

ESB Networks Service Level Agreement

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1 Introduction

The Commission for Energy Regulation granted ESB the Distribution System Operator licence on the 25th June, 2001. ESB Networks operates under this licence. The licence outlines the functions that ESB Networks as the Distribution System Operator (DSO) shall carry out in relation to the market opening services and the key market functions. As part of market opening the three market roles that ESB Networks perform are:

- Meter Registration System Operator
- Data Collector
- Meter Operator

All of these roles carry out daily processes to support the market. These processes, for 2005, are detailed in a suite of documents and referred to as the Market Process Documents.

This purpose of this document is to describe in full the service levels DSO will operate to for all market participants. These service levels are referred to as Service Level Agreements (SLAs) and are based on the agreed Market Process Documents (MPDs) approved by CER to date. These Service Level Agreements are in accordance with section 34(2) of the Electricity Regulation Act 1999.

A number of transactions in the services described in the SLAs are the responsibility of the Transmission System Operator and are outside the control of the DSO.

This document provides background information and the basis on how the SLAs are prepared and presented. ESB Networks Customer Charter, as approved by CER, has been integrated into the SLAs where relevant to the market processes.

These agreements relate to quality targets for the provision of certain services by DSO under licence obligations. The SLAs will be effective from 4th January 2005. DSO will report on the level of achievement of the targets set out in each of the SLAs in the annual Distribution Performance Report.

These SLAs do not constitute a contract or part of a contract between the DSO (or ESB) and suppliers or any other party. They set out performance standards which the DSO must strive to achieve and report on, as laid down in Condition 13 of the DSO licence. As provided in that Condition, the standards and/or targets of performance may be determined by the Commission from time to time.

2 Approach

The SLAs have been derived on the basis of the experience of electricity utility businesses in general in addition to DSO's experience of the introduction of the customer charter and internal SLAs. Based on this experience the following core principals apply:

- SLA timelines are based on market processes as per approved MPDs
- SLAs are based on approved market rules for these market processes
- SLAs are clear and concise in definition and easy to understand
- Clearly defined triggers for the start and end of an SLA timeline
- Clearly defined measurement criteria
- Clearly defined performance criteria
- Overall SLAs are implemented in a non-complex manner

The SLAs are presented in the numerical order of the approved MPDs.

3 Measurement Criteria

All timelines will be stated in working days. A process may have sub timelines and these will be added together as appropriate for an end to end market service process. The measurement of the SLAs will use the standard definition of a working day in Ireland. The start day for SLAs will be the next working day when electronic messages are received or sent outside normal working hours. Day zero is referred to the working day that a service request is recorded. For clarity, a request made at any time during day one will need to be completed at any time the following day if the timeline is one working day. As an example, a requests made at 9 am and 6 pm on Monday will both need to be completed by midnight on Tuesday if the timeline is one working day.

4 Performance criteria

The performance criteria for DSO are based on completed transactions for each market process covering an agreed period of time of operation. The performance criteria will cover the volume of completed transactions, the measurement of each completed transaction for a process against the SLA timeline and provision of the percentage of total transactions achieving the agreed targets. Measurement of the SLA will cover all completed transactions for a process. However it is inevitable that a small number of exceptional transactions will require special manual handling for a number of reasons¹. To accomodate such cases the performance criteria will be based on the volume of completed transactions and not individual transactions².

The performance criteria associated with each SLA MPD are outlined below. The Overall Performance (OP), as provided in the Tables is an indication of the % of completed transactions that will be completed within the SLA Timeline or within twice the timeline. The performance standards are based on a normal steady state conditions and associated volumes of business process transactions.

¹ For example, exceptional conditions, IT system errors, data errors, downtime.

² For example 95% of the completed transactions will be completed within the SLA timeline and the remaining 5% of the transactions completed within twice the SLA timeline.

5 Non-Complex Measurements

The experience of other utilities and service industries in the measurement of SLAs has shown that SLA measurement can be very complex. In the approach of the SLAs for market processes it is a core principal to express the SLAs definition in a non-complex manner. There are many inter-dependencies between the agreed market processes and market rules and these clearly have an impact on the market services DSO delivers. These inter-dependencies affect Suppliers, their customers, DSO and third parties.

For example, a Supplier requests a change of an agreed meter installation to support the application of its tariff, the customer must comply with DSO's requirements for the works to be completed³. These inter-dependencies and time delays are outside the control of DSO and hence cannot form part of an SLA.

