

Work Practice ID	Title	Type	Status
W00028	Covid19 Supply Suspension Process		Final

Date Raised	22/04/2020	Implementation Date	1 st May 2020
Date Approved	01/05/2020	Cease Date	31 st July 2020

Change History		
Version	Date	Comment
0.1	22/04/2020	Draft version for review
1.0	01/05/2020	Approved

Identification of Retail Market Design Baseline Products Impacted
<p>This document should be read in conjunction with</p> <ul style="list-style-type: none"> ○ Estimation of NQH Meter Readings ○ QH Validation Estimation and Substitution Summary ○ MPD 14 – Readings Processing NQH ○ MPD 15 – Data Processing – QH Meter ○ MPD 34 -DUoS, Transaction and PSO Payment Process ○ MIG Document – Supplier Billing Invoicing

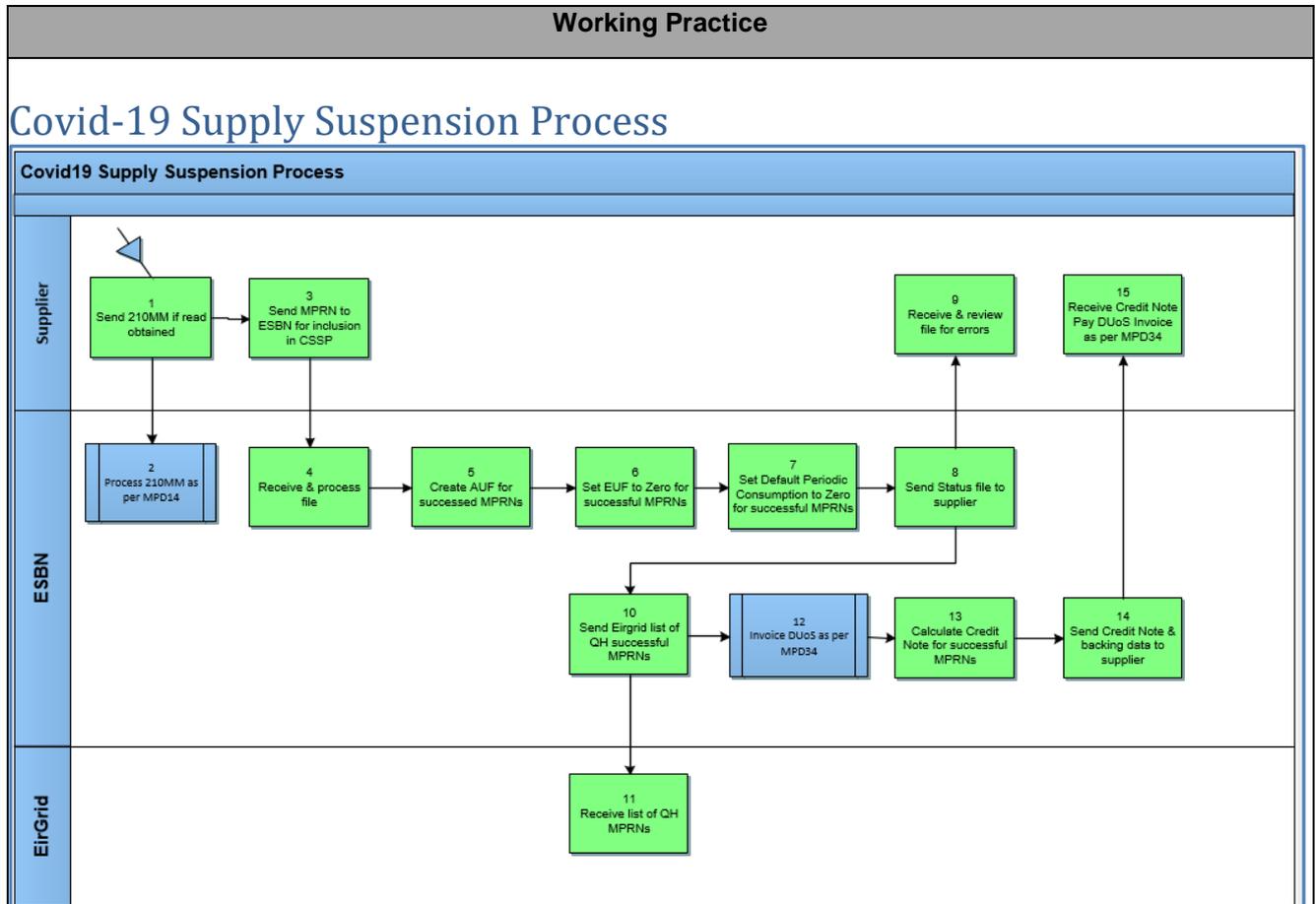
Reason for Working Practice
<p>This Working Practice describes the market process for the Covid-19 Supply Suspension Process (CSSP) to comply with the CRU Decision paper <i>Covid-19 Supply Suspension due to Temporary Closure</i>.</p>

