

Market Change Request 1220			Electricity Costs Emergency Benefits Scheme		
Status	Approved	Priority	Fast Track	Status Date	16/03/2022

Date	Version	Reason for Change	Version Status
20/01/2022	1.0	Draft issued to Market	Final
17/02/2022	1.1	Updated to reflect amendments to the process	Final
09/03/2022	1.2	Updated to include reporting requirements	Final
14/03/2022	2.0	Converted to MCR	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST	
Requesting Organisation(s)	ESB Networks
Request Originator Name	Siobhan Melvin
Date Raised	03/12/2021

Classification of Request	
Change Type	Non-Schema Impacting

Detail of Request	
Reason for Request	

Background

The Electricity Costs (Domestic Electricity Accounts) Emergency Measures Act 2022 and the CRU **Emergency Costs Benefit Scheme** 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 customers' accounts.

The scope of this **MDR MCR** is limited to customers that meet the definition of a domestic customer as set out in the legislation.

Suppliers should complete their own impact assessments on how the legislation and CRU Guidance Document impacts their own internal processes and customer account management.

The **MDR MCR** sets out the retail market process for

1. Issuing of an MPRN file i.e. a Snapshot by ESBN to individual suppliers
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 and one-off implementation of the process.

However, should the provision of credit by the Government to electricity customers become more regular the proposed approach may need to be revisited.

Proposed Solution

Design Principles

The following design principles have been set out by the CRU ([Extraordinary IGG 221221](#))

- Minimal impact on current regulatory programmes, market design, systems and operations
- Fair
- Ensure every domestic electricity customer receives €200 euro credit (including VAT).

1 Issuing of a Snapshot file by ESBN to individual suppliers

~~In order to support the request by ESBN to DECC for Exchequer funds ESBN will create a list of MPRNs from the Central Market System on a date specified by the Minister i.e. *the Relevant Date* as defined in the legislation, based on the definition of domestic customer set out in the legislation.~~

On the scheme *Relevant Date* (24th March 2022) ESBN will request the necessary funds from DECC and will provide any supporting information requested.

On the scheme *Effective Date* (29th March 2022) ESBN will generate a Snapshot list for suppliers to use to credit customers accounts held with it on the *Effective Date*.

Only MPRNs included in the Snapshot will be eligible for the scheme.

This Snapshot will be formally shared with the registered supplier of each MPRN on the **29th March i.e. the *Effective Date***, as defined in the legislation, along with the amount of monies to be transferred by ESBN to the supplier

- 1.1 The Central Market System is the system of record and the basis for the Snapshot.
- 1.2 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 customer as set out in the legislation.
- 1.4 The Snapshot will be provided in.txt format.
- 1.5 The Snapshot will be made available securely to suppliers via the existing SFTS in a new folder named Adhoc File Sharing/From ESBN. Only registered users of this folder can access the folder.
- 1.6 Only the MPRN & DUoS Group will be included in the Snapshot; no other customer data will be included.
- 1.7 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 ESBN and made available per Supplier ID on the SFTS.
- 1.8 ESBN will confirm via RMDS when the files are available on the SFTS.

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

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

- 2.1 Supplier bank account details will need to be provided to ESBN and verified in advance.
- 2.2 Funds will be transferred to suppliers in tranches of 50%, 20%, 20%, 10% at 7 calendar day internals.
- 2.3 The transfer of exchequer funds by ESBN 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 ESBN to each individual supplier.

- 2.5 Funds will be transferred by ESBN unless requested not to by CRU i.e. ESBN will carry out no validation in relation to a supplier's financial status or scheme adherence.
- 2.6 The period for ESBN to transfer the funds to suppliers will be 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>.

3 Suppliers credit customers' accounts.

The supplier is responsible for crediting customers' accounts for each MPRN contained in their Snapshot. In line with legislation where an electricity supplier receives Exchequer funds from ESBN the supplier must credit each domestic electricity account held with it on the effective date of 29th March, with a payment of €176.22 (ex VAT).

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 ESBN.

Due to the pragmatic, temporary, and time constrained nature of this process it will not be possible for ESBN 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 ESBN

For the duration of the scheme suppliers are required to report weekly on an MPRN level basis on

