EES USER GUIDE

Portfolio Access

How do I…?

- Create NDC User Account
- Login to ECOES
- Reset My Password
- Search for Information
- View MPAN Filters
- Upload MPANs onto my Portfolio
- Download my Portfolio
- Delete MPANs from my Portfolio
- Manage my user account details

What is/are…?

- Those Icons found within ECOES
- Market Sector Indicators
- Restricted Meter Data
- Supplier and Meter History views

Master Admin User Functions

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

Other Functions

- Portfolio Supplier Authorisation
- Report Downloads
- Market Sector Indicator
- RMP Status
- IHD Install Status following a Smart to Dumb Meter Exchange

Change History:

Version Number	Status	Date of Issue	Reason for Change
1.1	Issued	25/02/2019	Previous version finalised and issued
1.2	Draft	27/10/2020	Change history added to document. Changes made as per November 2020 release of ECOES v6.1 and full Review and updates to entire document. Passed to K.H for initial review(D.E)
1.2	Draft	29/10/2020	Reviewed (KH) Passed to A.B for review (DE)
1.2	Issued	30/10/2020	Issued as per ECOES release 6.1. (A.B)
1.3	Draft	02/02/2021	Reviewed and slight update to restricted items and User Reports sections. Passed to KH for initial review. (DE)
1.3	Draft	04/02/2021	Reviewed (KH) Reviewed (G.B) Passed to A.B for review (DE)
1.3	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.
2.2	Draft	15/03/2022	Added Industry Role Terminology table and primary search limits
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. Title changed to Portfolio Customer User Guide
4.0	Issued		Issued 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 July 2022.
4.0	Issued 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)
Distributor	Distribution Network Operator (DNO)
Metering Service (formerly Meter Operator (MOP))	Metering Equipment Manager (MEM) or more specifically Meter Operator Agent (MOA)
Agent	Supplier Agent, i.e. Data Aggregator, Data Collector, Metering Equipment Manager, Data Services

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.

What is Portfolio Access

There are occasions where an EES user can only access an MPAN for which they have a specified responsibility (see Schedule 12 – Data Access). In such circumstances the user will have their visibility to MPANS restricted to only those to which they have requested and been given permission to view – known as a portfolio.

Portfolio and NDC Access

Portfolio access is determined by the category assigned to a company group. If the category is flagged as 'portfolio' access in the REC defined Data Access Matrix (DAM), any company groups assigned to that category will be limited to viewing only MPANs they successfully add to their portfolio. They will not have access to the wider ECOES search functionality. The DAM will also define what data items the user is able to see for MPANs within their portfolio – again based on their category.

Additionally, Non-Domestic Customer (NDC) category company groups can register as users through the ECOES registration form. All other portfolio company groups gain access through the regular RECCo access request process.

Creating an NDC User Account

The prospective new non-domestic customer (applicant) shall complete an on-line application form on https://www.ecoes.co.uk/ requesting a new account to be set up.

As part of the application, two non-domestic MPANs must be provided. These will be validated by the relevant supplier.

Upon accepting the terms and conditions the applicant shall be required to enter into an Access Agreement. This confirmation will be made electronically on the service.

The prospective NDC will have 28 days to enter into the Access Agreement. Failure to do so results in the registration being automatically rejected.

The EES Service Provider will request confirmation on the details of the NDC's portfolio and set up access. The NDC is permitted one Master Administration User. The EES Service Provider will create the Master Administration User account and provide a link to the NDC to sign in and change their password.

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.

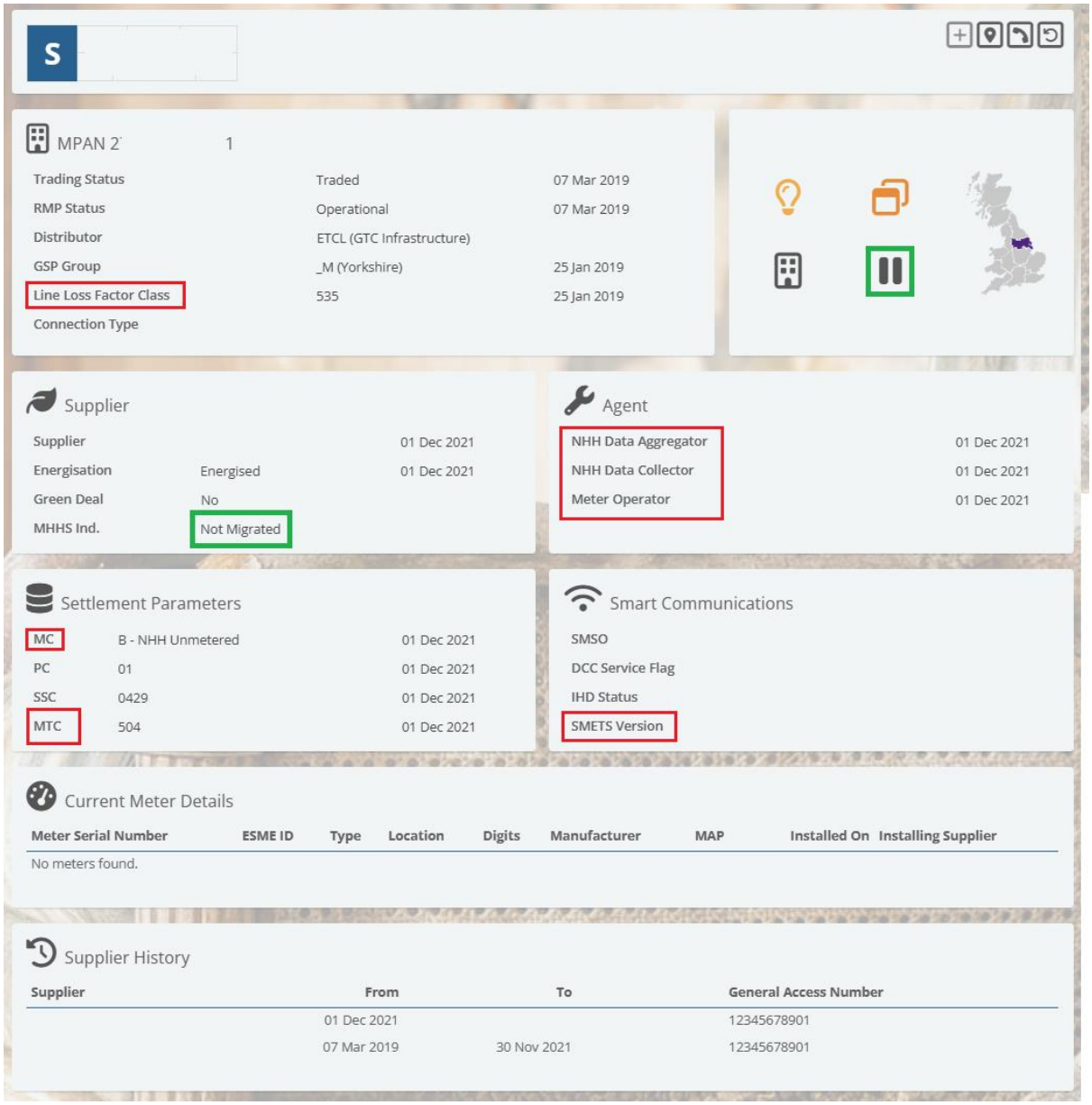
Data Item
Connection Type ETD
Meter Operator
Data Collector
Data Collector Appointment Date
Data Aggregator
Data Aggregator Appointment Date
Measurement Class
Line Loss Factor
Line Loss Factor EFD
MPAN Designation
Meter Timeswitch Class
Meter Timeswitch Class Date

