

Work Practice ID	Title	Type	Status
WP 0034	Electricity Cost Emergency Benefit Scheme III		Approved

Date Raised	22/11/23	Implementation Date	29/11/23
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Change History		
Version	Date	Comment
1.0	22/11/23	Issued to Market

Identification of Retail Market Design Baseline Products Impacted
There are no Retail Market Design Baseline Products impacted by this Working Practice. Market Processes will continue as normal during the scheme duration.

Reason for Working Practice
This Working Practice describes the market process for the Governments Electricity Costs Emergency Benefit Scheme III to comply with the Electricity Costs (Emergency Measures) Domestic Accounts Act 2023 and the CRU Electricity Costs Emergency Benefit Scheme III Guidance Document.

Applicability
<p>The scope of this Working Practice is limited to the definition of domestic electricity customer as defined in the Electricity Costs (Emergency Measures) Domestic Accounts Act 2023.</p> <p>“Domestic electricity account” means an electricity account in respect of which a meter point registration number has been assigned and which</p> <p>(a) is held by a final customer with an electricity supplier, and</p> <p>(b) is identified by the distribution system operator as being subject to distribution use of system charges at the rate for urban domestic customers (DG1) or the rate for rural domestic customers (DG2) set out in the publication known as the “ESB Networks Schedule of Distribution Use of System Charges” approved by the Commission and for the time being in place”</p> <p>The Electricity Costs (Emergency Measures) Domestic Accounts Act 2023 and the CRU Emergency Costs Benefit Scheme III Guidance Document set out the obligations on ESB Networks (ESBN) as the Distribution System Operator to distribute funds received from the Exchequer to suppliers, and for suppliers to credit eligible customers’ accounts, having regard to the legislative obligations relating MPRNs flagged by ESN as Low Usage.</p>

Working Practice

The MCR sets out the retail market process for

1. Issuing of MPRN files i.e. a Snapshot by ESBN to individual suppliers for each Effective Date
2. Transfer of funds received by ESBN from the Exchequer to suppliers.
3. Suppliers credit customers' accounts
4. Periodic Reporting
5. The return of any unallocated credit by suppliers to ESBN

In advance of Exchequer funds being transferred by ESBN to suppliers, bank account details must be provided by suppliers to ESBN which will then be verified.

This process is limited to the period as set out by DECC/CRU and will not be used outside of this period or for any other purpose.

The process is pragmatic reflecting the necessity for a quick implementation of the process.

Design Principles

The following have been derived from design principles set out by CRU for Scheme I

- Minimal impact on current regulatory programmes, market design, systems and operations
- Fair
- Ensure every eligible domestic electricity account receives €137.61 (excluding VAT) per Payment Period.

1 Issuing of a Snapshot file by ESBN to individual suppliers

Prior to the first Effective date, ESBN will request the necessary funds from DECC on the scheme *Relevant Date* (22 November 2023) and will provide any supporting information requested.

On each scheme *Effective Date* (29 November 2023, 20 December 2023, 28 February 2024) ESBN will generate a Snapshot list for suppliers to use to credit customers' accounts held with it on the Effective Date. In accordance with the legislation ESBN will identify MPRNs which meet the definition of a Low Usage Electricity Account.

Only MPRNs included in the Snapshot will be eligible for the scheme. In accordance with the legislation ESBN will flag as Low Usage the MPRNs in each suppliers Snapshot that have been identified as meeting the definition of a Low Usage Electricity Account. Suppliers should refer to the Supplier obligations in the Act regarding crediting customers' accounts.

The Snapshot will be shared with the registered supplier of each MPRN on the *Effective Date*, as defined in the legislation and associated regulations, along with the amount of monies to be transferred by ESBN to the supplier

