

Comreg's Symposium on Postcodes

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Scope of Presentation

- Why is ESB Networks Interested in Postcodes?
- Impact of Market Opening
- What's a MPRN?
- ESB Networks as an Emergency Service
- Future Developments



Why is ESB Networks interested in Postcodes

- We do not issue electricity bills!! Supplier's Activity
 - Planned electricity outages
 - Logging of Work Requests via Call Centre or Supplier's electronic messages
- We have significant difficulty with customer/premises identification via addressing data at the call centre and in the field
- Identification of Customers at the call centre – premises identification **exactly**.
- Field staff & Contractors - identification of customer/premises on the ground **exactly**.



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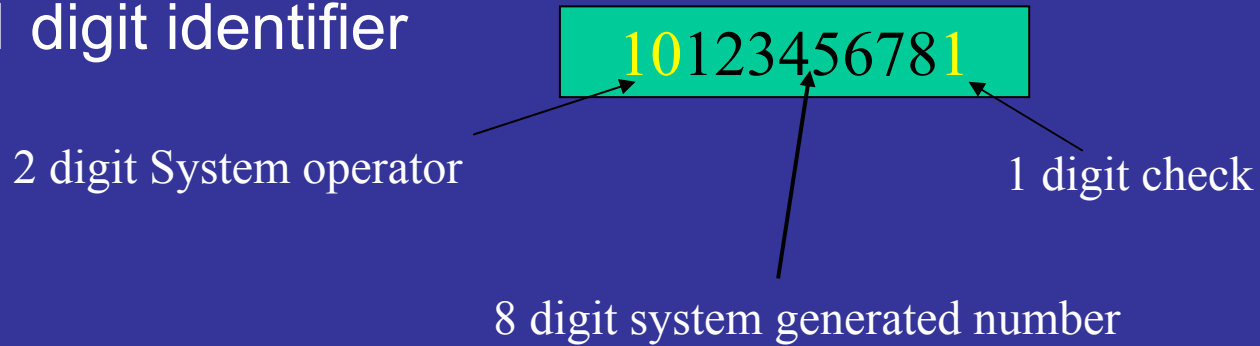
- Not just rural issue also a urban one!
- Service Routing “travelling salesman”
- Modern Meter Reading and Workforce Management systems, HHTs, GPS, GPRS etc.

Impact of Market Opening

- Disappearance of ESB account identifier - Zone Ground Consumer
 - *Internal Postcode however limited*
- Internal Customer Information System being replaced
 - 1.8 million premises/address records
 - Address cleansing?
- Introduction of a new market identifier **MPRN.**

What's a MPRN?

- Meter Point Reference Number
- 11 digit identifier



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- Purpose
 - Facilitate market participants in exchange of market data for a meter point e.g. Change of Supplier
 - Principle of one physical site – one address – one premises
 - It is a unique premises ID where an electricity connection exists whether energised or not
 - In itself, it is not an intelligent number – system generated
 - Premises maybe unoccupied e.g. connection for public lighting on a street.

ESB Networks - Emergency Services

- Identification of the customer/address/premises is very important for the logging of emergencies service requests
- Correct linkage of the correct address/premises to Networks physical assets provides integrated response by emergency field staff and emergency systems
- This is a common business requirement for all emergency services



Future Developments

- All new premises will require a published MPRN
- All quotations for new electricity connections will require Local Authority approved addresses for MPRN assignment and MPRN publication
- Modern IT systems make use of a country's postcode for a wide range of functions. Modern mobile workforce management systems is our example.

Conclusion

- ESB Networks are very interested in the introduction postcodes
- Why, simple, in order to improve customer services and business efficiencies

