

Retail Electricity Market Address and Customer Name Data Standards

Version 1.0

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1 Executive Summary

The Republic of Ireland is unusual in that there is no national Post code system. This makes identifying the precise location of a customer's premises extremely difficult. Up to 40% of addresses (predominantly rural) are non unique and require a Customer Name to make the address unique.

Inaccurate or incomplete address data can impact the retail energy market by :

- Delaying the provision of services
- Impeding customer communication and
- Significantly impacting the levels of customer service.

A considerable amount of market participant's resources are tied up resolving issues due to incomplete address or customer name data.

This document proposes a set of quality standards and guidelines for Customer Name and Address Data entry. These data standards which have been agreed by all market participants will help:

- Maintain address data quality
- Facilitate the cleanup of poor address data
- Enable the automatic flow through of service requests.

The onus is on participants to communicate these address and customer name data standards in the hope that improved address data will reduce costs and improve customer service.

2 Business Reasons for Quality Address data

The retail electricity market commits a considerable amount of time, effort and resources to resolving address issues. Often address data users do not fully understand the impacts of entering inaccurate or incomplete address or customer name data. A small amount of address and customer name training will speed up service orders, increase revenue and enable the delivery of a better customer service.

Incorrect formatting of Name and Address information can result in the:

- Rejection of a large number of market messages.
- Delays in the registration of a customer.
- Crews being despatched to the wrong locations.
- Poor customer service due to:
 - Service order delays
 - Delays in meter works
 - Lost documentation (e.g. Connection Agreements, Invoices etc.)
 - Customers not being informed about planned outages

Having complete and accurate address and customer name data is key to the smooth operation of the retail market processes. By adopting these standards you can reduce your costs, increase revenue and provide a better level of customer service.

3 Address Types and Formats

3.1 Address Types

Retail Market participants can use up to three different address types per message depending on the market process. All the address types are similar in structure but have significantly different purposes. The three address types are:

- Meter Point (Connection or Site) Address
- Notification Address
- Technical Contact Address

3.1.1 Meter Point Address

This address identifies the physical location of the meter point. The meter point is the point at which a customer is connected to the to the electricity network. This address type is owned and managed by ESB Networks and is the default address for Networks Correspondence.

3.1.2 Notification Address

The Notification Address is an address used for correspondence with the customer if a different address to the Meter Point Address is needed for this purpose. This address is owned and managed by the registered electricity supplier for that Meter Point. This address is normally the Address that the Supplier uses to bill the Customer.

3.1.3 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.

3.2 Address Formats

The addresses can have one of two formats:

1. Street / Townland Address
2. PO Box Format

The address format used determines the fields to be filled in.

3.2.1 Street / Townland Address Format

This is the standard address format for addresses that are not PO Boxes. They should include at a minimum the House Number (if there is one), Street or Townland, City, County and Country.

3.2.2 PO Box Format

PO Box Type addresses can be provided for Notification Addresses instead of the Street Type Address. If sending a PO Box type address you must not also send a Street Type Address for the same Customer. The Meter Point Address and the Technical Contact Address cannot have a PO Box type format.

4 General Address Data Guidelines

This section outlines the general guidelines to be followed when entering any Address or Customer Name data.

4.1 Upper Case

It has been agreed that all Name and Address data be presented on Market Messages in Upper Case format. This is for the following reasons:

- Legacy market data was migrated across in this format so the vast majority of Names and Addresses on the Central Market System exist in this format.
- Maintaining this standard going forward means that the different components of Name and Address are in the same format irrespective of which parts have been changed or added for individual Customers.
- Maintaining this consistent approach also means that Name and Address searches such as those provided in the Market Participant Extranet are simplified.

4.2 Omit Apostrophes

It has been agreed to omit apostrophes from name and address data fields for the following reasons:

- Apostrophes make name searches time consuming due to the number of possible combinations
- Previously apostrophes were removed from legacy data by scripting. This means that much of the data already complies with this standard.
- Market Participants' existing scope to define a different, distinctive approach to Correspondence with their Customers, i.e. define a separate business rule for printed correspondence with their Customers, remains.

See the table below for an example of the proposed format of names and addresses:

Table 1. Proposed format of Names and Addresses	
Field	Example Format
First Name	JOE
Last Name	OCONNOR
House Number	112
Street	DOLIER STREET
City	DUBLIN 2
County	DB
Country	IE

4.3 Other Data Entry Rules

In addition some rules common to all address and customer name fields are outlined by the bullet points below:

- One space to be used between each separate word.
- No leading spaces to be used.
- Fada's and other accents over letters are not currently supported by the Retail Market Design.
- No apostrophes or other punctuation marks are to be used. The use of such punctuation makes Customer Name searches more complex and time consuming (i.e. they have to be run in multiple iterations).
- Avoid use of abbreviations where possible except for acceptable ones where necessary for space reasons. In these cases a recommended abbreviation should be used. See the tables in the relevant sections for the lists of standard abbreviations.
- No hyphens are to be used.
- Honorific information should be entered after the Last Name e.g. ESQ, MD, MBE

5 Customer Name Data

Correct use and population of Customer name is crucial for the:

- Accurate registration of a Meter Point (Customer Name is used to find Meter Point Address where address details are non-unique)
- Dispatch of crews to a customer in an emergency
- Provision of good customer service
- Efficient running of the retail electricity market

5.1 Customer Name Principles

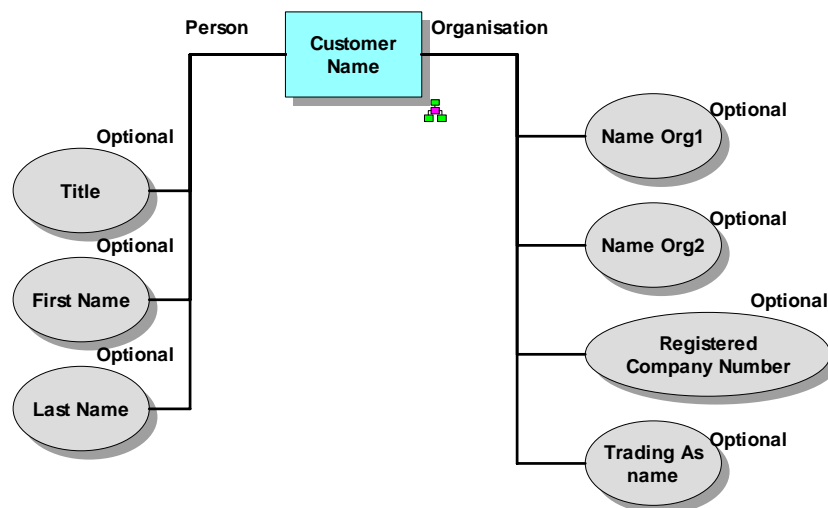
There are two types of Customer defined in the Retail Electricity Market. A Customer must be one or other of these types but **not** both. This standard has been proposed for all customer data.

