

Work Practice ID	Title	Type	Status
WP 0035	Contingency Process for Smart PAYG	Non-Schema Impacting	Approved

Date Raised	02/03/2022	Implementation Date	
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Change History		
Version	Date	Comment
1.0	24/04/2024	Issued to Market
1.1	22/09/2025	Smart PAYG reconnection issues and urgent requests. See Supplementary Information point 3

Identification of Retail Market Design Baseline Products Impacted
There are currently no Retail Market Design Baseline Products impacted by this Working Practice.

Reason for Working Practice
MCR1221 Contingency Process for Failure in SPAYG Technology Chain (v2.0 at the time of drafting) was raised by Market Participants and is included within the scope of the version 14.00.00 Market Schema Release. This Working Practice details the Contingency Processes that will be in place to support De-Energisation and Re-Energisation requests for Smart PAYG. The following scenarios are in scope for this working practice: Contingency Planning for Planned and Unplanned Power System Events (including Weather Events) Contingency Planning for Planned System Events (including Planned AMI System Events) Contingency Planning for Unplanned System Events (including Unplanned AMI System Events) Service for individual remote Re-Energisation & De-Energisation are covered in the Version 14.00.00 updates made to MPD09 & MPD10 respectively, under MCR1216.

Applicability
The scope of this Working Practice is limited to De-energisation for reason of De-energise (HH PAYG) and Re-energisation for reason of Re-energise (HH PAYG) requested on 017MM and <u>does not include</u>: - De-energisation for reason of De-energise (Supplier request, not NPA related) - De-energisation for reason of De-energise (NPA related) - Re-energisation for reason of Re-energise (Not NPA related) - Re-energisation for reason of Re-energise (NPA related)

Supporting Documentation
This Working Practice should be read in conjunction with v14.00.00 updates for the following Retail Market Design Documents: - MPD 09 – De-energisation - MPD 10 – Re-energisation - Market Message Guide – Meter Works - Market Schema Guide

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Working Practice

Version:	1.1	Date:	22/09/2025
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1. Contingency Planning for Planned and Unplanned Power System Events

Scenario 1.1: Contingency Planning for Planned/Unplanned Power System Event (not a Weather Event) – Re-energise (HH PAYG)

This scenario covers the process for 017MM Re-energise (HH PAYG) requests received where a Power System Event is in progress. A Power System event can be a planned or unplanned outage resulting in no supply at the MPRN. ESBN will not be able to operate the Remote Switch at the MPRN for the duration of the event.

#	Process Step Description	Role
1	ESBN process Re-energisation requests for reason of Re-energise (HH PAYG) as per MPD 10 Re-energisation	ESBN
2	Where ESBN completes Re-Energisation successfully, this will be carried out and relevant Market Messages issued as per the process documented in MPD 10 Re-energisation Where ESBN does not complete Re-energisation successfully – next step 3	ESBN
3	Where a Re-energisation request for reason of Re-energise (HH PAYG) is unsuccessful and it is determined that a Power System Event is in progress, ESBN will: Extend the re-try period for up to 24 hours where a Power System Event is in progress to allow the remote request every chance to succeed following the restoration of Power to the site.	ESBN
4	Following the restoration of power to the site, ESBN will Re-try the Remote Re-Energisation for up to 2 hours.	ESBN
5	Where ESBN completes remote Re-energisation successfully following restoration of power to the site, this will be carried out and relevant Market Messages issued as per the process documented in MPD 10 Re-energisation Where ESBN does not complete remote Re-energisation successfully – next step 6	ESBN
6	Where a remote Re-energisation request for reason of Re-energise (HH PAYG) is unsuccessful within a two-hour period following restoration of power to the site, ESBN will: Issue 131MM to the Supplier with Work Type 'W208' (Re-energisation PAYG) and Order Status of 'R' (Work is Rescheduled).	ESBN
7	ESBN will contact the customer from an (021) number to arrange the dispatch of the site visit. This call, in advance of the site visit, is required to ensure that	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

	there will be someone on site that is over 18 to allow access to the property. ESBN will not attempt the site visit until contact is made with the customer, ESBN will use the contact number provided by the registered supplier for the MPRN, or the contact details provided in the Access Arrangements field on the 017MM requesting the Re-Energisation for HH PAYG. Where ESBN contacts the customer, next step 8 Where ESBN is not able to contact the customer, next step 9		
8	Where ESBN successfully contacts the customer, ESBN will carry out a site visit to exchange the meter and complete the re-energisation request. This service order will be prioritised for scheduling. Site Visit Service Orders for HH PAYG Re-energisation requests that cannot be carried out remotely will be executed between 9am and 8pm each day, including Weekends and Public Holidays (subject to capacity).	ESBN	
9	Where ESBN is unable to contact the customer, ESBN will contact the registered supplier to support in contacting the customer to carry out the re-energisation	ESBN	
Power System event (Re-energise HH PAYG requests <u>only</u>)			

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Scenario 1.2: Red or Amber Wind Event – HH PAYG De-energisation

This scenario covers the process for 017MM De-energise (HH PAYG) requests received during a Red/Amber Wind Event. It is not localised to the counties/areas that are included in the weather event, the restrictions will be nationwide.