- 1.1 The ESBN retail market related systems will be the systems of record and the basis for the Snapshots.
- 1.2 For each Effective Date an MPRN will only be listed once, and will not be duplicated between supplier files.
- 1.3 MPRNs included in the Snapshot will have met the definition of Domestic Electricity Account as set out in the legislation.
- 1.4 MPRNs flagged as Low Usage will have met the definition of Low Usage Electricity Account as set out in the legislation.
- 1.5 An MPRN will not be flagged as Low Usage if any of the following apply:
 - 1.5.1 The MPRN has a current MEC greater than zero recorded on the Central Market System
 - 1.5.2 The MPRN has a current Tariff Configuration Code not equal to zero on the Keypad Liberty System i.e. meter is operating in prepay mode.
 - 1.5.3 The MPRN is registered on the Priority Services Register (PSR) and/or Special Services Register (SSR) i.e there is a MESN/CSSN code associated with the MPRN on the Central Market System.
- 1.6 The Snapshot will be provided in.txt format.
- 1.7 The Snapshot will be made available securely to suppliers via the existing SFTS Adhoc File Sharing/From ESBN. Only registered users of this folder can access the folder.
- 1.8 Only the MPRN, DUoS Group, and Low Usage identifier will be included in the Snapshot; no other customer data will be included.

- 1.9 Where a supplier uses multiple Supplier Ids and those Supplier Ids have DG1/DG2 MPRNs registered against them then separate files will be created by ESNB and made available per Supplier ID on the SFTS.
- 1.10 ESNB will confirm via RMDS when the files are available on the SFTS.
- 1.11 The Snapshot will be removed in advance of the next Effective Date. Suppliers should download and save the file as soon as it becomes available.

2 Transfer of funds received by ESNB from the Exchequer to suppliers

Based on the Snapshot provided to suppliers ESNB will calculate the total funds due to each supplier, by Supplier ID.

- 2.1 Supplier bank account details will need to be provided to ESNB and verified in advance.
- 2.2 For the first Payment Period funds will be transferred to suppliers in tranches of 50% & 50% at broadly weekly intervals.
For the second and third Payment Period funds will be transferred to suppliers in tranches of 50%, 20%, 20%, 10% at broadly weekly intervals.
Dates will be advised through the IGG and the CRU Guidance document.
- 2.3 The transfer of Exchequer funds by ESNB to suppliers is dependent on the receipt of Exchequer funds from DECC.
- 2.4 Prior to transferring each tranche ESB Networks will confirm with CRU that CRU approves the transfer of funds by ESNB to each individual supplier.
- 2.5 Funds will be transferred by ESNB unless requested not to by CRU i.e. ESNB will carry out no validation in relation to a supplier's financial status or scheme adherence.
- 2.6 The period for ESNB to transfer the funds to suppliers will be set by DECC.
- 2.7 Suppliers must confirm receipt of each tranche of funds no later than one working day following receipt of the funds. Suppliers must email this confirmation to electricitycostsbill@esb.ie with the email submit line 'Confirmation of receipt of Tranche<number> <Supplier Name> <Supplier ID>'. Failure to provide this confirmation may impact on the transfer of subsequent tranches.

3 Suppliers credit customers' accounts.

The supplier is responsible for crediting eligible customers' accounts for MPRNs contained in their Snapshot in accordance with the Act and CRU Guidance Document, having regard to the legislative obligations relating MPRNs flagged by ESNB as Low Usage. As per 1.5 above an MPRN will not be flagged as Low Usage if any of the following apply:

- The MPRN has a current MEC greater than zero recorded on the Central Market System
- The MPRN has a current Tariff Configuration Code not equal to zero on the Keypad Liberty System i.e. meter is operating in prepay mode.
- The MPRN is registered on the Priority Services Register (PSR) and/or Special Services Register (SSR) i.e there is a MESN/CSSN code associated with the MPRN on the Central Market System.

In accordance with the Act each supplier should be satisfied, based on any new additional information available to the supplier, that they can release funds to the MPRNs flagged as Low Usage where permitted. Where a supplier releases funds to a Low Usage account then ESB Networks requests that suppliers also makes this new additional information available to ESB Networks via the relevant market mechanisms e.g. Market Message 013 for a vulnerable customer update or updating their Liberty Client if the customer is switching to a PAYG tariff.

In line with the Act, where an electricity supplier receives Exchequer funds from ESNB the supplier must credit each eligible Domestic Electricity Account held with it on the Effective date, with a payment of €137.61 (ex VAT), in accordance with the Act and CRU guidance document, having regard to the obligations relating MPRNs flagged by ESNB as Low Usage.