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.

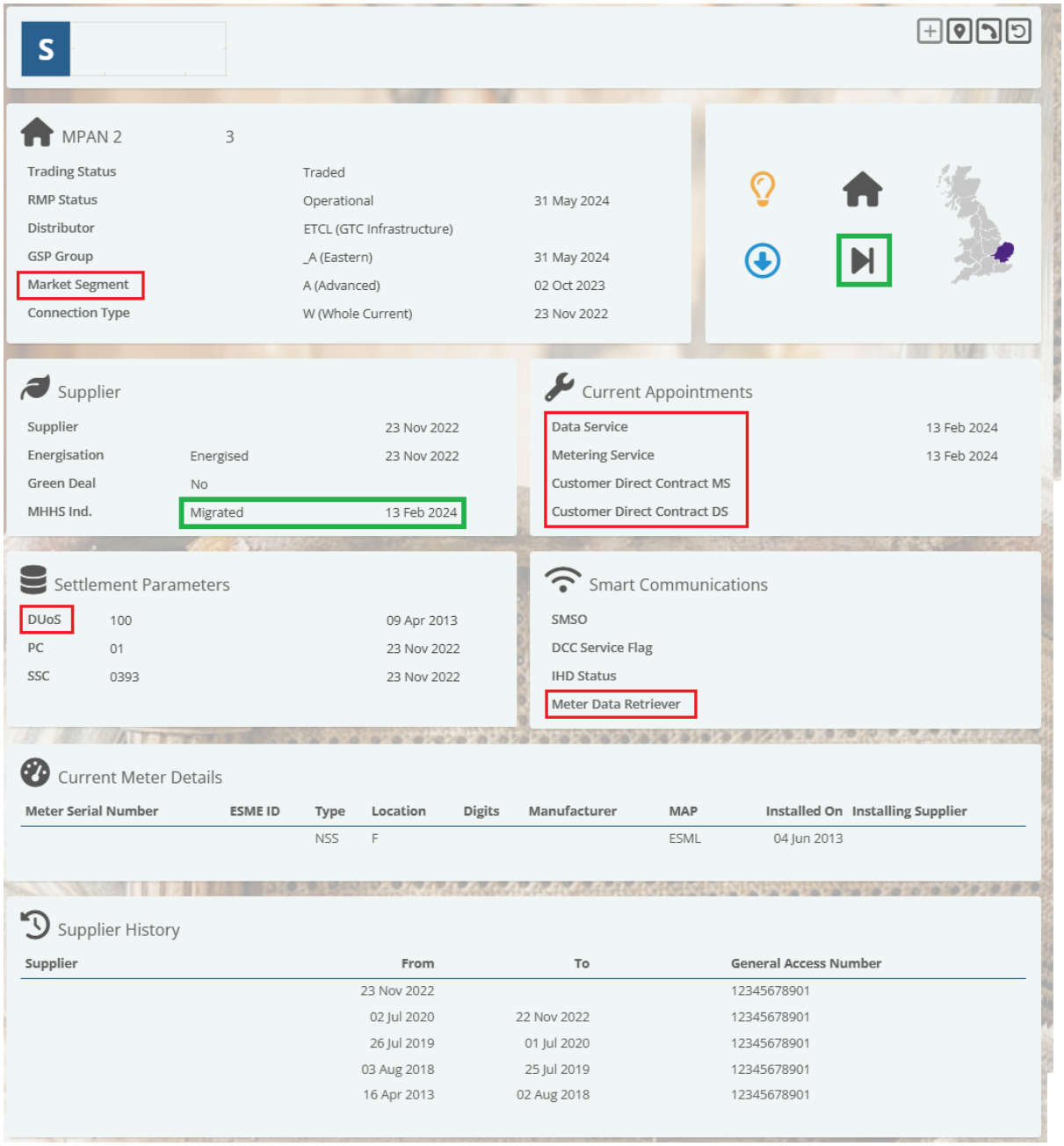
MPAN Details Screen Layout

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

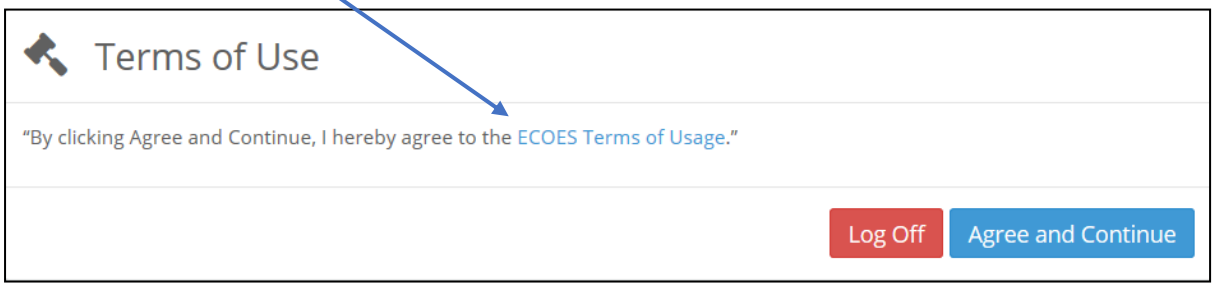
This information will be calculated by the Market-wide Data Service (MDS) and received into EES once a month for every MPAN under MHHS arrangements. The messages that provide the Annual Consumption updates will be staggered throughout the month, so different MPANs will be updated on different days of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

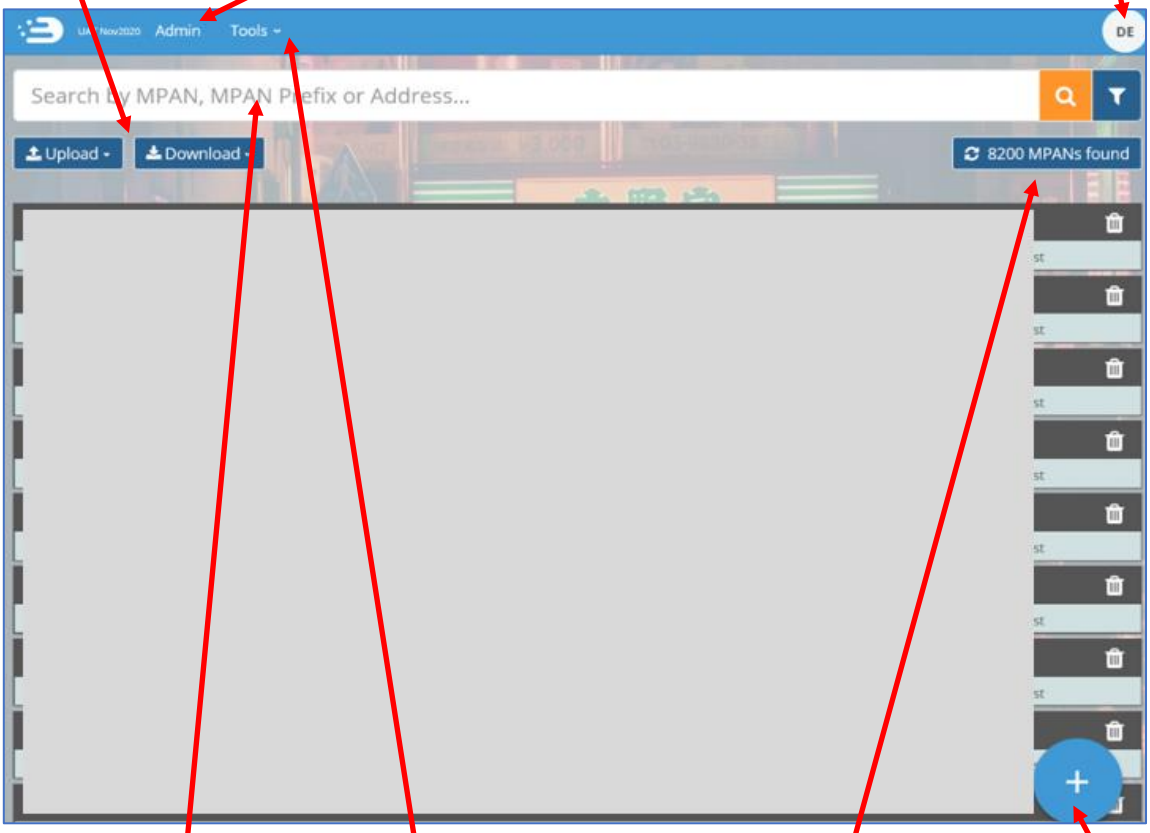
  On logging in the user will be informed of the password expiry and prompted to enter a new password.

Primary Search