Customer types are:

- Customers as Persons
- Customers as Organisations

Each of these customer types has a defined set of fields associated with it.

If a participant submits a market message with a mixture of Person (Title, First Name and Last Name) and Organisation fields, (Name_Org1, Name_Org2, Registered Company No and Trading As) then these messages will be rejected in accordance with the agreed Retail Market Design. See the schema diagram below.



Organisations are generally defined as any non domestic customers. When entering any customer name information the Customer Name that is submitted on the market

message should match exactly the Customer Name on the Extranet or the Customer Name displayed on the previous suppliers bill. If the Customer Name is marginally different the message is out sorted and resolved manually. Under no circumstances should the entries NO OCCUPIER and NEW OCCUPIER be used.

The C/O Name in the Notification and Technical Contact address should be used to store contact names that may otherwise be lost. The following table displays Customer Names that are unacceptable and acceptable.

Table 2. Unacceptable Customer Names	
Unacceptable Customer Names	Acceptable Names
NO OCCUPIER	PREVIOUSLY MACE
NEW OCCUPIER	DUNNES STORES LTD
SHOP	SPAR, MACE, ARNOTTS, DUNNES
REVERAND	REVERAND JOHN SMITH
SCHOOL	HOLY ROSARY NATIONAL SCHOOL
BOARD	BOARD OF MANAGEMENT SAINT X PIUS NATIONAL SCHOOL

5.1.1 Customers as Persons

The permitted data fields for Customers defined as Persons is as follows:

Title
First Name
Last Name

Data fields for the Person Customer type

- First Name shall be populated in the case of a person.
- Last Name shall be populated in the case of a person.
- The name of one person only shall be used e.g. Ann Kelly and David Murphy shall not be used.

5.1.2 Customers as Organisations

The data fields for Customers defined as Organisations is as follows.

Name_Org1
Name_Org2
Registered Company No.
Trading As

Data fields for the Organisation Customer type

- The organisation name is always placed in Name_Org1. Name_Org1 shall be populated in the case of an organisation.
- The division or department name – if any - is placed in Org_name2 (See example 1 below).
- Personal names should be stored in the C/O (care of) field of the Notification Address.
- Name_Org1 and Name_Org2 are the key fields for outage notifications and enables the delivery of letters.

Table 3. Example of Organisation Name	
Customer Name	Example
Name_Org1	WOODIES DIY LTD
Name_Org2	ACCOUNTS DEPARTMENT
Registered Company No.	125469
Trading As	

The Trading As field should only be used when:

- The name the organisation uses for trading **and**
- The Registered Company name for the organisation are different (see the example below)

Table 4. Example of Trading As Field	
Customer Name	Example
Name_Org1	WOODIES DIY LTD
Name_Org2	ACCOUNTS DEPARTMENT
Registered Company No.	125469
Trading As	BUZZ HARDWARE

5.1.3 Examples of Person and Organisation Customer Types

This section outlines the recommended format for each field within Customer Name giving examples of recommended format where appropriate. In addition some rules common to all fields in Customer name are outlined in the section **Other Data Entry Rules**.

Table 5. Examples of <u>Person</u> Names	
Customer Name - Persons	
Field	Recommended Format and examples
Title	Codified field. See allowed code values in latest version of Retail Market Design.
Example 1	MR
Example 2	FR
Example 3	REV
First Name	Full name to be used if possible. One space to be used between first names where a customer has more than one.
Example 1	MARTIN
Example 2	PATRICIA
Example 3	ANTHONY
Example 4	JEAN JACQUES
Last Name	One space to be used between double barrelled names (No hyphen to be used). Post honorific information (where required) is to be displayed in this field after the name as in the examples below.
Example 1	CRAGG
Example 2	OCONNOR
Example 3	WILSON PIPER
Example 4	FITZWILLIAM
Example 5	KENNEDY BA HONS
Example 6	ROUSSEAU MBA
Example 7	BABINGTON MACAULAY ESQ
Example 8	BURKE MD
Example 9	LOCKE MPHIL
Example 10	MONTESQUE MBE

Table 6. Example of <u>Organisation</u> Names	
Customer Name - Organisations	
Field	Recommended Format and examples
Name Org_1	This is the name of the company or organisation. LTD is an acceptable abbreviation for Limited Company where required.
Example 1	DUNNES STORES
Example 2	CORK CITY COUNCIL
Example 3	GUINNESS BREWERIES LTD
Example 4	ONEILS HARDWARE STORES LTD
Name Org_2	This is the overflow field to be used for companies and organisations where required.
Example 1	FINANCE DEPARTMENT
Example 2	EDUCATION DEPARTMENT
Example 3	DISTRIBUTION DIVISION
Registered Company No	Only to be used if the Organisation is a registered company to store the Registered Company Number. Registered Company number is a numeric value containing up to 6 numbers. If the organisation does not have an RCN, Registered business name may be used in this field. A registered business name has the format AANNNN. No other information is to be stored in this field.
Trading As	Only to be used if the organisation has a trading as name that is different to the organisation name. Do not use the abbreviation T/A (Trading As) here as this information is implicit in the use of the field. CO is an acceptable abbreviation for COMPANY where space dictates this.
Example 1	BUZZ HARDWARE
Example 2	INDEPENDANT ALES COMPANY
Example 3	CLASSIC AUTOMOBILES AND TRUCKS CO

5.1.4 Customer Name and Organisation Abbreviations

The tables below (7, 8 and 9) indicate standard abbreviations that can be used for:

- Title
- Customer Name and
- Organisations

Table 7 Standard Abbreviations for Title			
Description	Abbreviation	Description	Abbreviation
BROTHER	BR	PROFESSOR	PROF
DOCTOR	DR	REVEREND	REV
FATHER	FR	SISTER	SR

Table 8 Standard Customer Name

Description	Abbreviation	Description	Abbreviation
ASSISTANT	ASSIST	PRINCIPAL	PRIN
DIRECTOR	DIR	REPRESENTATIVE	REP
EXECUTIVE	EXEC	SECRETARY	SECTY
GENERAL	GEN	SUPERVISOR	SUPVSR
MANAGER	MGR	TREASURER	TRES
PRESIDENT	PRES		

