



MRA Service Company

# **Electricity Central Online Enquiry Service**

## **MAP 15**

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## 1. INTRODUCTION

### 1.1 Background

The Customer Transfer Programme (CTP) has identified a method for improving the customer experience of the transfer process whereby the Metering Point Administration Number (MPAN) can be cross-checked against site address and Meter Serial Number (MSN) (“**Triangulation**”). This is intended to assist Suppliers in making checks in advance of submitting an application for Registration to provide greater confidence in selecting the correct site in respect of the metering point, and therefore minimise Erroneous Registrations. Additional benefits are that any potential data queries are highlighted and further enquiries can be commenced in order to resolve these prior to the Supply Start Date, thus enabling a smoother transition for the customer from the Old Supplier to the New Supplier.

The Electricity Central Online Enquiry Service (ECOES) gives Suppliers the ability to undertake Triangulation efficiently through a single centralised location and provides a useful reference source for Suppliers, Distribution Businesses, and other parties. It provides Suppliers with a view of Metering Point Administration Service (MPAS) data that would otherwise be obtained over the telephone, as well as other data that is usually received much later in the Change of Supplier (CoS) process. Consolidation of information and location is more efficient for users of the service, reducing the number of manual enquiries directed to the MPAS Provider.

The Central Online Metering Point Information Service Working Group, a sub-Group of the MRA Development Board (MDB), has developed this MRA Agreed Procedure (MAP) in order to document both the functional and non-functional requirements of the service.

### 1.2 Purpose

Pursuant to clause 31 of the MRA, this MAP sets out the modus operandi supporting obligations relating to the development, use, maintenance, and support of ECOES.

### 1.3 Scope and Objectives

#### 1.3.1 Scope

This MAP sets out the principles and obligations relating to ECOES, a single, integrated source for information for all electricity Metering Points throughout Great Britain. This service is a consolidated tool for viewing and accessing information sourced from data already held in identified participant systems and does not prescribe any further validation of those data items other than that applied under existing MRA/Settlement requirements.

The scope of this document is limited to the content of ECOES, requirements relating to provision of that service and procedures for the provision and update of data to that service.

### 1.3.2 Objectives

The objectives of this MAP are to:

- a) document process for effective management of the functional and non-functional requirements of ECOES;
- b) establish common communication methods for the update of data and information to ECOES;
- c) define the content and transfer methods for information to be available to ECOES Authorised Users;
- d) provide consolidated information regarding a Metering Point without adding Data Items to the MPAS Registration Systems;
- e) establish a common communications method for accessing data items relevant to triangulation processes during the Change of Supplier process;
- f) establish the access controls, in relation to ECOES data and information; and
- g) define the role of the MRASCo Central Administration Service (CAS) as it relates to ECOES and associated processes

### 1.3.3 Assumptions

In the context of this MAP, it is assumed that:

- a) MPAS Providers meet their MRA Service Availability levels each processing day; and
- b) Distribution Businesses will continue to offer a Supply Number Enquiry Service for customers (as required under the Distribution Licence) notwithstanding their provision of ECOES.

### 1.3.4 Exclusions

The following are specifically excluded from the scope of the service:

- a) General public access to the ECOES website or associated data;
- b) Resolution of data queries, as the data published on ECOES reflects that held by the data provider, and any anomalies should be referred to the data provider, and not the CAS; and
- c) Business processes for Triangulation, and any queries arising therefrom.

## 1.4 Associated References

The following are referenced within this MAP in relation to the required governance and operation of ECOES and associated processes under MRA Governance:

- a) The MRA, which provides the overarching governance for this MAP;
- b) MAP 17 – The MRA Agreed Procedure for Issue Resolution and Change Management;
- c) The ECOES System User Requirements (ECOES URS) as published on the MRASCo website and amended from time to time in accordance with this MAP and MAP 17;
- d) The ECOES Functional Specification as published on the MRASCo Website and amended from time to time in accordance with this MAP and MAP 17; and

- e) The ECOES Access Agreement, maintained in accordance with instructions from the MRA Executive Committee (MEC), and as amended from time to time.

## 1.5 Glossary

Unless otherwise stated, all defined terms within this MAP shall have the meaning ascribed to those terms in Clause 1 of the MRA.

Term	Acronym	Definition
Authorised ECOES User		Means an organisation who is authorised to access ECOES data in accordance with ECOES Documentation and any relevant ECOES Access Agreement.
CAS Support Materials		Means those materials developed for use by CAS in the defined support activities for ECOES as set out in this MAP.
Central Administration Service	CAS	Means the single administration service that undertakes the activities set out in section 3 of this MAP.
Change of Supplier	CoS	Means those activities relating to the transfer of a Metering Point registration between Suppliers, including those undertaken by each Supplier and the relevant MPAS Provider.
Controlled Market Entry	CME	Has the meaning given to that term in MAP 05 – <i>The MRA Agreed Procedure for Entry Assessment and Requalification</i> .
Customer Transfer Programme	CTP	The programme set up to improve the effectiveness of the processes through which customers can change supplier.
ECOES Access Agreement		Means an agreement between MRASCo and a person who is not an MRA party for the provision to ECOES data via agreed means.
ECOES Business Continuity Plan		Means the approved plan to allow continued provision of the service in the event of a disaster.
ECOES Consolidated Report		Has the meaning given to that term in section 6 of this MAP.
ECOES Documentation		Has the meaning given to that term in section 3 of this MAP.
ECOES Functional Specification		Means the documentation setting out how the functional requirements in the ECOES URS will be met by the IT solutions for ECOES.
ECOES Incident Report Log		Means the electronic record of any incidents or potential incidents reported that may affect the use or security of ECOES, along with outcomes of investigations.