In addition, when making customer appointments, customers may request appointments outside the timeline of an SLA. Again this delay cannot form part of an SLA.

The measurements are based on automatic or manual business transactions on ESB Networks SAP IS-U system and do not include transactions on telecommunications systems, protocols, routers, message hubs or Supplier IT systems.

There are other inter-dependencies and these need to be understood in the SLA timelines and examples of these will be highlighted below for each MPD number.

6 Application of SLAs

The application of the SLAs is based on the implementation of new ESB Networks IT systems/processes along with a bedding in period in early 2005. The SLAs will apply in 2005 taking account of full market opening in February 2005. The full support and co-operation of all market participants is required to support DSO in the delivery of these targets.

³ For example, wiring certification, access to meter location, contact/access details and permission to install additional metering at an agreed metering location etc.

7 SLA timelines for Market Processes

This section should be read in conjunction with the issued SLA market process diagrams and the market approved MPDs. Each MPD will have the relevant SLA timelines marked on the diagram along with the triggers for the start and end of each timeline. The sections are presented in numerical order as per the MPD numbers.

7.1 Change of Supplier NQH MPD 1

The MPD for the Change of Supplier (CoS) is by far one of the most complex processes in market opening. Due to the characteristics the CoS process this SLA is divided into two parts, Part A + Part B.

Part A:

Due to the characteristics of the CoS process and the difficulties of CoS cancellation DSO will carry out site address validation for a CoS message as part of the automatic checking of the site address on the message by the IT system. However a high level of manual checking of the address data is a feature of this process as part of the COS request validation.

Part B:

In **Case one** there is a inter-dependency on when the Supplier provides the customer reading in the COS process. The trigger above is when the Supplier provides the customer reading and the reading is accepted as per the market rules.

In **Case two** there are many inter-dependencies on customers for meter works, re-energisation and new connection agreements. Example are wiring certs, contact details, access details, customer appointment, customer agreement to carryout work, customer to agree to carryout work on their electrical installation, etc.

In **Case three** DSO requires the support of Suppliers in gaining access to a site to read meters (e.g. contact details, access details).

In **Case four** the start trigger is when an actual reading is achieved by DSO. This may be a customer reading provided to DSO and / or an estimated reading in the event of no actual reading being achieved. This will require the support of Suppliers in gaining access to a site to read meters (e.g. contact details, access details etc). If an actual reading is not achieved and an estimated reading is not allowable under the approved market rules for a CoS, then a case three will start for a special meter reading with a start trigger of the 7 working days after the scheduled reading date. The SLA times for case three will also apply.

Refer to Table 1 for further details on this SLA.

Table 1. SLA 1(Specific Conditions associated with this SLA are provided in Section 7.1)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
1	Change of Supplier (CoS) NQH MPD 1	Receipt of CoS request from Supplier	Confirmation and meter reading message sent to both Suppliers	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
1A	Validation of CoS request and the CoS provisional or full acceptance by MRSO	CoS request received	Issue of the provisional or full acceptance message to the new Supplier with notification of CoS to the old Supplier OR Issue of an rejection message to the new Supplier.	5		
1B	The CoS change-over requirements as per a Supplier requirements ⁴ . The completion of the CoS process is dependent upon the Supplier's choice of how the CoS is to be carried out. The 4 Cases are: Case 1: Supplier provides the customer meter readings as per the market Rules. Case 2: Supplier requests meter works changes i.e. exchange of meter, re-energisation, possible new connection agreement, etc Case 3: Supplier requests special meter reading for CoS. Case 4: Supplier requests CoS based on scheduled meter reading event	End trigger of Part A	Issue of the completion and meter reading messages to both Suppliers	3 15 10 3		

⁴ Receive CoS request, validate request and the issue of a provisional or full acceptance of CoS to new Supplier with CoS notification to the old Supplier

7.2 Change of Supplier QH MPD 2

In general it is the same as applies to MPD 1 with the exception that no readings are necessary. Due to the nature the CoS process there will be two parts to the SLA and the total SLA target time is Part A + Part B. The trigger for Part B is automatic, provided there are no meter works, re-energisation or connection agreement inter-dependencies with the customer.

N.B. Meter works or re-energisation of large electrical sites can be complex.

