EES USER GUIDE

For Third Party Users

For the avoidance of doubt, a separate User Guide has been developed for Third Party Intermediaries (e.g. Price Comparison Websites).

How do I…?

- Login
- Reset My Password
- Search for Information
- Refine my results
- Filter my search results
- View the MPAN Page
- Understand MPAN Data Restrictions
- Set my user specific display settings
- Manage my user account details

What is/are…?

- Those 'No Entry' Signs
- Market Sector Indicators
- Those Icons found on the results screen
- Postcards/Postcard flipper

Master Admin User Functions

- Managing Users
- Amending User Roles
- Managing Email Domains
- MAU Transfer

Change History:

Version Number	Status	Date of Issue	Reason for Change
1.0	Issued	21/11/2019	Previous version finalised and issued
1.1	Draft	23/10/2020	Change history added to document. Changes as per November 2020 release of ECOES (v6.1) and detailed updates to entire document. Passed to K.H for initial review. (D.E)
1.1	Draft	29/10/2020	Reviewed (K.H) Passed to A.B for final review (D.E)
1.1	Issued	30/10/2020	Finalised (A.B)
1.2	Draft	02/02/2021	Review and update to restricted access and User Reports section (DE)
1.2	Draft	04/02/2021	Reviewed (KH) Passed to A.B for review (DE)
1.2	Issued	05/02/2021	Issued as per ECOES release 6.2. (A.B)
2.0	Issued	01/09/2021	Alignment with move of governance to the Retail Energy Code.
2.1	Draft	08/12/2021	Added search limits
2.2	Draft	15/03/2022	Added Industry Role Terminology table and removed any TPI specific content
3.0	Issued	13/05/2022	Minor changes following QA review for RECv3
3.1	Draft	02/03/2023	Updates following R22 Data Access Matrix implementation
4.0	Issued	22/09/2025	Updated for MHHS Implementation

Circulation:

Version Number	Reason for Issue
2.0	Finalised for RECv2 commencement on 01 Sept 2021.
3.0	Finalised for RECv3 commencement on 18 Jul 2022.
4.0	Updated for MHHS Implementation

Industry Role Terminology:

The below table outlines industry roles referenced in this document where the REC name differs.

EES Role	REC Equivalent (where different)
Third Party	Eg Govt Organisations, local authorities, Citizens Advice, UK police force and other law enforcement agencies. For the avoidance of doubt, this does not include Third Party Intermediaries (e.g. Price Comparison Websites) who have a separate EES User Guide.
Distributor	Distribution Network Operator (DNO)
Metering Service (previously Meter Operator (MOP)).	Metering Equipment Manager (MEM) or more specifically Meter Operator Agent (MOA)

Glossary:

Term / Acronym	Meaning
ECOES	Electricity Central Online Enquiry Service. The application that supports the Electricity Enquiry Service (EES)
EES	The Electricity Enquiry Service as defined in the REC
REL	Retail Energy Location
MHHS	Market-wide Half Hourly Settlement
DIP	Data Integration Portal – how EES receives Half-hourly messages

For the avoidance of doubt, the Electricity Enquiry Service (EES) is the name used for the service in the REC. ECOES is the system used to deliver the EES. These terms are used interchangeably in this document.

MHHS Impacts

In 2025 the electricity industry has gone through a fundamental change in how events are fed throughout the market participants, in support of Half-Hourly processing. From an EES perspective this has involved a change in how updates are received into the system and – more relevant to users – data items available to those accessing the system.

The following is a list of NEW data items that have become available as a result of MHHS:

Data Item	Source
ESME ID	MHHS Stage-0
Meter Location	MHHS Stage-0
Number of Display Register Digits	MHHS Stage-0
Connection Type	MHHS Stage-0
Connection Type EFD	MHHS Stage-0
Connection Type ETD	MHHS Stage-0
Associated Import / Export MSID	MHHS Stage-0
Associated Import / Export MSID EFD	MHHS Stage-0
Associated Import / Export MSID ETD	MHHS Stage-0
Direction of Energy Flow	MHHS Stage-0
Manufacturers Make and Type	MHHS Stage-0
Disconnection Date	MHHS Go-Live
Import/Export MPAN Supplier ID	MHHS Go-Live
DUoS Tariff ID	MHHS Go-Live
DUoS Tariff ID Effective From Date	MHHS Go-Live
Data Service Effective From Date	MHHS Go-Live
Data Service Effective to Date	MHHS Go-Live
Data Service Name	MHHS Go-Live
Data Service MPID	MHHS Go-Live
Data Service DIP ID	MHHS Go-Live
Metering Service DIP ID	MHHS Go-Live
Assigned MDR Effective From Date	MHHS Go-Live
Assigned MDR MPID	MHHS Go-Live
Assigned MDR DIP ID	MHHS Go-Live
Customer Direct Contract Data Service Flag	MHHS Go-Live
Customer Direct Contract Data Service DIP ID	MHHS Go-Live
Customer Direct Contract Data Service MPID	MHHS Go-Live
Customer Direct Contract Metering Service Flag	MHHS Go-Live
Customer Direct Contract Metering Service DIP ID	MHHS Go-Live
Customer Direct Contract Metering Service MPID	MHHS Go-Live
Annual Consumption	MHHS Go-Live
Annual Consumption Effective From Date	MHHS Go-Live
Annual Consumption Quality Indicator	MHHS Go-Live
Market Segment Indicator	MHHS Go-Live
Market Segment Indicator Effective From Date	MHHS Go-Live

MHHS Indicator	MHHS Go-Live
Distributor DIP ID	MHHS Go-Live
Supplier DIP ID	MHHS Go-Live

And these are general changes:

- Meter Operator becomes Metering Service

While these data items will no longer be available after MPANS are migrated to be under MHHS processes.

