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# Retail Market Message Guide

## Common Data Segments

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## Retail Market Message Guide – Common Data Segments

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## Table of Contents

<b>1 INTRODUCTION.....</b>	<b>5</b>
1.1 PURPOSE OF THE MESSAGE IMPLEMENTATION GUIDE.....	5
1.2 TECHNICAL OVERVIEW .....	5
1.3 SCOPE.....	5
1.4 MESSAGE VERSION.....	6
1.5 VALIDATION.....	6
1.6 NOTES.....	7
1.7 MESSAGE SEGMENT INTRODUCTION .....	7
<b>2 MESSAGE SEGMENTS.....</b>	<b>9</b>
2.1 MESSAGE HEADER.....	9
<i>Purpose / Description of Segment.....</i>	<i>9</i>
<i>Segment Structure .....</i>	<i>10</i>
2.2 METER POINT ADDRESS.....	13
<i>Purpose / Description of Segment.....</i>	<i>13</i>
<i>Segment Structure .....</i>	<i>15</i>
<i>Segment Validation.....</i>	<i>17</i>

**Retail Market Message Guide – Common Data Segments**

2.3 NOTIFICATION ADDRESS..... 19

*Purpose / Description of Segment*..... 19

*Segment Structure* ..... 21

*Segment Validation*..... 23

2.4 CUSTOMER NAME ..... 25

*Purpose / Description of Segment*..... 25

*Segment Structure* ..... 27

*Segment Validation*..... 28

2.5 CUSTOMER CONTACT DETAILS ..... 30

*Purpose / Description of Segment*..... 30

*Segment Structure* ..... 31

*Segment Validation*..... 32

2.6 PARTY CONTACT DETAILS..... 32

*Purpose / Description of Segment*..... 32

*Segment Structure* ..... 34

*Segment Validation*..... 36

## 1 INTRODUCTION

### 1.1 Purpose of the Message Implementation Guide

This document is intended to provide Suppliers with a technology independent overview for implementing market messaging systems. This includes:

- The construction of Common Data Segments to be sent to DSO and MRSO; and
- The interpretation of Common Data Segments received from DSO and MRSO.

### 1.2 Technical Overview

Messages are exchanged in XML format using the Market Participant Communication Component (MPCC) software. This section provides a brief technical overview of the technical messaging environment and refers to the appropriate technical documentation.

### 1.3 Scope

The scope of this document covers the Common Data Segments contained on messages transferred between Suppliers and ESB Networks.

The Common data segments are defined as follows:

- Message Header
- Meter Point Address
- Notification Address (Including PO Box Type Address)
- Customer Name
- Customer Contact Details
- Technical Contact Details

## Retail Market Message Guide – Common Data Segments

- Party Contact Details.

### 1.4 Message Version

This Message Guide refers to and is consistent with the Discussion Request (DR 176) which is based on Market Design version 8 and the 131 market message from MCR0171.

### 1.5 Validation

The document provides notes on how ESB Networks will validate message segments received. The purpose of these notes is to aid the Supplier in the population of each segment contained in a message and to prevent instances where messages are rejected due to the incorrect population of a message field. The validation described is therefore limited to field specific validations.

The following items are excluded from the validation notes:

- Syntax validation. This is performed by the *software* operated by ESB Networks. Syntax validation includes:
  - Checks that the structure of the message is correct
  - Checks that all mandatory fields are provided. Mandatory fields are, however, indicated in the instructions for populations.
  - Checks that any data code is selected from the list of data codes issued in the ROI Market Design.

In cases where the segment on a message fails on any of these reasons, a 601 Rejection of Invalid Message is sent back to the message sender containing the following information:

- The Transaction Reference Number supplied on the inbound message
- A copy of the message contents as received by Networks

## Retail Market Message Guide – Common Data Segments

- A description of the error.

See Market Message Implementation Guide – Market Gateway Activity for more details of message 601.

If there is any inconsistency between an MPD and the Message Implementation Guide then the MPD will take precedence.