Part A:

Due to the characteristics of the CoS process and the difficulties of CoS cancellation DSO will carry out site address validation for a CoS message as part of the automatic checking of the site address on the message by the IT system. However a high level of manual checking of the address data is a feature of this process as part of the COS request validation.

Part B:

For a QH Change of Supplier there will be a small number of transactions that will require re-energisation, a new connection agreement and change of legal entity. As the number of these transactions are very small and taking the many complex inter-dependencies for re-energisation and new connection agreements no SLA timeline is provided for such cases. Please note that the re-energisation of some of these sites is outside the control of DSO and is under the control of the Transmission System Operator.

Refer to Table 2 for further details on this SLA.

Table 2. SLA 2 (Specific Conditions associated with this SLA are provided in Section 7.2)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
2	Change of Supplier QH MPD 2	Receipt of CoS request from Supplier	Confirmation and meter reading message sent to both Suppliers	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
2A	Receipt, validation of the CoS request and the CoS provisional or full acceptance by MRSO.	CoS request received	Issue of the provisional or full acceptance message to the new Supplier with notification of CoS to the old Supplier OR Issue of an rejection message to the new Supplier.	5		
2B	The CoS change-over requirements as per a Supplier requirements. The completion of the CoS based on the status of the connection point re re-energisation, connection agreement and if an change of legal entity is required. If there are no dependencies on re-energisation, connection agreements or change of legal entity the timeline is as indicated	End trigger of Part A	Issue of the completion and meter details messages to both Suppliers	3		

7.3 CoS Cancellation Process MPD 3

Depending on when a cancellation request is received in the COS process it can be very complex. It is envisaged that the number of cancellations should will be very low.

A cancellation request for a CoS that is in progress can only be made by the new Supplier. Depending on the status of the CoS it may be complex to reverse and in some cases will require the CoS to be completed and another CoS to be initiated.

Due to the nature the cancellation process there will be two parts to the SLA and the total SLA target time is Part A + Part B

Part B:

Some CoS cancellations may be complex due to the advance stage of the CoS when a cancellation request is received from a new Supplier.

Overall Performance:

It is not intended that high volume cancellations, issued in a short time frame, are covered in this SLA due to the manual processes involved.

Refer to Table 3 for further details on this SLA.

As the objection process is still under discussion an SLA is not available at this stage.

Table 3. SLA 3(Specific Conditions associated with this SLA are provided in Section 7.3)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
3	CoS Cancellation Process MPD 3	Receipt of cancellation request from a Supplier	Informing old Supplier of cancellation message sent to both Suppliers	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
3A	The validation of the cancellation request and the notification of the old Supplier of the request. Receive cancellation request, validate request and issue message to old Supplier	Cancellation request received	Issue of notification message to the old Supplier with notification OR Issue of an rejection message to the new Supplier			5
3B	The receipt of the acceptance message from the old Supplier and cancellation of the CoS informing both old and new Suppliers. Receive cancellation agreement message from old Supplier, validate request and issue messages to both Suppliers	Cancellation agreement message received from old Supplier	Issue of the notification message to both Suppliers			5

7.4 Revert to Supplier of Last Resort MPD 4

Due to the exceptional nature of this process, e.g. a Supplier is leaving the market there is no SLA for this process.

7.5 New NQH Connection MPD 5

The new connections process is already covered in ESB Networks Customer Charter and it is not intended to replace it.

Part of this process is covered under ESB Networks Customer Charter and will be integrated within the SLA.

Parts A and B are already covered by ESB Networks Customer Charter and therefore are not covered by this SLA.

Part A:

This is covered by guarantee five of ESB Networks Customer Charter and the timeline depends on the design requirements based on the customer requirements for a new connection.

Part B:

This is covered by guarantee six of ESB Networks Customer Charter and the timeline depends on the customer acceptance of the quotation offer, receipt of wiring certificate and access permission to the site. There is an additional dependency on the energisation of the MPRN in accordance with the market rules:

- If the maximum import capacity "MIC" is greater than or equal to 30kVA the MPRN shall be registered against a Supplier before energisation is permitted on site.

Part C:

The processing of the meter details by the Meter Operator is a paper based process.

Refer to Table 4 for further details on this SLA.