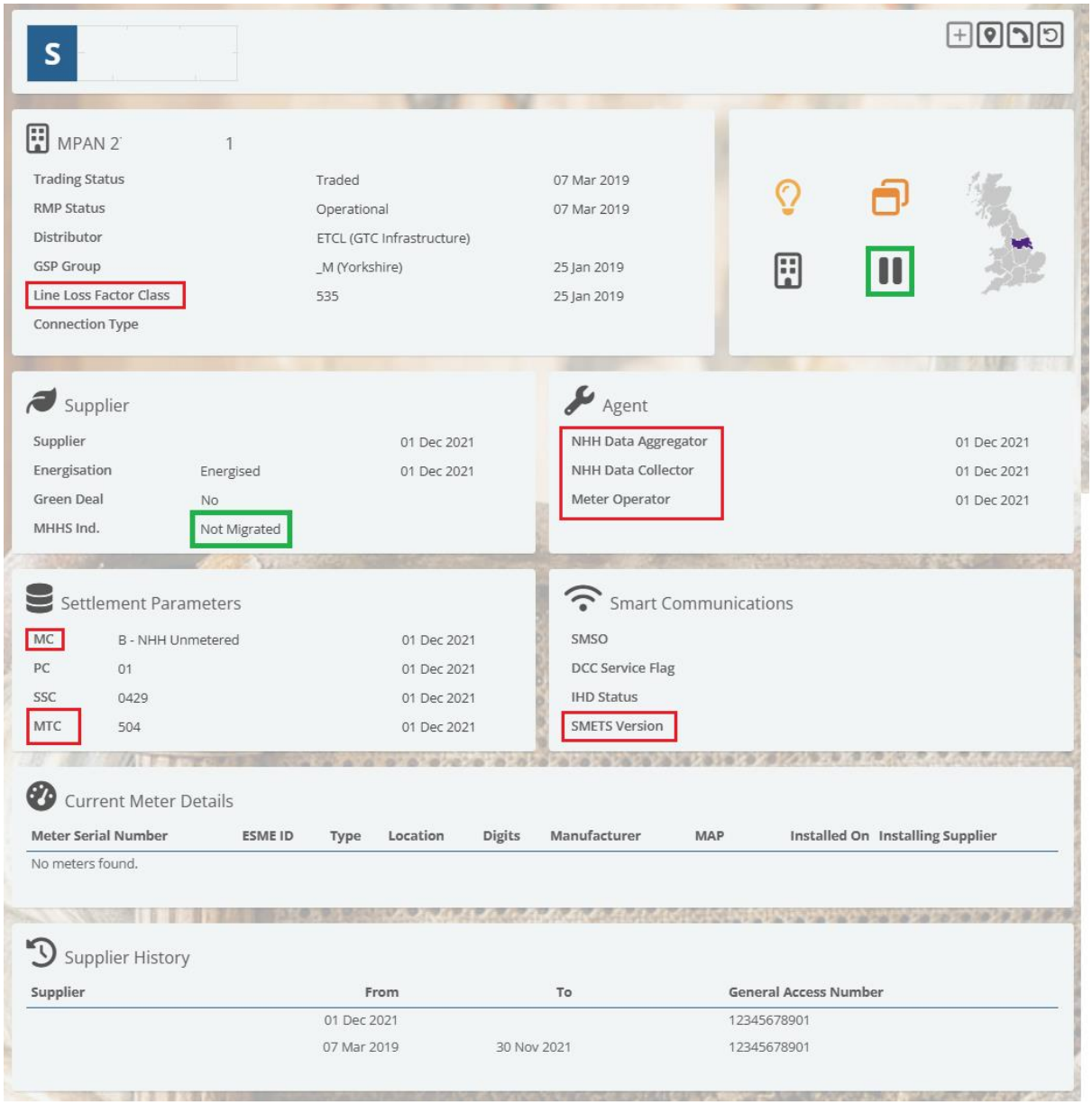
Data Item
Connection Type ETD
Meter Operator
Data Collector
Data Collector Appointment Date
Data Aggregator
Data Aggregator Appointment Date
Measurement Class
Line Loss Factor
Line Loss Factor EFD
MPAN Designation
Meter Timeswitch Class
Meter Timeswitch Class Date

It is important to note that there will be a period of transition, when participants, their systems and ultimately the MPANs under their responsibility, are migrated to be MHHS qualified and compliant. As a result during migration there will be period when old/deprecating and new data items will be available and MPANs in EES will have a marker to signify whether it is legacy, under MHHS arrangements or reverse migrated.

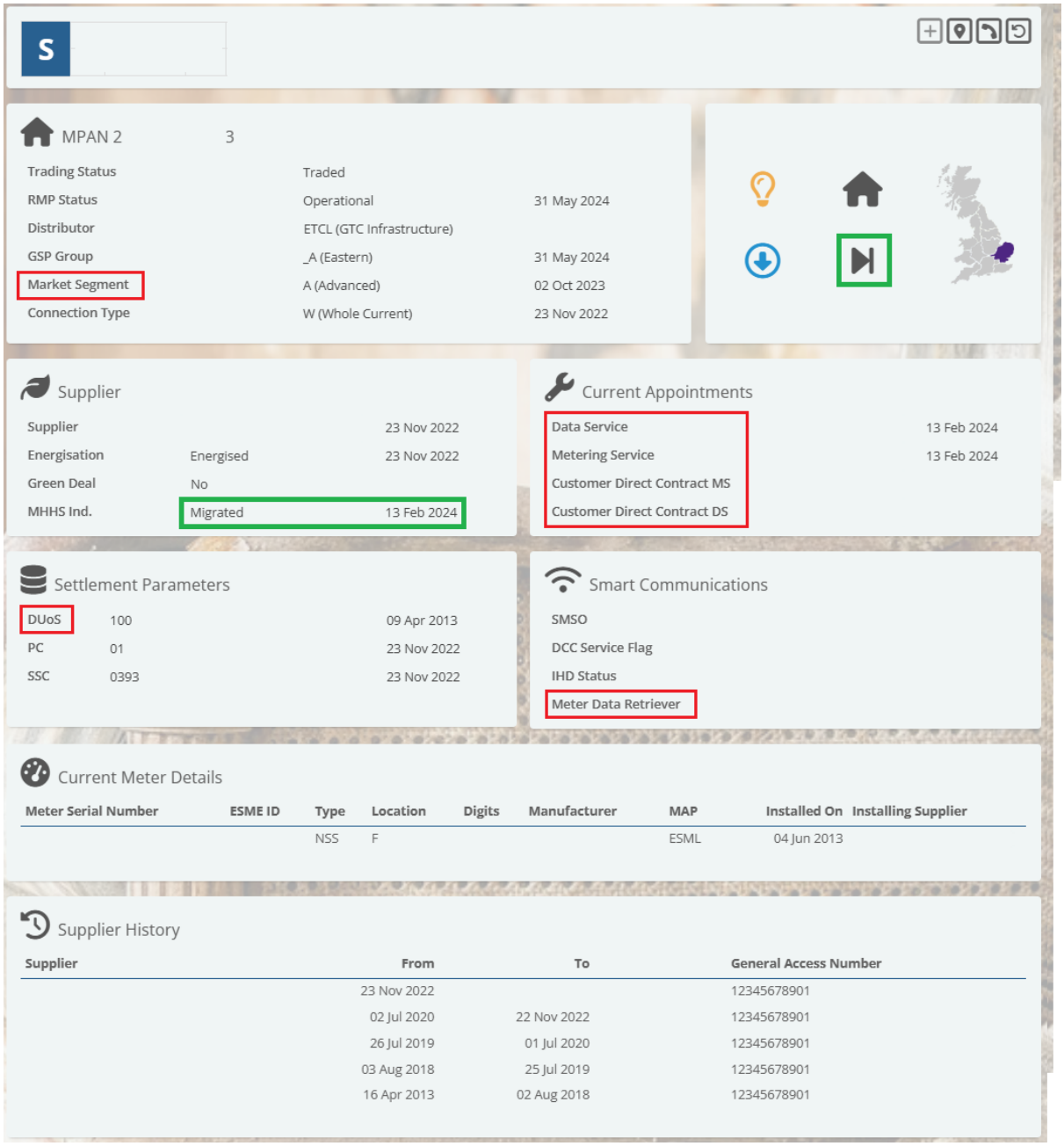
MPAN Details Screen Layout

During the migration period – during which Market Participants are readying themselves and updating their systems to be fully MHHS ready – EES will need to accommodate MPANs that are both under legacy (unmigrated) and migrated arrangements.