Upload and Download can be used to request Portfolio MPANs or Download your portfolio.

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 – find out more here.

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



The search bar allows the portfolio customer to search their portfolio by MPAN, Meter Serial Number and Address & postcode. Any such search shall be limited to their portfolio and prevent access to any other MPAN that is not included within their portfolio.

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

Confirms the amount of MPANs found within the portfolio User's portfolio. These could have a variety of status', further covered here.

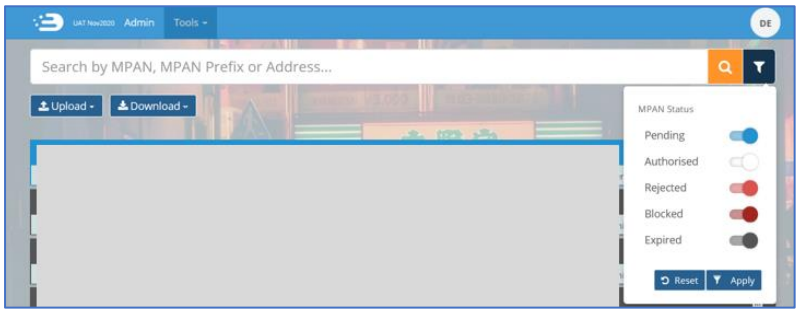
The blue plus button is a quick link to add an MPAN to your portfolio. This is further covered here.