This is regardless of whether a Change of Supplier or a Change of Supplier Cancellation completes in the period following the generation of the Snapshot by ESNB.

Due to the pragmatic and time constrained nature of this process it will not be possible for ESNB to move an MPRN from one supplier's list to another or to withdraw funds issued to one supplier and transfer to another supplier.

4 Periodic Reporting

Weekly Reporting by Suppliers to ESNB

In accordance with the CRU Guidance document suppliers are required to report weekly on an MPRN level basis on

- Accounts credited
- Accounts directly billed/notified of credit
- PAYG/credit
- Low Usage Credit Withheld
- Low Usage Query Rejected
- Low Usage Query Accepted

For each Snapshot received:

- 4.1 Suppliers must only report where the full amount has been credited to the customer.
- 4.2 Suppliers are to upload the weekly report to the Adhoc File Sharing/To ESNB folder on the SFTS each Friday by 6pm unless otherwise communicated by ESNB via RMDS to the IGG.
- 4.3 Weekly reporting for the first week of each Payment Period will be due on the following dates:
 - 4.3.1 First Payment Period: Friday 8 December 2023
 - 4.3.2 Second Payment Period: Friday 5 January 2024
 - 4.3.3 Third Payment Period: Friday 8 March 2024

Thereafter the reporting period will be from the end of the previous reporting period to the creation of the current report.
- 4.4 ESNB will begin collating reports for CRU the next working day.
- 4.5 ESNB will remove the weekly report from the SFTS folder once the supplier report has been included in the CRU report.
- 4.6 Supplier reports submitted late and not included in the CRU report will remain on the SFTS and will be included in the next week's report to CRU.
- 4.7 Each file must contain three worksheets, one for each Effective Date. Suppliers must ensure that they are completing the correct worksheet.
- 4.8 ALL MPRNs provided by ESNB in the Snapshot file should be included in the associated Worksheet by the supplier, even if there is no change.
- 4.9 ONLY MPRNs provided by ESNB in the Snapshot file should be included by the supplier in the associated Worksheet i.e. suppliers should not add additional MPRNs to the Worksheet.
- 4.10 Where an MPRN was identified as Low Usage in the Suppliers Snapshot file then the Low Usage identifier must be included against the MPRN in the supplier's weekly report. Suppliers should not change the Low Usage Identifier.
- 4.11 Only MPRNs identified in the Snapshot as being Low Usage should be flagged as having a status of '3', '4', or '5' relating to Low Usage.
- 4.12 Where a supplier has received a Snapshot from ESNB for multiple Supplier IDs, then separate reporting files must be provided for each Supplier ID.
- 4.13 Files should be made available to ESNB using the SFTS only - File path - \Adhoc File Sharing\SXX - ABCenergy\To ESNB
- 4.14 Once the supplier has both credited all eligible domestic electricity accounts for the relevant Payment Period and the customer has been notified of the credit the supplier can cease submitting weekly reports for that Payment Period. The supplier must email electricitycostsbill@esb.ie when this occurs.
- 4.15 **Supplier File Format**
 - 4.15.1 Suppliers must use the file format provided by ESNB.
 - 4.15.2 The file name must be in the following format
ECBIII_DDMMYYYY<supplierid><suppliername> example
ECBIII_08122023SXXABCenergy.
 - 4.15.3 Each file must contain three Worksheets, one for each Effective Date. Suppliers must ensure that they are completing the correct Worksheet.
 - 4.15.4 The file must contain the following information only (see template)
 - 4.15.4.1 The Sheet name must be <supplierid> <Effective Date> example SXX29112023
 - 4.15.4.2 Column A "MPRN". Suppliers should not change this field. Suppliers are requested to list all of their MPRNs from the relevant Snapshot in column A.
 - 4.15.4.3 Column B "Low Usage" indicator. Suppliers should not change this field. Suppliers are requested to specify the MPRN as 'Low Usage' where the MPRN was identified as Low Usage in the relevant Snapshot list in column B.