The screenshot below provides an example of an unmigrated MPAN which largely aligns to the pre-MHHS view, other than the addition of the MHHS_Indicator (icon and status in the ‘Supplier’ panel) which is boxed in green.



The screenshot below is the equivalent for a migrated MPAN – note the MHHS Indicator icon is different and the Migration status now includes a date.



Red boxes on both screenshots reflect data components that are changing as a result of migration.

Annual Consumption

This information will be calculated by the Market-wide Data Service (MDS) and received into EES once a month for every MPAN under MHHS arrangements. The messages that provide the Annual Consumption updates will be staggered throughout the month, so different MPANs will be updated on different days of the month. Only the latest 12 months worth of values will be displayed in the panel.

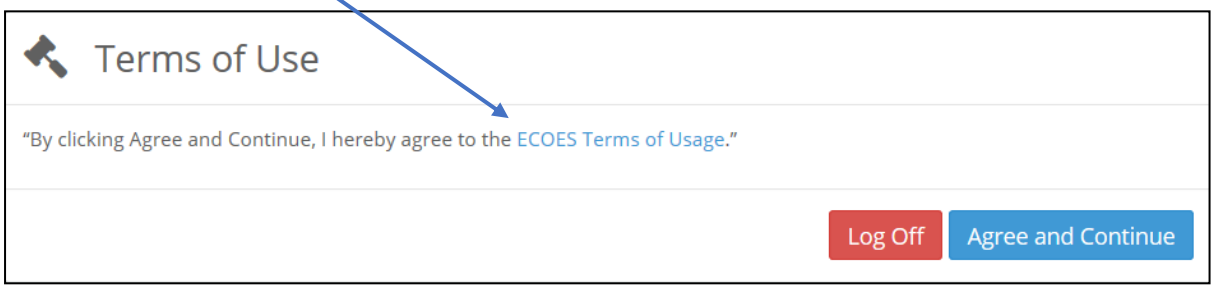
Where an MPAN has been reverse migrated – that is that it has returned to be managed under legacy arrangements – Annual Consumption data will continue to be displayed in the MPAN details

screen. However, it will not be updated until it returns to MHHS arrangements, meaning that the Consumption data displayed will become stale.

Login to ECOES

Users should open the ECOES web browser https://www.ecoes.co.uk/ and enter in their Username and Password. Then click 'Log on'.

All users of ECOES must agree to the Terms of Usage of the system upon each session login. When logging in, users will be presented with a session login screen that requires them to positively confirm that they agree to the Terms of Usage of ECOES (as defined and visible when clicking on the blue 'ECOES Terms of Usage'.



The User will have the option at this point, to log off (if they disagree with the terms of use) or agree and continue (if they agree to the terms of use).

Forgotten Password

If a user forgets their login password then they must reset it themselves, or where they do not have permission to do so, request that service from a person with appropriate permissions within their organisation. It is not the role of the ECOES Technical Service Desk or the REC Code Manager to reset passwords.

1.1 Resetting another user's password

A user with either the 'User Maintenance' or 'Reset Passwords and Delete Users' system function can reset another user's password. This can be performed by going to the Admin menu then selecting Users. When you have searched for and selected the required user, there is a button that says Reset Password.

1.2 Resetting your own password

Below are several scenarios in which a user requires their password reset and the methods they can employ to do this:

Email Address Users

- A user has forgotten their password.

  A user can initiate a password reset via the login screen by clicking on the 'Forgot your password?' link. On completion an email will be sent to their email address containing a link allowing them to enter a new password.

- A user knows their password but would like to reset it anyway.

  A user can initiate a password reset via the 'Change Password' button on the 'My Account' screen. On clicking 'Change Password' button an email will be sent to their email address containing a link allowing them to enter a new password.

- A user's password has expired.

  Should a user's password expire between them logging out and next logging in, a popup will be displayed the next time they log in with their expired password. On clicking the 'Reset Password' button an email will be sent to their email address containing a link allowing them to enter a new password.

Traditional Username Users

- A user has forgotten their password.

  A user can initiate a password reset via the login screen by clicking on the 'Forgot your password?' link. On clicking the link, a popup is displayed whereby the user must correctly answer their memorable questions. If answered correctly a user may reset their password.

- A user knows their password but would like to reset it anyway.

  A user can initiate a password reset via the 'Change Password' button on the 'My Account' screen. In order to change their password via this screen they must know their current password.

- A user's password has expired.

  On logging in the user will be informed of the password expiry and prompted to enter a new password.

Proxy Email Address Users

- A user has forgotten their password

  The user can initiate a password reset from the login screen, in this instance an email containing a new password will be sent to the proxy email address saved against that user. The password can then be communicated to the intended user outside of the ECOES system.

- A user knows their password but would like to reset it anyway

  The user can request a password reset from the 'My Account' screen. This will send an email to assigned proxy email address containing a new password. The password can then be communicated to the user outside of the ECOES system.

