcards etc. provided to customers
  - ◆ Customer details
  
- ◆ The distributor shall report to the supplier not less than every month the number and types of meters and ancillary equipment sold to the supplier since the date of the last report.

## **SECTION 2: LEGAL OVERVIEW**

There is a comprehensive legal regime in place to support a competitive market in the provision of meters and metering services. The primary legislation is the Electricity Act 1989 as amended by the Utilities Act 2000.

The Utilities Act introduced separate licences for the supply and the distribution of electricity. Both of these licences contain conditions relating to metering.

In addition, the industry has three documents setting out requirements for metering; the Meter Operation Code of Practice Agreement, the Balancing and Settlement Code, which requires meter operators to be accredited, and Settlement Agreement for Scotland. Further details of these agreements are provided in the Electricity Metering Protocol.

The following explains the legal regime as detailed in the Electricity Metering Protocol and adds to it where relevant to UMetS.

### **THE ELECTRICITY ACT 1989 (AS AMENDED BY THE UTILITIES ACT 2000)**

Under Schedule 7, section 1 of the Electricity Act the Supplier is responsible for ensuring that an appropriate meter is in place unless the customer elects to provide it.

Any meter provided shall be approved (by Ofgem), certified (for domestic supplies), not outside its formal certification period, properly installed and within statutory accuracy limits.

Furthermore, the Supplier or Customer must keep this meter in proper order as per Schedule 7, section 10 (1&2).

Suppliers obligations under the Act to provide metering services may be performed by their metering agents or a Distributor through contract, where the distributor is obliged to offer terms for metering services under Licence Condition 36.

In relation to UMetS, section 29 of the Electricity Act allows regulations relating to supply and safety to be made by the Secretary of State and section 39, 40 and 42 relate to the ability of the Authority, following consultation, to make regulations prescribing standards of performance. These standards of performance are in place and, following competition in metering, should be complied with as they are today.

## **DISTRIBUTION LICENCE**

### **NOTE: Discussion ongoing between DNOs and Ofgem regarding obligations to provide UMetS under distribution standard licence condition 36B**

Conditions 36, 36A, 36B and 36C of the distribution licence all refer to distributor metering services. The most relevant of these is Condition 36B, which requires distributors to offer terms for the provision of distributor metering and data services.

Paragraph 1 of distribution standard licence condition 36B (SLC 36B) defines the two services, which later became known as MAP and MAM (MOP) as follows:

- (a) the provision of metering equipment which, at the discretion of the licensee, may be metering equipment which is owned by him or by any person other than the person making such application,
- (b) the installation, commissioning, testing, repair, maintenance, removal and replacement of metering equipment.

Paragraph 2 of SLC 36B goes on to say:

**“On application made by any person, the licensee shall (subject to paragraph 6) offer to enter into an agreement for the provision within its distribution services area of such of the services described in sub paragraphs 1(a), (b) and (c) as may be required.”**

Thus making it clear that distribution businesses must offer to enter into an agreement for MAP and MAM alone if required to do so by any person. In relation to Urgent

Metering Services, paragraph 2 of SLC 36B requires distribution businesses to offer to enter into an agreement for such of the services, MAP and/or MAM, if required to do so by any person. (Sub paragraph 1(c) relates to metering point administration services (MPAS) and is not considered further here).

SLC 36 and 36A contain the following requirements:

- Production of transparent charging statements
- Non-discrimination in the provision of services

Under SLC 36A, the distribution licensee shall not discriminate between any persons or class of persons in provision of distributor metering services.

SLC 36C sets out the functions of the Authority in determining the terms of agreements where one or more parties requests this.

In addition to the above, a distribution licensee is required under SLC 6 to establish, operate and maintain a safety and security of supplies enquiry service for use by any person.

SLC 17 requires the distribution licensee to prepare a code of practice detailing the special services the licensee will make available for domestic customers who are of pensionable age or disabled or chronically sick. The ESEG has considered that those included in a DNO's special needs register should be included within the basic service where they have called the DNO's SFIC outside Ofgem's GS1 hours.



