

Non-domestic Customer Access to ECOES

Briefing Note for Customers

Access to ECOES available for Non-domestic Customers from 30th June 2006

From 30 June 2006, non-domestic customers have been able to apply for access to ECOES (the Electricity Central Online Enquiry Service) on the www.ecoes.co.uk website.

This facility gives you access to information relating to their MPANs such as registered supplier, energisation status and meter serial number. Customers are also able to bulk upload MPANs and download their entire portfolio with associated data, once MPANs have been authorised by the registered Supplier.

This is a useful facility that customers have asked for and a number of features requested by customers have been incorporated into the service. ECOES is entirely funded by electricity suppliers and distributors, so there is no cost to the customer.

Background

ECOES was introduced in March 2006 as part of the solutions proposed by the Customer Transfer Programme in order to allow suppliers to perform "Triangulation" (pre-registration checking of MPAN, address and Meter Serial Number). The aim of this is to improve supplier confidence in registering the correct customer at the correct metering point, and therefore minimise erroneous registrations. Previously there had been no central source for suppliers to view all MPAS data and meter information for all premises in Great Britain as the data is held on different systems (MPAS and meter operator). Governance for ECOES sits under the MRA (Master Registration Agreement), of which suppliers and distributors are parties.

Non-domestic customer access was agreed by the industry as an integral part of ECOES and this was reflected in agreed industry documentation. A seminar was held at energywatch with a number of large non-domestic customers present to determine what key features would be desirable to customers. Features identified included the ability to add MPANs to a customer's portfolio using a bulk facility (rather than one-by-one) and to download a customer's entire portfolio. MRA parties agreed to add these features despite the extra cost to themselves, taking on board what customers were asking for in order to make the service as useful as possible in relation to the specific needs of customers.

Who is entitled to Access?

Any customer who has at least two non-domestic MPANs registered with a supplier may apply for access to ECOES. Once they have been granted access, they may add both domestic and non-domestic MPANs to their portfolio.

Only customers are entitled to access - this does not extend to consultants/brokers. The Terms and Conditions that a customer is required to sign on application state

that “You may only access ECOES in respect of those MPANs for which you have entered into a contract with an electricity Supplier licensed under the Electricity Act for the supply of electricity to you”. This means that a broker or consultant cannot set up an ECOES account for several different customers; each individual customer must apply for access individually.

Customer Application Process

On visiting www.ecoes.co.uk, a link is shown stating ‘are you a non domestic customer?’ Clicking on this link will take you to an online application form. This will ask for company name/contact details and will ask you to enter two non-domestic MPANs. These MPANs will be cross-referenced against the ECOES service and will be rejected if they are not held on ECOES or if they have a Profile Class of 1 or 2. Assuming two valid MPANs are provided, you will be prompted to print and sign a copy of the Terms and Conditions, and send these to the ECOES Service Provider (C&C Group). **You must sign and post the Terms and Conditions to the ECOES Service Provider or your application will not be processed.** The ECOES Service Provider will countersign the Terms and Conditions and set you up with an ECOES account, allowing you to login to the system.

MPAN Load

Once you have received your username and password, you can set up a portfolio of MPANs. This can be done by manually adding individual MPANs or by uploading a spreadsheet.

Once MPANs have been successfully loaded they enter a ‘pre-authorised’ state and you will be unable to view any data for them until the MPANs have been authorised by the registered Supplier.

Supplier Authorisation

The registered supplier for each MPAN will be asked to authorise whether that MPAN should be added to the requesting customer’s portfolio. The supplier will check the customer name against their own records and accept or reject the request. If they reject the request, they must enter a rejection reason and you will be informed of this.