- A user's password has expired

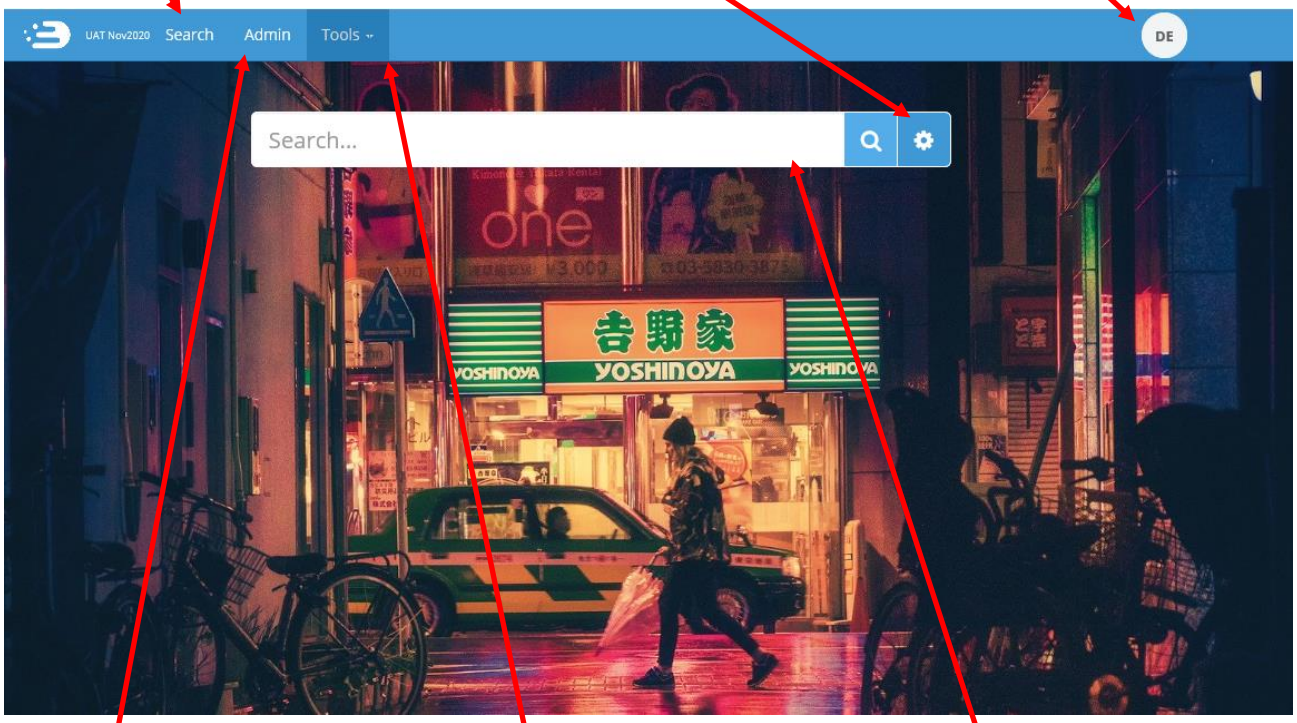
  On logging in the user will be informed of the password expiry and prompted to enter a new password.

Primary Search

Search/Homepage – clicking this will take the user back to the ECOES Homepage.

My Settings – this dropdown will allow the user to access their display settings – find out more here.

My Details – this dropdown will allow the user to access their account details – find out more here.



Admin – this screen will show details of the users' company group (e.g. who the MAU is). Users who have user management privileges will be able to reset passwords and create users from this page.

Tools – Allows Users with relevant permissions to access User Reports.

Search field: in ECOES this is a 'Universal Search' function (similar to internet search engines). Users will be able to search for addresses, partial addresses, postcodes, MPANs, MSNs, multiple MPANs, multiple addresses or a combination.

Search results are limited to 200 results; if a search exceeds this the user will be required to refine their search.

By default, all users will be limited to a maximum of 600 searches per day. Once this limit is reached, access to view data will be removed for the remainder of that day. This limit will be configurable at company group level.

My Account

Users can manage their user account details via the 'My Account' page found by hovering their mouse over the circular icon in the top right of the ECOES page. This is also where a user can logout. A user can perform the following tasks in this page:

- Amend Account Information
- Reset their password
- Amend their memorable questions/answers for password resets.
- View remaining MPAN Views for that day
- Change the background colour of ECOES

Icon Identification:

General

 Energised

 New

 Registered

 No DPI Defined

 Domestic

 Non-Domestic

 Related MTC

 De-Energised

 Geographical Representation of GSP Group

 GSP Group

 Metered = True

 Metered = False

 Smart Communications

 Disconnected Green Deal

 Energy Direction (Export)

 Energy Direction (Import)

 Pending Registration Currently Under Objection

 Export LLFC

MHHS Only

 Unmigrated (Legacy)

 Customer Direct Contract – Data Service

 Reverse Migrated

 Customer Direct Contract – Metering Service

 Migrated (MHHS)

Screens/Functions

MPAN History

MPAN Relationships

Contact Details

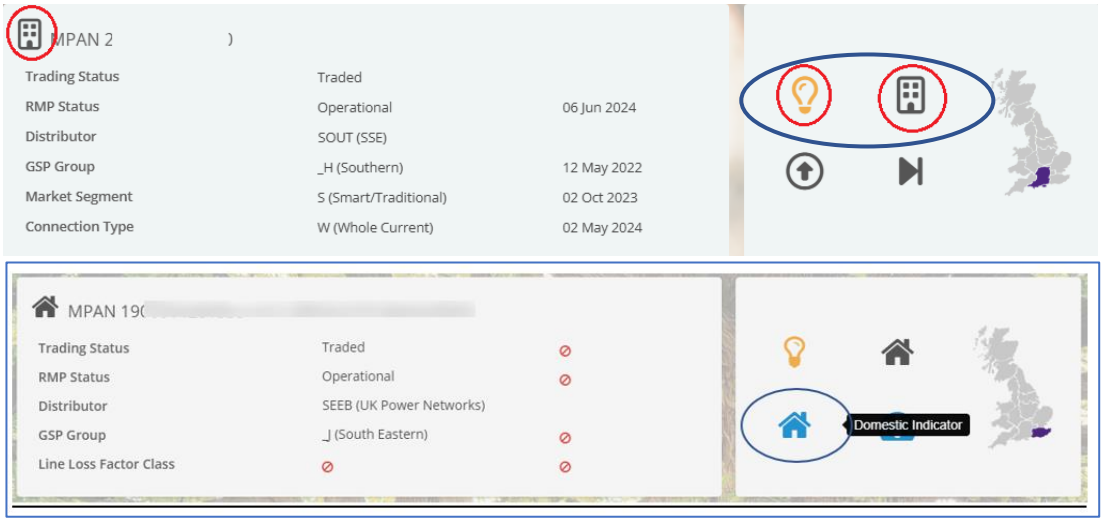
Back to Results

Export/Download

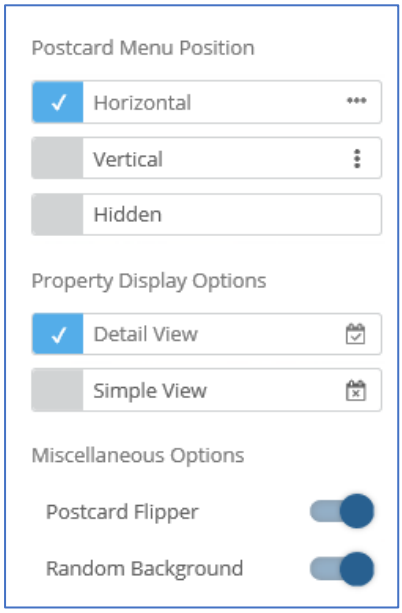
Add a User (Admin/MAU option only)

Market Sector Indicators

When viewing an MPANs, an indicator will be present to reflect the Market Sector of that MPAN (as defined in the Icon Identification above.) In the example below, the MPAN is non-domestic and energised.



