

## 1.1 WP 0001 - Requesting a Resend of Market Messages

Work Practice ID	Title	Type	Status
WP 0001	Requesting a Resend of Market Messages	MC	Active

Date Raised	10/11/04	Implementation Date	04/01/05

### Change History

**10/11/04 Version 1.0 Issued**

**28/02/05 Version 1.1 Issued** – Note added stating that Transaction Ref will be the same on the previous and resent message

**07/03/05 Version 1.2 Issued** – Note added regarding re-generated Transaction Ref to be dealt with on a case by case basis

**14/03/05 Version 1.3 Issued** – Updated WP 0001 Approved and active

**23/10/12 Version 1.4 Issued** – Updated based on change in messaging technology (MPCC – EMMA)

**19/08/20 Version 1.5 Issued** – Updated due to outdated wording/practices.

### Identification of Retail Market Design Baseline Products Impacted

Relevant to all market messages sent from ESB Networks to Market Participants

### Reason for Working Practice

The purpose of this working practice is to define how Market Participants (MPs) can request a resend of previously received market messages. The requirement to have a message resent from ESB Networks should be an infrequent occurrence.

### Working Practice

#### Scope

This working practice caters for MPs requesting the resending of individual market messages that have previously been received by a MP. It applies to all market message types; and for occurrences of the market messages that are still on-line (i.e. not archived) on ESB Networks' SAP IS-U system.

This working practice does not address;

- Scenarios related to missing market messages. For example, scenarios where a MP is expecting but has not received a market message,
- Mis-matches in the daily summary reconciliation counts. Such scenarios will be progressed by contacting ESB Networks directly.
- Any charges associated with the use by MPs of this facility. This aspect is currently addressed in Schedule 2 of the Meter Registration Agreement.

#### General Overview

1. MP's first step should be to make all reasonable efforts to recover the required messages from within their own systems.
2. Failing this the Webform search facility should be used to locate the message in the EMMA archive folders. Once located, the message can be copied and therefore there should be no requirement to request a message resend.
3. Failing the above steps, the market message(s) resend request will be handled by ESBN at its discretion. To request a resend, MPs should email [mrso@esb.ie](mailto:mrso@esb.ie) with the following details:

**Working Practice**

- a. the Transaction Reference Number, where it is known; or
- b. all other relevant information pertaining to the message, where the Transaction Reference Number is unknown,

and submit same to ESB Networks.

ESB Networks, at their discretion, will decide how best to facilitate the resend of the message.. The options employed may include, but are not limited to:

- Retrieving the message from the archive folder on the Hub and resending the xml via e-mail
- The MP facilitating access by NMS to their EMMA. NMS to update the audit details for the original message to mark the fact that it will be resent, which allows ESB Networks to resend the market message from SAP IS-U.

**Supplementary Information**