Applicability
<p>The scope of this Working Practice is limited to MPRNs with a DUoS Group of one of the following; DG5, DG5B, DG6, DG6B. The CRU decision paper specifies the criteria which customers must meet in order to be eligible for the process. The customer will apply to their registered supplier who will obtain the customers consent prior to submitting the customers MPRN to ESNB.</p> <p>This Working Practice sets out the market process for</p> <ol style="list-style-type: none"> 1. Reducing estimated readings used for DUoS invoicing and Data Aggregation/Settlement and 2. Crediting distribution network charges i.e. crediting the standing charge and capacity¹ (MIC) charge to suppliers for eligible MPRNs. <p>The Working Practice is limited to the period of the Covid-19 Supply Suspension Period as set out by the CRU and will not be used outside of this period or for any other purpose. The process is pragmatic reflecting the necessity for a speedy implementation and the expected temporary nature of the exceptional situation. If the Supply Suspension is to be for a prolonged period, then the proposed approach will need to be revisited.</p> <p>The scheme will be available for 3 calendar months from 1st May to 31st July inclusive unless amended otherwise by CRU. The Working Practice is being put in place following approval of MCR1206 and will remain</p>

¹ Capacity charge for an MPRN is the agreed capacity (MIC) as per the connection agreement multiplied by the tariff rate/KVA for the applicable DUoS Group as published in the DUoS schedule of Distribution Use of System Charges.

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in place for the duration of the Covid19 Supply Suspension Process plus an additional period of time that it will take for all MPRNs to have been DUoS invoiced and Credit Notes issued for the scheme period.



As per the CRU Covid-19 Supply Suspension due to Temporary Closure decision the obligation is on the registered supplier to engage with the customer and assess eligibility for the Supply Suspension Scheme in line with the qualifications set out in the decision paper. The onus is on the supplier to retain proof of consent from the customer.

Step 1 Supplier Sends 210MM if Read Obtained.

- To help ensure accuracy of data submitted for Settlement it is desirable, where possible and consistent with Government Public Health Measures, that the supplier obtains a customer reading for NQH non-MD sites and submits the read via the 210MM. A customer read should be obtained for NQH non-MD sites only, it is not required for NQH MD or QH sites.
- The 210MM should be sent once the customers consent has been obtained and in advance of the Supplier File containing the MPRN being submitted to MRSO.
- Suppliers are encouraged to continue to submit customer reads during the Supply Suspension Period.

Step 2 ESBN Process 210MM as per MPD 14 – Readings Processing NQH

Step 3 Supplier Sends MPRN to ESBN for Inclusion in the CSSP

- The supplier must obtain the customers consent before an MPRN is sent to ESBN for processing. MPRNs included in error by a supplier and processed by ESBN cannot be reversed or undone.
- Suppliers should nominate two point of contacts for the purpose of this process and ideally a team mailbox should be used for sending files.

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- In advance of sending the first file the supplier must request a password from MRSO. This password will be used for the duration of the CSSP.
- The supplier will submit no more than one file per day to MRSO. Suppliers only need to submit an updated file if new MPRNs have been added or where the CSSP is to be ceased for MPRNs previously included in the CSSP.
- The supplier file must be received by MRSO by 12.00 midday on a Working Day.
- Where a supplier uses multiple Supplier IDs a separate file must be submitted for each Supplier ID in use; a consolidated file for multiple Supplier IDs is not permissible and will be returned unprocessed.
- The file must be emailed to MRSO@esb.ie. Files sent directly to MRSO personal email addresses will not be processed
- The email subject should contain “CSSP – SXX” with SXX being the Supplier ID.
- Suppliers can continue to submit files up until 12 midday 31st July 2020.
- Files will not be processed for a retrospective date.