Display Settings



A user can choose how they view data within ECOES. To open the settings options, click on the settings icon, found to the right of search box ( ).

You can choose where 'Postcards' are positioned, whether to hide postcards, or to allow the postcard to 'flip' or not - a flipping postcard will show additional information when a mouse is hovered over it. A user can choose to remove 'random background' which is also pre-set.

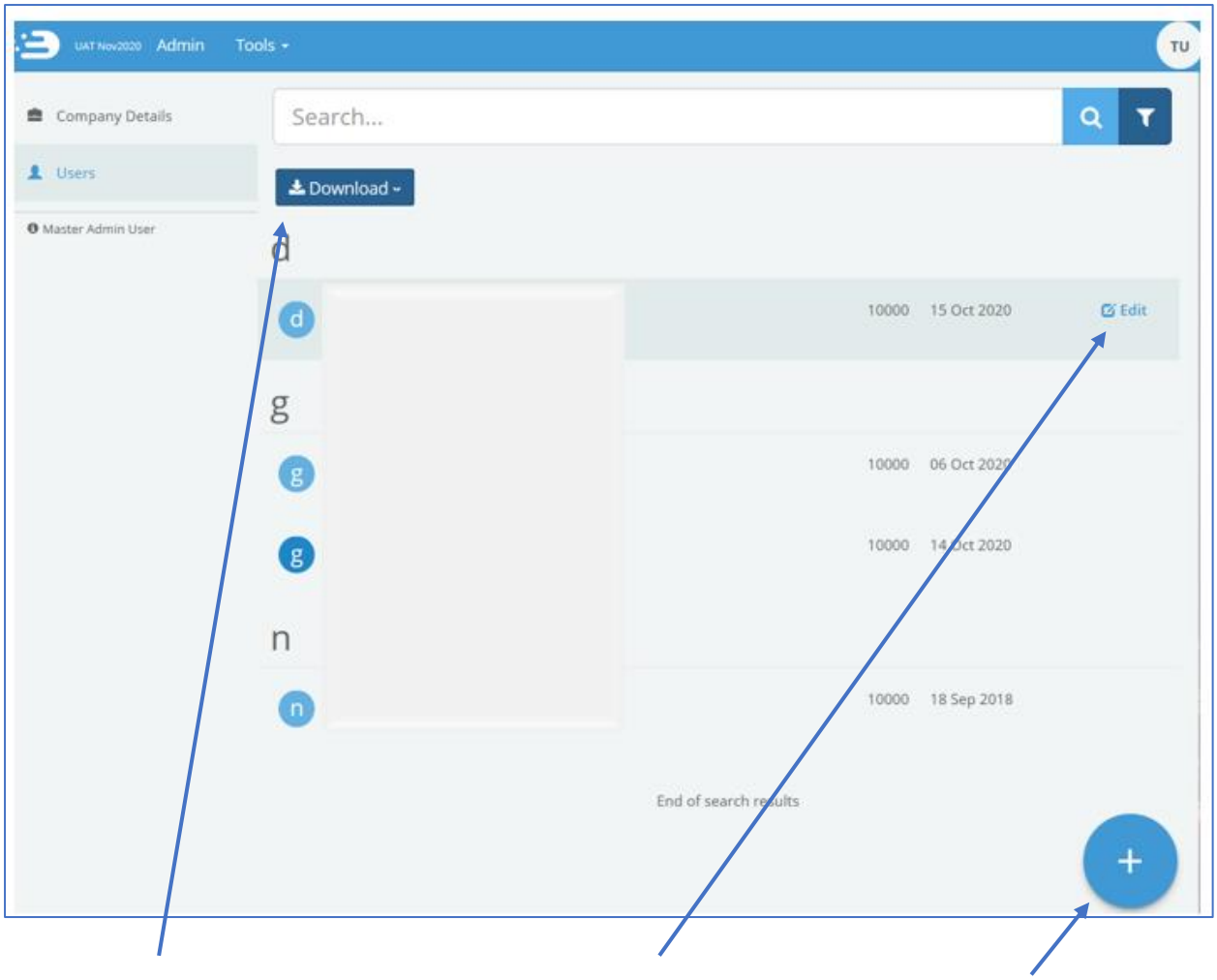
A user can also decide whether to see a 'Detailed' or 'Simple' view - the simple view will remove the dates related to some Data Items allowing more information to be shown on one screen without having to scroll.

Managing Email Domains – Only available to the MAU

Email domains are a security feature for ECOES organisations to ensure only valid Username/Email Addresses are used. An organisation can have **multiple email domains or none**. Whenever a new user is being created, and the organisation has a domain(s) setup, the username will only be able to have a valid email domain.

Managing Users – Only available to relevant users (MAU and User Admin roles)

Clicking on the Users option on the left of the Admin page will show users with relevant privileges all the users within their organisation. This is also where 'User' Reports can be found.



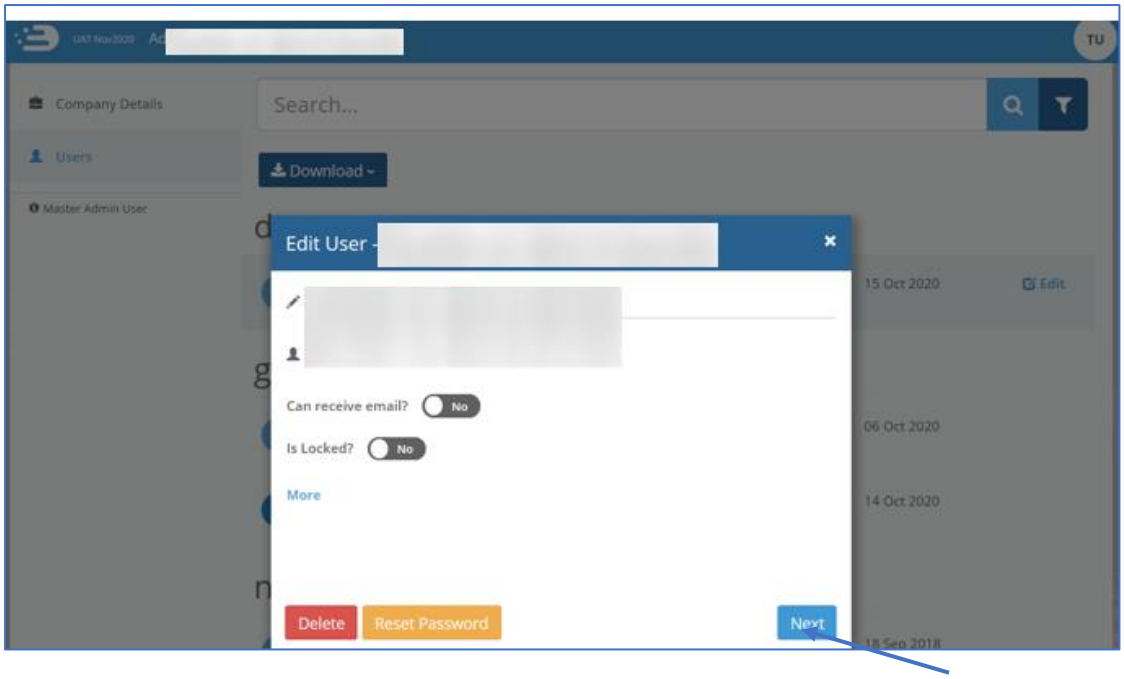
Clicking 'Download' will allow MAU and Admin users to download all the users of a company group into a report containing user details e.g. last login date.