- 4.15.4.4 Column C "Customer Type". Suppliers should not change this field. Suppliers are requested to specify the MPRN as either 'C' or 'P' where 'C' indicates the MPRN is a Credit customer and 'P' indicates a Pay As You Go customer (Lifestyle or Hardship)
- 4.15.4.5 Column D "Status". Suppliers should not change this field. Suppliers are requested to specify the Electricity Costs Emergency Benefit Scheme status of each MPRN as either '0', '1', '2', '3', '4', or '5' where:
- '0' = Customer Account is yet to be credited;
 - '1' = Customer Account Credited but Customer not yet Notified;
 - '2' = Customer Account Credited and Customer Notified
 - '3' = Low Usage Credit Withheld
 - '4' = Low Usage Query Rejected
 - '5' = Low Usage Query Accepted
- Only one status should be selected per MPRN.
- 4.15.4.6 'Customer Account Credited but Customer not yet Notified' means that an automatically eligible domestic electricity MPRN has had the full credit applied to their account, but has not yet received notification of the credit on their bill or prepayment vend;
- 4.15.4.7 'Customer Account Credited and Customer Notified' means that an automatically eligible domestic electricity MPRN has been issued with a bill with credit applied or in the case of prepayment customers, has received the full credit;
- 4.15.4.8 'Low Usage Credit Withheld' means a low usage domestic electricity MPRN for which the supplier has not applied the credit and no customer has contacted the supplier in relation to the credit being withheld;
- 4.15.4.9 'Low Usage Query Rejected' means a low usage domestic electricity MPRN for which the account holder has contacted their supplier and been refused the credit;
- 4.15.4.10 'Low Usage Query Accepted' means a low usage domestic electricity MPRN for which the account holder has contacted their supplier and has been granted the credit;
- 4.15.4.11 Where an MPRN is flagged as Low Usage but the supplier determines that the credit should be applied to the account without a customer making contact e.g VC attributes held on suppliers own system only, then the supplier should proceed to credit the customer and place the MPRN in status '1' in the first instance, before moving them onto status '2'.
- 4.15.4.12 Where a Supplier withholds credit but subsequently releases the credit following a customer query e.g. customer contacts the supplier and it is determined at that point that the customer is eligible to be a registered vulnerable customer , the supplier should place the MPRN in status '5'.

- 4.16 ESNB will validate that the MPRNs contained in the file received from a supplier exist on the relevant Snapshot file provided by ESNB to the supplier and will also validate the Low Usage identifier in the weekly report against the relevant Snapshot file. ESNB will compare the Status against the previous Status held against the MPRN and will validate that a status of '3', '4' or '5' is only assigned to MPRNs as identified as Low Usage. Any discrepancies identified will be notified to the supplier.
- No other validation will be conducted by ESNB on the file; files received from suppliers will be accepted in good faith by ESNB.

Periodic Reporting by ESNB to CRU

Based on the information received from suppliers in the Weekly Reports ESNB will report weekly to CRU on the information received per Supplier ID. CRU may follow up directly with suppliers in relation to the information received from ESNB.

A final report will also be provided by ESNB to CRU.

Exact reporting requirements will be agreed between CRU and ESNB.

5 The return of any unallocated credit by suppliers to ESNB

Where a supplier has never had a record of a customer at the MPRN on one or more of the Effective Dates and has therefore been unable to provide a credit to a customer for one or more Effective Dates then the credit should be returned by suppliers to ESBN who will in turn return it to the Exchequer.
 Or, where supplier has withheld credit in accordance with obligations set out in the Act, and CRU Guidance Document, and therefore did not provide the credit to a customer for one or more Effective Dates then the credit should be returned by suppliers to ESBN who will in turn return it to the Exchequer. In accordance with the CRU guidance document any unallocated credit must be returned by suppliers to ESBN between 4th December and 11th December 2024.

ESBN will not pursue suppliers to ensure payments are made for all MPRNs on their list.