### 1.6 Notes

This document and the *Market Messages* document refer to segment and field levels which should be interpreted as follows:

- The level number indicated against the segment refers to the level of the data items and segments within that segment. Therefore, for example, in message 010 where 'MPRN Level Information -Level 2' is stated it is the data items and segments that comprise 'MPRN Level Information' that are level two items (e.g. MPRN field, Market Participant Business Reference field, Meter Point Address segment). Accordingly, within this document, MPRN Level Information segment is shown as a Level 1 segment.
- Message Header is a Level 1 segment and is a child of Header Level Information.

### 1.7 Message Segment Introduction

This guide outlines the market message segments that have common contents, rules for composition and validations across all the messages in which they appear in the ESB Market Opening Programme.

A set of Implementation Guides has been produced relating specifically to the messages themselves. Where appropriate these guides refer to common data segments detailed in this document.

## Retail Market Message Guide – Common Data Segments

The Message Implementation Guides are organized into separate **Message Groups** based around key business processes. These are:

- Registration, including Change of Supplier
- Customer Data and Agreements
- Data Processing
- Data Aggregation
- DUoS and Transaction Payments
- Meter Works
- SSA
- Unmetered
- Market Gateway Activity



## 2 MESSAGE SEGMENTS

### 2.1 Message Header

#### **Purpose / Description of Segment**

This segment provides header details that allow the message level information to be interpreted by a receiving Market Participant. The Header segment is mandatory on all market messages in the ESB Market Opening Programme.

The Header Segment is defined as follows:

- Message Type Code - This defines the type of message to be sent by the Market Participant e.g. 030 Meter Works Request
- Version Number – This defines the version of the message being sent. Only current supported versions of the message will be allowed
- Time Stamp – This is a time and date stamp indicating the time and date that the message left the sender's application.
- Sender ID – This is the unique identifier of the Market Participant sending the message
- Recipient ID - This is the unique identifier of the Market Participant to which the market message is being sent
- Transaction Reference Number – This is a number generated by the sender on creation of the message.

## Retail Market Message Guide – Common Data Segments

### Segment Structure

This section outlines the rules for composition of the segment.

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
1 Message Header			1	Mandatory	All items in the message header must be populated to defined formats and lengths
2	FLD	Message Type Code	1	Mandatory	<p>This defines the type of message to be sent by the Market Participant and is defined as an AN (4) code – Examples are 030, 014R, 116N.                      Schema: min length: 3, max length: 4.                      Schema: xs:pattern value="[0-9]{3}[A-Z]{0,1}"</p> <p>See the current released version of Market messages for the full set valid message codes.</p>
2	FLD	Version Number	1	Mandatory	<p>This defines the version of the message being sent. Only current supported versions of the message will be allowed. The version number is intended to be in the Format 00.00.00</p> <ul style="list-style-type: none"> <li>• The first two digits will indicate major version releases of the messages starting with Market Go live release (Set to 01.00.00 at go live)</li> <li>• The second two digits will be used to indicate minor version releases due to revision to messages that will alter the structure of existing messages and require validation with a new schema</li> <li>• The third two digits will indicate intermediate version releases used for correction of minor releases.</li> </ul>

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
					Schema: length value="8" Schema: xs:pattern value="([0-9]{2}\.[0-9]{2}\.[0-9]{2})"
2	FLD	Time Stamp	1	Mandatory	This is a time and date stamp indicating the time and date that the message left the senders application. This is defined with the GMT offset in the following format: <ul style="list-style-type: none"> <li>• YYYY-MM-DD-THH.MM.SS</li> </ul>
2	FLD	Sender ID	1	Mandatory	This is the unique identifier of the Market Participant Sending the message and is defined as an AN (3) field. This code will be the same as the Supplier ID where Supplier is the message sender.
2	FLD	Recipient ID	1	Mandatory	This is the unique identifier of the Market Participant receiving the message and is currently defined as an AN (3) field. This code will be the same as the Supplier ID where Supplier is the message receiver.
2	FLD	Transaction Reference Number	1	Mandatory	This is a technical reference that uniquely identifies an instance of a message to a market participant and is defined as an AN (35) field.