Term	Acronym	Definition
ECOES Risk Register		Means the register of identified risks to the ongoing compliant and secure operation of the service.
ECOES Technical Service Provider	ECOES TSP	Means the organisation employed to provide technical and infrastructure support in relation to ECOES.
ECOES User Guide		Means any materials published by CAS to provide information for Enabled ECOES Users in relation to correct operation of ECOES.
ECOES User Personnel		Means those individuals granted access to ECOES by or on behalf of Enabled ECOES Users, and for whom the Enabled ECOES User has compliance responsibility.
ECOES User Requirements Specification	ECOES URS	Means the document maintained by MRASCo that sets out the business requirements for ECOES and associated processes, as amended from time to time
Effective From Date	EFD	Means the first inclusive calendar date that an appointment of a Meter Operator to a Metering System is in effect.
Effective To Date	ETD	Means the last inclusive calendar date that an appointment of a Meter Operator to a Metering System is in effect.
Enabled ECOES User		Means an Authorised ECOES User who has had their access to ECOES activated in accordance with this MAP.
Entry Assessment Process		Has the meaning given to that term in MAP 05 – <i>The MRA Agreed Procedure for Entry Assessment and Requalification.</i>
Green Deal Central Charge database	GDCC	Has the meaning given to that term in MAP 18 - <i>The MRA Agreed Procedure for the GDCC.</i>
Information Commissioner's Office	ICO	Means the independent authority of that name that enforces the Data Protection Act 1998 and subordinate legislation, and promotes openness of official information and protection of private information.
Master Admin User	MAU	The member of an Enabled ECOES User's ECOES User Personnel who has the relevant access rights to manage the accounts of all other ECOES User Personnel within their organisation. The formal point of contact for the CAS in relation to ECOES related matters.
Microgeneration Certification Scheme Installer Database	MCS MID	

Term	Acronym	Definition
MPAN Core		Has the meaning given to that term in the Data Transfer Catalogue.
MRA Development Board	MDB	A sub-committee of MEC, with designated powers for change management.
MRA Entry Process Board	MEPB	The governance body for the MRA Entry Assessment and Re-Qualification whose authority is delegated from MEC.
Privacy Impact Assessment	PIA	Means the process by which any privacy risks relating to ECOES and the data therein are identified and managed.
Qualifying ECOES User		Has the meaning given to that term in Section 4 of this MAP.
Supplier Agents		Has the meaning given to that term in Section 4 of this MAP.
Supply Number Enquiry Service		Means the facilities provided by Distribution Business in relation to enquires relating to MPANs.
Triangulation		Has the meaning given to that term in section 1 of this MAP.
Update File		As defined in the ECOES URS.

## 2. THE ELECTRICITY CENTRAL ONLINE ENQUIRY SERVICE

In accordance with the requirements set out in Clause 31 of the MRA, the ECOES website shall provide a central portal for a national database of information for electricity Metering Points. Having a single interface avoids a multiplicity of communications to gather information from various data holders.

### 2.1 Scope of the Service

The scope of ECOES encompasses:

- a) a central portal for a national database of information for electricity Metering Points with the functionality to provide a link between the MPAN, Metering Point address and MSN for a Metering Point;
- b) a website that shall be available to users 24 hours a day, every day of the year (subject to any outages/downtime, which shall be notified to Contract Managers in accordance with MRA Clauses 31.5 and 31.6);
- c) functionality that provides ECOES Enabled Users with the ability to search using key data items such as MPAN, Metering Point Address, MSN and postcode in accordance with the access conditions set out in this MAP and any ECOES Access Agreement that may apply from time to time;
- d) a facility for Pre-Payment Meter Infrastructure Providers (PPMIPs) to submit bulk transaction files for the purposes of obtaining and validating Supplier Registration information relating to prepayment meters;
- e) provision of information that may be sourced from Distribution Businesses, Suppliers and Supplier Agents; and
- f) a flexible design, in order to accommodate any additional data items and process enhancements that may be added in the future to meet needs going forward. Such changes shall be made via the MRA change procedures as set out in MAP 17.

### 2.2 ECOES Constraints

ECOES only reflects information held in the source system (e.g. the relevant MPAS Registration System or Meter Operator (MOP) system) and the inclusion of data items in ECOES shall not ensure their accuracy beyond that held by the source of the data.

In accordance with section 2.1, ECOES shall not validate any other data values (notwithstanding that any change to those data values must relate to an MPAN already held in ECOES). Any existing data validation rules are applied at source and then uploaded to the website. ECOES shall not replace or supersede any existing industry procedures and parties shall continue to meet their MRA and Settlement obligations.

Whilst having an early sight of data in a common repository of key information enables parties to investigate any inconsistencies or anomalies earlier in the CoS process, errors and corrections shall be resolved through update to the source systems. This also brings benefits in efficient management of data quality.

Additional data items necessary should not be considered to be sourced from MPAS by default. Any change to MPAS must be through the MRA Change Procedures.

The latency of information is dependent on the timeliness of updates. There are differing windows for update of the data items (see the ECOES URS), and Qualifying ECOES Users need to be aware of these update windows.

### **2.3 Data Sourcing**

ECOES shall receive data from multiple sources, e.g. MPAS Registration Systems and Supplier or Supplier Agent's systems. The key link between data from separate sources shall be the MPAN Core.

All data shall be sourced in accordance with the principles set out in sections 2.3.1 and 2.3.2 below, and the detailed functional and non-functional requirements as set out in the ECOES URS.

#### **2.3.1 MPAS-sourced Data and Information**

All Distribution Businesses shall be responsible for the provision of data sourced via its (or its Appointed MPAS Agents) MPAS Registration System to ECOES.

The data published on the ECOES website should be no older than 1 (one) Working Day than that held on the MPAS Registration Systems. Distribution Businesses shall provide updates from their MPAS Registration System to ECOES upon completion of Total Daily Processing.

The list of data to be uploaded and maintained in line with that held in MPAS is provided in the ECOES URS - chiefly comprising the MPAN Core and Metering Point address, Supplier Registrations and supplementary Metering Point data for that registration. This information shall be provided in a complete and consistent format.

#### **2.3.2 Non MPAS-Sourced Data and Information**

In accordance with MRA Clause 31.8, Suppliers shall be responsible for the provision of any data required to be sourced via Supplier or Supplier Agent systems. These data are detailed in the ECOES URS and chiefly consist of meter information such as MSN, which Suppliers shall ensure is provided by their appointed MOp.

This information shall be provided in a complete and consistent format as detailed in the ECOES URS, and updated values provided within 10 (ten) Working Days of any change to the data in question.

### **2.4 Information Maintenance**

The responsibility for updating information, including uploading new Metering Points, lies with the provider, identified as the source in sub-paragraphs 2.3.1 and 2.3.2 above.

General information (for both Suppliers and Distribution Businesses) such as trading names and contact details shall be updated by the Master Admin User (MAU) for the provider within two Working Days of any change.

Where ECOES is required to hold and publish historical information, any updates shall be built into that history and not supersede previous records (notwithstanding the maximum 28 months online data retention requirement).

All ECOES records shall be initiated from the MPAN Core provided from the MPAS Registration Systems and this serves as a key for the associated data. New records shall be added to ECOES as and when Skeleton Records are created in those MPAS Registration Systems.

Updates provided in accordance with this section 2.4 shall be transmitted as Upload Files (as described in the ECOES URS), unless otherwise specified within this MAP. Data shall be provided to the website within the timescales detailed in the ECOES URS.

