

Work Practice ID	Title	Type	Status
WP 0030	Electricity Costs Emergency Benefit Scheme		Approved

Date Raised	15/03/2022	Implementation Date	21/03/2022
-------------	------------	---------------------	------------

Change History		
Version	Date	Comment
1.0	16/03/2022	Issued to Market

Identification of Retail Market Design Baseline Products Impacted
There are no Retail Market Design Baseline Products impacted by this Working Practice. Market Processes will continue as normal during the scheme duration

Reason for Working Practice
This Working Practice describes the market process for the Governments Electricity Costs Emergency Benefit Scheme to comply with the Electricity Costs (Domestic Electricity Account) Emergency Measures Act 2022 and the CRU Electricity Costs Emergency Benefit Scheme Guidance Document.

Applicability
<p>The scope of this Working Practice is limited to the definition of domestic electricity customer as defined in the Electricity Costs (Domestic Electricity Accounts) Emergency Measures Act 2022.</p> <p>“Domestic electricity account” means an electricity account in respect of which a meter point registration number has been assigned and which</p> <p>(a) is held by a final customer with an electricity supplier, and</p> <p>(b) is identified by the distribution system operator as being subject to distribution use of system charges at the rate for urban domestic customers (DG1) or the rate for rural domestic customers (DG2) set out in the publication known as the “ESB Networks Schedule of Distribution Use of System Charges” approved by the Commission and for the time being in place”</p> <p>The Electricity Costs (Domestic Electricity Accounts) Emergency Measures Act 2022 and the CRU Emergency Costs Benefit Scheme Guidance Document set out the obligations on ESB Networks (ESBN) as the Distribution System Operator to distribute funds received from the Exchequer to suppliers, and for suppliers to credit customers’ accounts.</p>

<b>Version:</b>	1.0	<b>Date:</b>	16/03/2022
<b>Status:</b>	Approved	<b>Document Reference:</b>	WP 0030

The Working Practice sets out the retail market process for

1. Issuing of an MPRN file i.e. a Snapshot by ESNB to individual suppliers
2. Transfer of funds received by ESNB from the Exchequer to suppliers
3. Suppliers credit customers' accounts
4. Periodic Reporting
5. The return of any unallocated credit by suppliers to ESNB

In advance of Exchequer funds being transferred by ESNB to suppliers, bank account details must be provided by suppliers to ESNB which will then be verified.

This process is limited to the period as set out by DECC/CRU and will not be used outside of this period or for any other purpose.

The process is pragmatic reflecting the necessity for a quick and one-off implementation of the process.

The Working Practice is being put in place following approval of MCR1220 and will remain in place for the duration of the Electricity Costs Emergency Benefit Scheme.

## Working Practice

### Design Principles

The following design principles have been set out by the CRU ([Extraordinary IGG 221221](#))

- Minimal impact on current regulatory programmes, market design, systems and operations
- Fair
- Ensure every domestic electricity customer receives €200 euro credit (including VAT).

### 1 Issuing of a Snapshot file by ESNB to individual suppliers

On the scheme *Relevant Date* (24<sup>th</sup> March 2022) ESNB will request the necessary funds from DECC and will provide any supporting information requested.

On the scheme *Effective Date* (29<sup>th</sup> March 2022) ESNB will generate a Snapshot list for suppliers to use to credit customers' accounts held with it on the Effective Date.

Only MPRNs included in the Snapshot will be eligible for the scheme

This Snapshot will be shared with the registered supplier of each MPRN on the 29<sup>th</sup> March i.e. the *Effective Date*, as defined in the legislation, along with the amount of monies to be transferred by ESNB to the supplier.

- 1.1 The Central Market System is the system of record and the basis for the Snapshot.
- 1.2 An MPRN will only be listed once, and will not be duplicated between supplier files.
- 1.3 MPRNs included in the Snapshot will have met the definition of domestic customer as set out in the legislation.
- 1.4 The Snapshot will be provided in.txt format.
- 1.5 The Snapshot will be made available securely to suppliers via the existing SFTS in a new folder named Adhoc File Sharing/From ESNB. Only registered users of this folder can access the folder.
- 1.6 Only the MPRN & DUoS Group will be included in the Snapshot; no other customer data will be included.
- 1.7 Where a supplier uses multiple Supplier Ids and those Supplier Ids have DG1/DG2 MPRNs registered against them then separate files will be created by ESNB and made available per Supplier ID on the SFTS.
- 1.8 ESNB will confirm via RMDS when the files are available on the SFTS.

<b>Version:</b>	1.0	<b>Date:</b>	16/03/2022
<b>Status:</b>	Approved	<b>Document Reference:</b>	WP 0030

## 2 Transfer of funds received by ESNB from the Exchequer to suppliers

Based on the Snapshot provided to suppliers ESNB will calculate the total funds due to each supplier, by Supplier ID.