Supplier File Format

- Suppliers must use the file format provided by ESNB.
- The supplier will maintain a single file containing all eligible MPRNs, new MPRNs must be added to end of the same file.
- The file must be in Excel Open XML (.xlsx) format.
- The file must be password protected using the password provided by MRSO when sending the file to MRSO.
- The file name must be in the following format; ‘CSSP YYMMDD Supplier ID Supplier Name’. The date contained in the file name must be the date on which the supplier is submitting the file to MRSO.
- The file must contain the following information (see template)
 - 1st column ‘MPRN’
 - 2nd column ‘Date Added to File’. This is the date the MPRN was added to the file in the format DD.MM.CCYY
 - 3rd column ‘MM210 (Y/N)’. This column indicates whether a Customer Read was obtained at the start of the CSSP application process and submitted via a 210MM. The supplier file should record Y/N.
 - 4th column ‘Customer Consent Obtained (Y/N)’. This indicates whether the customer consent was obtained or not. The supplier file should record Y/N.
 - 5th column ‘CSSP Cessation Requested Date’. This field is optional and should only be populated where a customer is no longer eligible for the scheme due to a direction from CRU, which may come about due to the lifting of government restrictions in stages and/ or by sector. The date should be the date the supplier submits the request to ESNB and will be used for audit purposes. ESNB will effect the cessation on the date the file is processed rather than the supplier populated date. If a date is entered in the ‘CSSP Cessation Requested Date’ field, then it must be entered in the format DD.MM.CCYY. Once the supplier enters any numerical value in the ‘Cessation Request Date’ field ESNB will take it as a request to cease the CSSP for the MPRN and will proceed with the cessation request. Please also see Important Points to Note at end of document.

Step 4 ESNB Receives and Processes File

- Upon receipt of the supplier file MRSO will process the file. Data contained in the file will be validated against the following rules
 - The MPRN is a valid MPRN
 - the MPRN must be one of the following DUoS Groups; DG5, DG5B, DG6, DG6B.
 - the MPRN must be registered to the supplier submitting the request
 - a Change of Supplier must not be in progress
 - there must have been at least one plausible actual read within the previous 12 months
 - the supplier must have indicated that they obtained the customers consent

Step 5 ESNB Creates an AUF for Successful MPRNs

- Where the MPRN passes validation ESNB will create an AUF as follows
 - If a 210MM was received at the commencement of the CSSP and has been successfully processed and accepted by ESNB then as per existing processes an AUF will be created up to

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- o the date of the reading provided on the 210MM.
- o In the event, that an AUF is not available for the effective date, then ESNB will create a 'Covid19' (CV19) AUF that is equivalent to the current EUF and then create CV19 EUF setting it to zero (No 300MM will issue).
- o If a plausible actual read is subsequently received during the suspension period, it will overwrite the CV19 AUF with a new AUF that will span the same period i.e. between the last settlement-relevant read and the current read (i.e. normal consumption period and reduced Covid19 suspension period combined). The EUF that is now generated will be equal to the AUF and because the AUF also accounts for the period prior to the suspension period, it is likely that that the EUF generated is for a value greater than zero. ESNB will conduct a daily check for this scenario and will reset the EUF to zero.
- The CV19 manipulation of AUFs does not trigger a 300 series market message to the supplier.

Step 6 ESNB sets the EUF to Zero for Successful MPRNs

- Where the MPRN passes validation and once the AUF has been inserted as set out above the EUF for each Time of Use at an MPRN will be reduced to zero.
- Updates to the EUF will be effective as at the processing date of the file by ESNB.
- The CV19 manipulation of EUFs does not trigger a 300 series market message to the supplier.

Step 7 ESNB sets the Default Periodic Consumption to Zero for Successful MPRNs

- The Default Periodic Consumption will be reduced to zero for all appropriate registers on a given MPRN.
- Updates to the Default Periodic Consumption will be effective as at the processing date of the file by ESNB.