## **2.5 Use of the Service**

### **2.5.1 Use of the Service and Data**

ECOES and the data held within it are expressly provided to support the obligations and requirements established under the MRA. Its use by market participants and other interested parties is therefore intended only for activities directly related to the processes and procedures set out in the MRA, chief amongst which is the CoS process<sup>1</sup>.

The exception to this is where a Qualifying ECOES User has another specified reason for viewing data, for example they may have a legal reason to do so, may be fulfilling a licence obligation, or be meeting the needs of a Government initiative. Where this applies to MRA parties who are fulfilling Licence Conditions, regulated duties, and any associated obligations, they may, once they have become an Enabled ECOES User, utilise the relevant data items. Other Qualifying ECOES Users will have had access to ECOES approved by MEC in accordance with this MAP.

All access to ECOES and the data therein, is subject to the conditions set out in this MAP, and (where the ECOES User is not an MRA party) the relevant ECOES Access Agreement, including but not limited to obligations on Authorised ECOES Users regarding usage, data protection, and information security.

The information to which Authorised ECOES Users have access is provided only in the context of the Metering Point Administration Data and meter information associated with a registration and much of this data is not in the public domain. In this regard, all Authorised ECOES Users are reminded of their obligations as to confidentiality and security of data and shall comply with requirements of the Data Protection Act (DPA).

### **2.5.2 Misuse**

The Secretariat shall procure that access to ECOES and searches performed by Enabled ECOES Users will be monitored by the CAS, and that any activity that raises concerns as to the intent of an individual or group of ECOES User Personnel shall be investigated. Suspected misuse relating to accessing data or to use and/or publication of that data may also come to the attention of the CAS via another route, e.g. another industry participant or user.

The CAS shall investigate any suspected misuse and if the relevant Authorised ECOES User does not appear to be making use of ECOES for the purposes outlined in section 2.5.1 above, CAS shall make a report to MEC.

MEC shall determine appropriate remedial action which may include, but shall not be limited to initiation of the breach procedure or notification of appropriate action and a timescale for remedy to the relevant Authorised ECOES User, failing which MEC may instruct that access to the service is disabled for one or more ECOES User Personnel of the relevant Authorised ECOES User.

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<sup>1</sup> Suppliers who are investigating crossed meters in accordance with WP 145 'Identification and Resolution of Crossed Meters' may use ECOES to identify the Suppliers responsible for other Metering that may also be affected by the crossed meter.

Where MEC determine that access for one or more ECOES User Personnel is to be disabled, the CAS shall also advise the Master Admin User for each Authorised ECOES User concerned, that this decision has been made and the reason(s) for it.

## **2.6 Systems Interfaces**

In addition to the required interfaces to facilitate receipt of data from MPAS and Supplier systems, ECOES shall support interfaces with two (2) further databases for data validation and data exchange purposes:

- 1) The Green Deal Central Charge Database (GDCC); and
- 2) The Microgeneration Certification Scheme Installer Database (MCS MID).

Such interfaces shall be established and maintained in accordance with the instruction of MEC (or any duly authorised sub-committee of MEC), and the functional and non-functional requirements set out in the ECOES URS.

### **3. THE ECOES CENTRAL ADMINISTRATION SERVICE (CAS)**

The ECOES Central Administration Service (“CAS”) shall undertake such functions of the Secretariat as MEC requires in relation to the operation of ECOES and the administration of associated processes.

MEC may decide to establish a sub-committee, or delegate to an existing sub-committee, the management of ECOES, in which case any reference to MEC in this Section 3 and all subsequent sections of this MAP shall be deemed to apply to any duly authorised sub-committee of MEC.

The CAS shall provide the single point of contact for all Authorised ECOES Users, potential Qualifying ECOES Users and other stakeholders for all matters related to the service, and in particular shall, at the instruction of MEC be responsible for:

- a) ensuring that ECOES is maintained and operated in accordance with the provisions of Clause 31 of the MRA;
- b) ensuring that all Enabled ECOES Users have appropriate access to ECOES data in accordance with Clause 31 of the MRA, this MAP, and the relevant ECOES Access Agreement;
- c) acting as a single point of contact between authorised or potential ECOES Users, MEC, any relevant MRA committees, the ECOES Technical Service Provider (TSP), and any other entity authorised to provide technical input into ECOES;
- d) ensuring that changes to the functionality of ECOES are managed and delivered in accordance with relevant MAPs, including but not limited to this MAP and MAP17;
- e) providing the administrative functions supporting the ECOES database and service as instructed by MEC from time to time; and
- f) subject to resolution of MEC, other specific activities as may be required on a regular or ad hoc basis.

### 3.1 Assurance and Monitoring

Every transaction on ECOES shall be recorded in such a manner as to be auditable and traceable.

The CAS shall provide assurance and monitoring to MEC regarding the performance and availability of ECOES, in particular CAS shall:

- a) monitor use of ECOES in accordance with this MAP;
- b) take appropriate action where ECOES performance does not meet agreed service levels;
- c) ensure that assurance is provided via agreed audit processes of both the system and its users, and any other means as decided by MEC from time to time;
- d) ensure that, as a minimum, penetration testing of the ECOES infrastructure is undertaken on an annual basis, and a report provided to MEC regarding the outcomes of this test, to include any observations or findings;
- e) ensure that a test of the ECOES Business Continuity Plan is undertaken at least once in every 12 month period, and a report provided to MEC regarding the outcomes of this test, to include any observations or findings;
- f) provide scheduled reports to MEC regarding performance, usage, and any other related matter as requested by MEC from time to time; and
- g) provide service availability notifications to Enabled ECOES Users and to MEC, including any downtime of other systems or databases that may affect ECOES.

The ECOES TSP shall be responsible for providing assurance and monitoring reports to the CAS. The CAS may be instructed by MEC or MDB to review or provide further assurance on the ECOES TSP.

### 3.2 Helpdesk

The CAS shall provide the required helpdesk functionality, which will include telephone, website and email interactions.

The hours of operation of the helpdesk shall be as agreed by MEC from time to time.

In managing helpdesk services, the CAS shall ensure that information is provided to appropriate entities. The helpdesk will focus on matters that are pertinent to the management of ECOES, and will not serve as a general metering point information enquiry service, or provide a service for consumers.

The CAS helpdesk service shall provide for query resolution. In support of this, the CAS shall:

- a) allow for enquiries to be raised via telephone to a dedicated helpdesk number, or via email to a dedicated mailbox; and
- b) provide an initial response to all enquiries within 1 (one) Working Day, such response to include an estimate of the timescales for resolution of the query.