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.

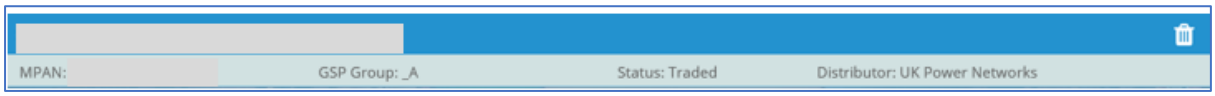
MPAN Status Filters

MPAN status filters are pre-selected by default when a user logs in.



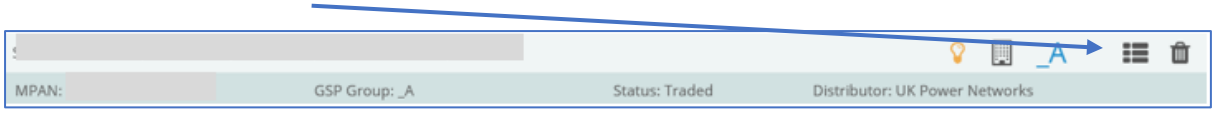
Pending

All MPAN requests that have not been authorised or rejected by the current Supplier will sit under 'Pending' and will show as blue. Here you will see the address, MPAN, GSP Group, Status and Distributor. You can also press the "trash can" to delete the request.



Authorised

All MPAN requests that have been authorised by the current Supplier will sit under 'Authorised' and will show as white. Here you will see the address, MPAN, GSP Group, Status and Distributor. You will also have visibility of extra icons, e.g. energised, non-domestic, GSP.
You will also be able to view or delete the record.



Rejected

All MPAN requests that have been rejected by the current Supplier will sit under 'Rejected' and will show in red. Here, you will see the address, MPAN, rejection date and rejection reason. You can also press the "trash can" to delete the request from your records.



Blocked

All MPAN requests that have been blocked by the current Supplier will sit under 'Blocked' and will show in dark red. Here, you will see the address, MPAN, rejection date, block reason, and block release date. You can also press the "trash can" to delete the request from your records.



Expired

All MPAN requests that have not been approved or rejected by the Supplier, within 28 days of the original request will show in black. Here, you will see the address, MPAN, the expiry date and reason for the expiry. You can also press the "trash can" to delete the request from your records.



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

 De-Energised

 Disconnected

 New

 Geographical Representation of GSP Group

 Green Deal

 Registered

 GSP Group

 Energy Direction (Export)

 No DPI Defined

 Metered = True

 Energy Direction (Import)

 Domestic

 Metered = False

 Pending Registration Currently Under Objection

 Non-Domestic

 Smart Communications

 Export LLFC

 Related MTC

MHHS Only

 Unmigrated (Legacy)

 Reverse Migrated

 Migrated (MHHS)

 Customer Direct Contract – Data Service

 Customer Direct Contract – Metering Service

Screens/Functions

Search

Filter

MPAN History

MPAN Relationships

View MPAN record

Delete MPAN Request

Undo Delete

Add Portfolio MPAN (Portfolio Management Screen)

Contact Details

Back to Results

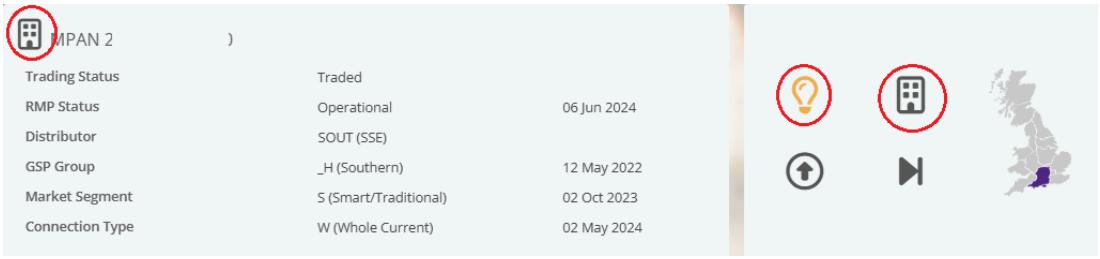
Upload

Export/Download

Add a User (Admin/MAU option only)