Step 8 ESNB sends CSSP File to the Supplier

- Once ESNB has made the necessary updates MRSO will send a file to the supplier which will contain a status for each MPRN in the file.
- The status will record whether the MPRN submitted by the supplier was successfully updated or not. If the MPRN was not updated successfully a reason will be provided that will be linked to the Supplier File Validation set out above.
- Where an MPRN was not successfully updated by ESNB the following errors will be provided in the 'Processing Status' field
 - o #ERROR# Change of Supplier in progress
 - o #ERROR# Customer Consent has not been obtained
 - o #ERROR# DUoS Group is invalid for CSSP purposes
 - o #ERROR# MPRN is invalid
 - o #ERROR# No actual read billed within previous 12 months
 - o #ERROR# Site is not registered to selected Supplier
- Validation on the supplier file will cease once an error has been detected i.e. no further validation will be conducted on the MPRN. If the supplier file contains multiple errors against an MPRN this will only become apparent upon resubmission of the file to ESNB.

Step 9 Supplier Receives and Reviews Errors

- The supplier should review the file and take whatever corrective action is required to resolve any unsuccessful updates.
- Validation Failures
 - o Where an MPRN was not successfully updated by ESNB and the supplier will not be resubmitting the MPRN then the MPRN should be deleted from the file.
 - o Where a supplier submitted a 210MM at the start of the CSSP and an error '#ERROR# No actual read billed within previous 12 months' was received in the file the supplier should check if they received a response to their 210MM.
 - If a 300MM has subsequently been received by the supplier then and the supplier wishes to resubmit the MPRN for inclusion in the CSSP the supplier should updated the 'Date Added' field to reflect the new submission date.

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- If a 303RMM was received in response to the 210MM then the supplier should consult with the customer in relation to the meter read provided and resubmit a new meter read.
- If the supplier has not yet received either of these market messages the supplier should wait until either message has issued before resubmitting the MPRN for inclusion in the CSSP.
- If resubmitting an MPRN the “Date Added” field should be updated to reflect the new submission date.
- No more than one file per Supplier ID is permissible per day so any updates must be included in the next day file.
- Where an MPRN was successfully updated by ESNB this MPRN should always remain in the file for each subsequent submission.

Steps 10 & 11 ESNB Sends QH List to EirGrid

- On a weekly basis MRSO will send a list of successfully processed QH MPRNs to EirGrid along with the effective date and cessation date when applicable.

Step 12 ESNB Invoices DUoS as per MPD 34 -DUoS, Transaction and PSO Payment Process

Step 13 ESNB Calculates Credit Note for Successful MPRNs

- Using the list of successful MPRNs ESNB will calculate the standing charge & capacity (MIC) charge applicable for the period
- In advance of the DUoS Invoice Payment Due Date ESNB will issue a credit note to the registered supplier for the sum of the standing charges and capacity (MIC) charges of all applicable MPRNs that have been waived.
- Standing charges and capacity (MIC) charges will be waived from the processing date of the supplier file by ESNB.