**Note: Sender ID and Recipient ID have three types within the market schema but only one role is used typically the Sender ID would contain Supplier ID and Recipient ID contains DSO as the Market role for inbound messages and vice versa for outbound messages.**

Note: Recipient ID in messages now changed to allow routing of messages to recipient other than that originally listed in message header

## Retail Market Message Guide – Common Data Segments

### Segment Validation

This section outlines the validation that takes place on receipt of the segment as part of a message.

Segment and Field Level Identifier			Validation
1		Message Header	All Items in the message header must be populated to defined formats and lengths of items.
2	FLD	Message Type Code	This code must match one of the currently supported values for this item. Where it does not the message will fail validation.
2	FLD	Version Number	This defines the version of the message being sent. Only current supported versions of the message will be allowed. Where it does not match the currently supported version the message will fail validation.
2	FLD	Time Stamp	This must match the defined format as detailed in the composition table. Where it does not match this format the message will fail validation.
2	FLD	Sender ID	This must be a valid sender's reference. Where it is not the message will fail validation.
2	FLD	Recipient ID	This must be a valid recipient reference. Where it is not the message will fail validation.
2	FLD	Transaction Reference Number	This item must match the defined format and length.

## Retail Market Message Guide – Common Data Segments

### 2.2 Meter Point Address

#### Purpose / Description of Segment

This segment provides the address details for the Meter point at which the Customer is supplied. The Meter Point Address Segment is sent and received by Market registered Suppliers to and from the ESB Networks business on the following messages:

Message No	Message Name	Sender	Receiver
003	New Generation Unit	SSA	MRSO
010	Registration Request	Supplier	MRSO
012	Objection to Change of Supplier	Supplier	MRSO
012W	Withdrawal of Objection to Change of Supplier	Supplier	MRSO
013	Customer Details Change	Supplier	DSO
014R	Customer Details Rejection	DSO	Supplier
021	De-Registration Request	Supplier	MRSO
101	New Connection Registration Acceptance	MRSO	Supplier
101P	New Connection Provisional Acceptance	MRSO	Supplier
101R	New Registration Rejection	MRSO	Supplier
102	Change of Supply Registration Acceptance	MRSO	Supplier

## Retail Market Message Guide – Common Data Segments

Message No	Message Name	Sender	Receiver
102P	Change of Supplier Provisional Acceptance	MRSO	Supplier
102R	Change of Supplier Registration Rejection	MRSO	Supplier
105	Change of Supplier Confirmation	MRSO	Supplier
105L	Change of Supplier Confirmation (Old Supplier)	MRSO	Supplier
110	Notification to Old Supplier of CoS	MRSO	Supplier
112	Notification of Objection	MRSO	Supplier
112R	Notification of Objection - Rejection	MRSO	Supplier
112W	Withdrawal of Objection	Supplier	MRSO
114	Change of Customer Details Confirmation	DSO	Supplier
140*	Change of Tenancy History	NIE	Supplier
301	Meter Point Characteristics	DSO	Supplier
301N	Proposed Meter Point Characteristics	DSO	Supplier
330	Notification to Eirgrid of Non Interval to Interval transfer	DSO	Eirgrid
700	Unmetered Characters and AUF	DSO	Supplier

## Retail Market Message Guide – Common Data Segments

Message No	Message Name	Sender	Receiver
700W	Withdrawal of Unmetered Characters and AUF	DSO	Supplier

\*140MM not in use post System Separation

### Segment Structure

This section describes the structure of the Meter Point Address Segment. The purpose of the message segment fields and data items are explained and any rules for composition outlined.