Table 4. SLA 5(Specific Conditions associated with this SLA are provided in Section 7.5)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
5	New NQH Connection MPD 5	Receipt of valid Customer application form	Inform Supplier of acceptance, meter details and readings	A + B + C	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
5A	The validation of the application form and the issue of the quotation and connection agreement.	Receipt of valid Customer application.	Issue of quotation and connection agreement to the customer.	7 or 15 or 90		
5B	The construction activity to complete electrical infrastructure for a new connection	Receipt of Customer payment, signed connection agreements, construction permits, wiring certs, and access to site to complete works e.g. acceptance of the quotation offer by the customer	Installation of meters on site and energisation	10 or 50		
5C	The data processing required in setting up the new meter installation and processing meter readings to the Supplier. Meter data processing to a Supplier	Installation of meters on site and energisation	Issue of acceptance, meter details and meter readings to Supplier	10		

7.6 New QH Connection MPD 6

This is the same as MPD five. The characteristics of QH new connections are normally more complex and require greater advanced planning with DSO. It should be noted that for all QH new connections, their MIC will be greater than or equal to 30kVA and hence the Supplier's registration will be required before connection point energisation can take place.

7.7 New Non Despatchable Generator MPD 7

The number of connections of generators to the Distribution system compared to normal customer demand loads is very small. Generator connections are more complex and have a greater number of inter-dependencies in the connection process. In general their connection process is similar to demand customer connections and the timelines of SLAs five and six will be the indicative targets that will apply.

Due to the small volume of these connections and the complex process issues that can arise, no SLA is applicable. Significant manual interaction with clients and customers is required to complete this process. Some generator connections are under the control of the Transmission System Operator.

7.8 Change to Meter Point Characteristics MPD 8

Change of meter point characteristics covers a range of criteria including changes to connection agreements.

The same SLA timelines will apply as for SLA 5 and SLA 6. It should be noted that this process is very dependent on the Supplier's prior agreement with the customer.

7.9 De-energisation of a Meter Point MPD 9

The de-energisation (D-E) of an meter point has two distinct and separate requirements. One is a D-E associated with non payment of Supplier bills by customers and is requested by the Supplier. All D-Es will be carried out in accordance with the relevant Code of Practice approved by CER and consideration of re-energisation process during normal working times. This requires further detailed discussion with the market participants. The other D-E is at the request of the customer via the Supplier e.g. house move etc. For both of these requests DSO's actions are the same hence the process is the same. The de-energisation for a customers non payment of their account with a Supplier, will be carried out as per the agreed code of de-energisation and customer protective policies. This type of de-energisation will be carried out to ensure that re-energisation could be accommodated on the next consecutive working days, e.g. None of these type of de-energisation actions will take place on a working Friday.

As the validation of the electronic message from the Supplier is fully automatic an SLA is not required. Once the message is validated there are no inter-dependencies on scheduling the work to be completed.

Part A:

DSO will depend on Suppliers to provide customer contact details and access arrangements where relevant to carryout this request. Suppliers will be advised if there are delays outside this timeline provided the request has been received and validated. Please note an appointment could be made outside this timeline. If a site visit is carried out and D-E has not taken place, the Supplier will be informed with the details. Interaction between the Meter Operator and the Supplier may be required on the next course of action.

Part B:

The processing of the meter details by the Meter Operator is a paper based process.

Refer to Table 5 for further details on this SLA.

Table 5. SLA 9(Specific Conditions associated with this SLA are provided in Section 7.9)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
9	De-energisation of a Meter Point MPD 9	Receipt of D-E message request from a Supplier	Issue Confirmation of D-E and meter readings to the Supplier	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
9A	The automatic receipt and validation of the D-E Supplier request and the process of carrying out the physical work ⁵ .	De-energisation request received and validated	Physical de-energisation is completed or site visit completed.		5	
9B	The processing of the meter data from the site installation to the Supplier	De-energisation or completion of site visit	Issue of de-energisation details and meter readings message to the Supplier		10	

⁵ In the SLA process diagrams the term “work becomes schedulable” is used. This is ESB Networks terminology to describe when physical work is cleared of all relevant inter-dependencies to signal that the work is flagged to be scheduled and completed.

7.10 Re-energisation of a Meter Point MPD 10

The SLA times for this process are the same as for SLA nine. There is one difference in a re-energisation is that customer inter-dependencies on wiring certs and connection agreements. If these dependencies exist for a re-energisation the Supplier will be advised by a market message of this possible customer delay.

Please note comments from SLA nine. DSO is very aware of a re-energisation for a previous de-energisation for non payment of a Suppliers account and will strive to complete this type of re-energisation in a shorter timeframe.