## **SECTION 3: DEFINITIONS AND FURTHER TECHNICAL INFORMATION**

### **Definition of Urgent Metering Service (UMetS)**

The provision of metering services by DNO field staff normally employed to investigate electricity distribution incidents and rectify distribution system faults.

### **BASELINE SERVICE**

The provision of a basic urgent metering service whereby a single customer has reported no supply or is experiencing an intermittent fault or safety related issue under the following defined circumstances only;

- a) a distributor attends site following a call to their Safety and Faults Information Centre (SFIC) expecting to find a fault with the distribution equipment and upon arrival identifies the issue to be a metering fault.
- b) a distributor attends site following a call to their SFIC where the fault cannot be identified.

OR

Where a call is received by the distributors' SFIC and it is identified as a metering fault, the call will be directed to the suppliers appointed MAM. Where the Suppliers chosen MAM refuses to attend site or is unable to attend the following options may be applied.

- c) a distributor may attend site to investigate a probable metering problem as the result of a call from a DNO special needs customer outside Ofgem GS1 hours.
- d) a distributor may attend site to investigate a probable metering problem where there is a safety concern or under extenuating circumstances outside Ofgem GS1 hours.

Additional Services

The provision of any requested Meter Asset Maintenance activity not covered by the baseline service.

For the avoidance of doubt where Suppliers request additional services over and above the baseline, individual DNO's may agree to provide these under an appropriate commercial agreement. It is accepted that DNO's are under no obligation to offer any additional services.

Any baseline service should form an addendum to the distributors Use of System Agreement.

Definitions of MAP and MAM are available in the Electricity Metering Protocol, which can be found at [www.ofgem.gov.uk/metering/rema\\_project\\_details.htm](http://www.ofgem.gov.uk/metering/rema_project_details.htm)

### **Definition of Metering Equipment**

The BSC Code of Practice Eight provides details on what is and is not metering equipment.

### **Arrangements regarding Elexon accreditation**

Elexon were asked to consider accreditation issues where a DNO's metering business holds Elexon accreditation and not the DNO, or where a DNO no longer has an obligation to provide distributor metering and data services under distribution standard licence condition (SLC) 36B.

Elexon considered these situations and stated that for settlement purposes if the following requirements are put on a DNO performing UMetS then it will not be necessary for the DNO to have separate accreditation:

- The DNO must provide the meter technical details to the supplier's MOp (MAM) where they change a meter following a meter fault; and,

- The DNO must provide a closing and opening meter reading to the supplier's MOp (MAM) when they change a meter following a meter fault.

Elexon considered that this requirement could be placed on the DNO through BSCP514. BSCP514 is currently in development and will be presented to SVG (following industry involvement ie. walkthroughs and impact assessment) for approval on 4 March 2003. The proposed implementation date is 29 May 2003. Following approval by SVG, a housekeeping Modification Proposal will be raised to incorporate references to BSCP514 within the relevant sections of the BSC. Elexon will include within BSCP514 the interface between the DNO and the MOA (MAM). Elexon plan to apply this to both half hourly and non-half hourly processes on the basis that the DNO can get involved (although instances will be rare) across both markets.

## **SECTION 4: PROCEDURES**

This section considers the procedures that, firstly, a distribution business call centre could adopt in order to identify whether a customer's loss of supply is due to a meter fault. Secondly, this section will consider what a distribution businesses procedure may be following identification of a loss of supply.

### **Call Handling**

During the groups' discussions it has been clear that the main obstacle to the adoption of the "single visit" principle is where the distribution business is called out incorrectly i.e. to an unknown meter fault. As already explained under section 2 the distribution licensee, through SLC 36A and B, does have the obligation to offer terms for metering services to any person as may be required. However, where the no supply call can be correctly identified as a metering fault there is scope for the supplier to contract with an alternative metering services provider to fix these faults, where they have moved away from provision by the DNO of distributor metering services for normal services.