Table 9. Standard Abbreviations for Organisations

Description	Abbreviation	Description	Abbreviation
ASSOCIATION	ASSN	GOVERNMENT	GOVT
BANK	BK	GROUP	GRP
BOARD	BD	HEADQUARTERS	HDQTRS
BRANCH	BR	HOSPITAL	HOSP
BUREAU	BUR	HOTEL	HTL
BUSINESS	BUS	INCORPORATED	INC
CHAMBER	CHMBR	INDUSTRIAL	IND
COLLEGE	COLG	INSTITUTE	INST
COMMERCIAL	COMRCL	INSTITUTION	INSTN
COMMITTEE	CMMTE	LIMITED	LTD
COMMUNITY	CMNTY	ORGANISATION	ORGN
COMPANY	CO	PRIVATE	PVT
CORPORATION	CORP	PUBLIC LIMITED COMPANY	PLC
COUNCIL	CNCL	PUMPING	PMPG
COUNTY	CNTY	SCHOOL	SCH
DIVISION	DIV	UNIVERSITY	UNIV
EDUCATION	EDUC		

6 Address Data

As previously stated there are currently three types of Address supported in the Irish Retail Electricity Market. These are:

- Meter Point Address
- Notification Address (Can be in PO Box format if applicable)
- Technical Contact Address

There are two address formats in use:

- **Street** format address
- **PO Box** format address

The structure of Address in the Irish Retail Market is outlined in the table below. The shaded fields indicate mandatory fields that have to be entered for every address.

Field Name	Comment
C/O Name	Applies to Notification and Technical Street type addresses where appropriate.
Unit/Apt. Number	Applies to all street type addresses
Address Line 1	Applies to all street type addresses. This is the first overflow before the Street field if required and should take precedence over Address Line 2
Address Line 2	Applies to all street type addresses. This is the second overflow before the Street field. Address Line 2 should only be used where a second overflow after Address line 1 is required or more space is required.
House Number	Applies to all street type addresses
Street/Townland	Applies to all street type addresses
Address Line 4	Applies to all street type addresses. This is the first overflow after the Street field if required and should take precedence over Address Line 5
Address Line 5	Applies to all street type addresses. This the second overflow after the Street field if required. Address Line 5 should only be used where a second overflow after Address line 4 is required or more space is required.
Postal Code	Applies to all Street type and Po Box type addresses.
City	Applies to all street type and PO Box type addresses. If the Address is in Ireland this field must be provided.
County - Ireland	Applies to all Street type addresses. Mandatory if the Address is in Ireland
County / State	Applies to Notification and Technical Street type addresses. To be used where the address is outside of Ireland.
Country	Applies to all Street type and PO Box Type addresses.
PO Box Number	Applies only on PO Box Type Addresses

6.1 Address Matching (Athnor Rules)

When submitting a registration message it is best to use the exact structure and format that is displayed on the Extranet. This will significantly increase the success of the address matching. So for example if the address on the Extranet displays OCONNELL STREET in Address_Line4 instead of the Street field, then submit the registration message with OCONNELL STREET in Address_Line4. Also, if a supplier has additional Unit or Sub Unit information which is not displayed on the Extranet, do not submit this information on a registration message as it will not be used to update the Meter Point address and may cause an address matching failure.

When the registration has completed participants should then send in a subsequent message, in order to update the meter point address with the more up to date information captured by the supplier.

6.2 Address Data – Detailed Structure

This section describes the address data fields in detail. The Street format of address is structured around the Street Field. The Street (or Townland) is placed in this field. Parts of the address above the Street are carried in two overflow fields before the Street field. Parts of the address after the Street are carried in two overflow fields after the Street field. The following rules apply when entering address data:

- Street field is Mandatory for all Street Type Addresses.
- Unit/Apt. and House numbers are stored in separate dedicated fields.
- Street field must be used to store the appropriate information in all cases – most commonly this is the physical street on which the premises is located.
- When using the overflow fields prior to the street priority should be given to Address line 1 over Address line 2.
- When using the overflow fields after the street field priority should be given to Address line 4 over Address line 5.

The proposed rules for population for each of the fields contained in Street format addresses as well as some examples are outlined in the sections below.

Where providing a PO Box Type address the following rules must be applied:

- Country must be sent in all cases
- City must be provided if address is in Ireland
- PO Box number is mandatory for all PO Box addresses
- Postal code must also be provided where:
 - the address is outside of Ireland
 - a valid postal code exists

6.2.1 Unit / Apartment Number

Unit/Apt. Number is used where a sub-division of House Number is required. In practice this is where a building / premise have been separated into self contained and separately metered units. The most common examples of this are industrial and shop units and domestic flats and apartments. The field carries the type of unit as well as the number, where required, as in the examples below (Table 11).

6.2.1.1 Guidelines for Unit / Apartment Block Data Entry

When entering apartment block or sub unit information participants should adhere to the following guidelines:

1. Do not use the House Number field to store Apartment or Unit Numbers.
2. Unit / Apartment are limited to a field size of 10 characters.
3. An address may have both House Number and Unit/Apt. Number.
4. Leading characters are only permitted where they relate specifically to that component of the address e.g. identifying the Unit/Apt within a block.
5. Characters after the number should relate to part of the number of the Unit/Apt. e.g. Unit 115A
6. The name of the Apartment Block, Flat Complex or Industrial Unit should be entered in Address Line 1.
7. If the name of the Apartment is longer then 40 characters then use Address Line 2 as the overflow field.

Unit/Apt. No	Recommended examples	Comment
Example 1	115	
Example 2	115A	
Example 3	1-3	1 through 3
Example 4	94+95	94 and 95
Example 5	APT 15	Standard accepted abbreviation for Apartment can be used as field is only 10 Characters long
Example 6	FLAT 22	
Example 7	UNIT 6A	
Example 8	UNIT 7-9	Units 7 through 9
Example 9	UNIT 7\9	Units 7 and 9 but excluding 8.
Example 10	UNIT 4+5	Units 4 and 5
Example 11	SHOP 12	
Example 12	SHOP 17-20	Shops 17 through 20

Description	Abbreviation	Description	Abbreviation
APARTMENT	APT	HOUSE	HSE
BASEMENT	BSMT	LOBBY	LBY
BUILDING	BLDG	LOWER	LWR
CENTRE	CNTR	MIDDLE	MID
COMPLEX	CMPLX	OFFICE	OFC
COTTAGE	CTG	PENTHOUSE	PH
DEPARTMENT	DEPT	RESIDENCE	RSDNC
FLAT	FLT	ROOM	RM
FLOOR	FL	SCHOOL	SCH
FRONT	FRNT	SUITE	STE
GROUND	GRND	UPPER	UPR

6.2.2 Address Line 1

Address Line 1 is used as the first overflow field for address details before the Street part of the address. If the Address has information that logically appears in the address sequence after Unit/Apt. number (if applicable) but before House number and Street it should be placed here. The following rules apply to the use of Address Line 1.