### 3.3 Creation and maintenance of User Accounts

The CAS shall liaise with Authorised ECOES Users in order to create and manage MAU accounts in accordance with the procedures set out in this MAP and the ECOES URS.

The CAS shall only be responsible for

- a) maintenance of MAU accounts;
- b) user accounts for CAS personnel; and
- c) the suspension of ECOES User Personnel accounts at the direction of MEC.

MAUs shall be responsible for the creation and maintenance of user accounts for ECOES User Personnel within their own organisations in accordance with this MAP, their ECOES Access Agreement and any ECOES user materials as may be provided to those MAUs from time to time.

### 3.4 Technical Issues

The CAS shall provide the primary user interface with the ECOES TSP with regard to the management of technical issues, including any business continuity planning. The ECOES TSP shall not be a point of contact for users of ECOES other than via the CAS.

### 3.5 Documentation

The CAS shall be responsible for ensuring that all required documentation in relation to ECOES is maintained in accordance with the MRA, this MAP, any direction of MEC, and any non-functional requirements in the ECOES URS in this regard. This documentation shall include (but may not be limited to):

- a) The ECOES URS;
- b) The ECOES Functional Specification;
- c) The ECOES User Guide;
- d) The ECOES Business Continuity Plan;
- e) ECOES Incident Report Log and associated reporting procedures;
- f) CAS Support Manuals;
- g) An ECOES Risk Register;
- h) A data retention and disposal register; that meets data protection requirements; and
- i) Procedures for managing subject access requests,

together referred to as the “**ECOES Documentation**”.

### **3.6 Change Management**

The CAS will act as the primary interface between MRA parties, Authorised ECOES Users and the ECOES TSP in relation to prospective changes to the service. Activities will include:

Preparing impact assessments for prospective changes to the ECOES resulting from MRA Issues or Change Proposals raised in accordance with the MRA Change Procedures issued pursuant to Clause 9.23 of the MRA and which shall include:

- a) cost information;
- b) an information security risk assessment;
- c) a Privacy Impact Assessment;
- d) overseeing ECOES database development, including co-ordination of appropriate testing by or on behalf of users;
- e) ensuring that the ECOES Documentation is maintained so as to accurately reflect the baseline requirements and functionality of ECOES;
- f) release management; and
- g) continual service improvement.

## 4. ACCESS TO ECOES

Access to ECOES may only be provided to:

- a) Suppliers;
- b) Distribution Businesses and their MPAS providers;
- c) Supplier Agents;
- d) Meter Asset Providers;
- e) Persons Authorised by MRA parties;
- f) Persons who have a statutory right to view information contained within ECOES;
- g) Persons who are customers of a Supplier and have multiple non-domestic premises;
- h) Gas first Suppliers to support their Gas first work for the Smart metering roll out;
- i) The Secretariat; and
- j) Such other persons as MEC agree may be provided with access to ECOES data in accordance with the procedures set out in this MAP.

Together “**Qualifying ECOES Users**”.

Qualifying ECOES Users shall have their access authorised in accordance with this MAP and (where applicable) the relevant ECOES Access Agreement. Once such access is authorised, that person shall be an “**Authorised ECOES User**”.

Authorised ECOES Users who have completed the required activities to gain access to ECOES or related data, shall be referred to as “**Enabled ECOES Users**” and may then access ECOES data in accordance with their user roles as set out in the ECOES URS, subject to any restrictions agreed by MEC and set out in the relevant ECOES Access Agreement, and for so long as they remain Enabled ECOES Users.

In all cases the process for granting access to ECOES shall be managed by the CAS in accordance with the ECOES Documentation.

### 4.1 Obtaining Access to ECOES

All Qualifying ECOES Users requiring access to ECOES shall be required to provide the CAS with details of an individual who shall be their MAU.

Qualifying ECOES Users may also be required to provide the CAS with other information as set out in this MAP and other relevant ECOES Documentation.

Where a Qualifying ECOES User is not an MRA party, it shall be required to sign an ECOES Access Agreement once it becomes an ECOES Authorised User, but prior to becoming an ECOES Enabled User. The ECOES Access Agreement shall include provisions relating to:

- a) details of the defined use of the service;
- b) restrictions on the data that shall be available;
- c) the use for which access is granted;
- d) prohibitions on passing data on to other parties.
- e) accuracy of data provided;
- f) purposes for which data is provided and may be used;
- g) the applicant’s compliance with all relevant Data Protection legislation, including but not limited to the Data Protection Act (1998);
- h) restrictions on where data may be transmitted and stored, generally data may only be used for business within the UK;
- i) audits of the applicant use of the ECOES service will be prior to access being activated and on an annual basis thereafter; and
- j) any charges to be payable by the applicant in relation to use of the service.

In all cases, where a Qualifying ECOES User becomes an Authorised ECOES User, they shall become an Enabled ECOES User where:

- 1) any required ECOES Access Agreement has been signed by all required signatories;
- 2) an ECOES User Audit has been passed; and
- 3) where direct access is to be permitted, they have been provided with the required credentials (i.e. Username and initial password) to access ECOES via the website.

Once credentials have been provided to an MAU, it shall be the responsibility of the relevant Enabled ECOES User to create and manage further credentials for ECOES User Personnel within their own organisation.

Each Enabled ECOES User shall also be responsible for maintaining data relating to their ECOES User Personnel and any relevant standing data in accordance with the ECOES documentation.

#### **4.2 Access for new MRA Parties**

Access to ECOES for new market entrants shall be provided by the CAS once a Supplier or Distribution Business commences the Market Scenario Testing phase of the Entry Assessment Process.

Use of ECOES shall be monitored by the CAS during this phase of Entry Assessment. If a party is not subsequently approved for Controlled Market Entry (CME) by MEPB, access to ECOES shall be subject to review by the CAS and may be withdrawn.

Any ECOES information that may be required by a new entrant for testing purposes prior to commencing Market Scenario Testing shall be provided to them by the CAS. Any such information shall only be used for the purposes of testing and shall remain confidential.

For the avoidance of doubt, data provided for this testing shall not be via access to ECOES being granted to the new entrant at this time.

Continued access for all users of ECOES is subject to compliance with information security requirements as set out in this MAP, and the relevant ECOES Documentation.

#### **4.3 Supplier Access**

All Suppliers who have been approved for, or completed CME shall be Qualifying ECOES Users, and may contact the CAS via the helpdesk facilities provided in order to request access to the service.

Suppliers are provided with access to ECOES on the basis that they shall use reasonable endeavours to use ECOES prior to any other enquiry service that may be available (e.g. a telephone enquiry service for obtaining MPAS data). MPAS Providers may decline to provide information to Suppliers via other methods unless the enquirer provides an online enquiry reference number.

