

Discussion Request 1181			Technical Contact Details		
<b>Status</b>	Approved	<b>Priority</b>	Medium	<b>Status Date</b>	05/04/2017

Date	Version	Reason for Change	Version Status
29/03/2017	1.0	Issued to Market	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST			
<b>Requesting Organisation(s)</b>	ESB Networks	<b>Originating Jurisdiction</b>	RoI
<b>Request Originator Name</b>	Aileen Greaves		
<b>Date Raised</b>	24/01/2017		

Classification of Request			
<b>Jurisdictional Applicability</b>	RoI	<b>Jurisdictional Implementation</b>	RoI Specific
<b>If jurisdictional implementation is for one jurisdiction only – is the other jurisdiction required to effect any changes?</b>	No	<b>Co-Ordinated Baseline Version No.</b>	TBC
<b>Change Type</b>	Non-Schema Impacting		

Detail of Request
Reason for Request

**Background**

In the Retail Market System there are three different address types and contact details per message depending on the market process.

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

All the addresses are similar in structure but have significantly different purposes.

- **Meter Point Address**

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

- **Notification Address**

This address is the address used for correspondence with the customer if it is different from the Meter Point Address. This address is owned and managed by the registered electricity supplier for that meter point.

- **Technical Contact Address**

The Technical Contact Address is used as a point of contact for ESB Networks to gain access to a site for access to its metering in particular where a site may be unmanned or there isn't someone regularly occupying the site.

All information provided around address types is very important.

This particular discussion request is concentrated on the Technical Contact Address and associated Technical Contact Details.

It is important that these details are provided by Suppliers especially where there is issues with LTNA at the site. Customers especially, but not confined to companies such as large banks or telecom companies with many distributed sites should provide accurate technical contact details. This will assist ESB Networks gain access to their meters on site .

ESB Networks have found that currently some data is inaccurate, not up to date and not always fit for purpose. The Technical Contact/Technical Contact Address is very important to the smooth running of the Retail Market System as it helps to provide ESB Networks make appropriate appointments to access their meters.

Suppliers compliance with ensuring these details are kept up-to-date will be beneficial to all market participants and will assist ESB Networks in completing supplier requests and obtaining accurate meter readings.

#### Proposed Solution

Accurate technical contact information helps to provide access for ESB Networks to sites and make appropriate appointments to access the meter.

It is very important that Suppliers provide us with Technical Contact Details that are accurate and up to date and where the Supplier becomes aware of any change to these contact details they inform ESB Networks using the 013 market message as soon as possible.

A Supplier can send in a Technical Contact on the following market messages

- 010 Registration request
- 013 Customer Details Change
- 016 Change of Legal Entity
- 017 Meter Point Status Change Request

Below please find a screenprint of the fields that can be provided for the Technical Contact in the market message

←	Main *	Chg of Tenancy	Meter Point*	Customer Name *	Customer Contact	Technical Contact	Notification	Special Needs	▶	▼
Contact Name	<input type="text"/>									
Email	<input type="text"/>									
C/O Name	<input type="text"/>									
Address Line1	<input type="text"/>				Address Line2	<input type="text"/>				
Address Line4	<input type="text"/>				Address Line5	<input type="text"/>				
House No	<input type="text"/>				* Street	<input type="text"/>				
Unit No	<input type="text"/>				Post Code	<input type="text"/>				
City	<input type="text"/>			County - Ireland	Select one ▼		Country	Select one ▼		
County / State	<input type="text"/>									
Phone 1	Phone No	<input type="text"/>			Extn	<input type="text"/>				
Phone 2	Phone No	<input type="text"/>			Extn	<input type="text"/>				
Fax	Phone No	<input type="text"/>			Extn	<input type="text"/>				
* mandatory fields										
				Cancel		Check Inputs		Confirm & Send		

When providing this information the Supplier should be conscious of the quality of the information and the purpose for which it shall be used. This shouldn't just be confined to the provision of information on technical contact or technical address but anywhere that access information is provided.

- It is essential we have accurate information to gain access to such sites for safety issues.
- It allows ESB Networks to gain access to read meters and to follow up for meter readings. This ensures that Market Participants are receiving accurate and timely readings . Accurate information here is vital to the teams of Special Reads and LTNA follow up.

We would ask that Suppliers when submitting any of the above market messages that where possible they supply technical contact information. To ensure ESBN has the most up to date information. Suppliers should submit the data even if they have submitted it previously with each market message or change to the site.

It is very important that the information provided here is accurate and up to date.

- Contact Name

The C/O name in the Market Message should contain the name of the person to be contacted in the event that access is required to the site. Suppliers should be

conscious of the quality of this information and ensure where possible the name provided can provide the relevant access.

- Contact Address

If an address is provided efforts should be made to ensure the address is as complete as can be with House/Unit numbers etc.

- Telephone Numbers

Telephone numbers are extremely important

- Where telephone numbers are provided and in particular where there is no contact name, market participants should endeavour to ensure they are valid and fit for purpose i.e. the person at the other end of the phone is able to provide access to the metering on site if required.
- If the only telephone number provided for an organisation is the company number published on letterhead or company websites then it is vital that a contact name is provided of someone who is available and contactable through that number and can provide the relevant access.
- Where possible local numbers or mobile numbers of someone local to a site who can arrange the relevant access should be provided

**Scope of Change**

Jurisdiction	Design Documentation	Business Process	DSO Backend System Change	MP Backend System Change	Tibco	Supplier EMMA	Schema	Webforms	Extranet/NI Market Website
<b>ROI</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NI</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

**Co-Ordinated Baseline Market Design Documents Impacted by Request**

**Market Messages**

Message No.	Message Name	CoBL	ROI	NI
<b>No Impact</b>	No Impact	No Impact	No Impact	No Impact

**Data Definitions**

*No Impact*

**Data Codes**

*No Impact*

**Market Message Implementation Guides**

ROI	Yes/No	NI	Yes/No
Customer and Data Agreements	Yes		
Meter Registration	Yes		
Meter Works	Yes		

**Comments**

**ROI - Market Process Diagrams – MPDs**

Market Process Diagram Number	Market Process Diagram Description	Affected
MPD 1	MPD 1 - Change of Supplier - NQH Metered	Yes
MPD 2	MPD 2 - Change of Supplier - QH Metered	Yes
MPD 5	MPD 5 - New NQH Metered Connection	Yes
MPD 6	MPD 6 - New QH Demand Metered Connection	Yes
MPD 10	MPD 10 - Re-energisation	Yes
MPD 24	MPD 24 - Changes to customer details	Yes
MPD 25	MPD 25 - Change of Legal Entity	Yes

NI - Market Procedures		
Market Process Number	Market Procedure	Affected
No Impact	No Impact	No Impact

ROI Guidance Documentation		
Document	Version	Affected
No impact		No Impact

ROI Briefing Documents		
Document/Paper	Version	Affected
No impact		No Impact

User and Technical Documents			
Reference	Name	Version	Affected
No impact			No Impact

Part 2 - Performance and Data Changes	
Market Messages volume, processing etc.	
Data	
Details of Data changes e.g. cleansing	

Part 3 - ReMCoSG / CER Approval		
Approved by	ReMCoSG	CER
Comments		