Step 14 ESNB Sends Credit Note and Backing Data to the Supplier

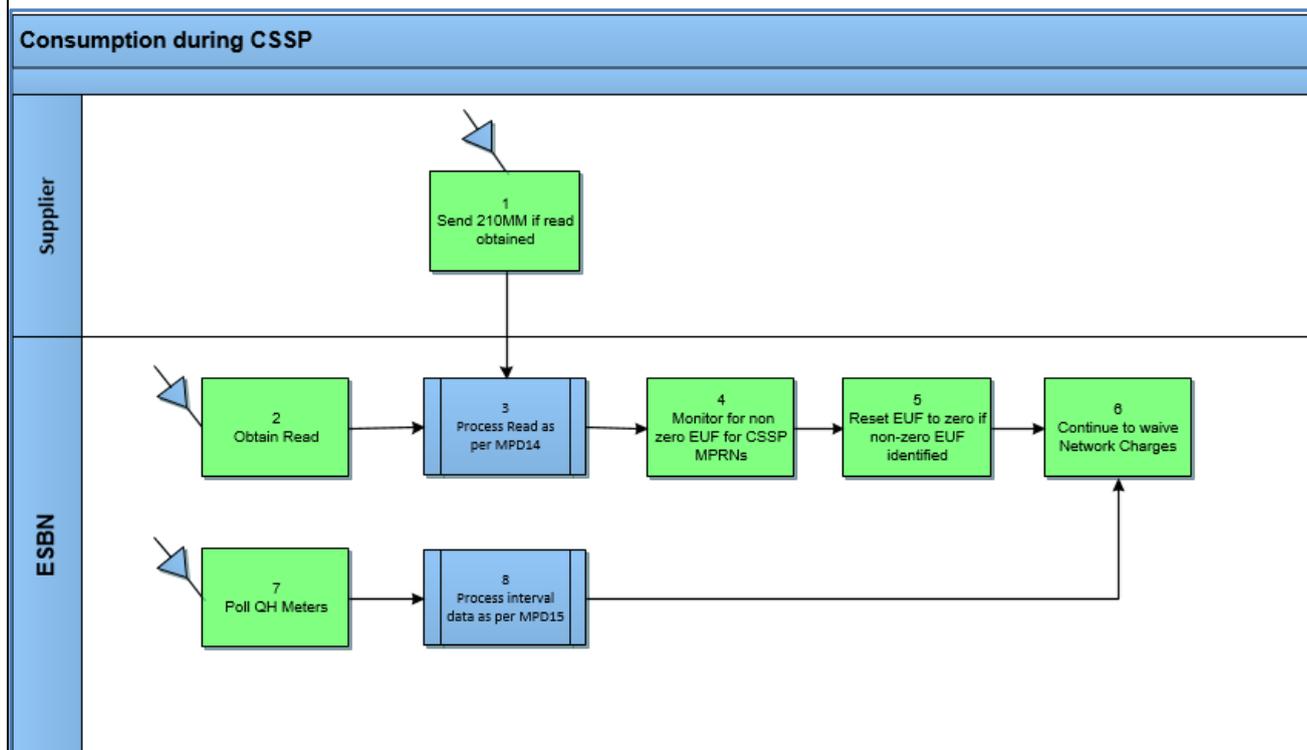
- The backing data will contain the following information
 - MPRN
 - Bill Type – 1s.2s.3s
 - 1S New Charge – Sequential Bill e.g. Scheduled or final billing / invoicing of any MPRN
 - 2S Adjustment Credit – Reversal of Sequential Bill. Full reversal of any scheduled or final billing / invoicing of any MPRN
 - 3S Adjustment Debit – Re-billing / invoicing of any sequential bill
 - DUoS Group
 - Bill Start Date
 - Bill End Date
 - Suspension Start Date
 - Suspension End Date
 - Bill period Covered
 - Suspension period covered
 - Total standing charge being credited
 - Total capacity charge being credited

Step 15 Supplier Receives Credit Note and Pays DUoS Invoice as per MPD 34 -DUoS, Transaction and PSO Payment Process

- The supplier must pay ESNB the net amount i.e. the DUoS invoice amount less the credit note amount.
- Credit notes must not be carried forward.

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Consumption During CSSP



Step 1 Supplier Sends Customer Read if Received

- Suppliers are encouraged to continue to submit customer reads during the Supply Suspension Period.

Step 2 ESBN Obtains Read

- Customers may provide readings directly to ESBN or ESBN may obtain readings through their normal business activities

Step 3 Process Read as per MPD 14 – Readings Processing NQH

Step 4 ESBN Monitors for Non-Zero EUF for CSSP MPRNs

- If a plausible actual read is received during the suspension period, it will overwrite the CV19 AUF with a new AUF that will span the same period i.e. between the last settlement-relevant read and the current read (i.e. normal consumption period and reduced Covid19 suspension period combined). The EUF that is now generated will be equal to the AUF and because the AUF also accounts for the period prior to the suspension period, it is likely that that the EUF generated is for a value greater than zero.

Step 5 ESBN Resets EUF to Zero if a Non-Zero EUF is Identified

- ESBN will conduct a daily check for non-zero EUFs for CSSP MPRNs and will reset the EUF to zero if required.
- The CV19 manipulation of EUFs or AUFs does not trigger a 300 series market message to the supplier

Step 6 ESBN Continues to Waive Distribution Network Charges

- Where consumption is recorded at the site it will be billed as normal to the supplier however standing and capacity (MIC) charges will continue to be waived for the MPRN for the duration of the CSSP.