Start trigger for Part A:

In a number of cases a wiring cert and new connection agreement will be required before a R-E can take place. DSO depends on Suppliers for customer contact details and access arrangements to carry out this request along with customer agreement to meter changes on site. Suppliers to be advised if there are delays outside this timeline provided the request has been received and validated. Please note an appointment could be made outside this timeline. If a site visit is carried out and R-E has not taken place, the Supplier will be informed with the details. Interaction between the Meter Operator and Supplier may be required on the next course of action.

Part B:

The processing of the meter details by the Meter Operator is a paper based process.

Refer to Table 6 for further details on this SLA.

Table 6. SLA 10(Specific Conditions associated with this SLA are provided in Section 7.10)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
10	Re-energisation of a Meter Point MPD 10	Receipt of a validated R-E message request from a Supplier	Issue confirmation of R-E and meter readings to the Supplier	A + B	95%	5%
SLA Parts	Description	Start	End	Time Workdays		
10A	Receive a re-energisation request and physically carry out the R-E work, i.e. the automatic validation of R-E Supplier request and the process of carrying out the physical work ⁵ .	Re-energisation request received, validated and customer inter-dependencies cleared	Physical re-energisation is completed	5 and 2 for NPA R-E requests only.		
10B	The meter data processing to the Supplier, i.e. the processing of the meter data from the site installation to the Supplier	Re-energisation completed	Issue of re-energisation details and meter readings message to the Supplier	10		

7.11 Change of Meter Configuration MPD 11

Change to meter configuration is similar to the re-energisation process however the customer inter-dependencies will feature in all of these transactions.

In a small number of transactions for meter configuration changes other physical work may take place, e.g. a meter re-location, service alternation where the customer has DSO to carry out this work in advance.

Part A - Start trigger:

There are many inter-dependencies on customers for meter configuration changes, for example re-energisation may be a feature, meter relocation or new connection agreements. In a number of cases the customer will have to agree to carryout work on their electrical installation and provide wiring certificates before the meter changes can take place. These conditions will be advised to Suppliers via a market message. DSO will depend on Suppliers for customer contact details and access arrangements to carry out this request along with customer agreement to meter changes on the site.

Part B:

The processing of the meter details by the Meter Operator is a paper based process.

Refer to Table 7 for further details on this SLA.

Table 7. SLA 11(Specific Conditions associated with this SLA are provided in Section 7.11)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
11	Change of Meter Configuration MPD 11	Receipt of a validate meter configuration change request from a Supplier	Issue of a confirmation of meter configuration change and meter readings to the Supplier	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
11A	The automatic receipt and validation of change of meter configuration Supplier request and the process of carrying out the physical work ⁵ .	Meter configuration change request received, validated and customer inter-dependencies cleared	Physical re-energisation is completed	5		
11B	The meter data processing to the Supplier, i.e. the processing of the meter data from the site installation to the Supplier	Meter configuration change completed on site	Issue of meter configuration change details and meter readings message to the Supplier	10		

7.12 Meter Problems and Reports of Damage MPD 12

This market process diagram is part of the meter security process in DSO. There are many inputs to the process from Suppliers, Data Collector, Customers and other parties. As there are various reasons for meter damage there is a need for meter security processes to be involved. No SLA will apply if a security issue arises from a Supplier request or if no physical meter faults exist on the site. If a Supplier is advising a meter security issue this must be made clear to DSO.

This process is part of the meter security process. In general DSO will repair or replace faulty meter equipment as a result of reported problem within the same timeline regardless of the source of the information.

Part A- Start trigger:

There are many inter-dependencies on customers for meter changes as a result of a damaged meter for example re-energisation maybe a feature, appointments, meter relocation etc. DSO depends on Suppliers for customer contact details and access arrangements to carryout this request.

Part B:

The processing of the meter details by the Meter Operator function is a paper based process.

Overall Performance:

Note that if a fault is found then the processing of un-recorded energy consumption is outside the scope of this SLA.

Refer to Table 8 for further details on this SLA.

Table 8. SLA 12 (Specific Conditions associated with this SLA are provided in Section 7.12)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
12	Meter Problems and Reports of Damage MPD 12	Receipt of a valid request from a Supplier	Issue of meter changes and associated meter readings to the Supplier	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
12A	The automatic receipt and validation of the Supplier request and the process of carrying out the physical work	Supplier request received, validated and customer inter-dependencies cleared	Physical meter works are completed	5		
12B	The meter data processing to the Supplier, i.e. the processing of the meter data from the site installation to the Supplier	Meter changes completed on site	Issue of meter change details and meter readings message to the Supplier	5		

7.13 MPD 13

MPD 13 was removed and included in the other MPDs with the agreement of the market participants.