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
1 Meter Point Details			1	Mandatory	
2	SEG	Meter Point Address	1	See instructions	The address at which the Meter Point is connected. This Address will be available to Market Registered Suppliers on the Web site. This segment must be provided where making changes to meter point address on 013 and will be provided to Suppliers on 114 / 014R messages. The segment must be provided by Suppliers when making 010 Registration requests.
3	FLD	Unit No.	1	Optional	This field can be used to populate information relating to the unit, flat or apartment number that can be part of an address.
3	FLD	Addr Line 1	1	Optional	This field can be used as overflow for address details
3	FLD	Addr Line 2	1	Optional	This field can be used as overflow for address details
3	FLD	House No.	1	Optional	This can be used to populate the number of a premises given as part of an address

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
3	FLD	Street	1	Optional (See note on 013)	This field stores information relating to the street part of an address. This field is Mandatory on the 013 message where changes are being made to Meter Point Address.
3	FLD	Addr Line 4	1	Optional	This field can be used as overflow for address details
3	FLD	Addr Line 5	1	Optional	This field can be used as overflow for address details
3	FLD	Postal Code	1	Optional	<p>This is the Postal Code given as part of an address where appropriate. Ireland has implemented a Postal Code system called Eircode and where available it is recommended that these Postal Codes for Technical Contact Details are communicated in Market Messages.</p> <p>They should conform to the Eircode structure A65F4E2 (there is one allowable exception for the first three characters viz.D6W) where each Eircode is comprised of seven uppercase alpha/numeric characters.</p>
3	FLD	City	1	Optional	Used to populate the details of which City an address resides in where appropriate
3	FLD	County Ireland	1	See instructions	This denotes the county in which an address is situated and is defined as an AN (3) field for Meter Point Address. If populated this item must match one of the permissible values for County - Ireland codes. See the list of Data codes for permissible values.
3	FLD	Country	1	See instructions	This denotes the country in which a Meter Point Address is situated and is defined as an AN (3) field. If populated this item must match the value <b>IE</b> – Ireland or <b>GB</b> –United Kingdom for Meter Point Addresses.



## Retail Market Message Guide – Common Data Segments

### Segment Validation

Segment and Field Level Identifier				Validation
1 Meter Point Details				
2	SEG	Meter Point Address		All changes to Meter Point Address are out sorted for manual checks to be made by Networks Customer Service Personnel (013 message). On messages 010,012,012W and 021 the Meter Point Address is used to validate the MPRN provided.
	3	FLD	Unit No.	No individual validation of this field.
	3	FLD	Addr Line 1	No individual validation of this field.
	3	FLD	Addr Line 2	No individual validation of this field.
	3	FLD	House No.	No individual validation of this field.
	3	FLD	Street	Message 013 will fail validation if the segment is provided and this field is not populated. There is no validation of this field on messages 010,012,012W and 021.
	3	FLD	Addr Line 4	No individual validation of this field.
	3	FLD	Addr Line 5	No individual validation of this field.
	3	FLD	Postal Code	No individual validation of this field in the schema.  If populated this field should conform to the Eircode structure A65F4E2 (there is one allowable exception for the first three characters viz.D6W) where each Eircode is comprised of seven uppercase alpha/numeric characters. Invalid Postal Codes will be subject to rejection with Reject Reason code AD9
	3	FLD	City	No individual validation of this field.
	3	FLD	County Ireland	If populated this must be a valid code value as defined in the Data Codes list.

**Retail Market Message Guide – Common Data Segments**

3	FLD	Country	If populated this must be a valid code value of <b>IE</b> or <b>GB</b> for Meter Point Addresses. The message will fail validation if this is not the case.
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## Retail Market Message Guide – Common Data Segments

### 2.3 Notification Address

#### Purpose / Description of Segment

This segment provides the address details for correspondence with the Customer where this is different to the Meter Point Address. The Notification Address segment is sent and received by Market registered Suppliers to and from the ESB Networks business on the following messages:

Message No	Message Name	Sender	Receiver
003	New Generation Unit	SSA	MRSO
010	Registration Request	Supplier	MRSO
013	Customer Details Change	Supplier	DSO
016	Change of legal entity	Supplier	DSO
101	New Connection Registration Acceptance	MRSO	Supplier
101P	New Connection Provisional Acceptance	MRSO	Supplier
102	Change of Supply Registration Acceptance	MRSO	Supplier
102P	Change of Supplier Provisional Acceptance	MRSO	Supplier
105	Change of Supplier Confirmation	MRSO	Supplier
116A	Change of Legal Entity TSO Confirmation –	DSO	TSO

**Retail Market Message Guide – Common Data Segments**

<b>Message No</b>	<b>Message Name</b>	<b>Sender</b>	<b>Receiver</b>
	Interval Sites		
017	Meter Point Status Change Request	Supplier	DSO

## Retail Market Message Guide – Common Data Segments

### Segment Structure

This section describes the structure of the Notification Address segment. The purpose of the message segment and data items is explained and any rules for composition are outlined.