Weather Event Affecting Supply (De-energise HH PAYG requests <u>only</u>)		
#	Process Step Description	Role
1	ESBN receives advance notification of Red or Amber Wind Event	ESBN
2	ESBN notify RMDS that Weather Event measures are in place for the duration of the Red or Amber Wind Event.	ESBN
3	RMDS issue a notification to Market Participants advising of the Red or Amber Wind Event and requesting that requests to De-Energise for reason of De-Energise (HH PAYG) are not submitted to ESBN for the duration of the event	RMDS
4	ESBN queue any new De-energisation requests for reason of De-energise (HH PAYG) received during the Event	ESBN
Weather Event Concludes		
5	ESBN notify RMDS that processing of De-Energisation requests for reason of De-Energise (HH PAYG) will resume	ESBN
6	RMDS issue a notification to Market Participants advising of resumption of De-Energisation requests for reason of De-Energise (HH PAYG)	RMDS
7	ESBN resume processing of De-energisation requests for reason of De-energise (HH PAYG) – the process documented in MPD 09 De-energisation applies	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Scenario 1.3: Red of Amber Wind Event Affecting Supply – HH PAYG Re-energisation

This scenario covers the process for 017MM Re-energise (HH PAYG) requests received during a

Red/Amber Wind Event. It is not localised to the counties/areas that are included in the weather event, the restrictions will be nationwide.

Weather Event Affecting Supply (Re-energise HH PAYG requests <u>only</u>)		
#	Process Step Description	Role
1	ESBN receives advance notification of Red or Amber Wind Event	ESBN
2	ESBN notify RMDS that Weather Event measures are in place for the duration of the Red or Amber Wind Event	ESBN
3	RMDS issue a notification to Market Participants advising of the Red or Amber Wind Event	RMDS
4	ESBN continue to process Re-energisation requests for reason of Re-energise (HH PAYG) received during a Weather Event as per the process documented in MPD 10 – Re-energisation Requests to Re-energise for reason of HH PAYG may be impacted by Power Outages for the duration of a Weather Event. Where there is no power to the site, ESBN will not be able to carry out the Re-energisation request remotely.	ESBN
5	Where ESBN is able to complete the Re-energisation remotely – this will be carried out and relevant Market Messages issued as per the process documented in MPD 10 Re-energisation Where ESBN is not able to carry out the Re-energisation remotely – next step 6	ESBN
6	Where a Re-energisation request for reason of Re-energise (HH PAYG) is unsuccessful and a Weather Event is in progress, ESBN will: - Extend the re-try period for the duration of the Weather Event to allow the remote Re-energisation (HH PAYG) request every chance to succeed. - Determine whether a site visit can be initiated to complete the request (Amber wind event only) Where a site visit can be initiated to complete the request while the Weather Event is in progress, next step 10 Where a site visit cannot be initiated to complete the request while the Weather Event is in progress, next step 7	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Weather Event Concludes			
7	ESBN notify RMDS of Weather Event conclusion	ESBN	
8	RMDS notify Market Participants of Weather Event conclusion	RMDS	
9	ESBN performs Risk Assessment to determine the safe resumption of site works for ESBN personnel	ESBN	
10	Where the Risk Assessment has determined it is safe to resume site works, ESBN schedules site visit service orders for remote Re-energisation (HH PAYG) requests that have failed during the extended re-try process, based on capacity of ESBN personnel	ESBN	
11	ESBN Issue 131MM to the Supplier with Work Type 'W208' (Re-energisation PAYG) and Order Status of 'R' (Work is Rescheduled).	ESBN	
12	ESBN will contact the customer from an (021) number to arrange the dispatch of the site visit. This call, in advance of the site visit, is required to ensure that there will be someone on site that is over 18 to allow access to the property. ESBN will not attempt the site visit until contact is made with the customer, ESBN will use the contact number provided by the registered supplier for the MPRN, or the contact details provided in the Access Arrangements field on the 017MM requesting the Re-Energisation for HH PAYG. Where ESBN contacts the customer, next step 13 Where ESBN is not able to contact the customer, next step 14	ESBN	
13	Where ESBN successfully contacts the customer, ESBN will carry out a site visit to exchange the meter and complete the re-energisation request. This service order will be prioritised for scheduling. Site Visit Service Orders for HH PAYG Re-energisation requests that cannot be carried out remotely will be executed between 9am and 8pm each day, including Weekends and Public Holidays (subject to capacity).	ESBN	
14	Where ESBN is unable to contact the customer, ESBN will contact the registered supplier to support in contacting the customer to carry out the re-energisation	ESBN	