7.14 NQH Schedule Read MPD 14

This covers the market role of the Data Collector for NQH sites. As this is a cyclic process and not specifically an end-to-end process, it is more difficult to show this on the market process diagrams. There are three parts to this SLA which are distinct and are not cumulative for an overall SLA time for this activity.

A Supplier will receive six meter readings per calendar year. These six meter readings will be scheduled for each year and Suppliers advised in advance of the schedule. There will be four schedule reading visits, for each MPRN, in each calendar year with two block estimates to complete the six readings to Suppliers.

For MPRNs on the DUoS Group 6 (DG6) who have capacity reading requirements, these sites will have six scheduled reading visits, for each MPRN, in each calendar year. This excludes DG6 customers on profile meters.

Part A: Scheduled Read

The level of estimation is dependent on the success in gaining access to customer's metering installation.

Performance: DSO is setting a performance standard of achieving

- 80% or greater, of actual readings for scheduled meter reading visits. This will include customer readings received during the meter reading time period. DSO needs the support of Suppliers in achieving this target with regard to customer site access arrangements, customer contacts details and advising DSO of meter readings provided to Suppliers by customers.
- 97% achievement of four scheduled read visits
- 100% percent of a minimum of two schedule read visits.
- One actual reading will be achieved for 98% of all customer meter installations per calendar year. This will include actual meter readings received by DSO from either customers, Suppliers or during other metering activity.
- For a sub-set of the DG6 MPRNs noted above, the performance for the actual meter reading will be 98%.

The market process diagrams for the SLAs shows a meter reading data performance profile of the accumulated volume of meter readings, issued to suppliers, over the 7 working days.

DSO requires the full support of Suppliers and customers to achieve this target with regard to contact details and access arrangements.

Part B: Block Estimates

A target of no consecutive block estimates or no back-to-back block estimates.

Performance: DSO will set a performance of

- 99% of all meter installations which will not have consecutive block estimates carried out.
- For a sub-set of the DG6 MPRNs noted above there will be no back-to-back block estimates.

Part C: Out of Cycle Customer Read

This is an out of schedule reading provided to the Data Collector in DSO. These meter readings will be validated as per the market rules

Performance: DSO will set a performance of

- 95% of all out-of-schedule reads will be processed within the timeline and
- 100% will be processed within twice the timeline.

Refer to Table 9 for further details on this SLA.

Table 9. SLA 14(Specific Conditions associated with this SLA are provided in Section 7.14)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
14	NQH Schedule Read MPD 14	Schedule Read Date	Completed issue of meter readings to Suppliers	See below	95%	5%
SLA Parts	Description	Start	End	Time Workdays		
14A	Scheduled Read This is the cyclic process of opening a block of metering reading work (meter reading unit/s) for meter reading, for a defined period of time. Validated meter readings are issued to Suppliers as the meter readings are collected in the field. Estimates are provided for residual readings where no actual readings are obtained at the end of the period. Customer reads will be accepted during this period. DSO will provide a meter reading schedule to Suppliers covering a 12 month period.	Scheduled Read Date	Completed issue of the validated meter readings (including estimates) to Suppliers	7		
14B	Block Estimates The meter reading activity is scheduled and managed using blocks of MPRNs as a meter reading unit. The MPRNs in a meter reading unit are scheduled together for meter reading service. The term "block estimate" refers to the process where estimated readings are triggered for all MPRNs in that meter reading unit in the same time period.	Scheduled Read Date	Completed issue of the block estimated meter readings to Suppliers	7		
14C	Out of Cycle Customer Read An out of cycle customer reading is a reading that is provided to DSO outside the meter reading time period.	Meter reading received	Issue of meter reading to Supplier	3		