Suppliers are not obliged to use the Triangulation process; however this does not preclude ECOES being used to retrieve the same, or similar, information.

Suppliers may also utilise ECOES data where it is required to fulfil Supply Licence Conditions, regulated duties, and associated obligations provided that such use is compliant with the requirements of this MAP and any relevant ECOES Documentation.

#### 4.4 Distribution Business and MPAS Access

All Distribution Businesses who have been approved for, or completed, CME shall be Qualifying ECOES Users, and may contact the CAS via the helpdesk facilities provided in order to request access to the service.

Distribution Businesses are provided with access to ECOES on the basis that they shall only use ECOES for information, e.g. boundary issues or identifying if a Metering Point may be part of an embedded Distributors network, or to assist in identifying the Supplier or MOp where a customer in the relevant GSP Group reports an interruption to supply that is or may be a metering fault.

Distribution Businesses and their MPAS Providers shall be provided with access to view Supplier and MOp IDs for all Metering Points in all the Distribution Services Areas/GSP Groups. Distribution Businesses shall not be obliged to respond to other Distribution Businesses' enquiries, however if necessary they may direct a caller to the appropriate Distribution Business or Supplier/MOp by using information on ECOES.

Distribution Businesses shall not use information contained in ECOES for any purpose other than those set out above without the express permission of MEC in accordance with section 4.12.

#### 4.5 Access for Supplier Agents

MOPs, Meter Administrators, PPMIPs, Data Collectors and Data Aggregators who have a Market Participant ID (MPID) in the Market Domain Data (MDD) (together "Supplier Agents") shall be permitted to access ECOES directly subject to the permission of the relevant Supplier(s).

Once a Supplier Agent is an Enabled ECOES User, each Supplier for whom they act may choose to restrict the data available to that Supplier Agent by using the functionality provided within ECOES.

MOPs' and MAP MAUs shall have access to ECOES functionality that will enable them to view metering information as read-only.

#### 4.6 Access for Meter Asset Providers

Where a Meter Asset Provider who has an MPID in MDD is an Enabled ECOES User, that person shall be entitled to access ECOES directly, in order to view the following data items only:

- a) MPAN;
- b) Distributor MPID and name;
- c) GSP Group, name and Effective From Date (EFD);
- d) Metering Point Address and Postcode;
- e) Metering Point Status and EFD;
- f) Supplier ID, supplier name and EFD;
- g) MOp, Type and EFD;
- h) MSN;
- i) Installing Supplier Id,
- j) Installing Supplier name;
- k) Meter Asset Provider ID;
- l) Number of MPANs associated with the MSN; and
- m) Meter Removal Date.

#### **4.7 Access for Persons Authorised by MRA Parties**

Persons who are directly engaged by MRA parties to act on their behalf and that are neither Supplier Agents nor Meter Asset Providers, shall be permitted access to ECOES data with the permission of the relevant MRA party. This use of ECOES shall be in accordance with the fulfilment of the authorising MRA party's obligations under the MRA or other Licence Conditions, regulated duties, and associated obligations. Notwithstanding this, any such use shall be compliant with the requirements set out in this MAP 15.

The MRA party authorising any such access shall, on request, provide evidence to MEC that:

- a) a confidentiality agreement is in place, between themselves and any person(s) acting on their behalf that governs the use of the ECOES information in accordance with the MRA, this MAP and any ECOES Access Agreement, and restricts further disclosure of that information, and
- b) they have satisfied themselves that the other party meets their obligations in regard to data usage and information security.

#### **4.8 Department of Work and Pensions access**

Subject to an ECOES Access Agreement being in place, the Department of Work and Pensions (DWP) shall have direct access to view all data on ECOES in relation to their statutory duties in regard of fraud investigation.

#### **4.9 Access for Local Authorities**

Local Authorities may apply to have direct access to view all data in ECOES in relation to their respective authoritative controls. This access shall be subject to resolution of MEC, completion of an ECOES Access Agreement and be for specified purposes as agreed between the relevant person and MEC.

#### **4.10 Non-Domestic Customer Access**

Customers with multiple non-domestic premises may request access to the current registration information held in ECOES in relation to their Metering Points.

Such access shall be provided subject to the customer completing an ECOES Access Agreement which shall include terms regarding ongoing access and maintenance of the MPANs relating to their premises, and becoming an Enabled ECOES User.

The CAS shall ensure that where a non-domestic customer has become an Enabled ECOES User, any initial portfolio of MPAN Cores provided by that person is uploaded into ECOES for Supplier authorisation.

Access to information held in ECOES regarding MPAN Cores provided shall be restricted subject to initial authorisation by the current Supplier for that Metering Point.

The relevant Supplier shall be responsible for:

- a) ensuring that access for non-domestic customers only relates to that customer's own premises,
- b) ensuring that access is only provided to the Customer, not their agents or consultants; and
- c) authorising requests for access to relevant Metering Points within 21 days of receipt of a request to do so.

#### 4.11 Access for the Secretariat

The Secretariat shall be permitted access to ECOES in order to fulfil its obligations as set out in the MRA, this MAP, and the ECOES Documentation. Any of these obligations may be fulfilled by the CAS acting on the Secretariat's behalf.

#### 4.12 Provision of access for other purposes

Where a person wishes to access ECOES or the data therein other than in accordance with sections 4.2 to 4.11 above, that person may apply for access to ECOES or the data therein through the CAS, using the application form provided on the MRASCo website for this purpose.

The CAS shall consider all valid applications for access to ECOES or ECOES data received in accordance with the following principles for granting access to ECOES, at least one of which must be fulfilled:

- 1) An applicant who has a legal entitlement to access ECOES data shall be granted access.
- 2) If by accessing ECOES and/or ECOES data an applicant will be fulfilling a licence obligation on MRA parties (including where that applicant is themselves an MRA party), they shall be granted access.

There should be a clear benefit to MRA parties including but not limited to:

- a) Increased market efficiency for market processes for all MRA parties;
- b) Enablement of more effective monitoring of industry processes;
- c) enabling innovation which benefits all MRA parties.

A valid application for access to ECOES data shall meet the following conditions:

A specific intended use shall be defined. This intended use shall either relate to systems and processes governed by the MRA or its products, or improve data quality in relation to these systems or processes.

The request shall either

- 1) relate to those data which cannot be obtained via an official route from an MRA party;  
or
- 2) be sponsored by MRA parties, which must consist of at least two Supplier representatives and one Distribution Business representative.