Segment and Field Level Identifier				Rpt	Optionality	Description / Purpose and composition instructions
1 Meter Point Details				1	Mandatory	
2	SEG	Notification Address		1	See instructions	An address for correspondence with customers. This segment is mandatory where a notification address is being added or changes are being made to an existing notification address. When providing a notification address Suppliers must provide either a Street Type Address or a PO Box Type Address but not both.
3	SEG	Street Type Address		1	See instructions	Street Type Address provides details such as Street Name, House no etc. This segment is mandatory where a street type address is being provided or changed as part of notification address
4	FLD		C/O Name	1	Optional	This is the name to which correspondence can be addressed where this is different to the customer name. (See Customer Name Segment)
4	FLD		Unit No.	1	Optional	This field can be used to populate information relating to the unit, flat or apartment number that can be part of an address
4	FLD		Addr Line 1	1	Optional	This field can be used as overflow for address details
4	FLD		Addr Line 2	1	Optional	This field can be used as overflow for address details
4	FLD		House No.	1	Optional	This can be used to populate the number of a premises given as part

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
					of an address
4	FLD	Street	1	See instructions	This field stores information relating to the street part of an address. Either PO Box Number or Street field must be provided if populating the Notification address segment on messages but not both.
4	FLD	Addr Line 4	1	Optional	This field can be used as overflow for address details
4	FLD	Addr Line 5	1	Optional	This field can be used as overflow for address details
4	FLD	Postal code	1	Optional	<p>This is the Postal Code given as part of an address where appropriate. Ireland has implemented a Postal Code system called Eircode and where available it is recommended that these Postal Codes for Technical Contact Details are communicated in Market Messages.</p> <p>They should conform to the Eircode structure A65F4E2 (there is one allowable exception for the first three characters viz.D6W) where each Eircode is comprised of seven uppercase alpha/numeric characters.</p>
4	FLD	City	1	Optional	Used to populate the details of which City an address resides in where appropriate
4	FLD	County - Ireland	1	Optional	A field denoting the county in Ireland in which an address resides. See the list of data codes for permissible values here.
4	FLD	County / State	1	Optional	This denotes the county in which an address is situated. This is a free text AN (40) character field for use in non – Irish Addresses where appropriate.
4	FLD	Country	1	See instructions	This is an AN (3) field that makes up part of an address denoting in which country the address resides. See list of data codes for valid entries here. A valid country code must be provided for Notification

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions	
					Addresses	
3	SEG	P.O. Box Type Address	1	See instructions	This segment allows a PO Box address to be stored as part of a notification address. This segment must be populated if a PO Box address is being added or changed for a customer. Networks will use this address for correspondence with customers in preference to the Street Type part of Notification address where both are provided for Notification Address.	
	4	FLD	PO Box Number	1	See instructions	This number denotes the number given to a PO Box address. Either PO Box Number or Street field must be provided if populating the Notification Address Segment on messages but not both.
	4	FLD	Postal code	1	Optional	<p>This is the Postal Code given as part of an address where appropriate. Ireland has implemented a Postal Code system called Eircode and where available it is recommended that these Postal Codes for Technical Contact Details are communicated in Market Messages.</p> <p>They should conform to the Eircode structure A65F4E2 (there is one allowable exception for the first three characters viz.D6W) where each Eircode is comprised of seven uppercase alpha/numeric characters.</p>
	4	FLD	City	1	Optional	Used to populate the details of which City an address resides in where appropriate
	4	FLD	Country	1	See instructions	This is an AN (3) field that makes up part of an address denoting in which country the address resides. This field is mandatory if a PO Box address is provided or changed for a customer.