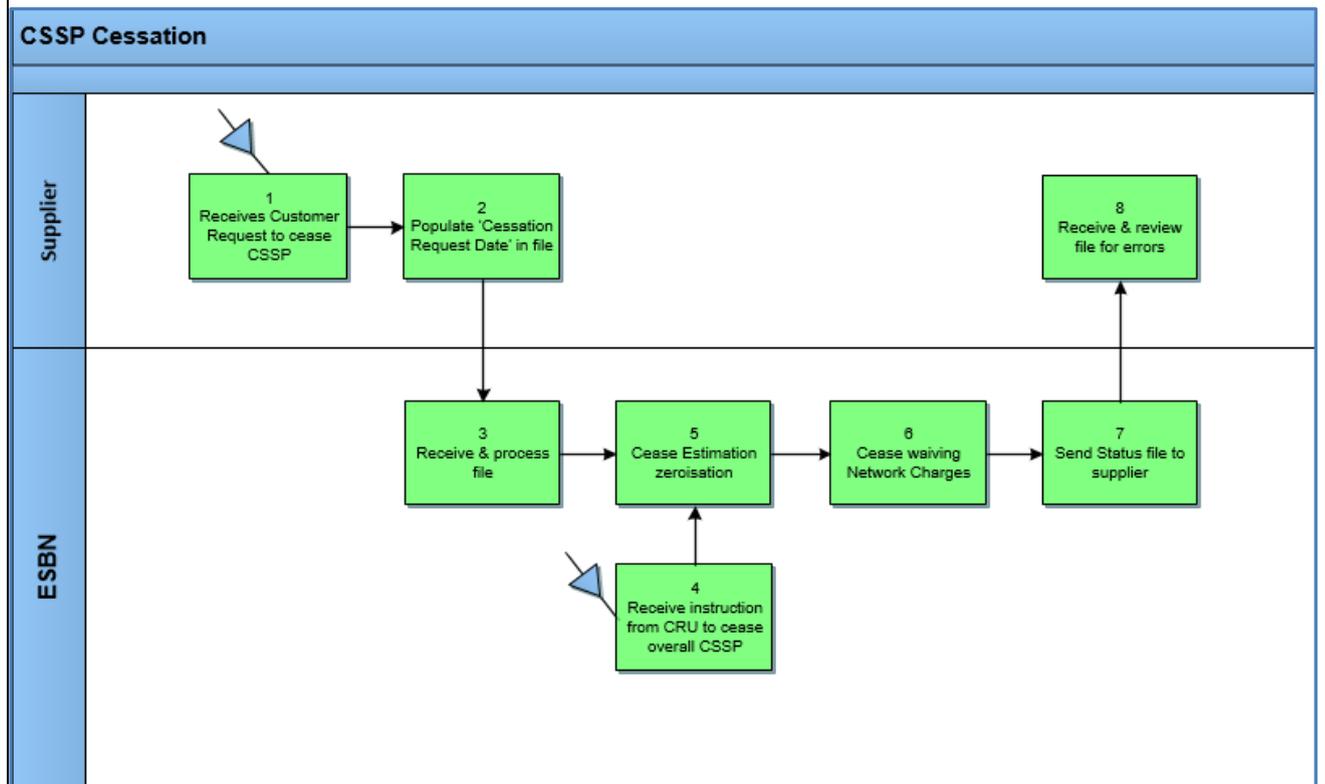
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Step 7 ESNB polls QH meters

Step 8 ESNB Processes Interval Data as per MPD 15 – Data Processing – QH Meter

- If for whatever reason the meter cannot be polled ESNB will follow the existing process [QH Validation Estimation and Substitution Summary](#) and where an MPRN is participating in the CSSP ESNB will set the consumption to zero if appropriate.

CSSP Cessation



Step 1 Supplier Receives a Customer Request to Cease CSSP

- The scheme will run for 3 calendar months from the 1st May 2020 to 31st July inclusive unless amended by CRU. However, should the Government lift restrictions in stages and/or by sector then some customers may cease to be eligible for the scheme at that point.
- Where a customer is no longer eligible for the scheme due to a direction from CRU, the registered supplier must notify ESNB in a timely manner once the supplier becomes aware that the MPRN is no longer eligible due to government restrictions no longer applying to the site.