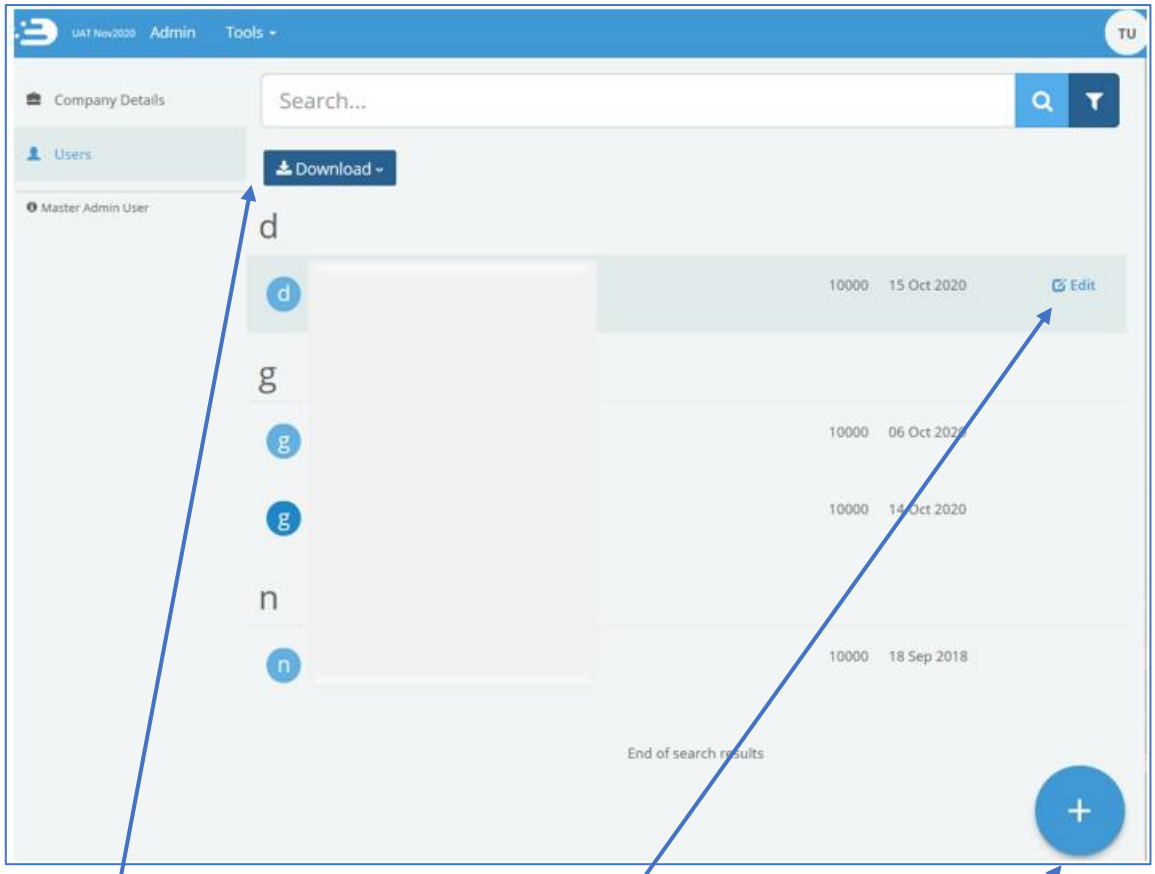
Market Sector Indicators

When viewing an MPAN, 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.



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 of all the users within their organisation. This is also where 'User' Reports can be found.



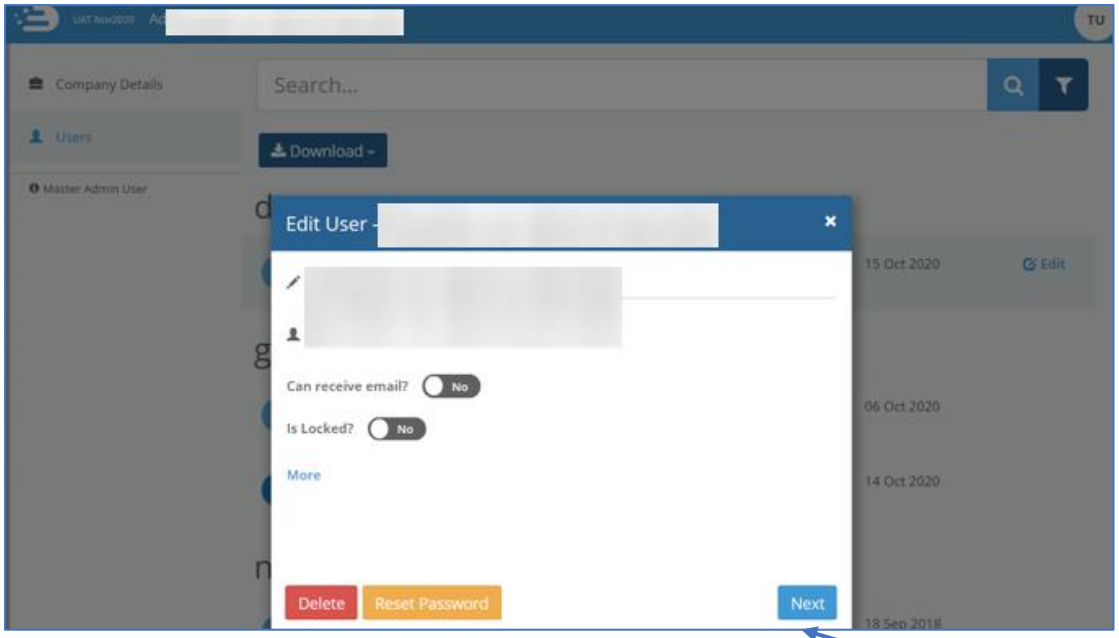
Clicking 'Download' will allow MAU and Admin users to download all the users of a company group into a report containing user details e.g. last login date.

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 and grant/revoke access to certain ECOES functions.

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.

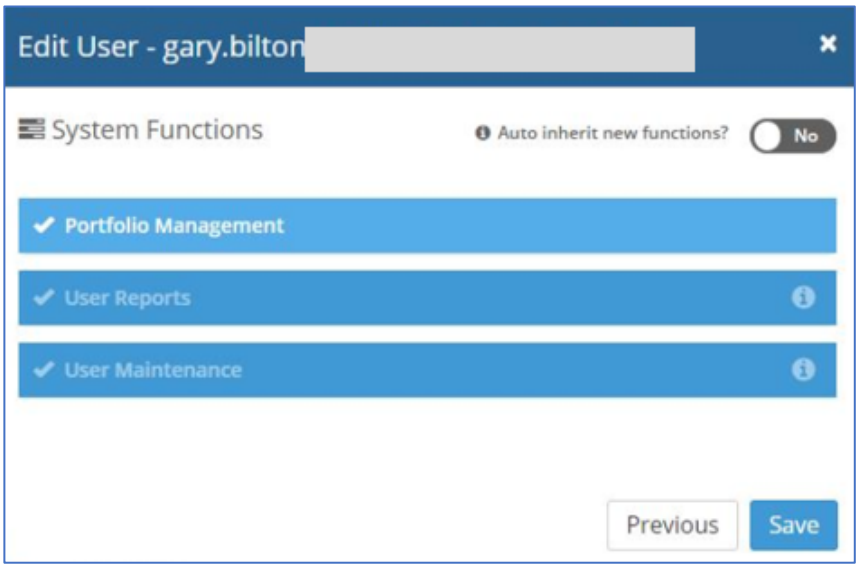
Amending User Roles

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.