- 2.1 Supplier bank account details will need to be provided to ESNB and verified in advance.
- 2.2 Funds will be transferred to suppliers in tranches of 50%, 20%, 20%, 10% at 7 calendar day intervals.
- 2.3 The transfer of exchequer funds by ESNB to suppliers is dependent on the receipt of exchequer funds from DECC.
- 2.4 Prior to transferring each tranche ESB Networks will confirm with CRU that CRU approves the transfer of funds by ESNB to each individual supplier.
- 2.5 Funds will be transferred by ESNB unless requested not to by CRU i.e. ESNB will carry out no validation in relation to a supplier's financial status or scheme adherence.
- 2.6 The period for ESNB to transfer the funds to suppliers will be set by DECC.
- 2.7 Suppliers must confirm receipt of each tranche of funds no later than one working day following receipt of the funds. Suppliers must email this confirmation to [electricitycostsbill@esb.ie](mailto:electricitycostsbill@esb.ie) with the email submit line Confirmation of receipt of Tranche<number> <Supplier Name> <Supplier ID>.

## 3 Suppliers credit customers' accounts.

The supplier is responsible for crediting customers' accounts for each MPRN contained in their Snapshot. In line with legislation where an electricity supplier receives Exchequer funds from ESNB the supplier must credit each domestic electricity account held with it on the effective date of 29<sup>th</sup> March, with a payment of €176.22 (ex VAT).

This is regardless of whether a Change of Supplier or a Change of Supplier Cancellation completes in the period following the generation of the Snapshot by ESNB.

Due to the pragmatic, temporary, and time constrained nature of this process it will not be possible for ESNB to move an MPRN from one supplier's list to another or to withdraw funds issued to one supplier and transfer to another supplier.

## 4 Periodic Reporting

### Weekly Reporting by Suppliers to ESNB

For the duration of the scheme suppliers are required to report weekly on an MPRN level basis on

- Accounts credited
- Accounts directly billed/notified of credit
- PAYG/credit

- 4.1 Suppliers must only report where the full amount has been credited to the customer.
- 4.2 Suppliers are to upload the weekly report to the Adhoc File Sharing/To ESNB folder on the SFTS each Friday by 6pm.
- 4.3 For the first weekly report suppliers should report on accounts credited and accounts directly billed/notified of credit up to Friday 8th April.
- 4.4 For the second and subsequent reports the reporting period will be from the previous Friday when the supplier created their report to the current Friday when they are creating the current report.
- 4.5 ESNB will begin collating reports for CRU the next working day.
- 4.6 ESNB will remove the weekly report from the SFTS folder once the supplier report has been included in the CRU report.
- 4.7 Supplier reports submitted late and not included in the CRU report will remain on the SFTS and will be included in the next week's report to CRU.
- 4.8 ALL MPRNs provided by ESNB in the Snapshot file should be included in the report file by the supplier, even if there is no change.
- 4.9 ONLY MPRNs provided by ESNB in the Snapshot file should be included by the supplier i.e. suppliers should not add additional MPRNs to the file.
- 4.10 Where a supplier has received a Snapshot from ESNB for multiple Supplier IDs, then separate reporting files must be provided for each Supplier ID

<b>Version:</b>	1.0	<b>Date:</b>	16/03/2022
<b>Status:</b>	Approved	<b>Document Reference:</b>	WP 0030

- 4.11 Files should be made available to ESBN using the SFTS only - File path - \Adhoc File Sharing\SXX - ABCenergy\To ESBN
- 4.12 Once the supplier has both credited all customer accounts and the customer has notified of the credit the supplier can cease submitting weekly reports. The supplier must email [electricitycostsbill@esb.ie](mailto:electricitycostsbill@esb.ie) when this occurs.
- 4.13 **Supplier File Format**
- 4.13.1 Suppliers must use the file format provided by ESBN.
- 4.13.2 The file name must be in the following format  
ECBDDMMYYYY<supplierid><suppliername>  
example ECB08042022SXXABCenergy
- 4.13.3 The file must contain the following information only (see template)
- 4.13.3.1 The Sheet name must be <supplierid> DDMMYYYY example  
SXX 08042022
- 4.13.3.2 Column A "MPRN". Suppliers should not change this field.  
Suppliers are requested to list all of their MPRNs in column A
- 4.13.3.3 Column B "Customer Type". Suppliers should not change this field. Suppliers are requested to specify MPRN as either 'C' or 'P' where 'C' indicates the MPRN is a Credit customer and 'P' indicates a Pay As You Go customer (Lifestyle or Hardship)
- 4.13.3.4 Column C "Status". Suppliers should not change this field.  
Suppliers are requested to specify the Electricity Costs Emergency Benefit Scheme status of each MPRN as either '0', '1' or '2', where:
- '0' = Customer account is yet to be credited;
  - '1' = Customer account has been credited;
  - '2' = Customer has been notified of credit
- 4.13.3.5 'Customer has been notified of credit' means that the customer has been directly billed or notified of the credit.