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

2. Contingency Planning for Planned System Outage

Scenario 2.1: Contingency Planning for Planned System Outage – HH PAYG De-energisation

This scenario covers the process for 017MM De-energise (HH PAYG) requests received during a Planned System Outage

A 'Planned System Outage' in this scenario is a Planned Outage in any ESN System that impacts the processing of HH PAYG De-energisation requests (including AMI Systems).

Planned Outage (De-energise HH PAYG requests <u>only</u>)		
#	Process Step Description	Role
1	ESBN notify RMDS of Planned Outage in advance of Planned Outage occurring.	ESBN
2	RMDS notify Market Participants of the Planned Outage and ask Suppliers to not send requests to De-Energise for reason De-Energise (HH PAYG) for the duration of the Planned Outage	RMDS
Planned Outage Commences		
3	ESBN pause any in-progress De-energisation requests for reason of De-energise (HH PAYG) during a Planned Outage	ESBN
4	ESBN queue any new De-energisation requests for reason of De-energise (HH PAYG) received during a Planned Outage	ESBN
Planned Outage Concludes		
5	ESBN notify Suppliers of Planned Outage conclusion via RMDS	ESBN/ RMDS
6	ESBN resume processing of any new or in progress De-energisation requests for reason of De-energise (HH PAYG). In Progress Requests – next step 7 New Requests – MPD 09 applies	ESBN
7	ESBN perform the following validations on 'paused' in progress De-energisation (HH PAYG) requests on resumption of processing: - Check whether a Withdrawal has been received since the 'paused' request was first validated - Check whether request is within 'Allowed De-energisation Period' - Check whether the customer has been registered on the Priority Services Register (MESN) since the 'paused' request was first validated Where a request is no longer valid, it will be rejected via 117R Market Message with the appropriate reject reason. No further processing. Where a request is valid, processing will resume - MPD 09 De-energisation applies	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Scenario 2.2: Contingency Planning for Planned System Outage – HH PAYG Re-energisation

This scenario covers the process for 017MM Re-energise (HH PAYG) requests received during a Planned System Outage.

A 'Planned System Outage' in this scenario is a Planned Outage in any ESNB System that impacts the processing of HH PAYG Re-energisation requests (including AMI Systems).

Planned Outage (Re-energise HH PAYG requests <u>only</u>)		
#	Process Step Description	Role
1	ESBN notify RMDS of Planned Outage in advance of Planned Outage occurring	ESBN
2	RMDS notify Market Participants of the Planned Outage and instructions in relation to 017MM requests	RMDS
Planned Outage Commences		
3	ESBN pause any in-progress Re-energisation requests for reason of Re-energise (HH PAYG) during a Planned Outage	ESBN
4	ESBN queue any new Re-energisation requests for reason of Re-energise (HH PAYG) received during a Planned Outage In the event of a long-term outage that does not impact the Central Market Systems, ESNB will have the ability to skip the remote Re-energisation process and initiate a site visit to complete the 017MM Re-energise (HH PAYG) request. (Subject to Capacity). Next Step 9.	ESBN
Planned Outage Concludes		
5	ESBN notify Suppliers of Planned Outage conclusion via RMDS	ESBN/ RMDS
6	ESBN resume processing of any new or in progress Re-energisation requests for reason of Re-energise (HH PAYG). In Progress Requests – next step 7 New Requests – MPD 10 applies	ESBN
7	ESBN perform the following validations on 'paused' in progress Re-energisation (HH PAYG) requests on resumption of processing: Check for Withdrawals received Where a valid Withdrawal is received, the remote Re-energisation (HH PAYG) request will be cancelled. No further processing.	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

