

## 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, 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
<b>Title</b>	MISS, MR, MS, MRS, DR, FR, REV
<b>First Name</b>	JOHN, MARY, PETER, JEAN JAQUES, PATRICIA, MARTIN
<b>Last Name</b>	OCONNOR, WILSON PIPER, BURKE MD, BABINGTON MACAULAY ESQ
The <b>Organisation Name</b> is always placed in the <b>Name_Org1</b> field The <b>Division</b> or <b>Department Name</b> , if any, is placed in the <b>Name_Org2</b> field	
Organisation	Examples
<b>Name_Org1</b>	DUNNES STORES,
<b>Name_Org2</b>	FINANCE DEPARTMENT, EDUCATION DEPARTMENT, DISTRIBUTION DIVISION
<b>Reg Company No</b>	
<b>Trading As</b>	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
<b>C/O Name</b>	NAS, TCAS	Person/organisation responsible for administering the account.	
<b>Unit/Apt. Number</b>	MPAS, NAS, TCAS	Unit Number is used where a sub-division of House Number is required.	115, FLAT 22, UNIT 6A, SHOP 17-20
<b>Address Line 1</b>	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
<b>Address Line 2</b>	MPAS, NAS, TCAS	This is the second overflow before the Street field.	STERN PLASTICS FACTORY, AIRPORT INDUSTRIAL UNITS
<b>House Number</b>	MPAS, NAS, TCAS	Number allocated to a particular building / premises on a Street.	8, 114A, 12+13, 8/12, REAR 72
<b>Street / Townland</b>	MPAS, NAS, TCAS	The Street the premises are physically located on. Townland is entered for rural locations.	UPPER RATHMINES ROAD BALLINGOWN
<b>Address Line 4</b>	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
<b>Address Line 5</b>	MPAS, NAS, TCAS	This the second overflow after the Street field if required.	CLONTARF, BRITTAS BAY
<b>Postal Code</b>	MPAS, NAS, TCAS, NAPO A65F4E2, D6WX1B1	The Eircode has a structure A65F4E2. There is one allowable exception for the first three characters viz.D6W  For Meter Point Address Postal Code fields, Eircodes will be recorded in the Central Market System as a string field containing 7 uppercase alpha/numeric characters. There will be no blank character between the 3 <sup>rd</sup> and 4 <sup>th</sup> value when it is stored in the Central Market System or transmitted in Market Messages.	CO4 3SQ, S6 3AF, NY 10705, A65F4E2, D6WX1B1

		<p>The Eircode, when printed for posting, should appear at the end of an address. The Routing Key should be displayed separately from the Unique Identifier by displaying a blank space after the 3rd value of the Eircode e.g. A65 F4E2</p> <p>The current Dublin Post codes e.g. Dublin 4 should be placed in the City field and specifically should not be placed in the Postal Code field.</p>	
<b>City</b>	MPAS, NAS, TCAS, NAPO	If the Address is in Ireland this field must be provided.	DUBLIN 18 CORK
<b>County - Ireland</b>	MPAS, NAS, TCAS	Mandatory if the Address is in Ireland.	<b>GW</b> Galway , <b>MN</b> Monaghan
<b>County, State</b>	NAS, TCAS	To be used where the County/ State is outside of Ireland.	BERKSHIRE, FLORIDA
<b>Country</b>	MPAS, NAS, TCAS, NAPO	Country must be sent in all cases and must be in codified format.	<b>BY</b> -BELARUS, <b>CH</b> -Switzerland, <b>IE</b> -Ireland
<b>PO Box Number</b>	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
- 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.