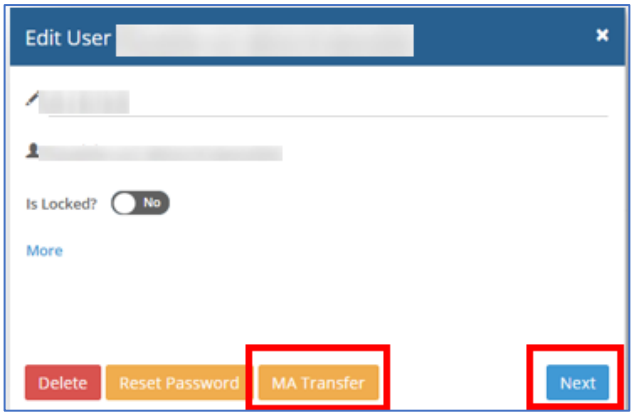


Once you click 'save', you will return to the main 'Users' page and a pop up on the bottom right of the page will confirm that this user's system functions have been saved.



Transferring MAU to another user

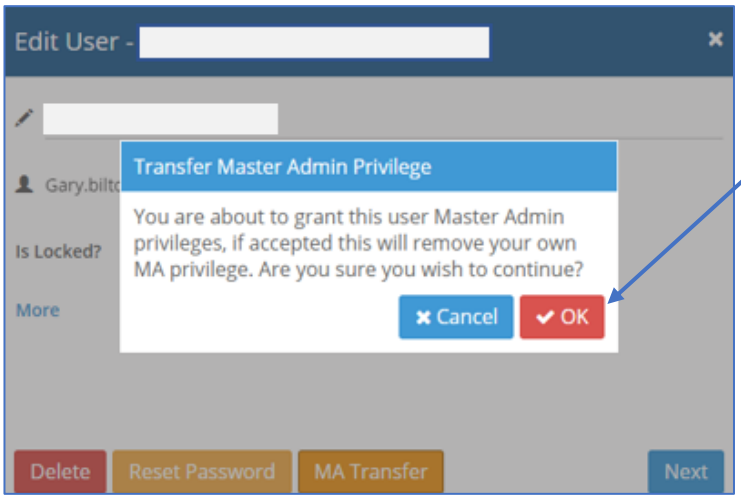
1. The user you are wishing to transfer the MAU privilege to must already have a user account and:
    - have a valid email address as their username.
    - must have a phone number populated (found in the 'more' section).



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'.

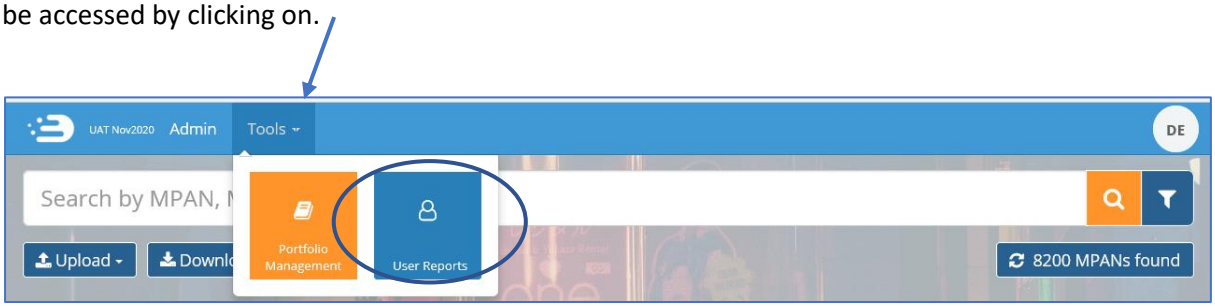
Managing Email Domains – Only available to the MAU

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.

User Reports

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

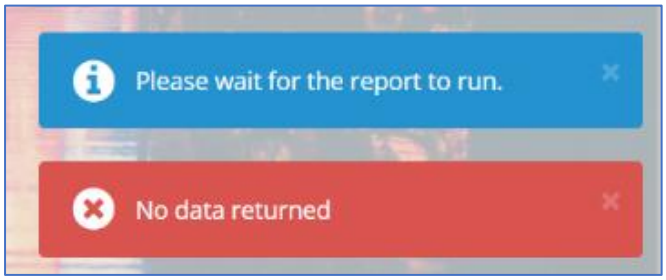
All available reports can be found within 'Tools' drop down and the 'User Reports' functionality can be accessed by clicking on.



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. There is one further report within the user reporting functionality, that is available to NDC users, which can be seen in number 3. Below.

Once you click on Download, a pop up will advise you to wait for the report to run.