8	Where ESNB completes Re-Energisation successfully, this will be carried out and relevant Market Messages issued as per the process documented in MPD 10 Re-energisation Where ESNB does not complete Re-energisation successfully within 2 hours of the planned outage conclusion* – next step 9 *Where the outage concludes after 8pm, ESNB will continue the remote re-try overnight before proceeding to step 9	ESBN
9	ESNB issue 131MM to the Supplier with Work Type 'W208' (Re-energisation PAYG) and Order Status of 'R' (Work is Rescheduled).	ESBN
10	ESNB will contact the customer from an (021) number to arrange the dispatch of the site visit. This call, in advance of the site visit, is required to ensure that there will be someone on site that is over 18 to allow access to the property. ESNB will not attempt the site visit until contact is made with the customer, ESNB will use the contact number provided by the registered supplier for the MPRN, or the contact details provided in the Access Arrangements field on the 017MM requesting the Re-Energisation for HH PAYG. Where ESNB contacts the customer, next step 11 Where ESNB is not able to contact the customer, next step 12	ESBN
11	Where ESNB successfully contacts the customer, ESNB will carry out a site visit to exchange the meter and complete the re-energisation request. This service order will be prioritised for scheduling. Site Visit Service Orders for HH PAYG Re-energisation requests that cannot be carried out remotely will be executed between 9am and 8pm each day, including Weekends and Public Holidays (subject to capacity).	ESBN
12	Where ESNB is unable to contact the customer, ESNB will contact the registered supplier to support in contacting the customer	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

3: Contingency Planning for Unplanned System Outage**3.1 Contingency Planning for Unplanned System Outage – HH PAYG De-energisation**

This scenario covers the process for 017MM De-energise (HH PAYG) requests received during an Unplanned System Outage .

A 'Unplanned System Outage' in this scenario is an unplanned outage in any ESNB System that impacts the processing of HH PAYG De-energisation requests (including AMI Systems).

Unplanned System Outage (De-energise HH PAYG requests <u>only</u>)		
	Process Step Description	Role
Unplanned Outage Commences		
1	ESBN identify Unplanned System Outage	ESBN
2	ESBN notify RMDS of the Unplanned System Outage ESBN will issue status updates to RMDS throughout the Unplanned System Outage	ESBN
3	RMDS issue a notification to Market Participants of the Unplanned System Outage RMDS will issue status updates to Market Participants throughout the Unplanned System Outage as received from ESNB	RMDS
4	ESBN queue any new De-energisation requests for reason of De-energise (HH PAYG) received during an Unplanned Outage Where a De-energise (HH PAYG) request is in progress in AMI Systems at the time of the Unplanned System Outage, it will continue to progress. If the request is successful 106D MM will be sent to the Supplier following resolution of the outage.	ESBN
Unplanned Outage Concludes		
5	ESBN notify Suppliers of Unplanned Outage conclusion via RMDS	ESBN/ RMDS
6	ESBN resume processing of any new or in progress De-energisation requests for reason of De-energise (HH PAYG). In Progress Requests – next step 7 New Requests – as per MPD 09 De-energisation	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

7	ESBN perform the following validations on 'paused' in progress De-energisation (HH PAYG) requests on resumption of processing: • Check whether a Withdrawal has been received since the 'paused' request was first validated • Whether request is within 'Allowed De-energisation Period' • Check whether the customer has been registered on the Priority Services Register (MESN) since the 'paused' request was first validated Where a request is no longer valid, it will be rejected via 117R Market Message with the appropriate reject reason. No further processing. Where a request is valid, processing will resume - MPD 09 De-energisation applies	ESBN	
Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Scenario 3.2: Contingency Planning for Unplanned System Outage – HH PAYG Re-energisation

This scenario covers the process for 017MM Re-energise (HH PAYG) requests received during an Unplanned System Outage.

A 'Unplanned System Outage' in this scenario is an unplanned outage in any ESNB System that impacts the processing of HH PAYG Re-energisation requests (including AMI Systems).

Unplanned System Outage(Re-energise HH PAYG requests <u>only</u>)		
#	Process Step Description	Role
Unplanned Outage Commences		
1	ESBN identify Unplanned System Outage	ESBN
2	ESBN notify RMDS of Unplanned System Outage via RMDS ESBN will issue status updates to RMDS throughout the Unplanned System Outage.	ESBN
3	RMDS notify Market Participants of the Unplanned System Outage within normal working hours. RMDS will issue status updates to Market Participants throughout the Unplanned Outage as received from ESNB	RMDS
4	ESBN queue any new Re-energisation requests for reason of Re-energise (HH PAYG) received during an Unplanned Outage Where a Re-energise (HH PAYG) request is in progress in AMI Systems at the time of the Unplanned System Outage, it will continue to progress. If the request is successful 106E MM will be sent to the Supplier following resolution of the outage.	ESBN
5	In the event of a long-term outage that cannot be resolved within the same working day, ESNB will have the ability to skip the remote Re-energisation process and initiate a site visit to exchange the meter and complete the 017MM Re-energise (HH PAYG) request. This will be managed on a case-by-case basis depending on the nature and duration of the outage. Next Step 11	ESBN
Unplanned Outage Concludes		
6	ESBN notify RMDS of unplanned Outage conclusion	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