ESBN will validate that the MPRNs contained in the file received from a supplier exist on Snapshot file provided by ESBN to the supplier at the start of the scheme. ESBN will compare the Status against the previous Status held against the MPRN. Any discrepancies identified will be notified to the supplier. No other validation will be conducted by ESBN on the file; files received from suppliers will be accepted in good faith by ESBN.

#### Periodic Reporting by ESBN to CRU

Based on the information received from suppliers in the Weekly Reports ESBN will report weekly to CRU on the information received per Supplier ID. CRU may follow up directly with suppliers in relation to the information received from ESBN.

A final report will also be provided by ESBN to CRU.

Exact reporting requirements will be agreed between CRU and ESBN.

### 5 The return of any unallocated credit by suppliers to ESBN

Where a supplier has never had a record of a customer at the MPRN on the Effective *Date* and has therefore been unable to provide the credit to a customer then the credit should be returned by suppliers to ESBN who will in turn return it to the Exchequer.

ESBN will not pursue suppliers to ensure payments are made for all MPRNs on their list.

- 5.1 Once the scheme has closed suppliers should return any unallocated credit to ESBN by 15<sup>th</sup> July 2022.
- 5.2 ESBN will provide bank account information into which the supplier must transfer the unallocated credit.
- 5.3 Suppliers must include their Supplier ID as a payment reference when returning unallocated funds to ESBN.
- 5.4 Suppliers must transfer the unallocated credit in a **single transfer only**.
- 5.5 The supplier must notify ESBN via email when unallocated credit has been returned. The email address to be used is [electricitycostsbill@esb.ie](mailto:electricitycostsbill@esb.ie). The email subject line should include 'Unallocated Credit for <Supplier Name> <SupplierID>'
- 5.6 The supplier must also provide a list of MPRNs where credit was not allocated along with the amount unallocated.

<b>Version:</b>	1.0	<b>Date:</b>	16/03/2022
<b>Status:</b>	Approved	<b>Document Reference:</b>	WP 0030

<p>5.6.1 This list is separate to the weekly supplier report referred to under <b>Error! Reference source not found.</b> However, the unallocated credit list must align to the data previously provided in the weekly supplier reports.</p> <p>5.6.2 The supplier <b>must provide one file only</b>; multiple files should not be provided.</p> <p><b>5.7 Unallocated Credit Supplier File Format</b></p> <p>5.7.1 Supplier must use the file format provided by ESNB.</p> <p>5.7.2 The file name must be UnallocatedCreditDDMMYYYYY &lt;Supplier Name&gt; &lt;SupplierID&gt; example UnallocatedCredit08042022SXXABCenergy</p> <p>5.7.3 The file must be loaded into the Adhoc File Sharing/To ESNB folder on the SFTS by the supplier.</p> <p>5.7.4 The file must contain the following information only (see template)</p> <p>5.7.5 The Sheet name must be &lt;supplierid&gt; DDMMYYYYY example SXX 08042022</p> <p style="padding-left: 20px;">5.7.5.1 First column 'MPRN'. Suppliers are requested to list the MPRNs for which they are returning unallocated credit.</p> <p style="padding-left: 20px;">5.7.5.2 Second column; 'Unallocated Credit Amount'. Suppliers should not change this field. Suppliers are requested to specify the amount of money which was unallocated for an MPRN. The figure must be to two decimal places. The Currency symbol should not be included.</p> <p style="padding-left: 20px;">5.7.5.3 No other text should be included in the file. Any additional information contained in the file will be ignored by ESNB.</p> <p>5.8 ESNB will validate that the MPRNs contained in the file received from a supplier exist on Snapshot file provided by ESNB to the supplier at the start of the scheme. Any discrepancies identified will be notified to the supplier. No other validation will be conducted by ESNB on the file; files received from suppliers will be accepted in good faith by ESNB.</p> <p><b>Record Keeping</b></p> <p>All records and documentation in relation to this scheme must be held for audit purposes.</p> <p><b>Market Process during the Electricity Costs Emergency Benefit Scheme</b></p> <p>Market processes will continue as normal during the scheme duration. This includes Change of Supplier and related processes.</p> <p>DUoS Billing and Invoicing will also continue as normal, and suppliers must continue to meet their invoice payment obligations as set out in the DUoS Agreement.</p>
--

<b>Version:</b>	1.0	<b>Date:</b>	16/03/2022
<b>Status:</b>	Approved	<b>Document Reference:</b>	WP 0030

Supplementary Information

<b>Version:</b>	1.0	<b>Date:</b>	16/03/2022
<b>Status:</b>	Approved	<b>Document Reference:</b>	WP 0030