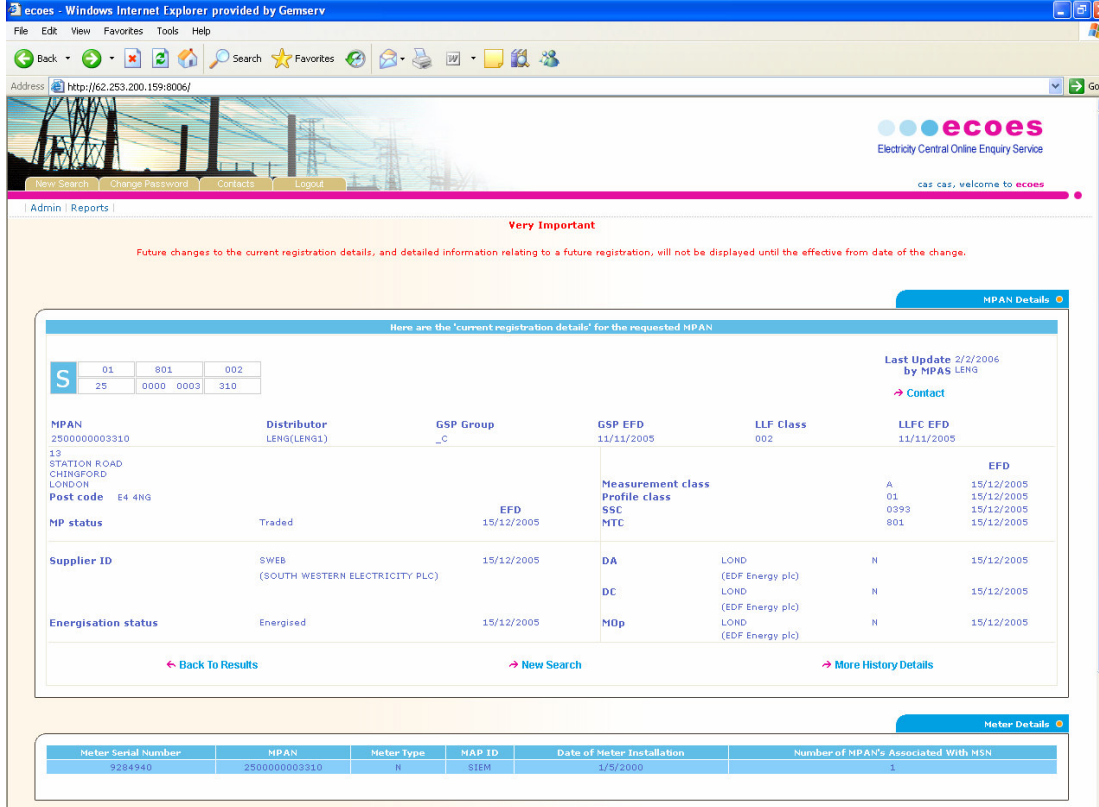
If an MPAN was already part of another customer’s portfolio, this will be flagged to the supplier and they will only accept the request if the MPAN should be moved over from the previous customer’s portfolio to the new customer.

Data available to Customers

Customers are able to search their authorised portfolio via (any element of) address, MPAN or meter serial number. Only authorised MPANs will be returned when a search is carried out.

You will be able to view all data held on ECOES for your authorised MPANs. This consists of all data held in MPAS and also Meter Serial Number, Date of Meter Installation, Meter Type and Meter Asset Provider ID.

Details of registrations (successful and unsuccessful) will be available however pending registrations will not be shown and historical registrations will only be shown for the period that the MPAN has belonged to your portfolio.



The screenshot shows the ECOES web interface. At the top, there is a navigation bar with links for 'New Search', 'Change Password', 'Contacts', and 'Logout'. Below this is a 'Very Important' notice: 'Future changes to the current registration details, and detailed information relating to a future registration, will not be displayed until the effective from date of the change.' The main content area is titled 'MPAN Details' and contains a table with the following data:

Here are the 'current registration details' for the requested MPAN					
S	01	801	002		
	25	0000	0003	310	
MPAN	2500000003310	Distributor LENG(LENG1)	GSP Group _C	GSP EFD 11/11/2005	LLF Class 002
Address	13 STATION ROAD CHINGFORD LONDON Post code E4 4NG				LLFC EFD 11/11/2005
MP status	Traded	EFD 15/12/2005	Measurement class	A	15/12/2005
Supplier ID	SWEB (SOUTH WESTERN ELECTRICITY PLC)	15/12/2005	Profile class	01	15/12/2005
Energisation status	Energised	15/12/2005	SSC	0399	15/12/2005
			MTC	801	15/12/2005
			DA	LOND (EDF Energy plc)	N
			DC	LOND (EDF Energy plc)	N
			MOp	LOND (EDF Energy plc)	N

Below the MPAN details is a table titled 'Meter Details' with the following data:

Meter Serial Number	MPAN	Meter Type	MAP ID	Date of Meter Installation	Number of MPANs Associated With MSN
9284940	2500000003310	N	SIEM	1/5/2000	1

Screenshot of data available on ECOES

You are able to download a csv file containing all of the authorised MPANs in your MPAN and all of the associated data.

It is important to recognise that ECOES is a viewer only and reflects data in the source systems (MPAS and Meter Operator). If you find any errors or inconsistencies, you must direct queries to your supplier in order for these to be resolved at the source. ECOES will display contact details for the registered supplier specific to a chosen MPAN and these will be tailored to be specific to the market sector relating to that MPAN. This will help to ensure that your query is directed to the right department of the supply business.

Benefits to Customers

This service, provided at no cost to customers, brings a number of benefits when used to view and manage data for your metering points. It provides:

- A central source for viewing data relating to all of your registered MPANs.
- A useful Portfolio Management tool which is greatly assisted by the bulk download facility.

- A single, simple process for MPAN authorisation across all suppliers.
- An easy process for adding and removing MPANs, individually or in large numbers.
- Contact details for Suppliers and Distributors specific to a specified type of metering point, allowing you to accurately direct any queries.
- The ability to identify errors with your data and query this with the correct supplier to help to cleanse data (although it should be noted that since ECOES is a viewer only, queries must still be directed via the Supplier and changes cannot be made online).

To apply for access to ECOES, just visit www.ecoes.co.uk and follow the process for application detailed above.

If you have any queries please contact the Central Administration Service (CAS)

Central Administration Service
020 7090 1024
cas@gemserv.co.uk