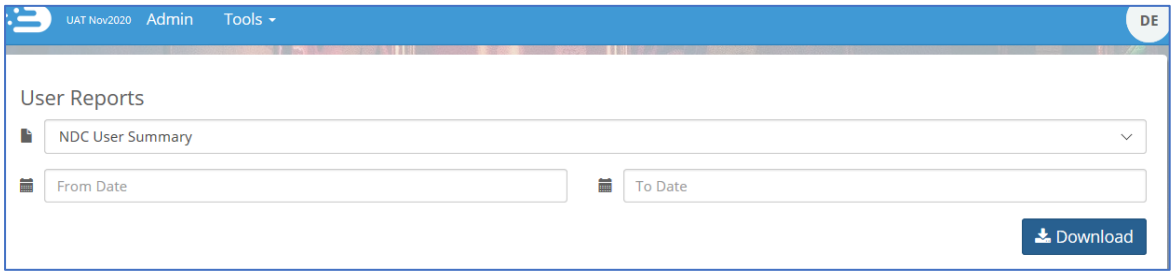
If a report is not available for your chosen timeframe, the system will notify you like as below.



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.



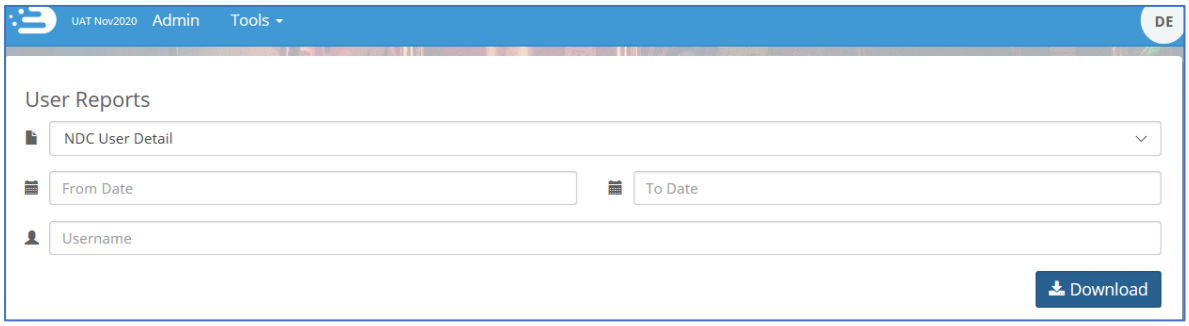
2. User details report

The User Details report lists all MPAN Searches that have been performed during a certain period. 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:

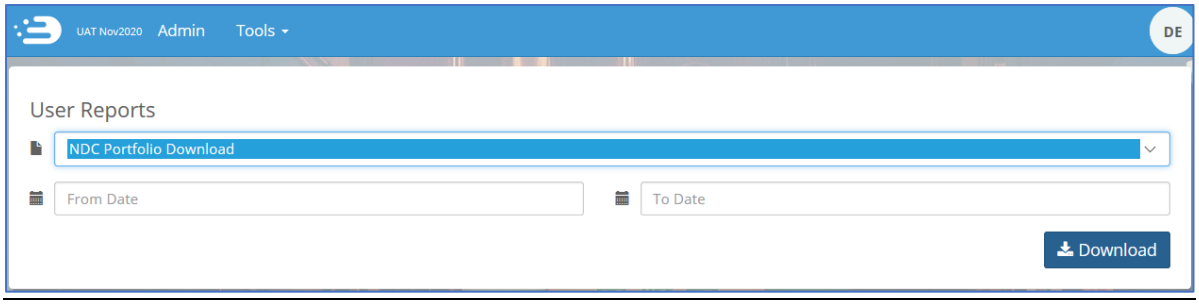
- Supplier and address of the MPAN viewed.
- User detail information such as the e-mail address, phone number and fax number, place of work for both the user and the line manager. (If these are filled in by the users' administrator).



3. NDC Portfolio Download Report

The NDC User with the User Reporting permission will be able to run a report detailing which users have downloaded the full portfolio. It will contain the following Data Items:

- Username.
- First Name.
- Last Name.
- Department.
- Work Location.
- Phone Number.
- Created by.
- Created by Phone Number.
- IP_Address.
- Date/Time.



MPAN Portfolio

Portfolio Users can request to add MPANs to their portfolio and delete MPANs from their portfolio.