- 5.1 . Suppliers must return any unallocated credit to ESBN between 4 December 2024 and 11 December 2024. Funds must only be returned during this window. Unallocated funds returned by suppliers must be received into the dedicated ESBN bank account by 11 December 2024 to ensure the timely return of funds to DECC by 31 December 2024.
- 5.2 ESBN will provide bank account information into which the supplier must transfer the unallocated credit.
- 5.3 Suppliers must include their Supplier ID as a payment reference when returning unallocated funds to ESBN.
- 5.4 Suppliers must transfer the unallocated credit in a **single transfer only**.
- 5.5 The supplier must notify ESBN via email when unallocated credit has been returned. The email address to be used is electricitycostsbill@esb.ie. The email subject line should include 'Unallocated Credit for <Supplier Name> <SupplierID>'
- 5.6 The supplier must also provide a list of of MPRNs where credit was not allocated or was withheld along with the amount unallocated.
 - 5.6.1 This list is separate to the weekly supplier report referred to under Periodic Reporting. However the unallocated credit list must align to the data previously provided in the weekly supplier reports.
 - 5.6.2 The supplier **must provide one file only**; multiple files should not be provided.
- 5.7 **Unallocated Credit Supplier File Format**
 - 5.7.1 Supplier must use the file format provided by ESBN.
 - 5.7.2 MPRNs should only be included in the Unallocated Credit report where funds are being returned for one or more Effective Dates. If no funds are being returned the MPRN does not need to be included in the report. ESB Networks only need to have visibility of the funds being returned to ESB Networks.
 - 5.7.3 The file name must be UnallocatedCreditDDMMYYYY <Supplier Name> <SupplierID> example UnallocatedCredit08042022SXXABCenergy
 - 5.7.4 The file must be loaded into the Adhoc File Sharing/To ESBN folder on the SFTS by the supplier.
 - 5.7.5 The file must contain the following information only (see template)
 - 5.7.6 The Sheet name must be <supplierid> DDMMYYYY example SXX 08042022
 - 5.7.6.1 First column 'MPRN'. Suppliers should not change this field. Suppliers are requested to list the MPRNs for which they are returning unallocated credit.
 - 5.7.6.2 Second column: 'Low Usage'. Suppliers should not change this field. Suppliers are requested to specify the MPRN as 'Low Usage' where the MPRN was identified as Low Usage in their corresponding Snapshot list.
 - 5.7.6.3 Third column; 'Effective Date 29112023'. Suppliers are requested to specify the amount of money which was unallocated or withheld for the MPRN for this Effective Date. The figure must be to two decimal places. The currency symbol should not be included. If no funds are being returned for this Effective Date then '0.00' should be entered.
 - 5.7.6.4 Fourth column; 'Effective Date 20122023'. Suppliers are requested to specify the amount of money which was unallocated for the MPRN for this Effective Date. The figure must be to two decimal places. The currency symbol should not be included. If no funds are being returned for this Effective Date then '0.00' should be entered.
 - 5.7.6.5 Fifth column; 'Effective Date 28022024'. Suppliers are requested to specify the amount of money which was unallocated for the MPRN for this Effective Date. The figure must be to two decimal places. The currency symbol should not be included. If no funds

are being returned for this Effective Date then '0.00' should be entered.

5.7.6.6 Where the Supplier is returning funds for an Effective Date but is not returning funds for another Effective Date for the same MPRN then the value **0.00** should be entered by the supplier for that MPRN and Effective Date for which no funds are being returned.

5.7.6.7 If an MPRN that the Supplier is reporting on did not exist in one of the Supplier's snapshots (but did exist in another) then the cell should be left **blank** in the report.

5.7.6.8 No other text should be included in the file. Any additional information contained in the file will be ignored by ESNB.

5.8 ESNB will validate that the MPRNs contained in the file received from a supplier exist on the corresponding Snapshot file/s provided by ESNB to the supplier during the scheme and will also validate the Low Usage identifier in the Unallocated Report against the relevant Snapshot file. Any discrepancies identified will be notified to the supplier. No other validation will be conducted by ESNB on the file; files received from suppliers will be accepted in good faith by ESNB.

Record Keeping
All records and documentation in relation to this scheme must be held for audit purposes.

Market Process during the Electricity Costs Emergency Benefit Scheme III
Market processes will continue as normal during the scheme duration. This includes Change of Supplier and related processes.

DUoS Billing and Invoicing will also continue as normal and suppliers must continue to meet their invoice payment obligations as set out in the DUoS Agreement.

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Supplementary Information	

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