Clicking on the 'Edit' button when hovering over a specific user will open the user's profile. The MAU can unlock user accounts, reset a user's password, delete a user, amend user account information grant, or revoke access to certain ECOES permissions.

To create a new user, click on the 'Plus' icon. This will open a blank user profile, identical to the way that edit user is displayed.

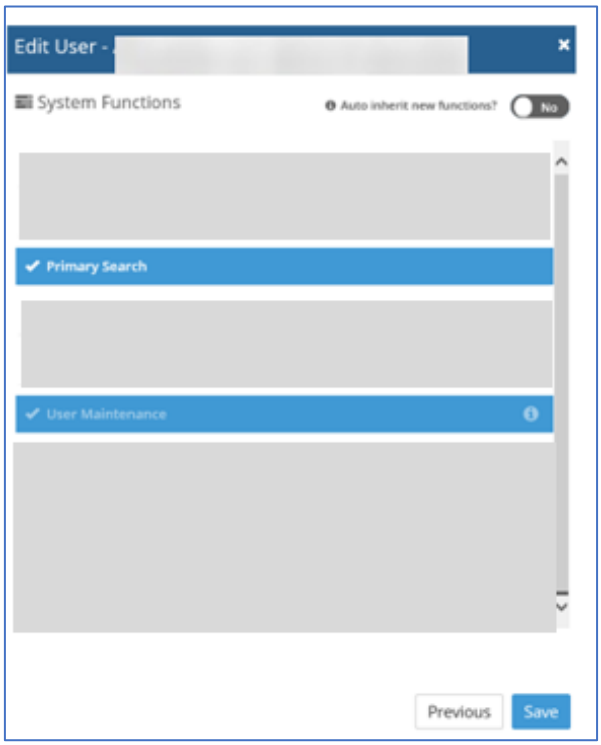
Amending User Roles

Users with the relevant privileges (MAU and User Admin Roles) can amend what functions other users within their company group have access to. To do this open a user account within https://www.ecoes.co.uk/Admin/User by clicking on 'Edit' within that users line.



To view and amend what system functions a user has access to click on the 'Next' button.

This page lists what functions are available to each user. Here you can tick/untick as applicable. A blue highlight indicates functions that have been selected.

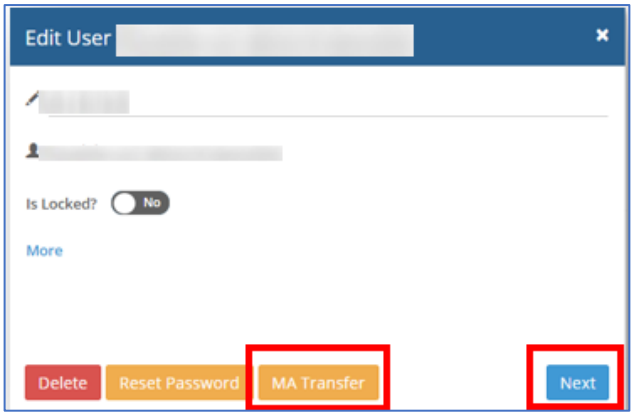


Once you click 'save', you will return to the main 'Users' page and a pop up on the bottom right of the page will confirm that this user's system functions have been saved.



Transferring MAU to another user

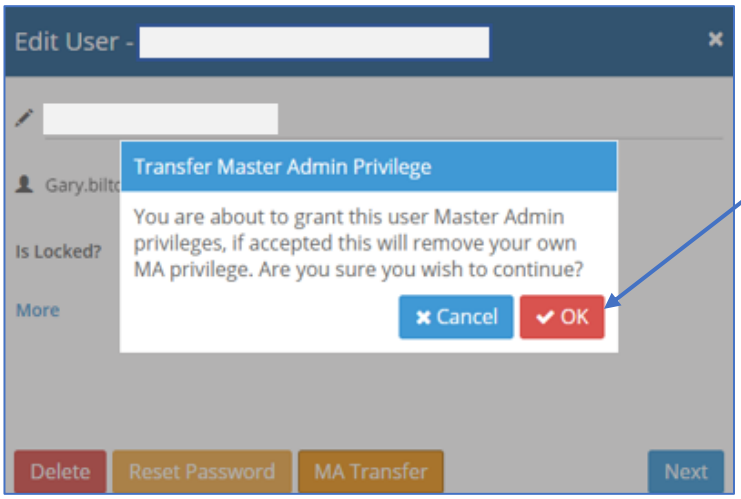
1. The user you are wishing to transfer the MAU privilege to must already have a user account and:
    - have a valid email address as their username.
    - must have a phone number populated (found in the 'more' section).



If the new MAU does not have one of the above the MA Transfer button/option will not be shown.

You must add these details and 'save' the user account, when re-opening the user account, the MA Transfer button/option will be shown.

2. Click the MA Transfer Button, this will open a pop-up, asking you to confirm or cancel the change.



Clicking OK will generate an email to the prospective MAU.

3. The prospective MAU must click on the link in the email which will take them to the login screen. Once logged in they will see a MAU Transfer request on their 'My Details' page, within 'My Account'.

User Reports

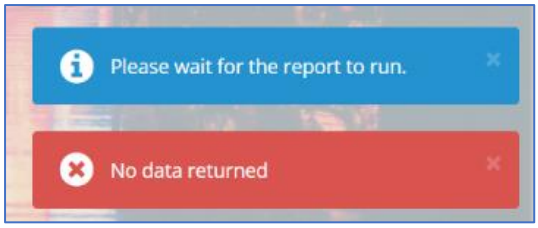
Two reports are available to download for users with relevant privileges. They can request reports regarding the behaviour of their users, these reports will only be available to be download once logged into the system.

All available reports can be found within 'Tools' drop down and the 'User Reports' functionality can be accessed by clicking on.



This function allows MAUs of a company group, and those with access to User Reports to generate two User reports detailing meter search details for all the users within their company group, reports are delivered in CSV format.