7	RMDS notify Market Participants of unplanned Outage conclusion within normal working hours	RMDS
8	ESBN resume processing of any new or in progress Re-energisation requests for reason of Re-energise (HH PAYG). In Progress Requests – next step 9 New Requests – MPD 10 Re-energisation applies	ESBN
9	ESBN perform the following validations on 'paused' in progress Re-energisation (HH PAYG) requests on resumption of processing: Check for Withdrawals received Where a valid Withdrawal is received, the remote Re-energisation (HH PAYG) request will be cancelled. No further processing. Where a request is valid, processing will resume, next step 10	ESBN
10	Where ESBN completes remote Re-energisation successfully following conclusion of the unplanned outage, this will be carried out and relevant Market Messages issued as per the process documented in MPD 10 Re-energisation Where ESBN does not complete remote Re-energisation successfully within 2 hours of the planned outage conclusion*– next step 11 *Where the outage concludes after 8pm, ESBN will continue the remote re-try overnight before proceeding to step 12	ESBN
11	ESBN Issue 131MM to the Supplier with Work Type 'W208' (Re-energisation PAYG) and Order Status of 'R' (Work is Rescheduled).	ESBN
12	ESBN will contact the customer from an (021) number to arrange the dispatch of the site visit. This call, in advance of the site visit, is required to ensure that there will be someone on site that is over 18 to allow access to the property. ESBN will not attempt the site visit until contact is made with the customer, ESBN will use the contact number provided by the registered supplier for the MPRN, or the contact details provided in the Access Arrangements field on the 017MM requesting the Re-Energisation for HH PAYG. Where ESBN contacts the customer, next step 13 Where ESBN is not able to contact the customer, next step 14	ESBN
13	Where ESBN successfully contacts the customer, ESBN will carry out a site visit to exchange the meter and complete the re-energisation request. This service order will be prioritised for scheduling. Site Visit Service Orders for HH PAYG Re-energisation requests that cannot be carried out remotely will be executed between 9am and 8pm each day, including Weekends and Public Holidays (subject to capacity).	ESBN

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

14	Where ESNB is unable to contact the customer, ESNB will contact the registered supplier to support in contacting the customer to carry out the re-energisation	ESNB
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Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035

Supplementary Information

1. Customer Contact Details

Suppliers should ensure that a valid Mobile Phone Number is shared with ESB Networks for Smart PAYG Customers. This should be provided as part of the Registration process (010MM), Change of Legal Entity Process (016MM) or Change of Customer Details Process (013MM) for all Smart PAYG.

Where a Mobile Phone Number is provided by the Supplier in the Access Arrangements field of the 017MM requesting the Re-energisation for reason (HH PAYG), this will be used to contact the customer.

Suppliers are asked to advise customers that if a Re-energisation for HH PAYG cannot be carried out remotely the Customer will receive a call from an (021) number to arrange the dispatch of the site visit. This call, in advance of the site visit, is required to ensure that access to the site is possible and an adult will be present at the property.

2. Supplier System Issue Preventing the Issuing of 017MM for Smart PAYG

Where a supplier is unable for technical reasons to send a 017MM to Re-energise for reason HH PAYG, the supplier should contact the service desk to request the Re-energisation. The Re-energisation will be carried out remotely where possible. Where the Re-energisation cannot be carried out remotely, a site visit will be scheduled to exchange the meter and re-energise.

3. Urgent queries regarding requests to Re-energise for reason HH PAYG

Outside of the scenarios outlined in this Working Practice, where the registered Supplier has reason to believe that the 017MM to Re-energise for reason HH PAYG has not been received by ESB Networks, they should immediately contact the ESB Networks Supplier Support Team using the relevant number below:

- (021) 4844317 during normal working hours (Monday to Friday between 9am and 5pm)
- (087) 9982293 outside of normal working hours

An urgent site visit will be arranged to exchange the meter and re-energise.

Appendix

Version:	1.1	Date:	22/09/2025
Status:	Approved	Document Reference:	WP 0035