Step 2 Supplier Populates ‘Cessation Request’ Date in the CSSP Supplier File

- The supplier should populate the ‘CSSP Cessation Requested Date’ in the CSSP Supplier File. The date populated must be the date the supplier requests the cessation and must not be a retrospective date or a future date.
- This date populated by the supplier will be used for audit purposes. ESNB will effect the cessation on the date the file is processed rather than the supplier populated date. The date must be entered in the in the format DD.MM.CCYY.
- Once the supplier enters *any* numerical value in the ‘CSSP Cessation Requested Date’ field ESNB will take it as a request to cease the CSSP for the MPRN and will proceed with the cessation request.
- Cessation will be effective on the processing date by ESNB.

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- The MPRN should remain in the file for auditing purposes once the CSSP has ceased.
- Please see Important Points to Note at the end of this document.

Step 3 ESNB Receives and Processes File

- Upon receipt of the supplier file MRSO will process the file. Data contained in the file will be validated against the following rules
 - The MPRN is a valid MPRN
 - the MPRN must be one of the following DUoS Groups; DG5, DG5B, DG6, DG6B.
 - the MPRN must be registered to the supplier submitting the request
 - a Change of Supplier must not be in progress
 - there must have been at least one plausible actual read within the previous 12 months
 - the supplier must have indicated that they obtained the customers consent
- Validation will cease once an error has been detected i.e. no further validation will be conducted on the MPRN.

Step 4 ESNB Receives Instruction from CRU to Cease the Overall CSSP

- The scheme will run for 3 calendar months from the 1st May 2020 to 31st July inclusive unless amended by CRU.
- Please note ESNB will not issue a confirmation of CSSP overall cessation to Market Participants.

Step 5 ESNB Ceases EUF Zeroisation and Step 6 ESNB Ceases Waiving Network Charges

- Upon successful processing of a valid supplier request to cease the CSSP or on the scheme cessation on the 31st July ESNB will cease the CSSP including estimation zeroisation and the waiving of standing charge and capacity (MIC) charge. Note that credit notes will continue to issue until MPRNs have been invoiced for the period of the scheme.

Step 7 ESNB sends Status File to the supplier

- Where the request to cease the CSSP was received from a supplier then, once ESNB has made the necessary updates, MRSO will send a file to the supplier which will contain a status for each MPRN in the file.
- The status will record whether the MPRN submitted by the supplier was successfully updated or not. If the MPRN was not updated successfully a reason will be provided that will be linked to the Supplier File Validation set out above.
- Where an MPRN was successfully updated by ESNB this MPRN should always remain in the file for each subsequent submission to ESNB.
- Where an MPRN was not successfully updated by ESNB one of the following errors will be provided in the 'Processing Status' field
 - #ERROR# Change of Supplier in progress
 - #ERROR# Customer Consent has not been obtained
 - #ERROR# DUoS Group is invalid for CSSP purposes
 - #ERROR# MPRN is invalid
 - #ERROR# No actual read billed within previous 12 months
 - #ERROR# Site is not registered to selected Supplier
- Validation on the supplier file will cease once an error has been detected i.e. no further validation will be conducted on the MPRN. If the supplier file contained multiple errors against an MPRN this will only become apparent upon resubmission of the file to ESNB.
- Please note ESNB will not issue a confirmation of CSSP overall cessation to Market Participants.

Step 8 Supplier receives and reviews errors

- The supplier should review the file and take whatever corrective action is required to resolve any unsuccessful updates.
- No more than one file per Supplier ID is permissible per day so any updates must be included in the next day file.

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Market Processes during the Supplier Suspension Period

- ESNB has not put specific measures in place in the Central Market Systems to prevent existing market processes from executing for MPRNs availing of the CSSP.
- The CRU decision Covid-19 Supply Suspension due to Temporary Closure states that Change of Supplier process will not be carried out at the site while the Covid-19 Supply Suspension is in place. There is no specific market process available to prevent a change of supplier from occurring. The onus is on suppliers to ensure that Change of Suppliers do not occur for MPRNs availing of the CSSP.

Returning to BAU post lifting of Supply Suspension Period by CRU

- The Supply Suspension Period will run for 3 calendar months from the 1st May unless terminated earlier by the CRU. After this date files from suppliers will no longer be accepted and ESNB will cease manipulating the EUF and Default Periodic consumptions to set them back to zero.