- Accounts credited
- Accounts directly billed/notified of credit
- PAYG/credit

- 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 ESBN folder on the SFTS each Friday by 6pm.
- 4.3 For the first weekly report suppliers should report on accounts credited and accounts directly billed/notified of credit up to Friday 8th April.
- 4.4 For the second and subsequent reports the reporting period will be from the previous Friday when the supplier created their report to the current Friday when they are creating the current report.
- 4.5 ESBN will begin collating reports for CRU the next working day.
- 4.6 ESBN will remove the weekly report from the SFTS folder once the supplier report has been included in the CRU report.
- 4.7 Supplier reports submitted late and not included in the CRU report will be remain on the SFTS and will be included in the next weeks report to CRU.
- 4.8 ALL MPRNs provided by ESBN in the Snapshot file should be included in the report file by the supplier, even if there is no change.
- 4.9 ONLY MPRNs provided by ESBN in the Snapshot file should be included by the supplier i.e. suppliers should not add additional MPRNs to the file.
- 4.10 Where a supplier has received a Snapshot from ESBN for multiple Supplier IDs, then separate reporting files must be provided for each Supplier ID
- 4.11 Files should be made available to ESBN using the SFTS only - File path - \Adhoc File Sharing\SXX - ABCenergy\To ESBN
- 4.12 Once the supplier has both credited all customer accounts and the customer has notified of the credit the supplier can cease submitting weekly reports. The supplier must email electricitycostsbill@esb.ie when this occurs.
- 4.13 **Supplier File Format**
- 4.13.1 Suppliers must use the file format provided by ESBN.
- 4.13.2 The file name must be in the following format
ECBDDMMYYYY<supplierid><suppliername>
example ECB08042022SXXABCenergy
- 4.13.3 The file must contain the following information only (see template)

- 4.13.3.1 The Sheet name must be <supplierid> DDMMYYYY example SXX 08042022
- 4.13.3.2 Column A "MPRN". Suppliers should not change this field. Suppliers are requested to list all of their MPRNs in column A
- 4.13.3.3 Column B "Customer Type". Suppliers should not change this field. Suppliers are requested to specify 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)
- 4.13.3.4 Column C "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' or '2', where:
- '0' = Customer account is yet to be credited;
 - '1' = Customer account has been credited;
 - '2' = Customer has been notified of credit
- 4.13.3.5 'Customer has been notified of credit' means that the customer has been directly billed or notified of the credit.

- 4.14 ESBN will validate that the MPRNs contained in the file received from a supplier exist on Snapshot file provided by ESBN to the supplier at the start of the scheme. ESBN will compare the Status against the previous Status held against the MPRN. Any discrepancies identified will be notified to the supplier. No other validation will be conducted by ESBN on the file; files received from suppliers will be accepted in good faith by ESBN.

Periodic Reporting by ESBN to CRU

Based on the information received from suppliers in the Weekly Reports ESBN 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 ESBN.

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

Exact reporting requirements will be agreed between CRU and ESBN.

5 The return of any unallocated credit by suppliers to ESBN

Where a supplier has never had a record of a customer at the MPRN on the ~~Relevant~~ **Effective** Date i.e. the Snapshot date and has therefore been unable to provide the credit to a customer then the credit should be returned by suppliers to ESBN who will in turn return it to the Exchequer.

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

- 5.1 Once the scheme has closed suppliers should return any unallocated credit to ESBN by 15th July 2022.
- 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 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 The file name must be ~~Unallocated Credit~~ YYMMDD <Supplier Name> <SupplierID> example ~~Unallocated Credit 08042022SXXABCenergy~~ **UnallocatedCreditDDMMYYYY <Supplier Name> <SupplierID> example UnallocatedCredit08042022SXXABCenergy**
- 5.7.3 The file must be loaded into the Adhoc File Sharing/To ESNB folder on the SFTS by the supplier.
- 5.7.4 The file must contain the following information only (see template)
- 5.7.5 The Sheet name must be <supplierid> DDMMYYYY example SXX08042022
 - 5.7.5.1 First column 'MPRN'. Suppliers are requested to list the MPRNs for which they are returning unallocated credit.
 - 5.7.5.2 Second column; 'Unallocated Credit Amount'. Suppliers should not change this field. Suppliers are requested to specify the amount of money which was unallocated for an MPRN. The figure must be in ~~Currency format~~ to two decimal places. **The Currency symbol should not be included.**
 - 5.7.5.3 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 Snapshot file provided by ESNB to the supplier at the start of the scheme. 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.

Trial File Exchange

A trial file exchange will take place in advance of scheme commencement.

Details will be communicated at the IGG in advance of trial commencement.

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

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.

Market Assurance

CRU has indicated that this process will be subject to Market Assurance by the Market Assurance body in advance of the scheme go-live.

The outcome of this Market Assurance activity will inform the CRU Go-Live decision.

Working Practice

A Working Practice will be put in place to capture the market design relating to the Electricity Costs Emergency Benefits Scheme and will be applicable for the duration of the scheme.

All Market Participants are expected to adhere to the Working Practice.

Scope of Change

Design Documentation	Business Process	DSO Backend System Change	MP Backend System Change	Tibco	Supplier EIMMA	Schema	Webforms	Webservice	Extranet Market Website
<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"/>	<input type="checkbox"/>

Market Messages

Message No.	Message Name	ROI
No Impact	No Impact	No Impact

Data Definitions

<i>No Impact</i>

Data Codes

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Market Message Implementation Guides

Message Guide	Yes/No
No Impact	No Impact

Market Process Diagrams – MPDs

Market Process Number	Market Procedure	Affected
No Impact		Yes

Guidance Documentation		
Document	Version	Affected
No impact		No Impact

Briefing Document		
Briefing Document		Affected
No Impact		Yes

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

Comments

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

Approved by	CRU