- Address Line 1 should take preference over Address line 2 for storing information prior to House Number and Street where only one of the Address overflows are needed.
- Used primarily for extra address information e.g. house or building name.

See the table below for some common examples of the types of information stored in Address line 1 in the recommended format.

Address Line 1	Recommended format examples
Example 1	
Address Line 1	ROSE COTTAGE
House No.	10
Street/Townland	SPRINGVIEW WAY
City	SLIGO
County – Ireland	SO
Example 2	
Address Line 1	LANDLORDS CONNECTION
Address Line 2	CENTAUR HOUSE
Street/Townland	CENTAUR STREET
City	CARLOW
County – Ireland	CW
Example 3	

Table 13 Examples of Use of Address Line 1	
Address Line 1	Recommended format examples
Address Line 1	COMMON HALLWAY
Address Line 2	PARKVIEW APARTMENTS
Street/Townland	PARK ROAD
City	DUBLIN
County – Ireland	DB
Example 4	
Address Line 1	BISHOPSTOWN GAA CLUB
Street/Townland	BAILE AN EASPAIG LAWN
Address Line 4	BISHOPSTOWN
City	CORK
County – Ireland	CK
Example 5	
Address Line 1	UPPER SUITE
House No.	10
Street/Townland	SUNNYBANK
City	NAVAN
County – Ireland	MH
Example 6	
Address Line 1	FORGE
Street/Townland	GOFF STREET
City	ROSCOMMON
County – Ireland	RN
Example 7	
Address Line 1	ABBEYFIELD HOUSE
House No.	30
Street/Townland	SEAPOINT AVENUE
City	BLACKROCK
County – Ireland	DB
Example 8	
Address Line 1	MULLINGAR BUSINESS PARK
Street/Townland	LYNN INDUSTRIAL ESTATE
City	MULLINGAR
County – Ireland	WH
Example 9	
Unit/Apt. No.	UNIT 12
Address Line 1	SLIGO PARK SHOPPING CENTRE
Street/Townland	MAIN STREET
City	SLIGO
County – Ireland	SO
Example 10	
Address Line 1	CORK COUNTY COUNCIL
Street/Townland	EMMETT SQUARE
City	CORK
County – Ireland	CK
Example 11	
Address Line 1	LIFFEY ENTERPRISE CENTRE

Table 13 Examples of Use of Address Line 1	
Address Line 1	Recommended format examples
House No.	132-134
Street/Townland	SHERIFF STREET UPPER
City	DUBLIN 1
County – Ireland	DB
Example 12	
Address Line 1	FINANCE DEPARTMENT
Street/Townland	BEECH HILL ROAD
Address Line 4	CLONSKEAGH
City	DUBLIN 4
County – Ireland	DB
Example 13	
Address Line 1	PUMPING STATION
Street/Townland	SLEATY ROAD
Address Line 4	GRAIGUECULLEN
City	CARLOW
County – Ireland	CW
Example 14	
Address Line 1	BALSCADDEN NEW NATIONAL SCHOOL
Street/Townland	BALSCADDEN AVENUE
City	BALBRIGGAN
County – Ireland	DB
Example 15	
Address Line 1	DALKEY RAILWAY STATION
Street/Townland	ARDEEVIN ROAD
City	DALKEY
County – Ireland	DB

6.2.3 Address Line 2

Address Line 2 is used as a second additional overflow field for address details before the Street part of the address where this is required. This field is recommended to be used where there is insufficient space in Address line 1 or a second line of Address prior to the House Number and Street components of the address are required. Avoid the use of abbreviations where possible except for recommended ones where necessary for space reasons. See table 12 for recommended abbreviations. See the table 14 for some common examples of the types of information stored in Address line 2 in the recommended format.

Table 14. Examples of Use of Address Line 2	
Address Line 2	Recommended format examples
Example 1	
Address Line 1	MAIN GATE LODGE
Address Line 2	CABINTEELY HOUSE
Street/Townland	BRAY ROAD

Table 14. Examples of Use of Address Line 2	
Address Line 2	Recommended format examples
Address Line 4	CABINTEELY
City	DUBLIN 18
County – Ireland	DB
Example 2	
Unit/Apt. No.	UNIT 2
Address Line 1	AREA 6
Address Line 2	DUNDRUM SHOPPING CENTRE
Street/Townland	HIBERNIAN WAY
City	DUBLIN 14
County – Ireland	DB
Example 3	
Address Line 1	TICKNOCK COUNCIL HOUSE SCHEME
Address Line 2	PORTACABIN
Street/Townland	CARRIGNAFOY
City	COBH
County – Ireland	CK
Example 4	
Unit/Apt. No.	UNIT 3
Address Line 1	ENTRANCE 4
Address Line 2	AIRPORT INDUSTRIAL UNITS
Street/Townland	CESSNA AVENUE
City	WATERFORD
County – Ireland	WD
Example 5	
Address Line 1	GROUND FLOOR
Address Line 2	STERN PLASTICS FACTORY
Street/Townland	BARRACK LANE
Address Line 4	KINSALE
City	CORK
County – Ireland	CK

6.2.4 House Number

House Number is the number allocated to a particular building / premise on a Street. It can be thought of as number on a street. The building / premise can be a separately metered self contained unit or can be further sub-divided into smaller self contained units (See Unit/Apt. No. 6.2.1).

The House Number field is only to be used to store the Number of a building / Premise to identify its number on a particular Street. The following rules apply to the use of the House Number field:

- House Number can be applied to all types of premises (residential and commercial).

- Never place house number in the Street field.
- House Number should be primarily numeric. Leading letter characters are to be avoided unless they are relevant to the house number as in the examples below.
- Never put unit, flat or apartment number information in this field. Use Unit/Apt. Number for this purpose
- When using the Hyphen symbol '-' as part of the numbering, this identifies a range of houses. For example Unit 7-9 includes the buildings 7, 8 and 9.
- If a backslash is used, 7\9 then this represents building 7 and 9 but excludes building number 8.

See Table 15 below for some common examples of the types of information stored in House Number and its recommended format.