The Metering Expert Group (MEG) paper – 1 March 2000<sup>10</sup>, appendix 8, discussed the importance of good call handling to enable the identification of the nature of the emergency call, following competition in metering. The group's paper said that categorising and allocating the call correctly would enable a higher percentage of calls to be dealt with by the relevant person. Where the call is dealt with by the correct person then the "single visit" principle will be adopted on a reasonable endeavours basis, potentially without the need for the distribution business to provide UMetS. It is therefore important for Supply and Distribution businesses to ensure that their call handlers are sufficiently trained to maximise the opportunity for correct identification of the problem.

### **End to End Process Flows – Basic Level**

Figure 1 illustrates the end to end process flow where the distribution business is unable to identify the nature of the call and discovers on site that it is a meter fault. Cases

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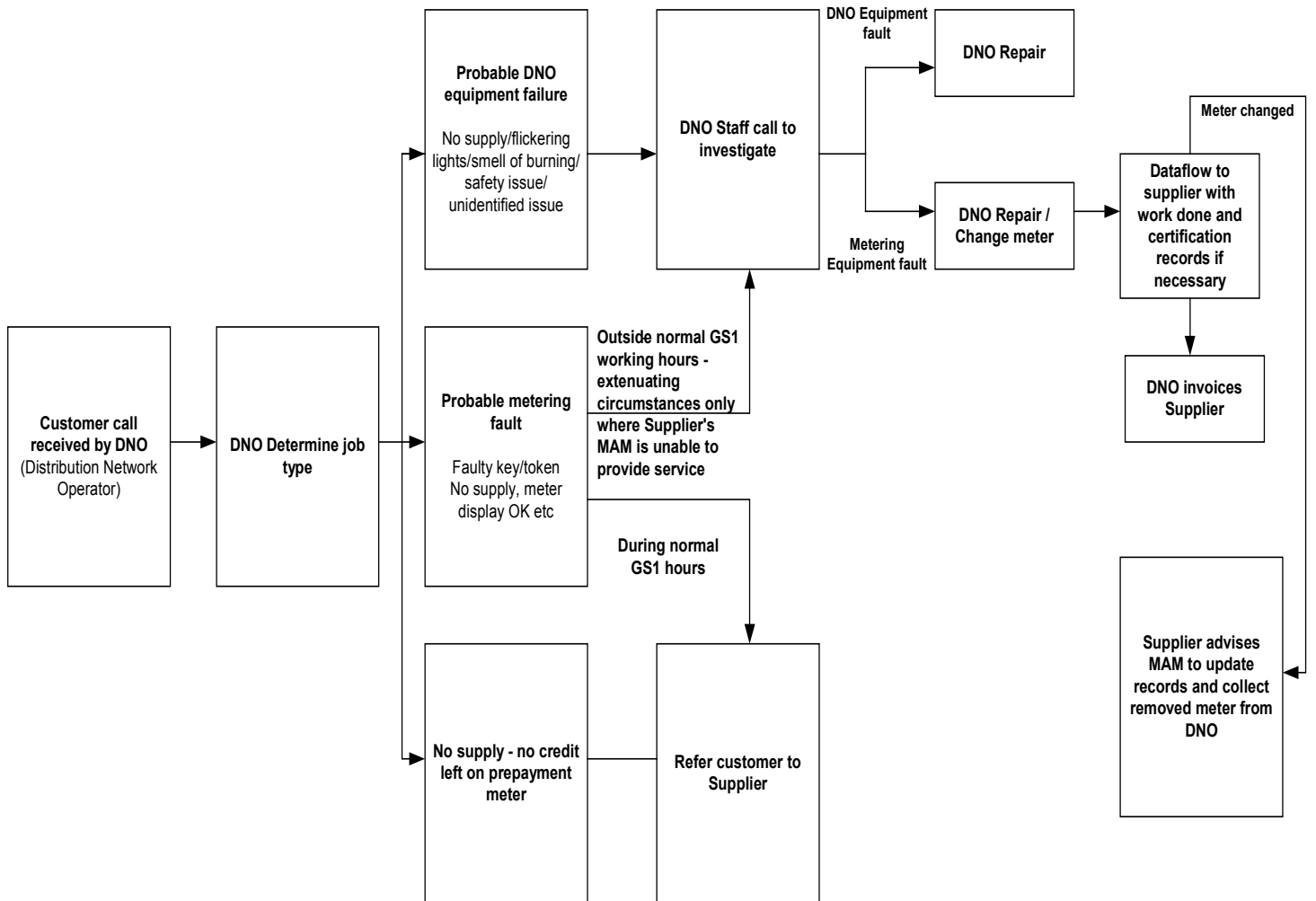
<sup>10</sup> Paper available at [www.ofgem.gov.uk/metering/rema\\_project\\_details.htm](http://www.ofgem.gov.uk/metering/rema_project_details.htm)

