ESBN Presentation to the IGG

24 September 2025

Smart PAYG reconnection escalations

For escalations relating to Smart PAYG reconnection, Market Participants should contact the ESBN Supplier Support Team on:

- **021-4844317** ***(during*** normal working hours (Monday to Friday, 09:00 – 17:00)
- **087-9982293** ***(outside*** of normal working hours)

An urgent site visit will be arranged to re-energise the impacted Smart PAYG customer.

Mobile Phone Number Format

ESBN wish to draw Market Participants attention to several instances where an SMS did not issue to the customer upon successful remote De-Energisation or Re-Energisation due to invalid number format (008******) received via Market Message from the registered supplier.

Please note that for Irish mobile phone numbers, the following formats are valid and will result in an SMS issuing:

- 08********
- 003538********
- +3538********

008******** is not a valid prefix and an attempt by ESBN to send a text message will fail.

ESBN ask Market Participants to ensure that a valid format is used when submitting a mobile phone number for an MPRN.

Actions from previous IGG (1 of 2)

	Action	Response
1	**Are there any costs for a customer who wishes to remove their night storage and change to MCC01?**	ESBN confirm that if a customer wishes to remove their night storage heating, they will need to arrange this as per usual process. There is no charge for the installation of the Smart Meter and relay with MCC change when requested via the process outlined at the IGG. If MCC01 is requested by the supplier but the customer is not removing their NSH, ESBN will install a relay along with the Smart Meter.
2	**MCC03 cohort 2 early adopters:** • **How long are these taking and who is carrying them out?**	ESBN expect to carry out the exchange 30 - 90 days from receipt of an email request from the supplier with the new MCC code confirmed (provided there are no issues on site). This is also dependent on volumes received. ESBN confirm that these exchanges are currently being carried out by ESBN Network Technicians, however this may be extended to deployment contractors in the future.
3	**NTNP customers who are exporting and become eligible for a Smart meter no longer receiving deemed** • **Who has sent this communication for other cohorts?** • **Is there any communication required from ESB Networks?**	ESBN can confirm that this communication has come from the supplier for other cohorts. This was confirmed at IGG in July 2023. ESBN's understanding is that the same approach should apply for this cohort of customers.

Actions from previous IGG (2 of 2)

	Action	Response
4	**MCC03 cohort 2:** • **Was a diagram shared of the installation with the relay?** • **What do suppliers need to know / what can they expect?**	ESBN confirm that no diagram has been shared as part of MCR development but photos of installations with an MCC02 meter and relay have been shared at the Comms and Engagement Working Group. ESBN confirm that following Smart exchange, the meter box will contain an RM108 smart meter and an NSH-63 relay device. The registered supplier will receive the appropriate readings as per the MCC requested. The relay will activate the NSH at the appropriate time: • If MCC02, the relay will activate the NSH at the start of MCC02 Night time (23:00 Winter, 00:00 Summer) and de-activate at the start of MCC02 Day time (08:00 Winter, 09:00 Summer) • If MCC16, the relay will activate the NSH at the start of the SST Night time (23:00 all year) and de-activate at the start of SST Day Time (08:00 all year) • Following installation and comms proving, a change of Smart Data Services (MCC12 or MCC16) can be requested. Where MCC12 is requested, the activation of the NSH will align with SST Night time as above for MCC16.