



# B11 Referral – Proposed Process

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## ➤ B11 – Cut-out with a fused neutral – are referred to us via three methods:

- Large Supplier 1 – MOP will ring ENWS from site, scheduling office will book appointment there and then with customer facilitated by MOP ringing us from customer premises (B11 dataflow still issued next working day)
- Large Supplier 2 - will ring their own Contact Centre. Their Contact Centre will then ring ENWS, who will follow up with a phone call (B11 dataflow still issued next working day)
- All other suppliers – MOP does not ring from site and B11 dataflow is issued next working day



- ESQCR stipulates fused neutrals are not permitted and so we must remove them urgently.
- The success rate where we are contacted straight away is much higher than where we just receive a dataflow.
- Adopting the proposed approach (next slide) more widely gives us:
  - A higher success rate resolving the issue;
  - Allows us to make the supply point smart ready much more quickly;
  - Provides the customer with a smoother installation journey.



- Supplier/MAM/MOP telephones us directly from site on a dedicated phone number (0800 072 7019) when a B11 code is identified before 18.00 Monday to Friday.
- For all calls before 16.30, we aim to dispatch an appropriate team within 3 hours.
- In all cases, we will call the customer within 10-15 minutes of your report to provide a situation update.
- There is no requirement for the meter installer to remain on site.
- When the dedicated line is not manned, we will still identify the B11 through the normal Cat B process. However, if you leave a customer name, address and contact phone number on the message service, we will call the customer back during the next core time.



- For all Cat Bs, the Supplier/MAM/MOP has the option to telephone us directly from site on a dedicated phone number (0800 072 7019) when any B code is identified before 18.00 Monday to Friday.
- We would most likely not be able to attend the same day but we will agree an appointment date/time with the customer.



- Cat As are reported to our 24 hour emergency telephone line.
- Where the call is received before 16.30 Monday to Friday, it is forwarded to our dedicated Cat A response teams.
- We call the customer within 10-15 minutes of your report to provide a situation update.
- Calls outside of the above core times are handled by our 24 hour emergency response team, along side other network issues.