

Work Practice ID	Title	Type	Status
WP0022	Working Practice for De-energisation of Essential Plant Sites		Approved

Date Raised	11/09/2012	Implementation Date	08/05/2013
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Change History			
Version	Date	Comment	Checked by
1.0	11/09/2012	For issue to Market	
1.1	20/11/2012	Amendments further to feedback at IGG of 31/10/12 – removal from definition of ‘where the electricity used is not for personal use and the tariff applicable is a business tariff’. Insertion of Note. Removal of number of days to reply to letter. Removal of ‘Registered’ type letter for Management Company or Residents Association / Business Occupants	
2.0	20/11/2012	For issue to Market	
2.1	22/03/2013	Inclusion of preface indicating that ‘Letter templates are provided as a guideline’ etc. See Appendix 1.	
2.2	26/04/2013	Inclusion of the following in the definition ‘Sites identified by ESBN as Essential Plant and duly notified to the Supplier’. Point 3 Section 2 of Common Areas changed to a separate paragraph.	
3.0	01/05/2013	For issue to Market	
4.0	08/05/2013	Amendments further to feedback at IGG Conference Call of 08/05/2013 to section 2.0 <i>Common areas in Apartment/Office Block</i> , subsection 2.0.	

Identification of Retail Market Design Baseline Products Impacted
N/A

Reason for Working Practice
<p><b>Essential Plant (EP) includes:</b></p> <ul style="list-style-type: none"> <li>– Water pumping/treatment systems,</li> <li>– Fire Fighting Equipment incl. Alarms, Pumps, Access gates for Fire Brigade etc.</li> <li>– Sewage systems,</li> <li>– Lighting/lifts in indoor/outdoor common areas of apartment blocks/private developments</li> <li>– Sites identified by ESBN as Essential Plant and duly notified to the Supplier</li> </ul> <p>Traditional practice of ESB Networks Ltd. (ESBN) has been not to de-energise essential plant where Health &amp; Safety issues may arise. With the big increase in the number of Apartment Complexes over the past 10 years and the issues associated with un-finished housing estates there is a need for a new Working Practice.</p> <p>From experience, ESB Networks Ltd. (ESBN) is exposed to a considerably higher potential safety risk and subsequent risk of litigation arising from the de-energisation of EP when compared with stand alone individual premises.</p> <p>An Garda Siochana and the Fire Brigade have requested ESBN to re-energise EP sites citing Health and Safety reasons. These instances have served to further increase our concerns around the de-energisation of Essential Plant.</p> <p>Please note: The items of essential plant listed above shall in all cases be operating in situations where the tariff applicable to the MPRN is a business tariff.</p>

Version :	4.0	Date :	08/05/2013
Status :	For Issue to Market	Document Reference :	WP0022

## Working Practice

Prior to the **Meter Point Status Change Request M017 Message** issuing to ESBN, the following steps will have taken place:

### 1. Where Registered Account Holder requests De-energisation

The Supplier must act on the instruction of the Registered Account Holder. However, due to the nature of the supply when a Registered Account Holder requests de-energisation, the following will apply:

#### Housing/Industrial Development

1. A Registered letter (see **Appendix 1** for standard letter) will issue by the Supplier to the Local Authority advising that de-energisation is being scheduled unless the Local Authority wants to take responsibility for the account.
2. A letter (see **Appendix 2** for standard letter) will issue by the Supplier to one or more of the following; Management Company or Residents Association / Occupants of the estate advising them that de-energisation is being scheduled unless they want to take responsibility for the account.

#### Common Areas Apartment/Office Block

3. A letter (see **Appendix 2** for standard letter) will issue by the Supplier to one or more of the following; Management Company or Residents Association / Business Occupants advising them that de-energisation is being scheduled unless they want to take responsibility for the account.

### 2. Where Supplier requests De-energisation

1. For sites, which contain EP, additional consideration is given to these locations as normally, private individuals other than just the account holder / employees are impacted by the decision to de-energise supply.

Prior to the notification to ESBN by the Supplier to de-energise issuing, the following steps will have taken place:

#### Housing / Industrial Development

1. A Registered letter (see **Appendix 3** for standard letter) will issue by the Supplier to the Registered Account holder notifying that de-energisation is being scheduled.
2. A Registered letter (see **Appendix 2** for standard letter) will issue by the Supplier to the Local Authority advising that de-energisation is being scheduled unless the Local Authority want to take responsibility for the account.
3. A letter (see **Appendix 2** for standard letter) will issue by the Supplier to the Management Company or Residents Association / Occupants of the estate advising them that de-energisation is being scheduled unless they want to take responsibility for the account..