House Number	Recommended format	Comment
Example 1	8	
Example 2	8/12	8 through 12
Example 3	12+13	12 and 13
Example 4	18A	
Example 5	114A	
Example 6	115A+115B	115A and 115B
Example 7	115A\115C	115A and 115C excludes 115B
Example 8	72	
Example 9	REAR 72	Used only where premises is split into front and rear. Front of premise can be identified with just the number as in example 8.
Example 10	109	
Example 11	REAR 109	See comment for Example 9

6.2.5 Street Field

The Street field would be better named the 'Street/Townland' field. It is used in most cases to store the information in relation to the Street the premise is physically located on. Where the address is rural the Townland or local area information is placed here. The Street must be provided for all Address Types in Street format (whether Meter Point, Notification, and Technical). Do not put House or Unit/Apt. Number information in this field.

See the table 16 below for some common examples of the types of information stored in Street and its recommended format.

Street	Recommended format examples
Example 1	TOWNSEND PLACE
Example 2	FLEET STREET
Example 3	CABINTEELY AVENUE
Example 4	DOLIER STREET
Example 3	OCONNELL STREET
Example 6	BRAY HEAD TERRACE
Example 7	SLIGO ROAD
Example 8	BUNDOON
Example 9	MOONEYS CROSS
Example 10	BALLINGOWN

Description	Abbreviation	Description	Abbreviation
ALLEY	ALY	LOWER	LWR
AVENUE	AVE	MANOR	MNR
BEACH	BCH	MEADOW	MDW
BRIDGE	BRG	MIDDLE	MID
BROOK	BRK	MILL	ML
CENTRE	CNTR	MOUNT	MT
COMMON	CMN	ORCHARD	ORCH
CORNER	COR	PARK	PK
COURSE	CRSE	PARKWAY	PKY
COURT	CT	PLACE	PL
CRESCENT	CRES	PLAZA	PLZ
CROSSROADS	XRDS	PORT	PRT
DALE	DL	RIVER	RIV
DEMENSE	DEM	ROAD	RD
DRIVE	DR	ROW	RW
ESTATE	EST	SAINT (Prefix)	ST
FIELD	FLD	SPRING	SPG
FOREST	FRST	SPRINGS	SPGS
GARDEN	GDN	SQUARE	SQ
GLEN	GLN	STATION	STA
GREEN	GRN	STREAM	STRM
GROVE	GRV	STREET (Suffix)	ST
HARBOUR	HBR	TERRACE	TER
HEIGHTS	HTS	UPPER	UPR
HILL	HL	VIEW	VW
ISLAND	IS	VALLEY	VLV
JUNCTION	JCT	VILLAGE	VLG
LAKE	LK	WALK	WLK
LANE	LN	WAY	WY
LOCK	LCK	WELL	WL
LODGE	LDG		

6.2.6 Address Line 4

Address Line 4 is used as the first overflow field for address details after the Street part of the address. This field is used primarily for extra address information after the Street e.g. Townland / Area info.

See the table below for some common examples of the types of information stored in Address Line 4 field at it's the recommended format.

Table 18. Examples of Use of Address Line 4	
Address Line 4	Recommended format examples
Example 1	
House No.	14A
Street/Townland	THE ANCHORAGE
Address Line 4	WICKLOW HARBOUR
City	WICKLOW
County – Ireland	WW
Example 2	
House No.	12
Street/Townland	CHURCH STREET
Address Line 4	LEITRIM VILLAGE
City	CARRICK ON SHANNON
County – Ireland	LM
Example 3	
Address Line 1	LANDLORDS SUPPLY
Address Line 2	BLOCK 3
Street/Townland	ALDERPARK COURT
Address Line 4	TALLAGHT
City	DUBLIN 24
County – Ireland	DB
Example 4	
Address Line 1	ST JOHNS HOUSE
Street/Townland	HIGH STREET
Address Line 4	TALLAGHT
City	DUBLIN 24
County – Ireland	DB
Example 5	
House No.	184
Street/Townland	UPPER RATHMINES ROAD
Address Line 4	RATHMINES
City	DUBLIN 6
County – Ireland	DB

6.2.7 Address Line 5

Address Line 5 is used as the second overflow field for address details after the Street part of the address. This field is used primarily for extra address information after the Street e.g. where this will not all fit in Address Line 4 or where an extra line is required in the Address.

See table 19 below for some common examples of the types of information stored in Address Line 5 field in the recommended format.

Table 19. Examples of Use of Address Line 5	
Address Line 5	Recommended format examples
Example 1	
House No.	18
Street/Townland	RAILWAY COURT
Address Line 4	DERRIGRA
Address Line 5	BALLINEEN
City	DUNMANWAY
County – Ireland	CK
Example 2	
House No.	19A
Street/Townland	SAINT DAVIDS COURT
Address Line 4	CASTLE AVENUE
Address Line 5	CLONTARF
City	DUBLIN 3
County – Ireland	DB
Example 3	
Street/Townland	STATION ROAD
Address Line 4	BALLYHOOLY
Address Line 5	MITCHELSTOWN
City	CORK
County – Ireland	CK
Example 4	
Address Line 1	MONITORING STATION
Street/Townland	LAHERTYS LANE
Address Line 4	WHITESWALL SOUTH
Address Line 5	GALMOY
City	TIPPERARY
County – Ireland	TP
Example 5	
Address Line 1	GORSE COTTAGE
Street/Townland	GORSE RIDGE
Address Line 4	BALLYNACARRIG
Address Line 5	BRITTAS BAY
City	WICKLOW
County – Ireland	WW
Example 6	
Unit/Apt. Number	Unit 44A
House No.	10

Address Line 5	Recommended format examples
Street/Townland	SUNNYBANK
City	NAVAN
County – Ireland	MH

6.2.8 Postal Code

Postal Code is an optional field that identifies an Address as being physically located in a particular predefined area. Postal codes are currently used in Foreign Notification Addresses e.g. UK Post Code and US Zip code. The Department of Communications, Marine and Natural Resources is currently looking at the feasibility of introducing Postal Codes in the Republic of Ireland. The Postal Code should not be used for Republic of Ireland addresses until further notice. The current Dublin Post codes e.g. Dublin 4, do not need to go in this field but should be placed in the City field.

6.2.9 City Field

A more precise name for the City field would be the 'City/Post Town' field. Postal towns can be defined as those used by An Post for the sorting of mail. A small number of legacy addresses have values in City that do not comply with the definition of postal towns. All new and modified MPRN address data will conform to this standard.

See below a list of proposed rules for the population of City field:

- If the address is in Ireland the City field must be provided.
- If the City is Dublin the area code can be added at the end of the text.
e.g. Dublin 2

See the table below for some common examples of the type of information stored in City/Post Town field and its recommended format

City	Recommended format examples
Example 1	DUBLIN 2
Example 2	DUBLIN 18
Example 3	BRAY
Example 4	MULLINGAR
Example 3	LONGFORD
Example 6	CORK
Example 7	LIMERICK

6.2.10 County – Ireland

If the Address is in the Republic of Ireland the County must be provided. This field must be entered in codified format. See the list of County codes in the table below.