where there are safety and/or extenuating circumstances are also included in this diagram, so that the basic level includes providing services outside Ofgem GS1 hours.

It may be possible to include an additional separate schedule in the Distribution Use of System agreement to cover the basic level agreement.

Figure 1

E S E G Urgent Metering Service - End to End Process Flow - BASIC LEVEL



## **SECTION 5: SERVICES PERFORMED AS PART OF UMETS**

<b>Services</b>	<b>Charges</b>
Replace faulty or damaged: <ul style="list-style-type: none"> <li>• Single phase, single rate credit meter; or,</li> <li>• Single phase, two rate credit meter.</li> </ul>	
Remake loose connections on outgoing terminals of cutout, meter or teleswitch / timeswitch terminals.	
Replace faulty or damaged: <ul style="list-style-type: none"> <li>• Single phase, single rate pre-payment meter; or,</li> <li>• Single phase, two rate pre-payment meter.</li> </ul>	
Faulty key / token / smart card. Rectify or provide emergency credit to pre-payment meter. (Service provided only where called out in error)	
Provide emergency credit to pre-payment meter (extenuating circumstances). (Service provided only where called out in error and outside Ofgem GS1 hours)	
Re-energise after a de-energisation error.	
Investigate and correct cross polarity on metering equipment.	
Replace faulty double pole isolating switch, if under ownership of the MAP.	

<b>Services</b>	<b>Charges</b>
Isolate/De-energise as appropriate where overheating and worn-out cables on customer's equipment.	
Where the DNO has not been able to fix or replace the meter there may be a charge for the Investigation of the metering system fault.	
Any administration charges related to sale of meters installed following UMetS	



## **SECTION 6: SERVICE LEVELS**

The following service levels relate to the basic level arrangement. Service levels under alternative arrangements will be negotiated commercially between a supplier and distributor.

It is recognised that DNOs' first priority is to deal with safety and security of supply incidents, this may mean that single no supply calls, where there are no extenuating circumstances, will be prioritised alongside all other network incidents.

When providing Urgent Metering Services, DNOs should comply with Ofgem's guaranteed and overall standards of performance where these are relevant to the type of service being requested. The DNO will be required to respond to the request in the same way as they do today, i.e. the service levels currently provided in response to calls to a DNO's SFIC should not deteriorate because of the introduction of competition in metering services. As with all services a DNO provides, Urgent Metering Services are to be provided on a non-discriminatory basis.

### **GUARANTEED STANDARDS OF PERFORMANCE**

There are 11 guaranteed standards of performance, one of the guaranteed standards, which applies to DNOs, relates indirectly to urgent metering services (GS1). GS1 may come into play where a DNO has been called out to the customer anticipating a service fuse failure, however on arrival at the customers' premises they find a metering fault. The DNO will therefore be attending within GS1 because they think it is a service fuse failure, but the standard will not apply on discovery that it is a meter fault. GS7 is a supplier standard and relates to metering. As a suppliers service provider will be attending to these calls it will normally not apply to the DNO, and therefore not to the service discussed here, unless the DNO is attending under extenuating circumstances.

