

Work Practice ID	Title	Type	Status
WP 0033	Electricity Cost Emergency Benefit Scheme II		Approved

Date Raised	24/10/22	Implementation Date	27/10/22
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Change History		
Version	Date	Comment
1.0	25/10/22	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 II to comply with the Electricity Costs (Domestic Electricity Account) Emergency Measures and Miscellaneous Provisions Act 2022 and the CRU Electricity Costs Emergency Benefit Scheme II 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 and Miscellaneous Provisions 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 and Miscellaneous Provision Act 2022 and the CRU Emergency Costs Benefit Scheme II 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>

## Working Practice

The MCR sets out the retail market process for

1. Issuing of MPRN files i.e. a Snapshot by ESBN to individual suppliers for each Effective Date
2. Transfer of funds received by ESBN from the Exchequer to suppliers
3. Suppliers credit customers' accounts
4. Periodic Reporting
5. The return of any unallocated credit by suppliers to ESBN

In advance of Exchequer funds being transferred by ESBN to suppliers, bank account details must be provided by suppliers to ESBN 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 implementation of the process.

## Design Principles

The following design principles have been set out by the CRU

- Minimal impact on current regulatory programmes, market design, systems and operations
- Fair
- Ensure every domestic electricity customer receives €183.49 (excluding VAT) per Payment Period .

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

On the scheme *Relevant Date* (20 October 2022) ESBN will request the necessary funds from DECC and will provide any supporting information requested.

On each scheme *Effective Date* (27 October 2022, 20 December 2022, 27 February 2023) ESBN 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.

The Snapshot will be shared with the registered supplier of each MPRN on the *Effective Date*, as defined in the legislation and associated regulations, along with the amount of monies to be transferred by ESBN to the supplier

- 1.1 The Central Market System is the system of record and the basis for the Snapshots.
- 1.2 For each Effective Date 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 Adhoc File Sharing/From ESBN. 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 ESBN and made available per Supplier ID on the SFTS.
- 1.8 ESBN will confirm via RMDS when the files are available on the SFTS.
- 1.9 Each Snapshot will be available on the SFTS for approximately 6 weeks and will be removed in advance of preparations for the next Effective Date. Suppliers should download and save the file as required.

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

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

- 2.1 Supplier bank account details will need to be provided to ESBN and verified in advance.

- 2.2 Funds will be transferred to suppliers in tranches of 50%, 20%, 20%, 10% at broadly weekly intervals. Dates will be advised through the IGG and the CRU Guidance document.
- 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 ESNB 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>'. Failure to provide this confirmation may impact on the transfer of subsequent tranches.

### **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, with a payment of €183.49 (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

#### **For each Snapshot received:**

- 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 relating to the Effective Date, the reporting period will be from the first day of the Payment Period to the current Friday when the supplier is creating the current report. E.g the reporting period for the first report will be from Tuesday 1st November to Friday 4th November. Thereafter the reporting period will be from the end of the previous reporting period to the creation of the current report.
- 4.4 ESNB will begin collating reports for CRU the next working day.
- 4.5 ESNB will remove the weekly report from the SFTS folder once the supplier report has been included in the CRU report.
- 4.6 Supplier reports submitted late and not included in the CRU report will remain on the SFTS and will be included in the next weeks report to CRU.
- 4.7 Each file must contain three worksheets, one for each Effective Date. Suppliers must ensure that they are completing the correct worksheet.
- 4.8 ALL MPRNs provided by ESNB in the Snapshot file should be included in the associated Worksheet 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 in the associated Worksheet i.e. suppliers should not add additional MPRNs to the Worksheet.
- 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
- 4.11 Files should be made available to ESNB using the SFTS only - File path - \Adhoc File Sharing\SXX - ABCenergy\To ESNB
- 4.12 Once the supplier has both credited all customer accounts for the relevant Payment Period and the customer has been notified of the credit the supplier can cease submitting weekly reports for that Payment Period. 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  
ECBII\_DDMMYYYY<supplierid><suppliername> example  
ECBII\_08042022SXXABCenergy.
- 4.13.3 Each file must contain three Worksheets, one for each Effective Date.  
Suppliers must ensure that they are completing the correct Worksheet.
  - 4.13.3.1 The Sheet name must be <supplierid> <Effective Date>  
example SXX 27102022
  - 4.13.3.2 Column A "MPRN". Suppliers should not change this field.  
Suppliers are requested to list all of their MPRNs from the relevant Snapshot 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 Credited but Customer not yet Notified;
    - '2' = Customer Account Credited and Customer Notified
  - 4.13.3.5 'Customer Account Credited and Customer Notified' means that the customer has been directly billed or notified of the credit.
- 4.14 ESBN will validate that the MPRNs contained in the file received from a supplier exist on the relevant Snapshot file provided by ESBN to the supplier. 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 one or more of the Effective Dates i.e. the Snapshot date and has therefore been unable to provide a credit to a customer for one or more Effective Dates 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 on the 30<sup>th</sup> June 2023 suppliers should return any unallocated credit to ESBN by 14<sup>th</sup> July 2023.
- 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 of MPRNs where credit was not allocated along with the amount unallocated.
  - 5.6.1 This list is separate to the weekly supplier report referred to under Periodic Reporting. However the unallocated credit list must align to the data previously provided in the weekly supplier reports.
  - 5.6.2 The supplier **must provide one file only**; multiple files should not be provided.
- 5.7 **Unallocated Credit Supplier File Format**

- 5.7.1 Supplier must use the file format provided by ESNB.
- 5.7.2 The file name must be UnallocatedCreditDDMMYYYY <Supplier Name> <SupplierID> example UnallocatedCredit08042022SXXABCenergy
- 5.7.3 The file must be loaded into the Adhoc File Sharing/To ESNB folder on the SFTS by the supplier.
- 5.7.4 The file must contain the following information only (see template)
- 5.7.5 The Sheet name must be <supplierid> DDMMYYYY example SXX 08042022
  - 5.7.5.1 First column 'MPRN'. Suppliers are requested to list the MPRNs for which they are returning unallocated credit.
  - 5.7.5.2 Second column; 'Effective Date 27102022'. Suppliers are requested to specify the amount of money which was unallocated for the MPRN for this Effective Date. The figure must be to two decimal places. The currency symbol should not be included. If no funds are being returned for this Effective Date then '0.00' should be entered.
  - 5.7.5.3 Third column; 'Effective Date 20122022'. Suppliers are requested to specify the amount of money which was unallocated for the MPRN for this Effective Date. The figure must be to two decimal places. The currency symbol should not be included. If no funds are being returned for this Effective Date then '0.00' should be entered.
  - 5.7.5.4 Forth column; 'Effective Date 27022023'. Suppliers are requested to specify the amount of money which was unallocated for the MPRN for this Effective Date. The figure must be to two decimal places. The currency symbol should not be included. If no funds are being returned for this Effective Date then '0.00' should be entered.
  - 5.7.5.5 No other text should be included in the file. Any additional information contained in the file will be ignored by ESNB.
- 5.8 ESNB will validate that the MPRNs contained in the file received from a supplier exist on the corresponding Snapshot file/s provided by ESNB to the supplier during 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.

**Record Keeping**

All records and documentation in relation to this scheme must be held for audit purposes.

**Market Process during the Electricity Costs Emergency Benefit Scheme II**

Market processes will continue as normal during the scheme duration. This includes Change of Supplier and related processes.

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.

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Supplementary Information	

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