Work Practice ID	Title	Type	Status
W00032	MCC02-MCC16 Smart Meter Exchanges		Final

Date Raised	24/06/2022	Implementation Date	29/08/2022

Change History		
Version	Date	Comment
0.1	24/06/2022	Draft for Review
0.2	19/08/2022	Updated following MP feedback
1.0	29/08/2022	Final Working Practice issued to retail market participants

Reason for Working Practice
The National Smart Metering Programme (NSMP) aims to replace Ireland's existing meters with Smart Meters by the end of 2024. It currently operates in accordance with the ESBN-Supplier 2017 agreement that addressed the replacement of 24-hour meters. Day/Night Meters configured as MCC02 are the second largest cohort of domestic meters in ROI and are supported by Supplier specific Day/Night Tariffs (311,616 MCC02 in DG1,2,5, as of 03.07.21). Additionally, there are MCC02 Customers with Microgen capacity. The exchange of legacy MCC02 meters i.e., Day / Night Meters, was originally considered for Phase 3 of the NSMP. However, the CRU considers it prudent for ESB Networks to incorporate MCC02 meters into the Phase 2 deployment plans from 2022. To this end, ESB Networks propose to exchange a day/night MCC02 meter with a smart meter, set at MCC16 (Day, Night and Peak) on commissioning. The inclusion of MCC02 meters in the Phase 2 deployment programme will improve the efficiency of the overall rollout reducing the need for installers to revisit planning areas retrospectively to exchange MCC02 meters with MCC16 Smart Meters. The exchange of MCC02 meters with MCC16 meters has the potential to impact the customer relationship with their supplier. The purpose of this Working Practice is to clearly set out the roles and responsibilities to be undertaken by ESB Networks and Suppliers in the planning and management of the MCC02 to MCC16 meter exchange programme.

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This Working Practice describes the process for the customer led approach to replacing MCC02 meters with MCC16 Smart Meters. It has been developed through a dedicated MCC02 Meter Exchange Technical Working Group comprising appropriately qualified and experienced Supplier representatives and ESB Networks representatives.

This Working Practice is expected to apply for the duration of the National Smart Metering Programme.

Applicability

The scope of this Working Practice is limited to MCC02 meter to MCC16 meter exchanges performed under the National Smart Metering Programme.

Working Practice

ESB Networks Exchange of MCC02 Meters with MCC16 Smart Meters

Background and Context

To facilitate the MCC02 to MCC16 meter exchange in a manner that does not adversely impact the customer experience, the CRU has asked ESBN and suppliers to work together to enhance the customer led approach which facilitates, encourages and provides for mass participation by customers.

For the purposes of clarification, the SST price differential does not need to be in place for day/night customers upon meter exchange, negating the potential impact on cost base that would have existed based on the 2021 SST Standard Profiles. Load profiles LP25, LP27 & LP29 have been generated using the same standard profile data collected and processed for Day/Night (MCC02) Customers, and used to generate LP2, LP4 & LP6.

Suppliers may offer a like-for-like exchange whereby an existing day/night Customer is offered the same tariff rate they are currently receiving. A like-for-like exchange does not require a change to the existing contract between Customer and Supplier. If suppliers want to offer a like-for-like exchange whereby an existing day/night customer is offered the same tariff rate they are currently receiving, then a supplier will need to adjust their systems to consider day & peak readings as the same in order to continue offering the same tariff.

Alternatively, Suppliers may engage with Customers directly to transition them to a new TOU tariff supported by a Smart Meter which may require a new contract agreement between Customer and Supplier.