### **GUARANTEED STANDARD 1 (DISTRIBUTION STANDARD)**

Apparent service fuse failure. Call within 3 hours where call received during the hours 7am-7pm on a weekday and 4 hours at weekends.

**Guaranteed Standard 7 (Supply standard)**

When attending a faulty prepayment meter between the hours of 7.00 am and 7.00 pm during a normal working day, attend site within 3 hours on weekdays and 4 hours at weekends.

**OVERALL STANDARDS OF PERFORMANCE**

There is also one overall standards of performance which may apply indirectly to urgent metering services where the DNO has received a call to their SFIC and has been unable to determine the nature of the fault.

**Overall standard 1**

Overall standard 1 states that 99.5% of supplies are to be reconnected following faults within 18 hours.

Where the service being requested is not one of those covered by guaranteed or overall standards, for example, provide a 'wind on' of emergency credit to a prepayment meter, or, for example, where the request for a service is received by the DNO's SFIC after 7.00 pm on a normal working day, the DNO will be required to respond to the request within the timescales they do today.

DNOs will also process details of work carried out in a timely manner so as to allow Suppliers and/or their appointed Agents to meet the requirements of the relevant Industry Service Lines and Balancing and Settlement Code Procedures/Market Procedures (Scotland).

## SERVICE LEVELS

DNO's should plan to meet the following service levels on a reasonable endeavours basis. It is accepted that the service levels may not be achieved during system emergencies.

SERVICE	SERVICE LEVEL
Replace faulty or damaged meter	100% of all faulty or damaged meters changed at the time of visit.
Remake loose connections	100% of all cases
Replace faulty or damaged single/two rate prepayment meter	Reasonable Endeavours to replace 100% with a like for like meter i.e. token for token, single rate for single rate. Otherwise the meter should be replaced with a single/two rate credit meter to ensure that the customer stays on supply.
Replace faulty key or token device (service provided only where DNO called out in error)	Reasonable endeavours to replace the key/token in 100% of cases. If this is not possible then the meter should be replaced to ensure the customer is left on supply.
Provide emergency credit (service provided only where DNO called out in error)	Reasonable endeavours to meet 100% in all cases.
Re-energise after de-energise error	100%
Investigate and correct cross polarity	Call within 3 hours in 100% of cases if this is due to a safety risk
Replace faulty double pole isolating switch	90% within 3 hours and the balance within 4 hours.

**Service Levels - Management Reporting Requirements**

The following service levels relating to management reporting requirements will be provided on a separate sheet with the DNO's invoice to the supplier.

<b>VOLUMETRIC MEASURES</b>	<b>MEASUREMENT PERIOD</b>
Number of Meters Changed	Monthly
Number of Devices Issued	Monthly
Failures Against Service Levels	Monthly
Failure Against Service Levels Notification Report	Daily
Inform supplier where emergency credit is added to a PPM	Next working day
Number of Emergency Credits Added to Meters	Monthly
Data Returned Outside of 10 Day Target	Monthly

## **APPENDIX 1: EMERGENCY SERVICES WORKING GROUP**

<p style="text-align: center;"><b>Review of Electricity Metering Arrangements (REMA) Working Group</b></p> <p style="text-align: center;"><b>- Emergency Services -</b></p>

### **Background**

The REMA Steering Group has been set up on behalf of the industry tasked with facilitating the completion of the REMA project in accordance with the agreed Terms of Reference and Project Plan. In particular, the REMA Steering Group is tasked with introducing effective competition in metering services, including the Meter Asset Provision (MAP) and Meter Asset Maintenance (MAM) split.

Since March 2002 the REMA Steering Group has been considering how Emergency Services may be affected by the introduction of effective competition. Most recently, the REMA chair wrote to all Distributors and Suppliers on 10<sup>th</sup> May seeking views on the provision of emergency services. It is clear that there is an overwhelming view that the industry would benefit from a common set of services with respect to Emergency Services.

