



NETWORKS

Notification Addresses

4th March 2015



Notification Addresses



We updated the IGG in September 2014 on Notification Address Issues :

On 25th July a customer contacted Joe Duffy Show regarding a planned outage card he received from Networks. The address was in Cork and had United Kingdom as part of the address.

On investigating this MPRN no. we discovered that the Site Address was correct but that the Notification Address had United Kingdom in the Country Field.

Networks looked at the Notification Addresses we have on all MPRNs and found that there were approx. 900 MPRNs that had an Irish address with United Kingdom appended in the country field on the Notification Address.

The Notification Address 'belongs' to the Supplier and no verification is done on the information that we receive from Supplier.

Networks also had this issue in 2011, and also last year where a customer posted a photo on Twitter of a letter with UK/GB on a Dublin address. The issue on that MPRN no. was also with the Notification Address.

Notification Addresses – Action Item 941



IGG Action Item 941 - *ESBN is investigating why there are some MPRNs on the Central Market System that have UK addresses in the correspondence addresses*

Findings: there are two main reasons

1. Suppliers sending in UK in the Notification Address on 010MM and 013MM
2. We have found that the COS process can in some cases result in the MPRN incorrectly holding onto a notification address which wasn't sent in from that Supplier

And

- Suppliers were issued with lists of MPRNs that have UK added onto a notification address that is clearly within Ireland, and from that have identified cases where they do not have an invalid address in their system and so they cannot correct it by sending in the 013MM.
 - ESBN will adjust these, no 114MM will issue.
- Suppliers have been asked to send in a 013MM where they do have an invalid address in their system and are able to make the correction themselves
- The problem should diminish where Suppliers stop sending UK. We will need to look at the COS issue, we propose it's not urgent just now and would be looked at later.

We are asking Suppliers to be vigilant when inputting all addresses but especially Notification Addresses. We would also like to remind all Suppliers of the agreed rules around addresses. Below are the links to this information on the RMDS WebSite as well as slides on this topic which were presented to the IGG in 2011

<http://rmdservice.com/data-standards/>

look here for document:

Retail Electricity Market Address and Customer Name Data Standards

<http://rmdservice.com/job-aids/>

Under Data Standards, look for document:

Address and Customer Name Job Aid

[http://www.esbextra.ie/RMDS/processor/RMDSFileHandler?filename=RMDS IGG Presentation 20111212 v1.0.ppt](http://www.esbextra.ie/RMDS/processor/RMDSFileHandler?filename=RMDS%20IGG%20Presentation%2020111212%20v1.0.ppt)

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