Table 10. SLAs 15, 16, 20, 21, 24, 25 (Specific Conditions associated with this SLA are provided in Sections 7.15, 7.16, 7.20, 7.21, 7.23, 7.24)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
15	QH Data Processing MPD 15	Settlement date	Issue of completed set of validated customer QH data to their Supplier	5	95%	5%
16	Data aggregation MPD 16	Settlement date	Issue of completed set of aggregated data to Suppliers, Generators and SSA/TSO	10	95%	5%
20	Change of SSAC MPD 20	Receipt of Suppliers request	Issue of confirmation message to Supplier	3	95%	5%
21	De-Registration MPD 21	Receipt of Suppliers request	Issue of confirmation message or rejection message to Supplier	5 or 10	95%	5%
24	Change of Customer Details MPD 24	Receipt of validated Suppliers change of Customer details message and connection agreement requirements cleared	Issue of confirmation message to Supplier	5	95%	5%
25	Change of Legal Entity MPD 25	Receipt of Suppliers request	Issue of full confirmation message to the Supplier	5	95%	5%

7.15 QH Data Processing MPD 15

The QH data collection will be highly automated in 2005 and will be using the same field data collection system that is currently in operation. Refer to Table 10 for further details on this SLA.

With the introduction of new IT systems the issue of individual validated customer QH data, when available, to Suppliers before the 5 working days will be carried out.

7.16 Data Aggregation MPD 16

The data aggregation is based on the settlement date. Refer to Table 10 for further details on this SLA.

7.17 Adjustments to Consumption MPD 17

As this process is associated with meter security and agreement with Suppliers and customers to collect adjustments, no SLA is stated in accordance with MPD twelve

This is a very manual process and requires agreement between Data Collector, Supplier and Customer to complete the process.

7.18 Request for Special Read MPD 18

This is a request for a meter reading by a Supplier.

Part A:

Supplier support in providing access and contact details for the site via the customer contact with Supplier.

Part B:

The majority of the special reads will be collected on site using mobile technology.

Refer to Table 11 for further details on this SLA.

Table 11. SLA 18(Specific Conditions associated with this SLA are provided in Section 7.18)

SLA No.	Description	Trigger		Time Workdays	OP	
		Start	End		Within SLA	Twice SLA
18	Request for special read MPD 18	Receipt of valid Supplier's request	Issue of meter readings to Supplier	A + B	95%	5%
SLA Parts	Description	Trigger		Time Workdays		
		Start	End			
18A	The management of the physical site visit to collect the meter reading	Receipt of validated Suppliers request	Meter reading collected on site	7		
18B	The data processing of the read to the Supplier. Validation of the meter reading is part of the process. A special read request is outside the normal scheduled reading visits.	Meter reading collected on site	Issue of the validated meter reading to the Supplier	3		

7.19 Terminate a Meter Point MPD 19

Termination of meter point is an agreed automatic process for the vast majority of cases and there is no stated SLA.

As this is covered by market rules under the de-energisation greater than 2 years there is no stated SLA. Under exceptional conditionals an MPRN may be terminated when site/premises has been removed.

7.20 Change of SSAC MPD 20

There is a requirement for the SSA's approval of same for processing. Refer to Table 10 for further details on this SLA.

7.21 De-Registration MPD 21

As part of the agreed market rules there is an automatic process of de-registration in DSO that takes place in the applicable timeframe, which is at present 6 months. Refer to Table 10 for further details on this SLA.

Time: 5 Working Days if request is made 6 months after D-E.

Time: 10 Working Days if request is made less than 6 months after D-E.

In exceptional cases Suppliers can request DSO to carry out a de-registration before the six months are up, where the MIC is greater than or equal to 100kVA for an MPRN. This is a very manual process for DSO and hence reflected in the SLA.

7.22 Customer and Supplier Data Requests MPD 22 & 23

Due to the nature of the requests and the fact that DSO will have an MPRN published on its web site the majority of customer requests will be serviced by ESB National Customer Call Centre. There are no SLAs for these processes.

7.23 Change of Customer Details MPD 24

This process is very important to DSO in relation to customer records for a range of services including ESB's national emergency service. Refer to Table 10 for further details on this SLA.

Start trigger: A change of Customer details may result in a new connection agreement being signed by the customer and hence inter-dependency in the process

7.24 Change of Legal Entity MPD 25

This process is very important to DSO in relation to customer records for a range of services including ESB's national emergency service and site responsibilities in accordance with connection agreements. Refer to Table 10 for further details on this SLA.

Start trigger: New connection agreements may be a feature of this process and hence the timeline stated excludes the process of new connection agreements and any legal issues arising. Also any requests for changes to DUoS groups are excluded. Invalid meter readings are also excluded.