At the meeting of the REMA Steering Group held on 21<sup>st</sup> May, agreement was reached on establishing an Emergency Services Working Group, tasked with agreeing a generic set of services and service levels, taking into account the MAP/MAM split. The Emergency Service Working Group would report directly into the REMA Steering Group.

### **Objectives**

The objectives of the Emergency Services Working Group are to:

- To define and agree what constitutes an “Emergency Service”;
- To identify a generic set of services, service levels and procedures that each Distributor is obliged to provide on a non-discriminatory basis to suppliers under the licence/act;

- To agree a common set of services, service levels and procedures with respect to Emergency Services that each Distributor may provide where they are neither the MAM and/or MAP. The output should outline the responsibilities of the respective parties involved in the provision of the Emergency Service and recognise the need for supplier choice and flexibility. This output could form the basis of a commercial agreement.

### **Scope**

The scope of the working group will be limited to the impact on non half-hourly market.

### **Out of Scope**

The following areas are out of scope:

- Production of DTC process diagrams & flows of information
- Identification of data to be exchanged between participants
- To raise appropriate change proposals to industry agreements and identify sponsors for the changes;
  - Independent distributors & private networks
  - Drafting of commercial contracts or amendments to existing contracts
  - With the exception of the last two items, the MDB sponsored REMA Expert Group may be reconvened to progress industry solutions.

### **Deliverables**

- A schedule of services, service levels, procedures and responsibilities;
- A final report to the REMA Steering Group.
- An emergency services 'straw-man' document that could be used to understand any impact on the MRASCo baseline.

## **Timescales for Deliverables**

The Working Group shall complete its activities by October 2002.

## **Reporting**

- The working Group shall report directly into the REMA Steering Group.
- The Working Group shall maintain effective communication with the Distribution Commercial Group (DCG) and the Association of Meter Operators (AMO), as necessary.

## **Dependencies**

The Emergency Services Working Group is dependent on the following:

- A Terms of Reference document
- The REMA Steering Group to provide the necessary guidance and support as necessary, throughout its duration

## **Membership**

The REMA Steering Group has agreed the following membership:

- Ofgem as Chair;
- 2 Distribution Company representatives;
- 2 Meter Operator representatives;
- 2 Suppliers – 1 with Distribution Business, 1 without Distribution business.
- Elexon

## **APPENDIX 2: ISSUES LOG**

<b>No</b>	<b>Description</b>	<b>Identified</b>	<b>Updated</b>	<b>Response</b>	<b>Status</b>
<b>1</b>	Objectives 3,4 and 5 in the terms of reference appeared to be similar. ESEG unsure of the difference between generic, common and single services.	5-Jul-02	23-Jul-02	The REMA SG suggested the EG should alter the objectives, so that objectives 3,4 and 5 are combined.	Closed - Objectives reduced to three.
<b>2</b>	Objective 2 in the terms of reference. The group was unsure whether the Electricity Act 1989 and Utilities Act 2000 contains any obligations regarding urgent metering services that are relevant to the ESEG's terms of reference.	5-Jul-02	23-Jul-02	The REMA SG suggested the EG could remove the square brackets around 'licence/Act'. For the obligations please see section 2 of this document.	Closed.
<b>3</b>	ESEG wanted to find a suitable definition of what an emergency metering service is.	5-Jul-02	25-Nov-02	Group agreed to Urgent Metering Service, UMetS. Group agreed to amend the definition of UMetS – see section 3 of this document.	Closed.
<b>4</b>	Clarification on whether private networks owned by ex-PES distributors fall under their current licence conditions.	23-Jul-02	6-Aug-02	Claire Edmunds waiting for confirmation.	Open
<b>5</b>	The ESEG wanted to ask Elexon to consider accreditation issues where the DNO provides an urgent metering service, but no longer has the obligation to provide a metering service.	23-Jul-02	18-Nov-02	Elexon views are provided on page 21.	Closed
<b>6</b>	REMA SG felt an extra meter operator sitting in the ESEG would benefit the group. A member of REMA agreed to approach meter operators to invite further nominations.	16-Jul-02	15-Aug-02	A second representative for the meter operators agreed to be a member of the group	Closed