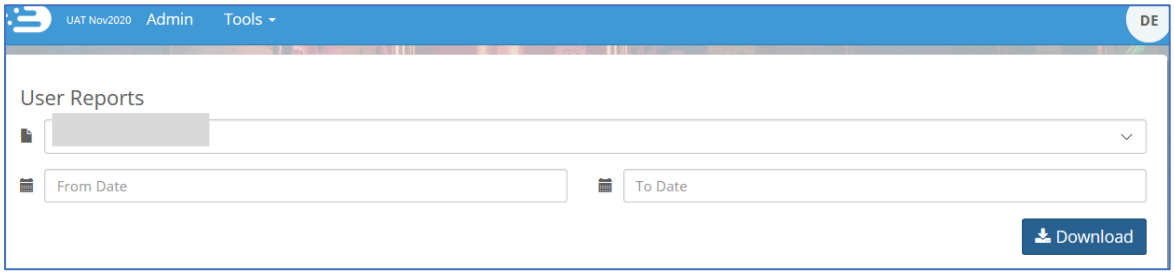
Once you click on Download, a pop up will advise you to please wait for the report to run. If a report is not available for your chosen timeframe, the system will notify you like so.



If a report exists, a pop up will ask you if you wish to open, save, or cancel the report download.

1. User summary report

The Summary report lists details for each user that has made searches in a user configurable time period, where an MPAN has been selected. The report shall display all the user details as in the User Detail Report, but only display totals instead of information about the specific reports.



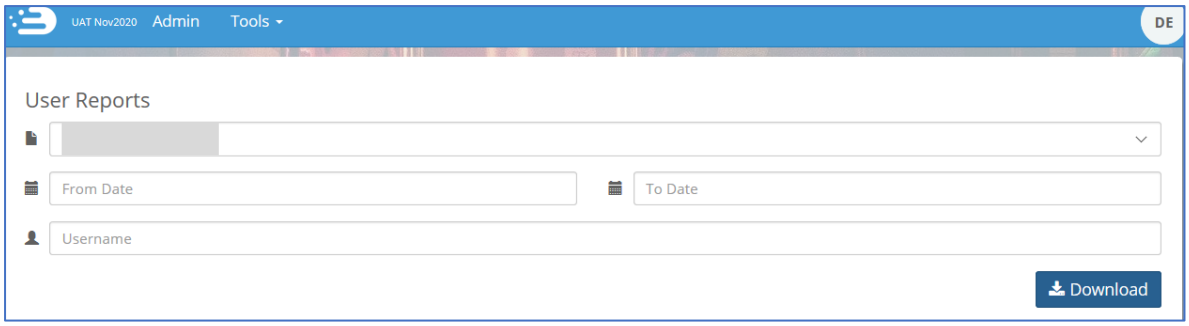
2. User details report

The User Details report lists all MPAN Searches that have been performed during a certain period of time. The search can be for a specific user (by entering a username in the search parameters), or if no username is entered, for an entire company group.

As this report lists all MPAN searches we would recommend restricting the time periods when doing reports for a company group.

It shall provide the following information:

- Supplier and address of the MPAN viewed.
- User detail information such as the e-mail address, phone number and fax number, place of work for both the user and the line manager. (If these are filled in by the users' administrator).



Refining Results

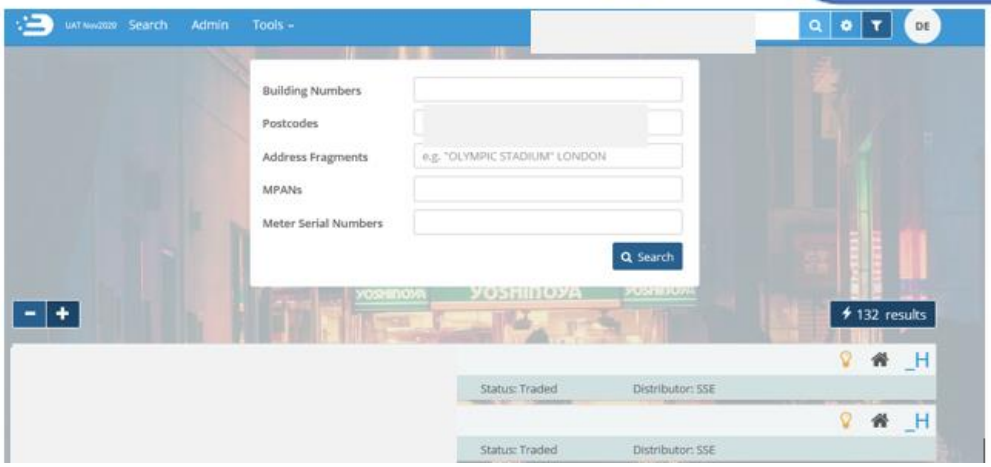
MPAN search results can be further refined by using either the plus and minus icons, or the lightning bolt icon, as described below.



Some searches return more results than expected.

The plus and minus buttons at the top left of the results screen will provide a detailed view when plus is selected (as in the screenshot) or a minimal view when minus is selected.

For an advanced search, click on the lightning bolt icon (top right of results screen) to expand the more detailed search criteria box. Then you can free type in any extra details and click on search.



Filtering Results

To include/exclude certain MPAN attributes from the search results, you can click the 'Filter' icon ( ) to the right of the search bar which will expand the filter options.

The filter icon will move side-to-side to indicate that a filter is applied.

If you navigate away from the current search page (e.g. back to the homepage or to your account details page), the filter settings will be reset to include all attributes.

If your filter excludes all results, ECOES will advise you with the following pop up.



MPAN page

Postcards/Postcard flipper

Searching by postcode will usually result in 'Postcards' being visible within the MPAN record. Postcards (highlighted in the red box below) are designed to allow users to quickly view another search result without needing to navigate back to the results page.



