

Address and Customer Name Job Aid

Incorrect inputting and formatting of Customer Name and Address information is a major cause of rejected market messages for electricity suppliers. Submitting correctly formatted Address and Customer Name data can save market participants a considerable amount of time and effort.

General Data Entry Rules

1. All Address and Customer Name data is to be entered in Uppercase.
2. Apostrophes, hyphens, fada's and other accents over letters are not to be used.
3. No leading spaces are to be used and one space is to be used between each separate word.
4. Avoid use of abbreviations where possible except for acceptable ones where necessary for space reasons.
5. Honorific information should be entered after the Last Name e.g. ESQ, MD, ESQ, MBE

Customer Details

The customer record must be for an individual or an organisation but never both as the Connection Agreements can only be sent to an individual or an organisation.

Person, Individual	Examples
Title	MISS, MR, MS, MRS, DR, FR, REV
First Name	JOHN, MARY, PETER, JEAN JAQUES, PATRICIA, MARTIN
Last Name	OCONNOR, WILSON PIPER, BURKE MD, BABINGTON MACAULAY ESQ
The Organisation Name is always placed in the Name_Org1 field The Division or Department Name , if any, is placed in the Name_Org2 field	
Organisation	Examples
Name_Org1	DUNNES STORES,
Name_Org2	FINANCE DEPARTMENT, EDUCATION DEPARTMENT, DISTRIBUTION DIVISION
Reg Company No	
Trading As	HEFFERNAN AND CO, INDEPENDANT ALES COMPANY

Address Details

There are currently three types of Addresses and two Address Formats (Street and PO Box)

1. Meter Point Address (This address cannot be entered as a PO Box Type address)
2. Notification Address (This address can have a Street or PO Box type format)
3. Technical Contact Address (This address cannot be entered as a PO Box Type address)

If sending a PO Box type address, you **must not** send a Street Type Address for the same Customer.

4 address type formats can be sent on a market message. These address formats are **Meter Point Address Street (MPAS)**, **Notification Address Street (NAS)**, **Technical Contact Address Street (TCAS)**, **Notification Address PO Box (NAPO)**.

Address Structure	Allowed Formats	Note	Examples
C/O Name	NAS, TCAS	Person/organisation responsible for administering the account.	
Unit/Apt. Number	MPAS, NAS, TCAS	Unit Number is used where a sub-division of House Number is required.	115, FLAT 22, UNIT 6A, SHOP 17-20
Address Line 1	MPAS, NAS, TCAS	This is the first overflow before the Street field if required and should take precedence over Address Line 2.	MAIN GATE LODGE, MULLINGAR BUSINESS PARK, LIFFEY ENTERPRISE CENTRE
Address Line 2	MPAS, NAS, TCAS	This is the second overflow before the Street field.	STERN PLASTICS FACTORY, AIRPORT INDUSTRIAL UNITS
House Number	MPAS, NAS, TCAS	Number allocated to a particular building / premises on a Street.	8, 114A, 12+13, 8/12, REAR 72
Street / Townland	MPAS, NAS, TCAS	The Street the premises are physically located on. Townland is entered for rural locations.	UPPER RATHMINES ROAD BALLINGOWN
Address Line 4	MPAS, NAS, TCAS	This is the first overflow after the Street field if required and should take precedence over Address Line 5	TALLAGHT RATHMINES WICKLOW HARBOUR
Address Line 5	MPAS, NAS, TCAS	This the second overflow after the Street field if required.	CLONTARF, BRITTAS BAY
Postal Code	MPAS, NAS, TCAS, NAPO	The Dublin Post codes e.g. Dublin 4, should be placed in the City field.	CO4 3SQ, S6 3AF, NY 10705
City	MPAS, NAS, TCAS, NAPO	If the Address is in Ireland this field must be provided.	DUBLIN 18 CORK
County - Ireland	MPAS, NAS, TCAS	Mandatory if the Address is in Ireland.	GW Galway , MN Monaghan
County, State	NAS, TCAS	To be used where the County/ State is outside of Ireland.	BERKSHIRE, FLORIDA
Country	MPAS, NAS, TCAS, NAPO	Country must be sent in all cases and must be in codified format.	BY-BELARUS, CH-Switzerland, IE-Ireland
PO Box Number	NAPO		P.O. Box 78350

Customer Name Additional Information

If the **Customer is an Individual/Person**

- Use the First Name, Last Name fields.
- Use the title if available.

If the **Customer is an Organisation**

- Use the Name_Org1 field always.
- Use the Name_Org2 field if the customer site is a division or department.
- Use the Trading As field if the customer site is trading with a name different from the company name.

Don'ts

- **Use a mixture of First Name, Last Name and Organisation fields.**
- **Use the second Organisation field to store information other than the name of a division within the Organisation.**
- **Use the Trading As field when the customer site is trading under a different name than that in the Name_Org1 field.**

General Address Additional Information

Up to 3 Addresses are stored for each customer:

1. **Meter Point Address**

- This address identifies the physical connection point to the electricity network.
- It is owned and maintained by ESB Networks and is the default address for all customer correspondence.

2. **Notification Address**

- This is the customer's correspondence address where it is different from the Meter Point Address.
- Send a Notification Address when it is in a different location from the Meter Point (Site) Address
- This address is owned and managed by Market Participants.
- **NOTE** To change an existing Notification Address, the whole address containing the changes must be resent by the Supplier.
- Incorrect structure on Notification Addresses leads to difficulty in delivering Connection Agreements, Quotations and Invoices to the Customer.

3. **Technical Contact Address**

This address serves as a point of contact for ESB Networks to gain access to site metering. An example would be the contact details for a County Council Engineering Headquarters e.g. in the case of an MPRN for an un-manned pump house. This address is owned and managed by the registered electricity supplier for that Meter Point.

C/O Name

This field is only used in cases where someone other than the person/organisation registered as the Customer is responsible for the account.

House Number

Never place a House Number in Street field.

This field is primarily numeric with no leading letters e.g. 115 or 115A is acceptable but 'No. 5' is not.

Unit Number

This field is used for apartments, flats or business units.

Do not use the House Number Field for this data.

An address may have both House Number and Unit Number

Address Line 1 / Address Line 2

Use the Address Lines 1 and 2 for extra address information e.g. House Name

Street / Townland

For urban areas enter the full name of the street (avoiding the use of abbreviations) in the Street field and the Townland in Address Line 4. For example **Street** BEECH HILL ROAD **Townland** CLONSKEAGH.

For rural addresses where there is no street place the Townland in the Street field.

Address Line 4 / Address Line 5

Use the Address Lines 4 and 5 for additional area information.

City / Town

In all cases enter a City/Town in the City field.

County (IRELAND)

In all cases enter a County.

County / State

This denotes the County or State in which an address is situated i.e. the administrative entity below Country level outside of the 32 counties.

Country

In all cases enter a Country. For an address in Ireland, provide **Country** IRELAND – IE

Don'ts

- **Don't send a Notification Address when it is the same as the Meter Point address**
- **Don't send a 'blank' Notification Address if the contact address differs from the Meter Point address**
- **Don't leave Street, County or Country fields empty**
- **Don't populate County/State field with an Irish County**
- **Don't enter House or Unit Numbers in Street field**
- **Don't place House Names or address details that should appear before Street in Address 4 and 5 fields**