No	Description	Identified	Updated	Response	Status
7	Certificates often cover a large number of meters, not just one. The ESEG was unsure of the implications on urgent metering services.	6-Aug-02	12-Feb-02	Ofgem have stated that any supplier or distributor's lawyers must satisfy themselves that any solution they consider would be accepted by a Court of Law if they were asked to provide evidence that the meter was certified.	Matter to be passed to the EA Metering Forum
8	The distribution representatives on the ESEG felt that when a DNO installs their own meter during an UMetS visit the DNO may want assurances that any meter that is installed is 'taken over' by the Supplier/MAP and all costs recovered.	6-Aug-02		So far the suppliers who have commented welcome this approach.	Open until more comments are provided by suppliers.
9	The ESEG was concerned that the variety of meters may mean a second visit is necessary to install the correct meter. Also difficulties in correctly identifying economy meters and setting the correct tariff were highlighted.	6-Aug-02	18-Nov-02	The straw-man in section 1 of this document highlights that a like for like meter should be installed using a reasonable endeavours, i.e. a credit for a credit meter and a card ppm for a card ppm. Where this is not possible, the meter should be replaced with a basic credit meter.	Closed
10	Meter assets. The DNOs base their cost of a meter on the RAV value. This may lead to a difference between what a supplier will usually pay and what the DNO will charge.	3-Sep-02			

## REMA ISSUES LOG – MARCH 2002

No	Description	Identified	Updated	Response	Status
1	Ratification of the 'Straw Man' presented to the REMA Expert Group did not contain changes suggested by a number of parties that had commented on the model. The EG asked the SG to confirm that it was representative of industry views.	7-Mar-02	26-Mar-02	The 'Straw Man' sent to the REMA Expert Group was for <b>guidance only</b> . The EG can consider and propose any changes they see necessary. The 'Straw Man' presented to the EG did not contain any suggested changes because of the timing between groups. It was not possible to make changes in the available time and have SG ratification to the guidance.	Closed – Response provided by REMA SG.
2	EG questioned whether agreement of SG minutes could be accelerated, scheduling of meetings examined & SG set dates until June.	7-Mar-02	26-Mar-02	Action Points and key decisions are published on the following link 48 hours after the SG meets: <a href="http://www.ofgem.gov.uk/metering/rema_project_details.htm">http://www.ofgem.gov.uk/metering/rema_project_details.htm</a> The SG has set meetings until the end of June. They are: 15 Apr, 2 May, 21 May, 11 June & 28 June.	Closed – Response provided by REMA SG.
3	EG questioned what the contractual arrangement between MAP and the various parties should be. Will Suppliers have to contract with the MAP as well as the MAM, or can they just contract with the MAM who can have responsibility for the provision of MAP services?	7-Mar-02	26-Mar-02	At present, JPW MOP contracts cover MAP and MAM and it will be a commercial decision whether suppliers wish to modify its existing arrangements. What suppliers choose to do in the future is purely commercial. A section on the Electricity Metering Protocol has been included regarding commercial arrangements.	Closed – The MDB solution covers both types of contractual arrangements, the supplier contracts with the MAM only and the supplier contracts with both MAP and MAM.
4	EG were keen to determine whether or not the new arrangements were intended to facilitate competition for MAP. Felt that proposed arrangements were promoting competition for	7-Mar-02	26-Mar-02	The new arrangements are not being developed to restrict competition in MAP. There is the option for any Supplier to source MAP competitively. However, it seems likely that competition in MAP and MAM will move at different speeds,	Closed – Response provided by REMA SG.