The applicant shall state whether they are applying for:

- a) access to ECOES via the website;
- b) the provision of data in an agreed format, and at scheduled intervals via secure means;
- c) the provision of information or data via a dedicated and secure machine-to-machine interface; or
- d) any combination of the above.

If the CAS determines that a request for access is reasonable, they will present such request to MEC.

All costs associated with granting access to ECOES, provision of data, and auditing its usage by the applicant in the event that they become an ECOES Authorised User shall be met by

that applicant. A schedule of charges shall be provided to, and agreed by the applicant prior to their application being presented to MEC for consideration.

MEC shall consider any applications for access to ECOES or the data therein presented by the CAS. Where MEC approves the access, and the applicant fulfils information security requirements, that applicant shall be given access to ECOES subject to any restrictions that MEC determine appropriate in relation to:

- a) the period for which access is to be granted;
- b) the data items that the applicant shall be permitted to view or have made available to them in an agreed format; and
- c) the numbers of ECOES User Personnel that may be associated with that applicant once they are an ECOES Enabled User.

Where MEC approves the request for access, the applicant shall upon signing an ECOES Access Agreement become an ECOES Authorised User.



## 5. AUDITING ECOES USAGE

In order to ensure compliant use of ECOES and the data therein, the CAS shall procure that audits are undertaken in relation to potential use of the service by ECOES Authorised Users, and ongoing use of the service by Enabled ECOES Users.

These audits shall provide MEC with sufficient information to confirm compliance with the MRA, this MAP, relevant ECOES Documentation, any relevant ECOES Access Agreement, the Data Protection Act and any other statutory or regulatory requirements in relation to information security.

### 5.1 Audit timings

Audits shall be undertaken in relation to Authorised ECOES Users prior to them becoming Enabled ECOES Users.

Audits shall be undertaken in respect of Enabled ECOES Users on an annual basis.

In either case persons being audited shall be given at least 20 (twenty) Working Days' notice of any requirement in relation to a planned audit. This shall include any requirement to provide evidence to the auditing organisation, or to facilitate a site visit at that person's premises.

### 5.2 Auditing of MRA Parties and Supplier Agents

These organisations require access to carry out activities under the MRA, and the approach to the audit process reflects this.

Audits shall be carried out on an annual basis, with initial audits being a desk-based exercise carried out by or on behalf of the CAS.

There is a requirement for organisations to have appropriate measures in place regarding information security and, from the perspective of this audit, evidence of the following shall be required, where available:

- a) ISO27001 accreditation or similar;
- b) registration as a Data Controller with the ICO;
- c) appropriate controls over the use of ECOES data within the organisation, including any reporting such as the Consolidated Report provided each month to Suppliers;
- d) appropriate processes regarding system access in relation to joiners, movers and leavers;
- e) appropriate training for ECOES User Personnel, including awareness of criteria for access to, and use of ECOES in relation to their organisation<sup>2</sup>; and
- f) appropriate processes and controls in place regarding access provided to agents<sup>3</sup> and (for Suppliers) non-domestic Customers.

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<sup>2</sup> It is intended that all MAUs shall receive training via one-day seminars to be procured by the Secretariat from time-to-time.

<sup>3</sup> Here, "agents" may be considered to include, for example, organisations or individuals who are contracted to carry out specific activities on the parties' behalf, which are related to the fulfilment of obligations under the MRA, particularly in regard to the CoS process.

Where an organisation cannot demonstrate ISO27001 accreditation and is not a registered data controller, evidence of an appropriate information security management system shall be provided, such that it is clear that all risks regarding ECOES data are appropriately managed i.e. mitigation is in place with regard to Data Protection Act and MRA compliance risks.

Where organisations do not have appropriate processes or training in place, the auditor shall note the deficiencies and make observations and/or findings regarding the severity of any risks identified to MEC. Findings shall be classified as either Level 1 or Level 2, with Level 1 being the most severe and where a single instance leads to non-compliance with this MAP. Level 2 findings shall be considered cumulative in nature and taken together may result in non-compliance with this MAP. Observations shall not be deemed to indicate a non-compliance with this MAP. Organisations shall receive feedback regarding these observations and findings, such that they are able to carry out required remedial actions.

Once the initial audit has been completed, any observations and findings shall be reported to MEC along with risk-based recommendations for any remedial actions required based on the level of non-compliance. MEC shall consider the report from the CAS and determine next steps.

In all cases MEC shall:

- 1) notify the auditee of the applicable non-compliances and their importance level;
- 2) agree a timescale in which these are to be remedied; and
- 3) set out evidence of the remedy to be provided.

Where MEC requires MRA parties to undertake further activities following the initial, or any subsequent, audit, the CAS shall monitor the activities and report to MEC as appropriate.

### **5.3 Auditing of Third Parties**

In addition to those organisations granted access to ECOES to carry out activities mandated under the MRA, some third parties may be permitted access in line with the access criteria set out in Section 4.

As part of the initial process for granting access to ECOES, third parties shall be required to fulfil a number of conditions in relation to information security within their organisations and shall be subject to an audit prior to becoming an Enabled ECOES User.

Those organisations that are granted access to ECOES or its data shall also be subject to an annual audit similar to that undergone by MRA parties and their agents.

Certain organisations may be exempt from audit due to the nature of the access being permitted; these exemptions are shown in the table below;

Organisation Type	Purpose of Access	Audit requirements
Non-Domestic Customers	Management of portfolios	None. Suppliers are responsible for ensuring appropriate use.
Law Enforcement Agencies	Law enforcement activities pursuant to relevant legislation	None. Access is provided for under the DPA and the MRA.
Government Departments	Research and other activities as defined within the DPA and associated legislation	None where activities can be demonstrated to be compliant with DPA and MRA scope. Other activities would be treated as requiring audit.
Ofgem	Regulatory activities, including market analysis and complaint investigation	None where activities can be demonstrated to be compliant with DPA and MRA scope. Other activities would be treated as requiring audit.
Consumer Focus and the electricity ombudsman	Investigation of complaints	None where activities can be demonstrated to be compliant with DPA, MRA scope. Other activities would be treated as requiring audit.

When auditing third parties with regard to ECOES access, the purposes of the audit shall be to ensure that organisations are:

- a) compliant with data protection legislation;
- b) compliant with the terms of their ECOES Access Agreement; and
- c) not carrying out activities which represent a material risk to the MRA, MRASCo, parties to the MRA or any person engaged by MRASCo to undertake service provision on its behalf.