DUoS and Data Aggregation/ Settlement Estimation

- Following the ending of the Supply Suspension Period, the Default Periodic Consumption of zero will remain as the basis for meter reading estimation until such time that sufficient actual plausible readings are subsequently received, across an acceptable Representative Base period.
- The EUF will remain at zero until a settlement relevant plausible read is received.
- Once a settlement relevant plausible read is received and processed a new Actual Usage Factor (AUF) is created applicable from the period between the last AUF +1 day to the date of the current settlement relevant read. A new EUF will be generated that is equal to the AUF that was just created. As additional plausible reads are received additional AUFs are created which in turn refine the EUF. The EUF is a weighted average of the previous AUFs up to 365 days previous. Please see Estimation of NQH Meter Readings for more information.
- **Note: Where a CV19 EUF was set as outlined previously, the subsequent EUFs that are automatically calculated will only consider AUFs that were created after the effective date of the CV19 EUF.**

Standing Charge & Capacity (MIC) Charge

- The standing charge and capacity (MIC) charge waiver will apply up to the date CRU set as the end date for the Supply Suspension Period.

Points to note

Submission Errors

- The onus is on the supplier to ensure that they have obtained the customers consent to submit an MPRN through this process. If an MPRN is included in error and processed by ESNB the updates to the EUF and Default Period Consumption cannot be reversed or undone. To 'correct' the error plausible actual reads will have to be obtained and a Representative Base Period established as set out in [Estimation of NQH Meter Readings](#).

Readings received that indicate consumption during CSSP

Billing of consumption by ESNB

- In addition to the important point called out in the *Covid-19 Supply Suspension Process, Step 5 ESNB Creates an AUF for Successful MPRNS* above please note that in the unlikely event, due to timing, processing of a plausible reading may temporarily result in a non-zero EUF being created. As set out above this will be reset to zero on a daily basis.

Customer ceasing to be eligible for CSSP

- As set out above ESNB will bill any plausible actual read received during the period and will issue market messages as normal to the supplier. Where the supplier becomes aware that an MPRN should not have been included in the CSSP the supplier should email MRSO who will take appropriate action in relation to the CSSP.

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Plausible Actual reads received post the CSSP

- Where no readings have been received during the Supply Suspension Period the first plausible actual read will take account of any consumption used at the site since the last plausible actual read and the Covid19 restrictions being up in place. For example, if an NQH MD meter was reset on 29th February and the customer temporarily closed their site following the government restrictions imposed on Friday 27th March the next actual meter reading will include consumption between the 1st March and the 27th March as well as any other consumption recorded for the MPRN.

Historic Consumption and Future Estimation

- Once the Default Period Consumption is reduced to zero, it will continue to be used for DUoS invoicing and issued to suppliers via market messages in the event that a plausible actual read is not available and up until such time of the receipt of two plausible actual meter readings across a Representative Base Period. Suppliers are advised that this will result in estimates that are not in line with the historic consumption at the MPRN. Suppliers should encourage customers to submit customer reads post ending of the Suspension Period or provide access to the meter reader. Ideally customer reads should be submitted in line with the ESB Meter Reading Calendar available here [Meter Reading Calendar 2020](#). Please see [Estimation of NQH Meter Readings](#) for more information on the Representative Base Period.
- Where a CV19 EUF is set as outlined above the subsequent EUFs that are automatically generated by the system will not consider consumption history prior to the CV19 EUF update. Please note where a Change of Supplier occurs at an MPRN which has previously availed of the CSSP and before a new representative actual meter reading history is re-established the new supplier should be aware that estimates used for DUoS invoicing and Data Aggregation/Settlement will not reflect the full historic consumption as explained above.

CSSP Cessation Requested Date

- The CSSP Cessation Requested Date should only be populated when the supplier wishes to request ESNB to remove the MPRN from the Covid-19 Supply Suspension Scheme, due to the MPRN no longer being eligible for the scheme. An important point to note is that once the supplier enters any numerical value into the 'CSSP Cessation Requested Date' field ESNB will take it as a request to cease the CSSP for the MPRN and will proceed with the cessation request. This will mean that estimation will no longer be set at zero for the MPRN and the standing charge and capacity (MIC) charge will no longer be waived by ESNB from the date the request is processed by ESNB. The cessation request will be processed by ESNB on the date the file is processed, a future date must not be populated in the field.

In essence, a supplier should not populate any value in the Cessation Requested Date field unless the supplier wishes the MPRN to be removed from the scheme.

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Supplementary Information	

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