### Segment Validation

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier				Validation
1 Meter Point Details				
2	SEG	Notification Address		No individual validation at Segment level. Where Segment is Populated see validations below at field level.
3	SEG	Street Type Address		No individual validation at Segment level.
4	FLD	C/O Name		No individual validation of this field.
4	FLD	Unit No.		No individual validation of this field.
4	FLD	Addr Line 1		No individual validation of this field.
4	FLD	Addr Line 2		No individual validation of this field.
4	FLD	House No.		No individual validation of this field.
4	FLD	Street		Message will fail validation if this field and PO Box Number are omitted.
4	FLD	Addr Line 4		No individual validation of this field.
4	FLD	Addr Line 5		No individual validation of this field.
4	FLD	Postal code		No individual validation of this field.
4	FLD	City		No individual validation of this field.
4	FLD	County - Ireland		Message will fail validation if item does not match one of allowed code values where provided.
4	FLD	County / State		No individual validation of this field.
4	FLD	Country		Message will fail validation if field is blank or an invalid code is populated where segment is



## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier				Validation
				provided.
3	SEG	P.O. Box Type Address		This address type takes precedence over the Street type address part of Notification address for the purposes of correspondence with the customer where it is provided.
	4	FLD	PO Box Number	Message will fail validation if this field and Street are omitted.
	4	FLD	Postal code	No individual validation of this field.
	4	FLD	City	No individual validation of this field.
	4	FLD	Country	Message will fail validation if field is blank or an invalid code is populated where segment is provided.

### 2.4 Customer Name

#### **Purpose / Description of Segment**

This segment provides the Customer Name details. Customer name segment includes the name details of either:

- Person(s)
- Organisations

This segment is sent and received by Market registered Suppliers to and from the ESB Networks business on the following messages:

## Retail Market Message Guide – Common Data Segments

Message No	Message Name	Sender	Receiver
010	Registration Request	Supplier	MRSO
012	Objection to Change of Supplier	Supplier	MRSO
012W	Withdrawal of Objection to Change of Supplier	Supplier	MRSO
013	Customer Details Change	Supplier	DSO
014R	Customer Details Rejection	DSO	Supplier
016	Change of legal entity	Supplier	DSO
017	Meter Point Status Change Request	Supplier	DSO
021	De-Registration Request	Supplier	MRSO
101	New Connection Registration Acceptance	MRSO	Supplier
101P	New Connection Provisional Acceptance	MRSO	Supplier
101R	New Registration Rejection	MRSO	Supplier
102	Change of Supply Registration Acceptance	MRSO	Supplier
102P	Change of Supplier Provisional Acceptance	MRSO	Supplier
102R	Change of Supplier Registration Rejection	MRSO	Supplier
105	Change of Supplier Confirmation	MRSO	Supplier

## Retail Market Message Guide – Common Data Segments

Message No	Message Name	Sender	Receiver
112	Notification of Objection	MRSO	Supplier
112R	Notification of Objection - Rejection	MRSO	Supplier
112W	Withdrawal of Objection	MRSO	Supplier
114	Change of Customer Details Confirmation	DSO	Supplier
116A	Change of Legal Entity TSO Confirmation – Interval Sites	DSO	TSO
330	Notification to Eirgrid of Non Interval to Interval metering	DSO	TSO

### Segment Structure

This section describes the structure of the Customer Name segment. The purpose of the segment and its data items are explained and any rules for composition outlined.