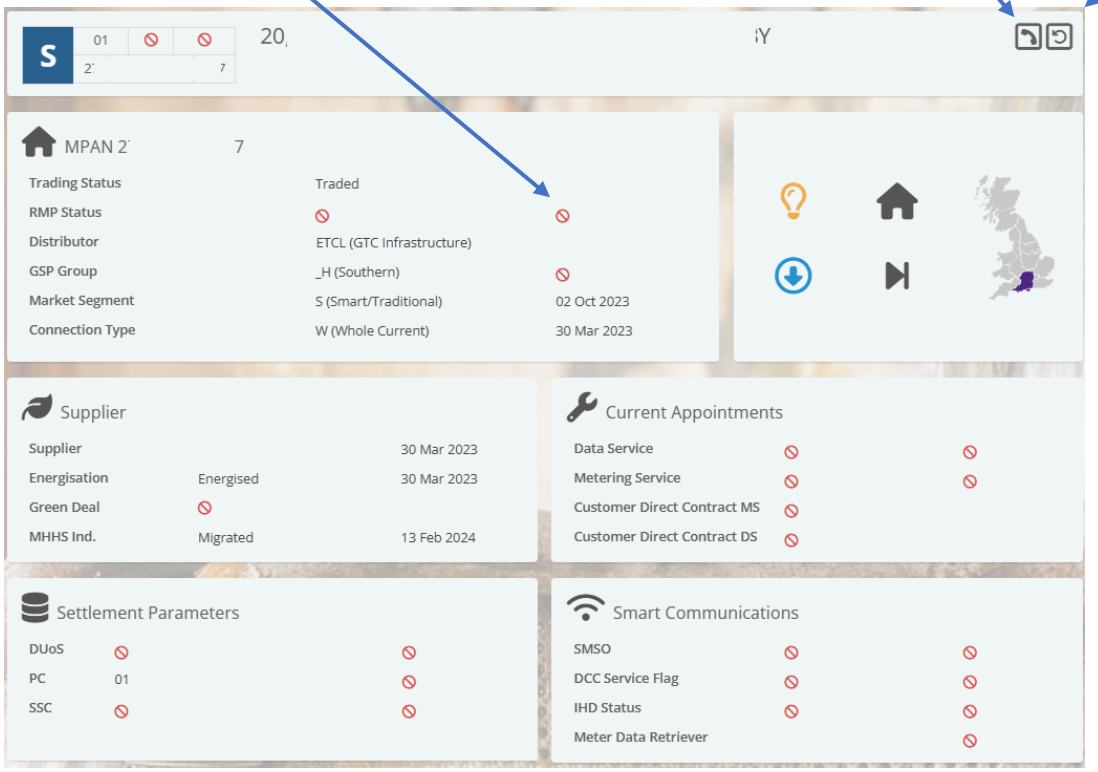
The number of postcards depends on how many search results you had; if your original search yielded 4 results then there will be 4 postcards that can be scrolled through. If your search yielded 1 result, then no postcards will be pesent.

Hovering over a Postcard will rotate it to display MPAN, GSP Group, Status and Distributor. Clicking on a postcard will open that MPAN page.

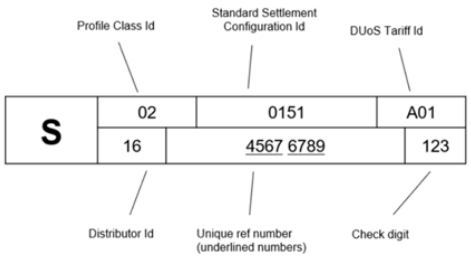
The ‘no entry’ sign indicates that those specific Data Items are restricted. You will not be able to view these items.

Click the contact button to open a pop-up containing the contact details of Distributor and MPAS associated with the MPAN.

Click the ‘Back’ icon to take you back to the main search results.



The S-Number at the top of the MPAN display (marked by the S icon) is an industry recognised set of MPAN attributes – some of which when put together form the 13-digit MPAN core (number). The make up of the S-Number disaply consists of the below:



Where there is no Profile Class or SSC for a given MPAN, the values displayed in the S-Number will be zeroes (00 and 0000).

At the lower part of the MPAN detail page, users with access are able to view additional information regarding the MPAN, such as:

- Current and historical Meter details

- Metering Service, Data Service and Supplier history, and
- Links and details relating to to associated MPANs (if any).

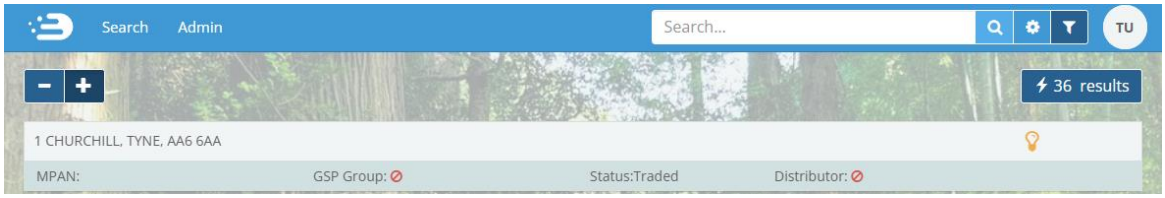
MPAN Search and Details View – Data Access Matrix (DAM)

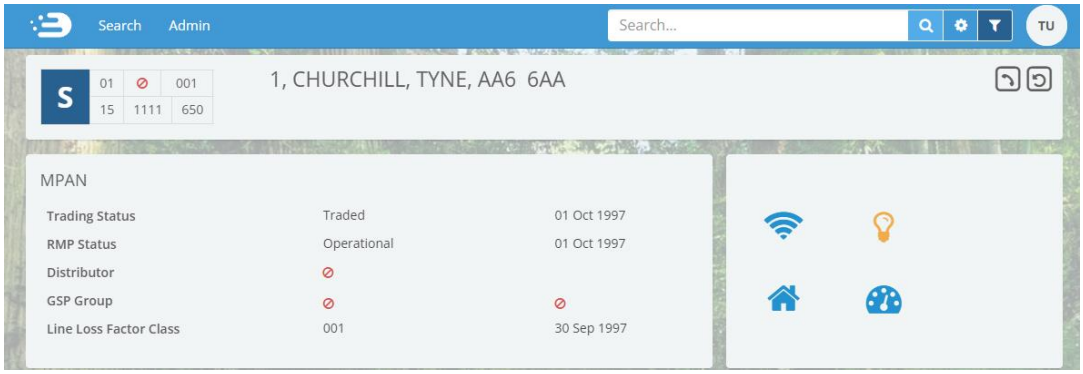
Data Item Restrictions

Access to individual data items is determined by the category to which a company group is assigned. Each category represents a role within the RECCo Data Access Matrix (DAM). The Data Access Matrix defines which data items are available to which roles, e.g. a Supplier may have access to the GSP Group data item, but a Virtual Lead Party may not.

The full RECCo Data Access Matrix can be accessed through the EMAR/REC Portal.

The ECOES website applies data item restrictions to both the primary search result screen and MPAN details screen. Restrictions are implemented by obscuring the data item value with a 'no entry' icon, as seen below.





Search Result Restrictions

Search result restrictions are defined at a company group level. These restrictions limit the results that can be returned by the primary search functionality. For example, a company group may be restricted to search results for MPANs with a Profile Class of '0'. These restrictions are determined by the access agreements agreed between RECCo and individual participants.

Terms And Conditions Agreement

On logging into the system, all users will be presented with a session login screen that requires them to positively confirm that they agree to the Terms of Usage of ECOES. A Supplier user will have to flag whether they have legitimate reason for viewing a specific MPAN, by agreeing to the Terms of Usage (as per page 3 of this document). Once done, they will be able to enter the ECOES website with the appropriate access for their Company Group.