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Workflow Process Diagram
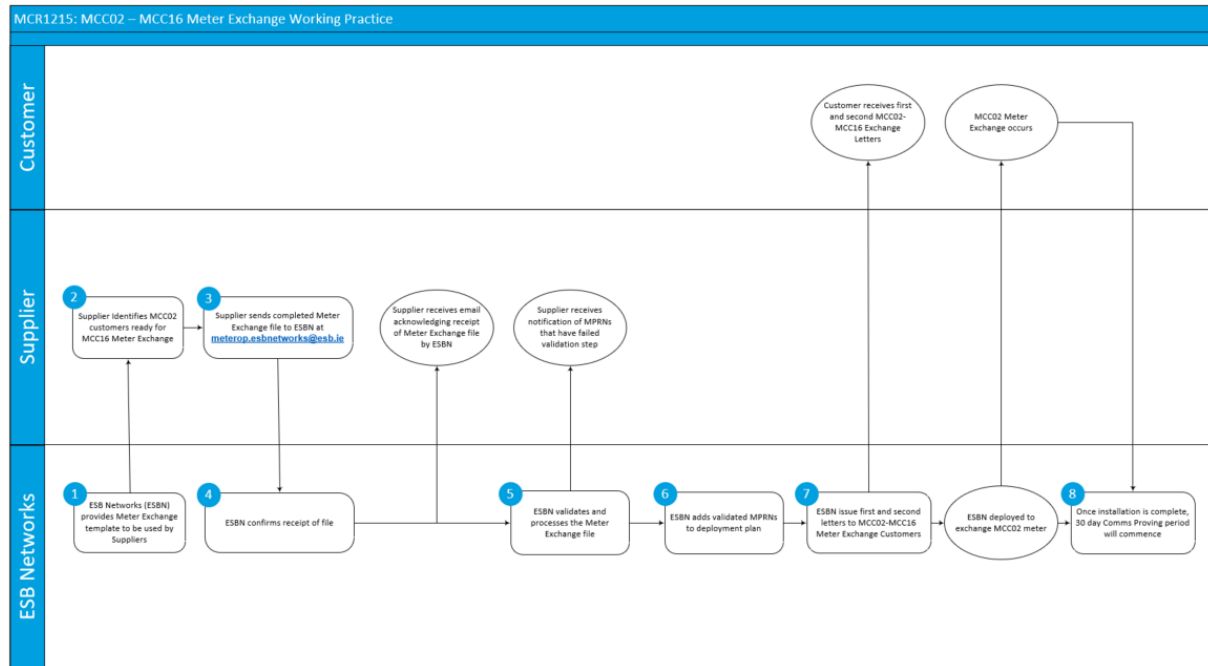
This MCC02 – MCC16 Meter Exchange Working Practice document comprises the following steps:

Step 1 - Smart Meter exchange template is provided to all suppliers by ESBN

Step 2 - Supplier identifies MCC02 customers ready for MCC16 Meter Exchange

Step 3 - Supplier sends completed Smart Meter Exchange File to ESB Networks by email

Step 4 - ESB Networks receives and confirms receipt of Smart Meter Exchange file

Step 5 - ESB Networks validates and processes Smart Meter Exchange Files received from Suppliers

Step 6 - ESB Networks adds MPRNs to the deployment plans

Step 7 - ESB Networks issue first and second letters to MCC02 – MCC16 Meter Exchange customers

Step 8 - Once installation is complete, MM332 is sent to suppliers informing of the exchange and the 30-day Comms Proving period will commence

Additionally, this Working Practice outlines exceptions to the Customer led process prescribed in the section titled: MCC02 to MCC16 Meter Exchanges Outside the Enhanced Customer Led Process

Working Practice Detail:

Step 1 Smart Meter Exchange Template Utilisation

- ESBN to provide all suppliers with a new "Smart Meter Exchange File" template.
- The Excel file name must be in the following format: 'Smart Exchange DDMMYY Supplier ID'.
- The date contained in the file name must reflect the date on which the Supplier is submitting the file to ESB Networks. This is for logistical and tracking purposes.
- The Smart Meter Exchange file will consist of a single worksheet titled "Smart Exchanges".

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- The worksheet can contain MCC02 – MCC16 exchanges, including microgen customers, as well as MCC01 early adopter customers.