Table 21. Examples of County codified field			
County Codified formats			
AM Armagh	DL Donegal	LH Louth	RN Roscommon
AT Antrim	DN Down	LK Limerick	SO Sligo
CE Clare	FM Fermanagh	LM Leitrim	TP Tipperary
CK Cork	GW Galway	LS Laois	TY Tyrone
CN Cavan	KE Kildare	MH Meath	WD Waterford
CW Carlow	KK Kilkenny	MN Monaghan	WH Westmeath
DB Dublin	KY Kerry	MO Mayo	WW Wicklow
DE Derry	LD Longford	OY Offaly	WX Wexford

6.2.11 Country

Country must be sent in all cases. This field must be in codified format as specified in the Retail Market Design. This value is set IE (Ireland) in all cases on Meter Point Address.

6.2.12 Guidelines for Housing / Industrial Estate Names and Street Data Entry

Definitions

Sub Street is defined as a street or road with an Industrial / Housing Estate.

Main Street is defined as the major Street / Road on which an Industrial / Housing Estate as a whole is located.

Industrial/ Housing Estate Name is the overall name for a collection of industrial housing units within an Industrial / Housing Estate.

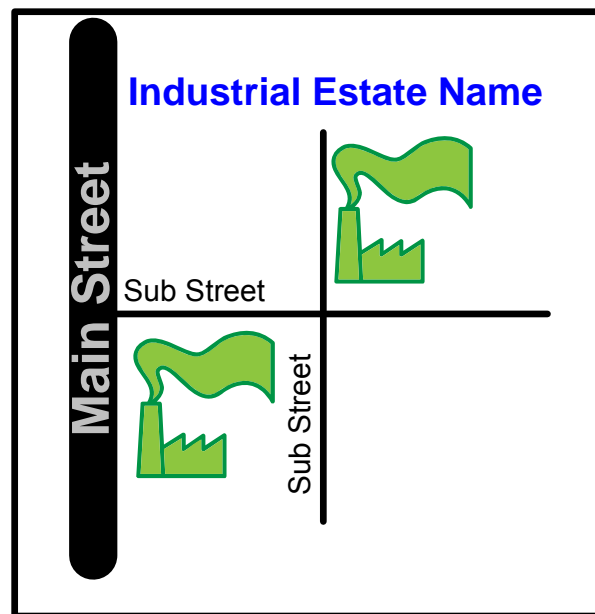


Diagram 1 visually displays the differences between a Sub Street, Industrial Estate and a Main Street

The following rules should apply when entering Industrial Estate address information:

Table 22 Industrial Estate data entry Rules	
Scenario	Data Entry Rule
Industrial Estate Name only	Enter the Industrial Estate Name in the Street field
Industrial Estate Name AND Main Street/Townland	Enter the Industrial Estate Name in the Street field Enter the Main Street in Address Line 4
Sub Street within the Industrial Estate AND Industrial Estate Name	Enter the Sub Street in the Street field Enter the Industrial Estate Name in Address Line 4
Sub Street within the Industrial Estate AND Industrial Estate Name AND Main Street/Townland	Enter the Sub Street in the Street field Enter the Industrial Estate Name in Address Line 4 Enter the Main Street in Address Line 5

The following rules should apply when entering Housing Estate address information:

Table 23 Housing Estate data entry Rules	
Scenario	Data Entry Rule
Housing Estate Name only	Enter the Housing Estate Name in the Street field
Housing Estate Name AND Main Street /Townland	Enter the Housing Estate Name in the Street field. Enter the Main Street in Address Line 4
Sub Street within an Estate AND Housing Estate Name	Enter the Sub Street in the Street field. Enter the Housing Estate Name in Address Line 4
Sub Street AND Housing Estate Name AND Main Street/Townland	Enter the Sub Street in the Street field Enter the Housing Estate Name in Address Line 4 Enter the Main Street in Address Line 5

6.3 Notification Address

Notification Address is an Address used for Correspondence with the customer if a different address to the Meter Point Address is needed for this purpose. This address is advised by the Registered Supplier of the Meter Point. It is expected that this will normally be the Address that the Supplier uses to bill the Customer.

Notification Addresses are notified to the central market system by Suppliers. The standards applying to Notification addresses are the same as those for Meter Point address. When a Notification Address is set up for a particular customer, all Networks correspondence in relation to that site is sent to the Notification Address. Outage Notifications are currently sent to both the Site address and the Notification address. Subject to the change process, outage notifications may in future be sent to both the Notification Address and the Technical Contact Address but not to the Site address. To change an existing Notification Address, the whole address containing the changes must be resent by the Supplier. The Notification address should be sent in along with the Meter Point address as part of the site registration. Poor structure and format on a Notification Address can lead to difficulty in delivering Connection Agreements, Quotations and invoices to the Customer. The Notification address is should adhere to the following guidelines:

- Notification Addresses are not intended to be used to store ancillary information.
- Do not send a Notification address when it is in the same location as the site address. Sending duplicate addresses leads to duplication in Market Participant Systems and subsequent operational problems e.g. sending the same documents to an address twice.
- Do not send a blank Notification Address
- Do not send a partial Notification Address.

The proposed rules for population of each of the fields contained in Notification Address are as described for the Meter Point Address (above). In addition see below information specific to Notification Address.

6.3.1 C/O Name

This field is only to be used in cases where someone other than the person/organisation registered as the Customer is responsible for administering the account e.g. a carer if the customer is a residential customer or Accounts Representative if the customer is a commercial customer. **N.B** C/O Name should only be put in this field. The full name including Title, first name and last name should be included in C/O Field

C/O Name		Customer Name			
		Person fields – Title, First Name, Last Name			NAME ORG 1
Example 1	MRS FLORENCE NIGHTINGALE	MR	PATRICK	MURPHY	N/A
Example 2	MISS C FLANAGAN	N/A			DUNNES STORES LTD

6.3.2 County – Ireland

If the Notification Address is in the Republic of Ireland this field must be used to identify the County. This field must be entered in codified format. See the list of County Ireland codes in table 21.

6.3.3 County / State

If the Notification Address is outside of the Republic of Ireland this field should be used to store the County information.

6.3.4 Country

Country must be sent in all cases. This field must be in codified format. See the list of Country codes in the Retail Market Design Service ([RMDS](#)) website .

6.3.5 PO Box Type Addresses

PO Box Type addresses can be provided for Notification Addresses instead of the Street Type Address. **Please Note:** If sending a PO Box type address you must not also send a Street Type Address for the same Customer.