In order to satisfy the conditions of the audit, organisations accessing (or requiring access to) ECOES shall demonstrate the following:

- 1) registration as a Data Controller with the ICO;
- 2) Information Security Management Systems which meet the principles of or include ISO27001 accreditation;
- 3) appropriate controls over the use of ECOES data within the organisation, including any reporting outputs;
- 4) appropriate processes regarding system access in relation to joiners, movers and leavers; and
- 5) appropriate training for ECOES User Personnel within their organisation, including awareness of criteria for access to, and use of ECOES in relation to that organisation<sup>4</sup>.

Initially, organisations shall be required to provide evidence of the above to the auditor. The scope of any resultant on-site audit will be risk-based taking the evidence provided into consideration.

Once the initial audit has been completed, all observations and findings shall be reported to MEC along with risk-based recommendations for any remedial actions required.

<sup>4</sup> It is intended that all MAUs will be able to receive training via one-day seminars to be held by Gemserv from time-to-time.

MEC shall consider the audit report and determine next steps. These may include, but not be limited to:

- a) advice to organisations on steps to be taken to remedy any issues prior to the next annual audit;
- b) requirements on organisations to provide evidence of remedial actions within an agreed timescale;
- c) a requirement for an on-site audit of some or all areas where findings have been reported; or
- d) withdrawal of authorisation for access, until or unless findings are resolved to the satisfaction of MEC.

Where MEC requires organisations to undertake further activities following the initial, or any subsequent audit, CAS shall monitor the activities and report to MEC as appropriate.

## 6. REPORTING AND DATA PROVISION

The CAS shall be responsible for the production of a range of reporting and data extracts as set out in this MAP. This shall include ensuring the accuracy and timeliness of such reports and extracts.

### 6.1 Compliance Reporting

In order to provide assurance to MEC that ECOES is performing within agreed technical parameters and that all users are compliant with the terms of access, the CAS will provide periodic reporting related to:

- a) Database performance;
- b) Performance of the CAS and the ECOES TSP in relation to the maintenance of the service and associated enquiry and change management processes; and
- c) Compliance of Enabled ECOES Users in relation to their conditions of access and permitted usage of ECOES.

CAS will provide any other required ad hoc reports to MEC in the format and at the times reasonably requested by MEC.

### 6.2 The ECOES Consolidated Report

CAS shall ensure that a data extract (the "ECOES Consolidated Report") is produced once per calendar month for all MPAN Cores throughout Great Britain, where the Metering Point Status is not 'disconnected'.

The Consolidated Report shall be issued to all Supplier parties and all Distribution Business parties in respect of all MPANs published on the ECOES website, which shall conform to the following requirements:

- 1) It shall be issued within 10 Working Days of the last day of each month, using a secure method as agreed; and
- 2) It shall append the information detailed in Appendix D of the ECOES URS, and conform to content requirements specified in the section 5 of the ECOES URS, for each MPAN included.

Supplier parties may utilise the content of the ECOES Consolidated Report to:

- a) undertake automated searches within their own systems for the purposes of pre-registration validation including Triangulation (cross-checking MPAN, Metering Point Address and Meter Serial Number); and
- b) fulfil Supply Licence Conditions, regulated duties, and associated obligations in line with the access permissions set out in this MAP.

Distribution Business parties may utilise the ECOES Consolidated Report to enable them to identify the correct MPAN and Distribution Business for an address.

MRA Parties shall not use the information contained within the ECOES Consolidated Report for any purposes other than those set out in this section and shall not permit the sharing of data contained within the ECOES Consolidated Report with any third party, save where this is to fulfil those purposes.

### 6.3 Additional Reporting

CAS shall, at the instruction of MEC provide such other reporting (including scheduled or ad hoc data extracts) as may be required in order to ensure appropriate access to ECOES data

is provided to Enabled ECOES Users in accordance with relevant ECOES Access Agreements.

**7. NOT USED**

**8. NOT USED**

**9. NOT USED**

**10. NOT USED**

**APPENDIX 1: NOT USED**

**APPENDIX 2: NOT USED**

**APPENDIX 3: NOT USED**

**APPENDIX 4: NOT USED**

**APPENDIX 5: D0312 REJECTION REPORTS**

A status update will be issued daily to Suppliers and CAS detailing the number of rejected D0312s that have not been resolved within the 15 working day window. ECOES will retain 3 months' worth of both reports.

**APPENDIX 6: NOT USED**



## APPENDIX 7: MAP14 ADDITIONAL FILTERING FOR PRE-PAYMENT TRANSACTION ALLOCATION

### 1. Filtering the PPMIP file sent to ECOES

The following logic shall happen within ECOES prior to returning registration details for MPAN and/or MSN on the Customer Payment Date quoted within the file send by PPMIPs:

1. ECOES will identify any instances where multiple MSNs exist for a single entry on the PPMIP file.
2. In these cases ECOES will perform the following two validation processes:
  1. If there exists any Meters in the set of returned instances which are Credit Meters (Meter Type N or H), ECOES will disregard these from the set of returned records;
  2. If the Transactions Routing Flag (TRF) detailed in Section 2 of this appendix, is agreed then only that record shall be returned.

### 2. Transactions Routing Flag

A TRF will be held in ECOES and will be the result of Suppliers agreeing, in situations where multiple MSNs involving Pre-payment Meters exist, which Supplier is entitled to the transactions related to that MSN.

A TRF can be attributed to any MSN in ECOES where multiple records of an MSN exist.

Suppliers will agree a TRF via a new screen.

The Supplier MAU or other ECOES User Personnel with relevant access will need to log in to this screen and search for the MSN. ECOES will search for that MSN and identify if the MSN is valid for a TRF, i.e. more than one record with that MSN.

The Supplier will then be able to declare "Not Responsible" for a period at the beginning, the end or the entire registration – i.e. the Supplier believes it has no legitimate claim for the transactions associated with that MSN.

ECOES will hold „No Decision“ – i.e. blank - as a default value for all Suppliers until the point where a Supplier logs in and changes the status.

If a TRF status is set on an MSN with no duplicate in ECOES, ECOES shall disregard the status and return the sole Supplier associate with the MSN.

ECOES will retain the date and user details associated with the amendment of a status change.

A TRF will be occur in ECOES **only** when all Suppliers have determined they are "Not Responsible" for an MSN and there is only one Supplier with the no status set.

### 3. Removing a Transactions Routing Flag

If new information becomes available to any Supplier involved with a TRF, the Supplier may change its status at any point. This will have the effect of removing the TRF until the Suppliers involved agree a solution.

On a CoS event, any existing TRF will be removed if the outgoing Supplier had its status set to Not Responsible.

The incoming Supplier will have its status for that MSN set to "No Decision".