The "Smart Meter Exchange File" should be password protected. Suppliers are requested to password protect the "Smart Meter Exchange File" and send the password to ESBN in a separate email. Suppliers are asked to ensure they are compliant from a GDPR perspective to send customer details to ESBN.

Step 2 Supplier Identifies MCC02 Customers Ready for MCC16 Meter Exchange

- Supplier identifies existing MCC02 Meter customers ready for MCC16 Meter exchange.
- The following data points are to be completed for each MCC02-MCC16 Meter Exchange entry populated in the Smart Meter Exchange File.
  - Col A – MPRN
  - Col B – Customer Surname, First Name
  - Col C – Contact Details (Telephone Number)
  - Col D – Current MCC
  - Col E – New MCC
- All data fields are mandatory.
- Supplier populates the Smart Meter Exchange file with the collection of MCC02-MCC16 exchange request customers.
- One MPRN per row in the Smart Meter Exchange file.
- Included as part of data population process, Supplier performs basic data checks including:
  - All requested data fields are populated
  - Populated data fields contain appropriate data values for the data type
  - No duplicate MPRNs are included
  - Only MPRNs that are current to an individual Supplier are included
  - Only mandatory data fields are populated, with no additional data fields/spreadsheet columns populated with data
  - Only new MPRN's to be included in the Smart Exchange worksheet. MPRN's previously provided to ESBN and successfully validated should not be included in subsequent Smart Meter Exchange file submissions to ESBN. MPRN exchange requests that previously failed the validation step may be resubmitted in the Smart Meter Exchange file.

MCC02-MCC16 Exchange request Customer' segments may include both:

- Like-for-like tariff exchange and
- Customers with whom a tariff change has been agreed and contracted
- If required, the Supplier is responsible for obtaining MCC02 customer consent as part of their own internal process in advance of submitting an MCC02 Meter exchange request to ESB Networks.

Step 3 Supplier Sends Completed Smart Meter Exchange File to ESB Networks

- Suppliers must email the Smart Meter Exchange file to the following email address: **meterop.esbnetworks@esb.ie**.

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- Smart Meter Exchange files sent by email to a recipient other than the email address specified will not be processed. In the event where a Smart Meter Exchange file is sent to an email address other than the approved email address, a response from ESB Networks to an individual Supplier advising of this issue cannot be guaranteed.
- Suppliers can send up to one Smart Meter Exchange file per week to ESB Networks but are not required to do so, Suppliers can choose to send the Smart Meter Exchange file less frequently in order to align with existing operational or resource constraints. Suppliers will not submit more than one Smart Meter Exchange file per calendar week to ESB Networks unless previously agreed with ESB Networks.
- Where a Supplier has multiple Supplier IDs, a separate Smart Meter Exchange Excel file must be prepared and submitted for each Supplier ID. For the purposes of clarity, a consolidated file for multiple Supplier IDs is not permissible and will be returned to the relevant Supplier unprocessed.

Step 4 ESB Networks Receives and Confirms Receipt of Smart Meter Exchange File
- Smart Meter Exchange files successfully received by ESB Networks to the **meterop.esbnetworks@esb.ie** email account, an acknowledgement will be issued by ESB Networks by email confirming receipt of the file to the Supplier.
- In the event where a Smart Meter Exchange file does not meet the submission criteria set out above (e.g. Incorrect file naming), the file will be rejected, the contents will not be processed, and the file will be sent back to the relevant Supplier by email from ESB Networks with an explanatory rejection message.
- ESB Networks will issue the acknowledgement each Monday for all Smart Meter Exchange files received since the previous acknowledgement was issued.
- In the event of bank holidays or exceptional circumstances where Monday is not deemed a working day, acknowledgement will be issued on the next working day.

