
Retail Market Design Service

Processes– Self Supplier

1. Introduction

Fully competitive suppliers operating in the Retail Electricity Market must conform to a set of agreed market processes (MPDs) and communicate using the agreed market messaging standards and technologies. In the case of a self-supplier who does not propose to communicate in the market using the XML messaging standards, a limited sub-set of processes will be supported manually by ESB Networks. It is not expected that the full suite of market procedures will be required by a self-supplier and it is important to note that the full suite will not be supported manually. Furthermore, where ESB Networks undertakes to support manual provision of a service to a supplier it will not be bound by the normal Service Level Agreements in place. Any self-supplier may, at any time, elect to operate using the agreed market processes and market messages but will be required to undergo the applicable market assurance processes. The Commission for Energy Regulation (CER) can advise on this.

2. Purpose

The purpose of this document is to describe the processes which ESB Networks proposes to support through the medium of manual communication and to determine contact points for exceptional items. There will be a number of processes which are not relevant in this situation (e.g. Change of Legal entity) and these are not included in this document.

3. Processes supported manually by ESB Networks

3.1 Registration Process

One of the primary functions of the Meter Registration Services Operator function within ESB Networks is to facilitate registration of Meter Points to Suppliers. Manual registration will be limited to one site per supplier, that being the site at which generation is carried out.

The Supplier must complete the form as detailed in Appendix 1. MRSO will confirm successful registration of the site to the e-mail address provided within five working days of the registration date. Where any issues or queries arise with the Registration Request MRSO will manually contact the same e-mail address to resolve these issues.

3.2 Data Processing and Aggregation Processes

MRSO currently provides consumption data for QH sites to Suppliers on a nightly basis using XML market messages, with initial aggregated data used for settlement provided nightly. Re-aggregated data used by SSA for settlement is provided monthly on CD.

For a self-supplier who is not using the MPCC there are a number of options:

- Use of their own systems to extract data from the interval metering installed
- Receipt of interval data on a manual basis by special arrangement with MRSO – see the form as detailed in Appendix 2. MRSO will confirm by e-mail within five working days of the request date

Where a Supplier requires data to be re-sent, or has not made arrangements to have data manually sent to them but requires data on a once-off basis, this will be facilitated where and as soon as possible but will be subject to a charge.

3.3 DUoS Billing Processes

ESB Networks currently provides DUoS invoice information on CD-Rom and in paper format as standard as per the agreed market process. This process also applies to the Self Supplier. Similarly, transaction charges and PSO levies, where applicable, are invoiced without the use of market messages.

The only functionality supported by Market Messages in the DUoS area is Designated Disputes (i.e. due to arithmetic errors etc). However, given the nature of the sites involved it is highly unlikely that these will arise. Where a dispute is applicable, the Supplier should contact the DUoS Billing team on 1850 200810. Such disputes will be handled in line with the usual timescales.

3.4 Meter Works Requests

Suppliers may request a number of meter works requests when using market messages. Primarily, these fall into a number of categories:

- De-energisations (Non payment of account or standard)
- Re-energisations (Non payment of account or standard)
- Meter Works (Meter changes, install signals etc)

Given the nature of a self-supplied site, none of the above standard meter works requests are envisaged. In the case of an emergency, the contact centre should be contacted at 1850 372 999.

3.5 Customer Data Changes

The Retail Electricity Market Model supports a number of processes which can be used by the Supplier to notify ESB Networks of changes to the customer or customer data at a particular meter point.

Given the nature of a self-supplied site, there should be no Change of Legal Entity as continuing to supply the site would be a clear breach of the conditions set out in the assurance questionnaire. Changes to other customer details (contact name or address etc) should be notified by completing the form attached in Appendix 3. Requests will be confirmed by MRSO by e-mail within 5 working days of receipt of the request.

4. Queries

Any queries on this document may be notified to:

Bróna McKnight (Market Design Team Lead)
01 6189510
brona.mcknight@esb.ie

Cormac Madden (CER and Industry Co-Ordinator)
01 6189550
Cormac.madden@esb.ie

Appendix 1 – Registration

Supplier	Name:
	Address:
	Tel:
	Email:
Supplier ID	
SSAC	
MPRN of site to be registered	
Address of site to be registered	

Any Additional relevant details	

I hereby request MRSO to register the above site to the Supplier ID noted above

Supplier Representative (Print):

Signature:

* Required Date (DD.MM.YYYY):

* Please note that the required date stated above must be at least 10 working days from the receipt of this form by MRSO.

Please return fully completed forms by Fax or by Post to:

MRSO
 Osprey House,
 Grand Canal Street Lower,
 Dublin 2
 Fax: 01 7026 511

Appendix 2 – Data Provision

Supplier	Name:
	Address:
	Tel:
	Email:
Supplier ID	
SSAC	
MPRN of site where data is required	

Any Additional relevant details	

I hereby request MRSO to provide data by e-mail and attachment at month end for the above site

Supplier Representative (Print): _____

Signature: _____

* Required Date (DD.MM.YYYY):

* Please note that the required date stated above must be at least 10 days from the receipt of this form by MRSO.

Please return fully completed forms by Fax or by Post to:

MRSO
 Osprey House,
 Grand Canal Street Lower,
 Dublin 2
 Fax: 01 7026 511

Appendix 3 – Customer Data Changes

Supplier	Name:
	Address:
	Tel:
	Email:
Supplier ID	
MPRN of site	
Details at site to be updated	

Any Additional relevant details	

I hereby request MRSO to update its records for the above site

Supplier Representative (Print):

Signature:

* Required Date (DD.MM.YYYY):

* Please note that the required date stated above must be at least 10 working days from the receipt of this form by MRSO.

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Fax: 01 7026 511