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
1	Meter Point Details		1	Mandatory	
2	SEG	Customer Name	1	Message dependant – see composition instructions	The customer with whom the Supplier has concluded an agreement to supply electricity. This segment is mandatory on Registration messages. The Segment is also required where Suppliers are requesting a Change of Legal Entity or change of customer name so as to notify Networks of the customers name details for the meter

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
				per message.	point. The segment will be provided on 014R and 114 messages.
3	FLD	Title	1	Optional	This relates to the title of a person that comes before a name for addressing purposes. See the valid list of codes for Title.
3	FLD	Last Name	1	See instructions	This is the last or family name. This field must be populated where customer type = person.
3	FLD	First Name	1	Optional	This is the first given name of the customer.
3	FLD	Name_Org1	1	See instructions	This is the name of a company or organisation. This field must be populated if the customer is an organisation or Company and if a Registered Company number is provided.
3	FLD	Name_Org2	1	Optional	This field can be used as overflow for the name of a company or organisation
3	FLD	Registered Company No.	1	Optional	Registered Company Number is the number of a business as allocated by the Company Registration Office.
3	FLD	Trading As	1	Optional	This field can be used to populate information on companies / organisations that have a trading as name.

### Segment Validation

Networks carry out the following validation of the segment:

Segment and Field Level Identifier			Validation
1	Meter Point Details		
2	SEG	Customer Name	In Messages where this segment is defined as mandatory or where defined circumstances

## Retail Market Message Guide – Common Data Segments

			come into operation this segment must be populated. Message will fail validation if this is not the case.
3	FLD	Title	This field will be ignored if it does not match one of the valid codes for title where provided. See the published list of data codes for valid codes here.
3	FLD	Last Name	This field is mandatory if the customer is a person. Message will fail validation where this item is not provided in such cases.
3	FLD	First Name	No individual validation of this field.
3	FLD	Name_Org1	This field is mandatory if the customer is an organisation. Message will fail validation where this item is not provided in such cases.
3	FLD	Name_Org2	No individual validation of this field.
3	FLD	Registered Company No.	No individual validation of this field.
3	FLD	Trading As	No individual validation of this field.

## Retail Market Message Guide – Common Data Segments

### 2.5 Customer Contact Details

#### **Purpose / Description of Segment**

This segment provides Customer Contact Details.

This segment is sent and received by Market registered Suppliers to and from the ESB Networks business on the following messages:

Message No	Message Name	Sender	Receiver
010	Registration Request	Supplier	MRSO
013	Customer Details Change	Supplier	DSO
016	Change of legal entity	Supplier	DSO
017	Meter Point Status Change Request	Supplier	DSO
101	New Connection Registration Acceptance	MRSO	Supplier
102	Change of Supply Registration Acceptance	MRSO	Supplier
102P	Change of Supplier Provisional Acceptance	MRSO	Supplier
105	Change of Supplier Confirmation	MRSO	Supplier
116A	Change of Legal Entity TSO Confirmation – Interval Sites	DSO	TSO

**Retail Market Message Guide – Common Data Segments**

**Segment Structure**

This section describes the structure of the segment. The purpose of the segment and data items is explained and any rules for composition outlined.

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
1 Meter Point Details			1	Mandatory	
2	SEG	Customer Contact Details	1	See individual Messages for segment optionality	A set of details enabling the customer to be contacted. This segment is mandatory where changes are being made to customer contact details on a 013 message.
3	FLD	Phone number 1	1	DK	This is the principal phone number of a customer and must be populated if known by Supplier.
3	FLD	Phone Ext1	1	Optional	This is the principal phone number overflow field for storing number extensions where applicable
3	FLD	Phone number 2	1	Optional	This field can be used for the secondary phone number where this is required.
3	FLD	Phone Ext2	1	Optional	This is the secondary phone number overflow field for storing number extensions where applicable.
3	FLD	Email	1	Optional	This field is intended to store electronic mail address details if available
3	FLD	Fax	1	Optional	This field is intended to store a Fax telephone number if available
3	FLD	Fax Ext	1	Optional	This field is intended to store a Fax extension telephone number where applicable

## Retail Market Message Guide – Common Data Segments

### Segment Validation

Segment and Field Level Identifier			Description / Purpose and composition instructions
1 Meter Point Details			
2	SEG	Customer Contact Details	No individual validation of this segment except on 013 message (See Customer Agreements Message Implementation Guide).
3	FLD	Phone number 1	No individual validation of this field but suppliers must notify at least one contact phone number where known.
3	FLD	Phone Ext1	No individual validation of this field.
3	FLD	Phone number 2	No individual validation of this field.
3	FLD	Phone Ext2	No individual validation of this field.
3	FLD	Email	Message will fail validation if email is not structured correctly.
3	FLD	Fax	No individual validation of this field.
3	FLD	Fax Ext	No individual validation of this field.