A notification to all Suppliers involved with the existing TRF will be sent via email, to the MAU, of the removal of the existing TRF.

A new existing TRF can be instated by the incoming Supplier setting the status to the same as the outgoing Supplier.

## APPENDIX 8: NEW METER SERIAL NUMBER (MSN) SEARCH FUNCTION

The ECOES screen enables parties to search for Meter Serial Numbers.

The results are displayed within the screen for a single MPAN including:

1. Address;
2. Distributor;
3. Supplier Registration History including EFD and Effective To Date (ETD);
4. MOp appointments including EFD and ETD;
5. Meter History with ability to filter to show the MSN history associated with the MPAN.
6. A new User Privilege has been introduced such that a user assigned to this privilege will be able to access the new screen and be able to search accordingly for data within that screen.

## APPENDIX 9 - METER MATCHING IN PPMIP ALLOCATION PROCESS

### 1. Purpose

The purpose of this document is to describe the matching procedure in ECOES. It outlines the process of matching of the Meter Serial Number provided by a PPMIP with the Meter information held in ECOES.

### 2. Definitions

Acronym	Term	Definition
	<b>Algorithm</b>	A matching routine in ECOES.
<b>MPAN</b>	<b>Metering Point Administration Number</b>	The MPAN Core (J0003).
<b>MSN</b>	<b>Meter Serial Number</b>	The Meter ID (Serial Number) (J0004)
	<b>Non - Alphanumeric Characters</b>	Any characters that are not 0-9, A-Z and a-z.
	<b>Valid Characters</b>	Characters 0-9, A-Z and a-z.

### 3. Meter Serial Number Matching

As detailed in the MAP 14 - *Procedure for the Allocation of PPM Payments Transacted Against an Incorrect Device*, section 2.6, PPMIP shall send MSN, MPAN and Customer Payment Date to ECOES and ECOES shall seek to match the MSN provided by the PPMIP with the MSN in ECOES, provided by the MOPs to MPAS via D0312 flow which is then updated within ECOES via overnight batch updates.

In all instances, for the MSNs provided by a PPMIP, ECOES will perform a matching routine ("Algorithm") where an exact match, character by character, will be sought. When an exact

match is found, ECOES will return to PPMIP the information associated with this MSN regardless the meter type.

In all instances, ECOES will perform a series of matching routines (“Algorithms”) to try and identify the correct MSN.

If after applying the Algorithms to the MSN, provided by a PPMIP, a match is found, ECOES will return the information associated with this MSN to the PPMIP.

If after applying the Algorithms to the MSN, provided by a PPMIP, a match is not found, but the information returned from ECOES shows that the MPAN is registered with one or more MSNs and provides a Supplier ID, then the process detailed in the MAP 14 – Appendix 2, section 5.1.2 should be followed. If neither the MSN nor MPAN can be found on ECOES, transaction shall be classed as ‘Unallocated’ and the process outlined in MAP 14, section 2.7 should be followed.

#### 4. Algorithms

##### 1. Algorithm 0 – Exact Match

The Meter Serial Number provided by the PPMIP must match exactly, character for character, with that in ECOES,

##### 2. Algorithm 1 – Remove all Non-Alphanumeric Characters

Algorithm 1 will remove any character that is not A-Z and 0-9 from the Meter Serial Number.

For example, all of the following will be treated as ‘ABC1234’

Meter ID	Will be treated as	Note
‘ABC_1234’	‘ABC1234’	
‘ ABC1234’	‘ABC1234’	
‘ABC1234 ’	‘ABC1234’	
‘AB_C1234.’	‘ABC1234’	
‘AB.C.1234’	‘ABC1234’	

##### 3. Algorithm 2 – Alpha instead of Numeric used

For Meter Serial Numbers that are intended to be 9 characters in length and conform to the following pattern: X99X99999

Where

X is an alpha character (A-Z)

9 is a numeric value (0-9)

Replace the letters with digits where it is a numeric field, replacing:

1. O with 0
1. I with 1
2. S with 5

Notes:

All non-alphanumeric characters will be removed for this algorithm.

##### 4. Algorithm 3 – Extra Zero after Board Code

For Meter IDs are intended to be 9 characters in length and conform to the following patterns:

a | b | c | d  
 X 99 X 99999

Where

X is an alpha character (A-Z)

9 is a numeric value (0-9)

After removing all non-alphanumeric characters, Meter Serial Numbers whose character count is greater than 9 and element d is greater than 5 characters in length, remove any left padding zero characters such that element d is 5 characters in length.

For example

Meter ID	Will be treated as	Note
S98L012345	S98L12345	
S98L0012345	S98L12345	
S98L067890	S98L67890	
S 98-L_067890	S98L67890	
F97S1234	F97S1234	No change
F97S123456	F97S123456	No change

Notes:All non-alphanumeric characters will be removed for this algorithm.

**5. Algorithm 4 – missing zero after Board Code**

For Meter IDs are intended to be 9 characters in length and conform to the following patterns:

a | b | c | d  
 X 99 X 99999

Where

X is an alpha character (A-Z)

9 is a numeric value (0-9)

After removing all non-alphanumeric characters, Meter Serial Numbers whose character count is less than 9 and element d is less than 5 characters in length, add left padding zero characters such that element d is 5 characters in length.

For example

Meter ID	Will be treated as	Note
S98L1234	S98L01234	
S98L12	S98L00012	
S98L0012	S98L00012	
S 98-L_6789	S98L06789	
F97S01234	F97S01234	No change
F97S123456	F97S123456	No change

Notes:

All non-alphanumeric characters will be removed for this algorithm.

**6. Algorithm 5 – Moves transaction dates by +/- 5 days**

Where there has not been a unique match on Meter ID and Transaction Date for transactions older than 6 months, Algorithm 5 will look for matches by moving the Transaction Data by +/- 5 days.

A report will be issued to Suppliers monthly, detailing the transactions which may have been allocated to them had the Algorithm have been applied by +/- 40 days. The CAS will receive a copy of the master report detailing all transactions and the Supplier which they may have been allocated to, had the Algorithm have been applied by +/- 40 days.

**7. Algorithm 8 – Missing ‘B’ Board Code**

Remove all Meter ID non-alphanumeric characters.

Where the Meter ID is 8 characters in length and the 4th character from the left is not an alpha, insert character B into character position 4, making the Meter ID 9 characters in length.

For example S0612345 will be treated as S06B12345

**8. Algorithm 10 – apply algorithms 1, 2, 3, 4 & 8**

Apply algorithms 1,2,3,4 & 8 as defined above.

**APPENDIX 10: NEW ECOES DUPLICATIONS REPORT - NOT USED**