Where providing a PO Box Type address the following rules must be applied:

- Country must be sent in all cases
- City must be provided if address is in Ireland
- PO Box number is mandatory for all PO Box addresses
- Postal code must also be provided where:
 - the address is outside of Ireland
 - a valid postal code exists

6.4 Technical Contact Address

Where Technical Contact Address is provided, it is planned to send notifications of planned outages to this address¹. 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.

- PO Box Address type cannot be used for Technical Contact Addresses.

The proposed rules for the population of each field below are as stated in the section on Meter Point Address for the following fields in Technical Contact Address:

- Unit/Apt. Number
- Address Line 1
- Address Line 2
- House Number
- Street
- Address Line 4
- Address Line 5
- Postal Code
- City
- County- Ireland
- Country

The proposed rules for population of the fields below are as stated in the section on Notification Address for the following fields in Technical Contact Address:

- C/O Name
- County – Ireland
- County / State
- Country

¹ Outage Notifications are not currently sent to this address due to limitations of legacy systems. It is planned to implement this functionality in the near future.

7 Address Mappings from Market Participant Systems

It is recognised that Market Participant business systems may not have the full range of address fields provided for in the Market Design. In these cases best practice mappings are possible that utilise the mandatory fields (Street and City), supplemented by optional ones where necessary.

This section outlines how market participants can map Address data from their systems to the Address Data format stored by the Central Market Systems. The examples below cover the following two scenarios:

1. How to map unstructured **three** line Participant's address to the Market Address Design and
2. How to map unstructured **four** line Participant's address to the Market Address Design.

7.1 Example 1 MP System with three address lines

Table 25. Example A. System with Three Address Lines			
Participant System Address	Participant Address	Maps to:	Market Address Line
Example 1			
		No data to map	Unit/Apt. No. Address Line 1 Address Line 2
Address Line 1	184 UPPER RATHMINES ROAD	→	House No. 184 Street UPPER RATHMINES ROAD
Address Line 2	RATHMINES	→	Address Line 4 RATHMINES
		No data to map	Address Line 5 Postal Code
Address Line 3	DUBLIN 6	→	City DUBLIN 6
		Codified fields	County – DB Country - IE
Example 2			
		No data to map	Unit/Apt. No.
Address Line 1	FINANCE DEPARTMENT	→	Address Line 1 FINANCE DEPARTMENT
		No data to map	Address Line 2 House No.
Address Line 2	EMMETT SQUARE	→	Street EMMETT SQUARE

Table 25. Example A. System with <u>Three</u> Address Lines			
Participant System Address	Participant Address	Maps to:	Market Address Line
		No data to map	Address Line 4 Address Line 5 Postal Code
Address Line 3	CORK	→	City CORK
		Codified fields	County – CK Country - IE
Example 3			
		No data to map	Unit/Apt. No.
Address Line 1	ST JOHNS HOUSE	→	Address Line 1 ST JOHNS HOUSE
		No data to map	Address Line 2 House No.
Address Line 2	HIGH STREET	→	Street HIGH STREET
Address Line 3	TALLAGHT, DUBLIN 24	→ No data to map →	Address Line 4 TALLAGHT, Address Line 5 Postal Code City DUBLIN 24
		Codified fields	County – DB Country - IE
Example 4			
		No data to map	Unit/Apt. No.
Address Line 1	LIFFEY ENTERPRISE CENTRE	→	Address Line 1 LIFFEY ENTERPRISE CENTRE
		No data to map	Address Line 2
Address Line 2	132-134 SHERIFF STREET UPPER	→	House No. 132-134 Street SHERIFF STREET UPPER
		No data to map	Address Line 4 Address Line 5 Postal Code
Address Line 3	DUBLIN 1	→	City DUBLIN 1
		Codified fields	County – DB Country - IE

7.2 Example 2 MP System with four address lines

Table 26. Example B. System with Four Address Lines			
Market Participant System Address	Participant Address	Maps to:	Market Address Line
Example 1			
		No data to map	Unit/Apt. No.
Address Line 1	THIRD FLOOR	→	Address Line 1 THIRD FLOOR
Address Line 2	SEAGRAVE HOUSE	→	Address Line 2 SEAGRAVE HOUSE
		No data to map	House No.
Address Line 3	EARLSFORT TERRACE	→	Street EARLSFORT TERRACE
		No data to map	Address Line 4 Address Line 5 Postal Code
Address Line 4	DUBLIN 2	→	City DUBLIN 2
		Codified fields	County – DB Country - IE
Example 2			
		No data to map	Unit/Apt. No. Address Line 1 Address Line 2
Address Line 1	Blank	→	N/A
Address Line 2	142 CLONARD ROAD	→	House No. 142 Street CLONARD ROAD
		No data to map	Address Line 4 Address Line 5 Postal Code
Address Line 3	WEXFORD	→	City WEXFORD
Address Line 4	Blank		N/A
		Codified fields	County – WX Country - IE
Example 3			
			Unit/Apt. No.
Address Line 1	SILVERSTONE HOUSE	→	Address Line 1 SILVERSTONE HOUSE
		No data	Address Line 2

Table 26. Example B. System with <i>Four</i> Address Lines			
Market Participant System Address	Participant Address	Maps to:	Market Address Line
		to map	House No.
Address Line 2	BALLYMOSS ROAD	→	Street BALLYMOSS ROAD
Address Line 3	SANDYFORD	→	Address Line 4 SANDYFORD
		No data to map	Address Line 5 Postal Code
Address Line 4	DUBLIN 18	→	City DUBLIN 18
		Codified fields	County – DB Country - IE
Example 4			
Address Line 1	Blank	→	N/A
		No data to map	Unit/Apt. No. Address Line 1 Address Line 2
Address Line 2	144 MOUNT STREET	→	House No. 144 Street MOUNT STREET
		No data to map	Address Line 4 Address Line 5 Postal Code
Address Line 3	MULLINGAR	→	City MULLINGAR
Address Line 4	Blank	→	N/A
		Codified fields	County – WH Country - IE

7.3 Free Text Fields

This section covers the use of Free Text fields in the Irish Retail Market. These are as follows:

- Access Instructions
- Access Arrangements
- Company Authorised Officer
- Contact Name
- Email
- Observation Text

The table below outlines the proposed format rules for each of the free text fields included in the Irish Retail Market Design: **Standard proposed for new/changed data**

Field	Comments	Format examples
Access Instructions	Free format text – No searches are run against this field by ESB Networks Contact Centre. Please note: If the premises are vacant Suppliers are requested to put their own contact details in this field	Call to No.113 for access
Access Arrangements 017	Free format text – No searches are run against this field by ESB Networks Contact Centre. Please note: If the premises are vacant Suppliers are requested to put their own contact details in this field	Phone 086 3787832 for access
Observation Text	Free format text – No searches are run against this field by ESB Networks Contact Centre.	Meter board loose
Company Authorised Officer	Full name to be given in Upper case	MR JOHN LOCKE
Contact Name Technical Contact	Full name to be given in Upper case	MR JOHN LOCKE
Email Customer / Technical Contact Details	To be provided in lower case (standard email format) where possible / applicable.	ludwig.vanbeethoven@maestro.com

8 Address Printing Rules

See below the print rules that apply when addressing mail for the Republic of Ireland and Overseas locations.