### 2.6 Party Contact Details

#### Purpose / Description of Segment

This segment provides the Party Contact details on messages as detailed in the table below. This segment enables the sending party to add their contact details to messages in case of queries with the message by the receiving party.



## Retail Market Message Guide – Common Data Segments

This segment is sent and received by Market registered Suppliers to and from the ESB Networks business on the following messages:

Message No	Message Name	Sender	Receiver
010	Registration Request	Supplier	MRSO
011	Cancel Registration Request	Supplier	MRSO
011A	Cancel Change of Supplier Agreement	Supplier	MRSO
012	Objection to Change of Supplier	Supplier	MRSO
012W	Withdrawal of Objection to Change of Supplier	Supplier	MRSO
015	Change of SSAC Request	Supplier	MRSO
016	Change of legal entity	Supplier	DSO
017	Meter Point Status Change Request	Supplier	DSO
021	De-Registration Request	Supplier	MRSO
030	Meter Works Request	Supplier	DSO
112	Notification of Objection	MRSO	Supplier
112W	Withdrawal of Objection	MRSO	Supplier
116	CoLE Confirmation	DSO	Supplier
116N	CoLE Notification to Supplier with a pending	DSO	Supplier

## Retail Market Message Guide – Common Data Segments

Message No	Message Name	Sender	Receiver
	registration		
208	Replacement Reading	Supplier	MRSO
210	Supplier Provided Reading	Supplier	MRSO
252	Request for Special Reading	Supplier	DSO
260	Observation of Problem, Damage or Tampering	Supplier	DSO
261	Resolution of Problem Damage or Tampering	DSO	Supplier
303R	Customer Read rejection	MRSO	Supplier
311	Meter Problems	DSO	Supplier
116A	Change of Legal Entity TSO Confirmation – Interval Sites	DSO	TSO

### Segment Structure

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
1		Meter Point Details	1	Mandatory	
2	SEG	Party Contact Details	1	Optionality of this segment is message	Party Contact Details provides details such as contact name, organisation and department, telephone, e-mail and/or fax details enabling the party to be contacted. This allows Suppliers / Networks

## Retail Market Message Guide – Common Data Segments

Segment and Field Level Identifier			Rpt	Optionality	Description / Purpose and composition instructions
				specific.	to forward their contact details in case of queries with the message instructions.
3	FLD	Phone number 1	1	See Instructions	This is the principal phone number of a contact and must be populated if the segment is provided and contact number is known by Sender.
3	FLD	Phone Ext1	1	Optional	This is the principal phone number overflow field for storing number extensions where applicable
3	FLD	Phone number 2	1	Optional	This field can be used for the secondary phone number where this is required.
3	FLD	Phone Ext2	1	Optional	This is the secondary phone number overflow field for storing number extensions where applicable.
3	FLD	Email	1	Optional	This field is intended to store electronic mail address details where applicable
3	FLD	Fax	1	Optional	This field is intended to store a Fax telephone number where applicable
3	FLD	Fax Ext	1	Optional	This field is intended to store a Fax extension telephone number where applicable

**Retail Market Message Guide – Common Data Segments**

**Segment Validation**

Segment and Field Level Identifier			Validation
1 Meter Point Details			
2	SEG	Party Contact Details	No validation of this segment.
3	FLD	Phone number 1	No individual validation of this field.
3	FLD	Phone Ext1	No individual validation of this field.
3	FLD	Phone number 2	No individual validation of this field.
3	FLD	Phone Ext2	No individual validation of this field.
3	FLD	Email	No individual validation of this field.
3	FLD	Fax	No individual validation of this field.
3	FLD	Fax Ext	No individual validation of this field.