Step 5 ESB Networks Validates and Processes Smart Meter Exchange Files Received from Suppliers
- ESB Networks will validate all files that were acknowledged on a Monday, by the Friday of that same week. In the event Friday is a non-working day (i.e. public holiday), ESBN will complete this validation step on the next working day.
- Upon successful receipt of a Smart Meter Exchange file, the following validation checks are performed on each row by ESB Networks:
    - MPRN is a valid MPRN
    - "Current MCC" contained on the file matches the DSO records for that MPRN
    - "New MCC" contained on the file is a valid Smart MCC code recognised by ESB Networks
    - The MPRN must be registered to the Supplier submitting the MCC02 Meter exchange request
    - Customer Name matches the DSO records for the MPRN provided. The following are the validation checks performed on Customer Name:

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- Manual validation will be performed by ESBN on the Customer Name submitted in the Smart Meter Exchange file. The validation will check that the Customer Name submitted on the file matches the records held for the MPRN on the Central Market System.
- If the name is generally the same, or has a slight misspelling e.g. Ann instead of Anne, then the MPRN meter exchange request will be progressed through to deployment. If the Customer Name is different, ESBN will not progress the MPRN meter exchange request.
- If an MPRN fails validation due to an incorrect name, ESBN will not share the Customer Name held on the Central Market System with the Supplier.

- MPRN Smart Meter Exchange requests contained in the Smart Meter Exchange file that contain one or more data items that do not align to the pre-agreed content or required format will be flagged as being in error.
- Where errors are encountered in the contents of a Smart Meter Exchange file, ESB Networks will return the file to the respective Supplier via email that will include the error identified. The reason the MPRN failed validation will be included with the MPRN entry in the file i.e. incorrect MPRN, invalid MCC, not registered to Supplier, incorrect name etc. The file will be returned by ESB Networks on Friday of the week the file receipt acknowledgement was issued to Suppliers.
- Only those MPRNs containing an error will be included in the file returned by ESBN to Suppliers.
- Meter Exchange Requests that were successfully validated by ESBN are removed from the Smart Meter Exchange file and not returned to the Supplier.
- When the first error is encountered for an individual MPRN entry/record, no further processing of that individual MPRN record will occur at this time. Processing of the Smart Meter Exchange file will continue with the next MPRN entry in the file.
- Each row in the Smart Meter exchange worksheet is processed sequentially.
- Suppliers can re-submit corrected MPRN requests by including them in a new Smart Meter Exchange file submission as per the process outlined in the above steps.
- Where no error is encountered for an individual MPRN during the validation process, the MPRN is added to the meter exchange deployment plan.

Step 6 ESB Networks Adds MPRNs to the Deployment Plans
- Successfully validated Smart Meter Exchange requests are added by MPRN to the existing deployment plans for the National Smart Metering Programme.
- The estimated Smart Meter Exchange date will be a minimum 4-7 months from the Smart Meter Exchange file acknowledgement date in areas where the rollout is active.
- MPRNs that have been returned flagged as containing an error are not included in the deployment plan until such time as the error has been corrected, the MPRN successfully re-submitted by the Supplier and the resubmitted exchange request successfully validated and added to the deployment plan by ESB Networks.
- Due to the current geographic spread, there will be a limited number of locations that will fall outside the 4-7 month estimated exchange timeline. It is therefore feasible that there will be

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a limited number of MCC02-MCC16 Meter Exchanges make take longer than the 4-7 month estimated exchange window.
- ESB Networks will provide Suppliers with a forward view of the deployment areas for 2022 and 2023 so that Suppliers know when ESB Networks (or their appointed contractor) expects to be in each geographic area.

Step 7 ESB Networks Issues First and Second Letters to Customers
- ESB Networks will only issue first and second letters to customers providing the following mandatory criteria have been met:
    - MPRN Smart Meter Exchange request has been successfully validated and added to the existing deployment plans for the National Smart Metering Programme.
    - Customer record has not been flagged as NTNP.
    - Customer's Smart Meter Exchange has not been cancelled.
- Where an MPRN has been removed from the deployment plan, letters will no longer issue to the customer.
- Customers will receive the first letter approximately three months in advance of the Smart Meter Exchange.
- Customers will receive the second letter approximately one month in advance of the Smart Meter Exchange.
- Customers availing of an MCC02 to MCC16 meter exchange will be able to request a tariff switch from MCC16 to MCC12 following a successful CTF proving period where the resulting CTF facilitates interval data submission.