8.1 Irish and Overseas Print address formats

Irish street addresses order:

[PERSON / ORGANISATION NAME]
[ADDRESS_LINE_1] [ADDRESS_LINE_2]
[UNIT_NUMBER] [HOUSE_NUMBER] [STREET]
[ADDRESS_LINE_3] [ADDRESS_LIN_4]
[CITY]
[COUNTY]

Overseas street addresses order:

[PERSON / ORGANISATION NAME]
[ADDRESS_LINE_1] [ADDRESS_LINE_2]
[UNIT_NUMBER] [HOUSE_NUMBER] [STREET]
[ADDRESS_LINE_3] [ADDRESS_LIN_4]
[CITY] [POST_CODE]
[COUNTRY]

8.2 Other Print Rules

1. The maximum number of characters per line is 32.
2. The maximum number of Person/Organisation lines is 2.
3. The maximum number of Address lines is 5.
4. The Care Of name should be prefixed with 'C/O'.
5. A PO Box address will always take priority over a street address.
6. The County is prefixed with 'CO '.
7. The County text should only be printed if it is not the same as the City field AND if the Country is Ireland.
8. The Country should only be printed if it is not Ireland.

See the Universal Postal Union standard for the address structure and format for the Republic of Ireland in the Appendices section.

9 The Next steps

This document is intended to set out a set of proposed Data Standards, for Data in the Irish Retail Electricity Market, for discussion at the Industry Governance Group.

In addition a number of previously established Design principles and good practice pointers are highlighted in the document for completeness.

Accordingly the next steps are:

- Issue this document for comment to Market Participants and the CER.
- Invite Market Participants and the CER to comment on these proposals by a given date.
- The comments will form the basis of discussion / approval at the IGG.
- Any changes that are agreed will be incorporated into an approved issue of the document.
- The document will be re-issued as an approved set of Market guidelines.

Appendix 1

Customer Name and Address Job Aid

Job Aid - Address and Customer Name

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, 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 when the contact address is different to 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.

Appendix 2

Reject Reason Codes

Reject Reason Codes

AGU	Invalid Generation unit	IRR	Invalid read reason
AMM	The Meter Point Address on the message does not match that held by DSO for the MPRN	IRS	Invalid register sequence - Register Sequence does not exist at Meter Point according to data held by DSO
CAN	Cancellation not agreed	IRT	Invalid read type
CIP	A registration from another supplier is being processed for this MPRN	ITI	Invalid timeslot - Timeslot does not exist at Meter Point according to data held by DSO
COL	Change of Legal Entity in progress	IUM	Invalid unit of measure
COS	The last Change of Supplier was effective less than 20 days of receipt of this registration message	LO	Lock Out
CUG	Customer Usage	MIC	MIC Change detected
DSO	DSO rejected request	MWO	Open Meter Works Order
IA	Invalid Action - The 012 received was a duplicate request. MRSO Already have a valid, open objection for this MPRN	NQE	Not QH Eligible
ICD	Invalid change of Meter point address	NRC	No reason code
ICE	A permitted value for Estimate Acceptable has not been provided.	NRS	No Register Sequence Number No register identification data (sequence number, timeslot or register type) has been provided
ICL	Implied CoLE	NSA	The Supplier has not warranted that a Supply Agreement exists
ICU	Invalid Change of Customer Usage	QHM	A CoS Read Arrangement was provided for a QH metered site
IDT	The Required Date on registration message is greater than 40 days in the future or is more than 3 days ago where a customer read is provided	RP	Registration in progress
IEA	Invalid / incomplete EAI Code	SAR	The Supplier submitting the registration is already registered to this MPRN. The Supplier submitting the objection is not registered to this MPRN and is not the Old Supplier for this MPRN
IGA	Invalid or missing GUAC	SNK	The Supplier Id is not known
IGU	The Generation Unit ID on the message does not match that held for the MPRN	SNR	Supplier Not registered to MPRN
IID	Please Note: The 010 message can also be rejected for invalid / incomplete Data in the scenarios as indicated below. (i) The Customer is a Person but the request did not include a Customer Last Name. (ii) The Customer is an Organisation but the request did not include a Customer Name Org_1. (iii) Customer Name details provided contained a mixture of Person and Organisation fields. (iv) A User rejected the request because data was invalid or incomplete	SSA	A message has not been received from SSA advising Generation Unit ID and Generator Unit MPID in advance of the registration from Supplier
IMF	The CoS Read Arrangement is 'MC' but the requested Meter Configuration Code is not valid	SSN	SSAC Not Known
IMP	The MPRN does not exist or is for a Grouped Un-metered site (either at GMPRN or TMPRN level)	SSS	SSAC is not allowed for use by the Supplier Unit or for the Settlement Class of the Meter Point
IMS	The MPRN status is not Energised or De-energised.	SUN	Supplier Unit Not known
IMT	Invalid meter ID - The Meter Id does not exist at this MPRN according to data held by DSO	SUS	Supplier Unit Invalid for Supplier
IRA	(i) The CoS Read Arrangement specified on registration message must be CR (Customer Read), SC (Scheduled Read), SP (Special Read) or MC (Meter Configuration Change). (ii) CoS Read Arrangement 'CR' must not be specified for MD sites. (iii) CoS Read Arrangement 'CR' or 'SP' must be accompanied by a valid Required Date	TIM	Outside Timescale (Objection/Cancellation/Deregistration) The Read Date has not passed the date validations specified for messages 010, 016 or 210. The objection has been received more than 60 days after effective date of Change of Supplier
IRC	Invalid reason code (Objection/cancellation/deregistration)	TMP	Terminated MPRN
IRP	Invalid Register Type - Register Type does not exist at Meter Point according to data held by DSO	TSR	Trading Site Supplier Unit Rejected
IRQ	Invalid request status	VUL	Vulnerable Customers

Appendix 3

Irish Address Format



X:\Market Design\
Work in Progress\