

# Retail Market Guide NI 19

## Terminate Connection

**31/08/2016**

<i>Current Status:</i>	Baseline
<i>Issue Date:</i>	31/08/2016
<i>Version:</i>	3.0

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## 1. Introduction

### 1.1 Scope

This document describes the Retail Market Guide for the Termination of a metered or unmetered site. NIE Networks will Terminate a Meter Point at the request of a Customer. NIE Networks also retain the right to Terminate a Meter Point due to safety reasons or emergency situations.

### 1.2 History of Changes

Version	Source of Change	Description of Change
0.1	NIE	Initial Draft
0.2	P Merkens	
0.91	P Merkens	Issued for SIG Review
0.92	P Merkens	Updated following SIG Workshop
0.93	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none"><li>• Updated for DR1110/CRID163</li></ul>
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks

### 1.3 Document References

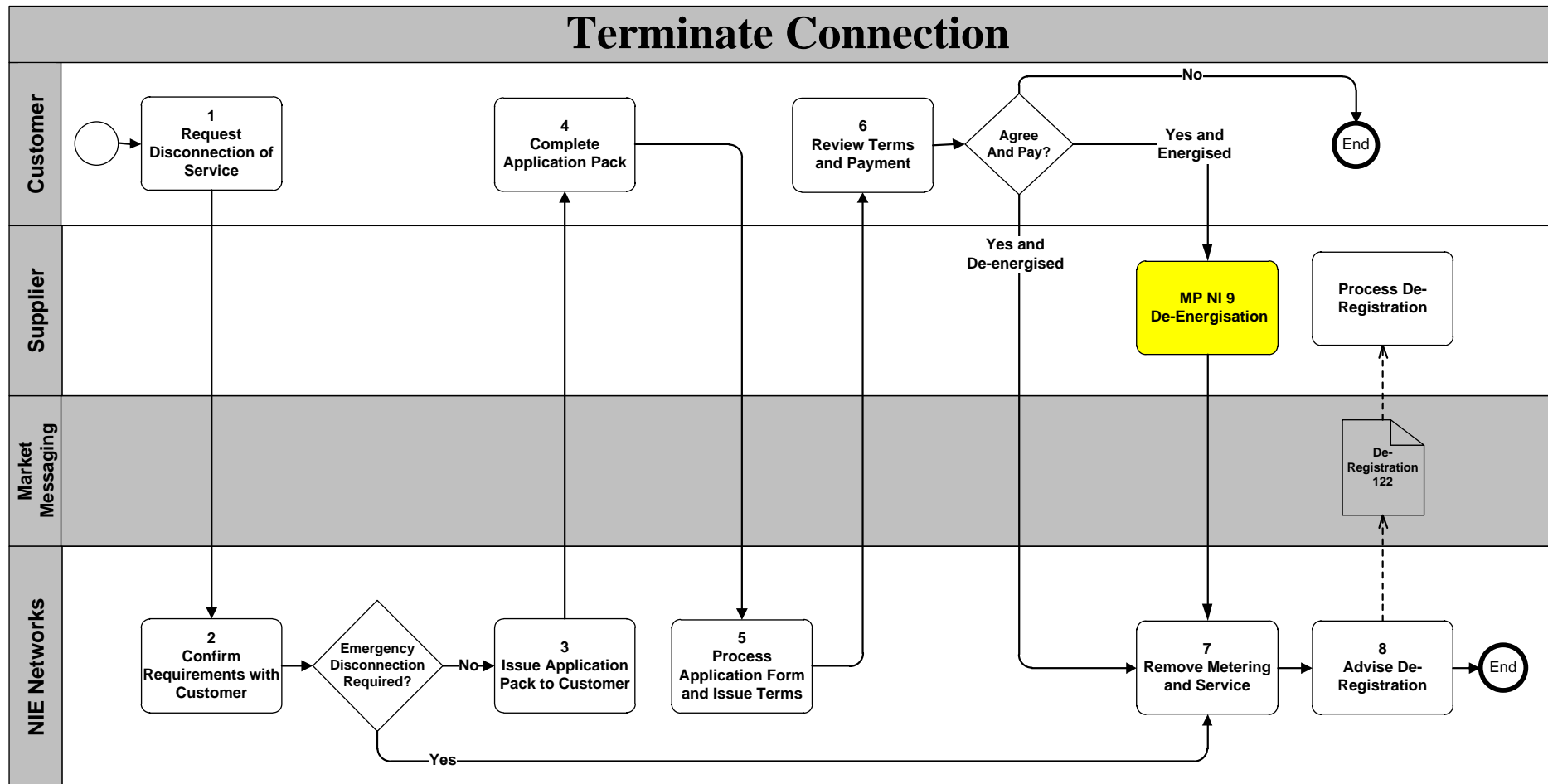
Document Reference	Document name
MP NI 9	De-Energisation
MP NI 39	NI Market Procedures - Glossary of Terms

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### 2. Procedure Description

#### 2.1 Terminate Connection

##### 2.1.1 Process Flow Diagram



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### 2.1.2 Process Description

Step	Role	Action	Interface
1	<b>Customer</b>	Where a Customer wishes to have a service cable Terminated they will contact NIE Networks to request Terminate Connection. Customers can either call NIE Networks or send a written request.	Phone Call or Letter to NIE Networks
2, 3	<b>NIE Networks</b>	<p>NIE Networks will review any request from a Customer to Terminate a Connection. NIE Networks will determine whether the request is an emergency situation and if so proceed with removal of the service cable immediately.</p> <p>Where it is not an emergency situation NIE Networks will issue an application pack to the Customer for the removal of the service cable.</p> <p>Where a site has not been de-energised NIE Networks will advise the Customer to contact their Supplier to request de-energisation.</p>	Application Pack to Customer
4	<b>Customer</b>	The Customer completes the application pack for the removal of service cable and send this to NIE Networks	Completed Application Pack to NIE Networks
5	<b>NIE Networks</b>	<p>NIE Networks will review the completed application pack and issue formal terms and payment details to the Customer</p> <p>NIE Networks will also advise the Customer to contact their Supplier to request de-energisation if the site has still not been de-energised.</p>	Formal Terms and Payment Details to Customer
6	<b>Customer</b>	<p>The Customer reviews terms and payment details and provides payment to NIE Networks for work to proceed.</p> <p>If the Customer does not agree to the terms or provide payment NIE Networks will not proceed with the removal of the service cable.</p>	Agreed Terms and Payment to NIE Networks

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Step	Role	Action	Interface
7	<b>NIE Networks</b>	On receipt of payment and provided that the site has been de-energised NIE Networks will complete the Fieldwork to remove the service. Once the Fieldwork is completed NIE Networks will send a De-Registration advice to the Supplier.	122 to Supplier