#### Common areas in Apartment/Office Block

1. A Registered letter (see **Appendix 3** for standard letter) will issue by the Supplier to the Account holder i.e. Landlord/Management Company notifying that de-energisation is being scheduled.
2. Supplier will make every effort to ensure that all residents and tenants receive adequate notice of Suppliers intention to proceed with disconnection of supply. At a minimum the Supplier will ask Management Company / Residents Association to have a notice displayed prominently in all Hallways, Common Areas and Notice boards advising of the imminent de-energisation.

After the Supplier has issued the letter as outlined above and proceeds with issuing the M017 request for de-energisation, the Supplier will then issue an email to [meterop.esbnetworks@esb.ie](mailto:meterop.esbnetworks@esb.ie) advising that the relevant letters have issued and that the Supplier wants to proceed with the de-energisation.

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The following letter templates are provided as a guideline. Redrafts, however, must include 'ESB Networks Limited accepts no responsibility for material damage or personal injury arising from disconnection. Public safety, health and sanitation issues that may arise are exclusively and solely the responsibility of the account holder'.

**Appendix 1**

**Local Authority Letter**

Date

Name  
Address  
Line 1  
Line 2  
Line 3

**DISCONNECTION NOTICE**

MPRN:  
Site Address:

Dear Sir/Madam,

As the account holder at the above address has requested / (failed to comply with our terms and conditions Supply Agreement with Supplier), we are now passing the account to ESB Networks for disconnection. Please note that it can take up to 48 hours for supply to be restored.

We are advising you of this intended course of action as the facilities provided from this site may fall under your jurisdiction. If you wish to retain the electricity account in your name, can you contact .....

***{Supplier's Name}* and ESB Networks Limited accepts no responsibility for material damage or personal injury arising from disconnection. Public safety, health and sanitation issues that may arise are exclusively and solely the responsibility of the account holder.**

If I do not hear from you by (date No. of working days from the date of this letter), regrettably we will proceed with disconnection of supply without further notice to you.

Yours faithfully,

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**Appendix 2**

**Management Company / Residents Association / Business Occupants Letter**

Date

Name  
Address  
Line 1  
Line 2  
Line 3

**DISCONNECTION NOTICE**

MPRN No;  
Site Address:

Dear Sir / Madam,

*{Supplier's Name}* currently supply electricity to the common areas at the above address. These areas may cover stairway, hall and landing lighting and sanitation pumps. **Public Safety, Health and Sanitation issues** may arise as a result of a **Disconnection** and are solely the **responsibility of the account holder**.

*{Supplier's Name}* and ESB Networks Limited **will accept no responsibility** for any damage to property or injury to any person arising from or as a result of the disconnection of the electricity to these premises.

At the request of / (Due to the failure of) the Account Holder at the above address (to comply with the terms and conditions of the supply agreement), we have no choice but to pass the account to ESB Networks for **Disconnection**.

Once disconnection has taken place, it may take up to 48 hours to have this supply reconnected.

To avoid this extreme course of action, we would appreciate if you would alert the Residents in the Estate of the impending disconnection and contact me to advise if either you, or they, are willing to address the outstanding breaches of our terms and conditions and assume responsibility for the account from here on in. I regret to advise that unless I hear from you before (No. of working days from the date of this letter) we will be proceeding, as outlined, with disconnection of supply without further notice to you.

Yours faithfully,

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**Appendix 3**

**Registered Account Holder Letter**

Date:

Name  
Address  
Line 1  
Line2  
Line3

<b>DISCONNECTION NOTICE</b>
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**Account No:**

**MPRN:**

**Re: Your Outstanding Account of €**

**Site address:**

Dear Customer,

*{Supplier's Name}* currently supplies electricity to you at the above address. Due to your failure to comply with the terms and conditions of the supply agreement, we have no choice but to pass the account to ESB Networks for immediate disconnection. The current charges associated with a disconnection are € x for disconnection of supply and € y for reconnection of supply

**It may take up to 48 Hours to have your supply reconnected once disconnection has taken place.**

*{Supplier's Name}* and ESB Networks Limited **will accept no responsibility** for any **damage to property** or **injury to any person** arising from or as a result of the **disconnection of the electricity** to these premises.

In order that all residents and tenants receive **adequate notice** of our intention to **proceed with disconnection of supply**; can you please arrange to have the notice attached displayed prominently in all Hallways, Common Areas and Notice boards and brought to the attention of all parties that may be affected if, and when, supply is disconnected.

To avoid this course of action please pay this amount in full today and contact me directly at the phone number listed below to confirm payment details.

Yours faithfully,

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Appendix 3 (continued)

**ELECTRICITY DISCONNECTION NOTICE**

Electricity supply to common areas/services is scheduled for disconnection in the coming days.

Please make immediate arrangements to protect your assets. Safety and health issues that may arise as a result of disconnection are solely your responsibility.

*{Supplier's Name}* and ESB Networks Limited will accept no responsibility for any damage to property or injury to any person arising from or as a result of the disconnection of the electricity supply to these premises.

Contact:

**Supplementary Information**