Any changes required to customer collateral (letters / inserts etc) will be progressed at the Smart Metering Comms & Engagement Working Group.

Step 8 - 30 Days Communications Proving Period
- A 332MM will be issued to the Supplier once the MCC02-MCC16 Meter Exchange is complete.

- Following the completion of the meter exchange, the 30 Day Comms Proving period will commence. This is required to determine the initial CTF (Comms Technically Feasible) value at the meter point.

- MPRNs with a proven CTF of 03 or 04, HH Interval Smart Data Services (MCC12) may be requested by the Supplier via the 013MM.

Withdrawal of Customer Consent

- The Smart Meter Exchange file is not to be used to notify ESBN of a change in customer consent or cancellation for an MCC02-MCC16 meter exchange.

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- For changes in Customer Consent, or withdrawal of a Customer from the MCC02-MCC16 Meter Exchange process, Market Participants are to update the Customer as NTNP as per the agreed NTNP process. This action can be performed up to the point of meter exchange.

- Additionally, the Customer has the option to opt out of the MCC02-MCC16 meter exchange upon receipt of Letter 1 or Letter 2. Customers can exercise their right to opt out either by contacting ESBN or their registered Supplier.

- Upon receipt of an opt-out instruction from a customer, ESBN will record the customer preference on the Customer Record (Business Partner) held centrally by ESB Networks. The Registered Supplier will receive MM114 confirming that the Business Partner has been updated with NTNP.

MPRNs with an active CoLE / CoS

- A CoS will result in an MCC02-MCC16 meter exchange being cancelled, providing the meter exchange has not already been completed.

- A CoLE does not currently result in the cancellation of meter works. ESBN have confirmed that it is technically possible to cancel an MCC02 – MCC16 Smart Meter Exchange in the event of a CoLE. They are currently assessing delivery options to see when this can be delivered. This Working Practice will be updated to reflect this change once it is operational.

MCC02 to MCC16 Meter Exchanges Outside the Enhanced Customer Led Process

- ESBN will only include MCC02 meter exchanges for MPRNs provided to ESB Networks by Suppliers using the agreed template.

- ESB Networks will not make MCC02 to MCC16 meter exchange arrangements or commitments directly with the Customer. MCC02 Customers contacting ESB Networks directly to request a Smart Meter will be redirected by ESB Networks to contact their Suppliers.

- A meter fault exchange will not result in a change from MCC02 to MCC16.

- A Meter exchange from MCC02 to MCC16 can take place outside the Enhanced Customer Led Process where an increased or decreased connection (i.e. a change in Maximum Import Capacity) is requested by the Customer.
  This includes:
  - a) Where a site is currently MCC01 and the Customer indicates on the increased / decreased connection form that they intend to request a Time of Use tariff from their electricity supplier. The Supplier is notified of the MCC change on the 301N,

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and a deemed connection agreement is issued to the customer with the new MCC; or

- b) Where a site is currently MCC02, the Supplier is notified of the MCC change on the 301N, and a deemed connection agreement is issued to the customer with the new MCC.
- In both (a) and (b) instances, MCC16 is installed as the default TOU MCC for customers <=16kVA, in line with the new connections process introduced as part of v13.00.00 and the supplier is notified via the MM301 and MM332 upon completion.
- Registration of previously de-registered MCC02 sites. ESB Networks confirm that where a site is de-registered as MCC02, it will be re-registered as MCC02. The supplier can subsequently request a Smart meter install, configured to MCC16.

Process Support Model
The current point of contact for MCC02-MCC16 meter exchanges is the Meter Works Suppliers team.

Working Practice Cessation
This Working Practice will continue to apply for the duration of the National Smart Metering Programme.

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