No	Description	Identified	Updated	Response	Status
	MAM and reducing the exposure of MAP to the competitive market.			because there is more inertia in MAP. It is necessary to create arrangements to allow this to happen which is one of the primary reasons for the MAP/MAM split.	
5	EG felt that the current definition of MAP did not take into account that a customer may own their own meter. It was felt that the reference to 'liability' should be clarified from the different perspectives of different types of ownership.	7-Mar-02	26-Mar-02	The definition of MAP in the Electricity Metering Protocol now includes the words 'his agent or customer'. Therefore the definition in the Electricity Metering Protocol now reads: "MAP is limited to an 'over the counter' service where the liability for the metering equipment ends when it is provided to the Supplier, <b>his agent or customer ...</b> "	Closed – Response provided by REMA SG.
6	Where the customer owns their own meter how will the responsibilities of the Supplier be discharged to provide a meter that is fit for purpose – this is tied in to the definition of MAP and their 'liabilities'.	7-Mar-02	26-Mar-02	BSC requirement says that the Supplier has to ensure that agents are appointed and there is a certified meter. Supplier's responsibility.	Closed – Response provided by REMA SG.
7	It was noted that the SG should address what role the Code of Practice will play. It is unclear if the current structure allows for the transmission of related meter data.	7-Mar-02	26-Mar-02	There is no Code of Practice in the NHH market, but there is in the HH market.	Closed – a Code of Practice is being developed with Elexon.
8	Since MAMs will have to carry out a significant extra amount of work around communication with MAPs, where they are not the same organisation, who meets the extra costs incurred?	7-Mar-02	26-Mar-02	If the MAM has a significant amount of extra work it will be a commercial decision how they pass costs on. In the case of distributors as MAM they should come to Ofgem to discuss additional costs as part of the Price Control arrangements. The Distribution representative at the SG suggested that Distributors are looking for information now, not in 2005.	Open - Distributors to discuss with Ofgem.

<b>No</b>	<b>Description</b>	<b>Identified</b>	<b>Updated</b>	<b>Response</b>	<b>Status</b>
<b>9</b>	Further clarity on who will maintain the Meter Asset Register is needed. The SG's response on (Question 3.7) was noted as unsatisfactory. How are the SG viewing the role of individual customers in the sequencing of events?	7-Mar-02	26-Mar-02	The SG consider it a commercial decision as to who maintains the Meter Asset Register.	Closed – Response provided by REMA SG.
<b>10</b>	The SG to verify how meter serial numbers are to be set up in a consistent unique unit, as a way of avoiding duplication. Who has ownership and accountability of this task, particularly given the likelihood of increased customer owned meters?	7-Mar-02	26-Mar-02	The MAP/MAM split will remain as defined in the Electricity Metering Protocol and serial numbers will operate through business as usual. It is an I reg. issue and should be addressed in the CoP.	Closed
<b>11</b>	Should the proposed design by the Expert Group cover both the HH and NHH markets? As there is already a degree of asset provision in the HH market is this model generic and will the HH model need to change, if so how?	7-Mar-02	26-Mar-02	The introduction of competition in the NHH market is the priority, especially as competition in the HH market already exists. The SG suggest the EG concentrate on NHH, but should they wish to consider HH this should be done in their own time.	Closed – Response provided by REMA SG.
<b>12</b>	Can the term MOP still be used in industry documentation with revised roles, with the assumption that MOP=MAM, and with the addition that the MAM will need to know who owns the meter?	7-Mar-02	26-Mar-02	If people wish they can call the MAM the MOP (minus the asset) when everything is in place, but in the meantime the SG shall continue to use the terms MAP and MAM.	Closed – Response provided by REMA SG.
<b>13</b>	SG are requested to give guidance on meter asset transfer to illustrate those who should be made aware of or have responsibility for this asset. Ownership may be a clear issue if charges are being made.	7-Mar-02	26-Mar-02	The SG confirmed that MAP = ownership.	Closed

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No	Description	Identified	Updated	Response	Status
14	Will MAP and MAM agents require MDD role codes?	7-Mar-02	26-Mar-02	Yes	Closed – Response provided by REMA SG.
15	How will test certificates be dealt with? Will there be a test certificate for each meter and will the test certificate always stay with the MAP?			To be considered further.	Open