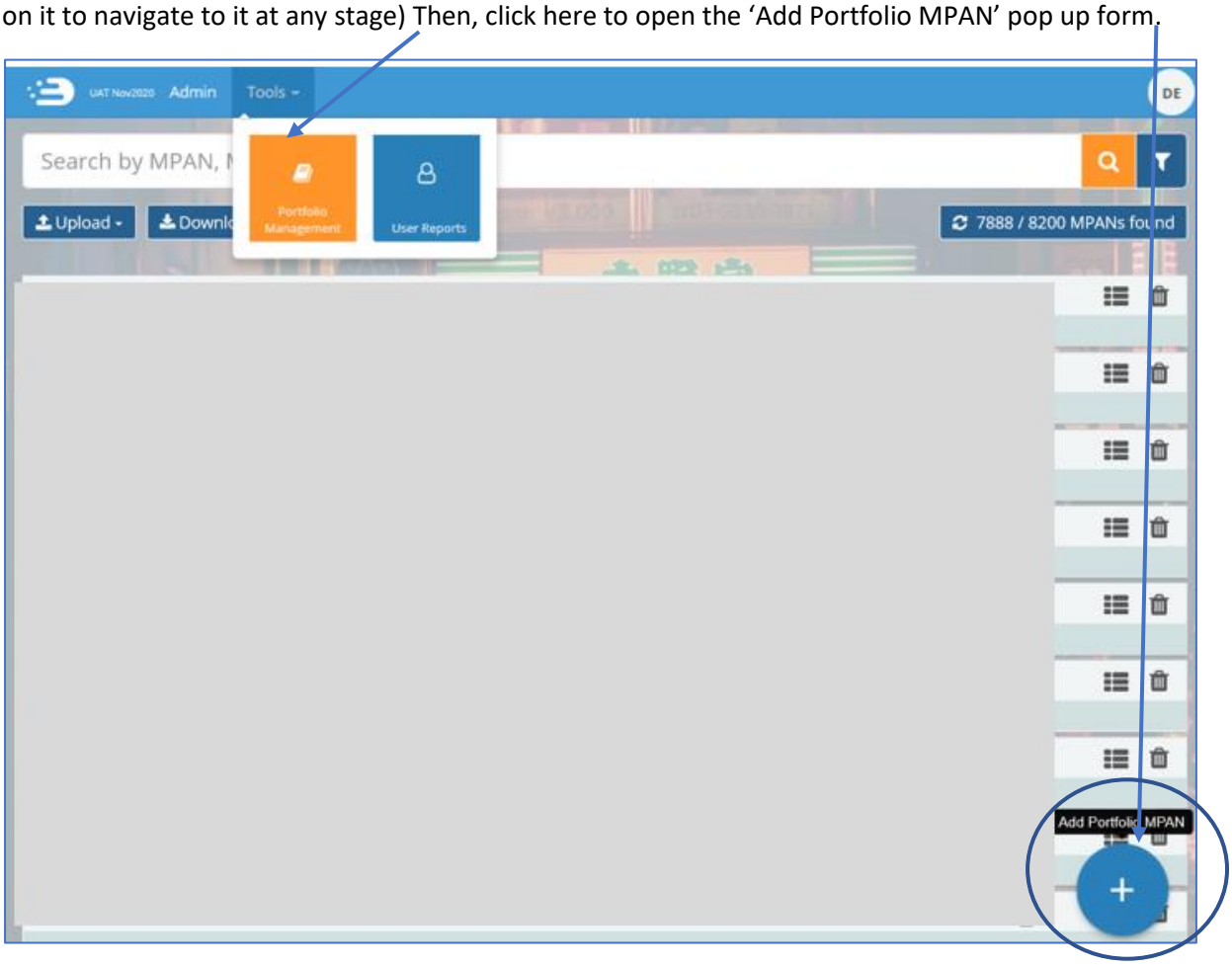
Portfolio users are only able to view MPAN records for the MPANs that are in their portfolio.

Adding MPANs to Portfolio

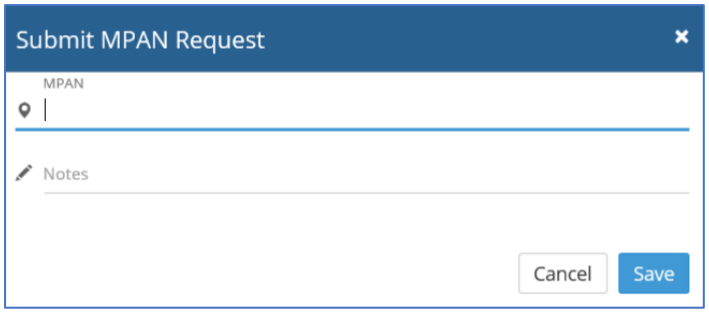
There are two ways in which a portfolio user can request MPANs to be added to their portfolio, manually and via a bulk upload, both options are explained below.

Manually adding a MPAN to Portfolio

An online form can be accessed by clicking the blue cross within the Portfolio Management page. Once logged in, the system will take the user to the portfolio management screen (alternatively, click on it to navigate to it at any stage) Then, click here to open the 'Add Portfolio MPAN' pop up form.

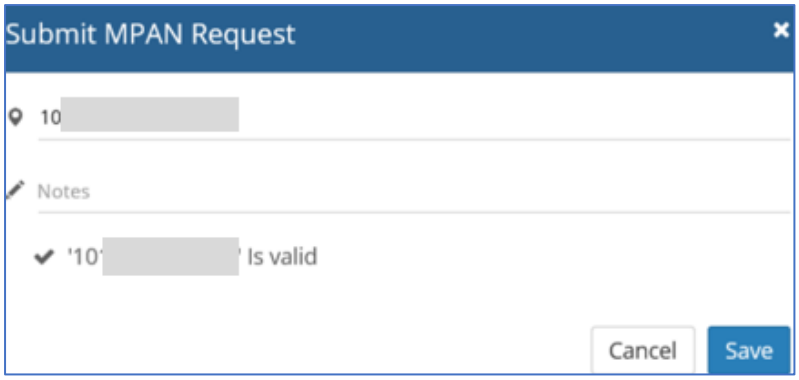


This will then allow the user to free type the relevant MPAN and add any notes.



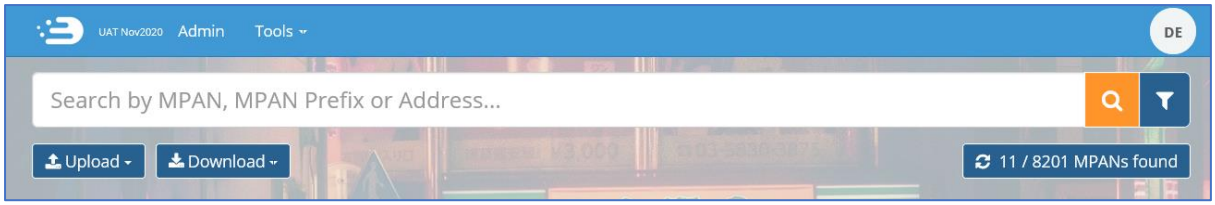
If the MPAN is incorrect, does not exist or is already in the user's portfolio/has already been requested then the user will see an error message just above 'cancel save'.

If the MPAN is a valid request, they will see this notification, and then click save.



Bulk Upload MPANs to Portfolio

MPANs can be uploaded in bulk by using the 'Upload' button.



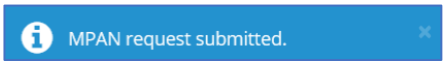
When clicked, this will allow the user to select:



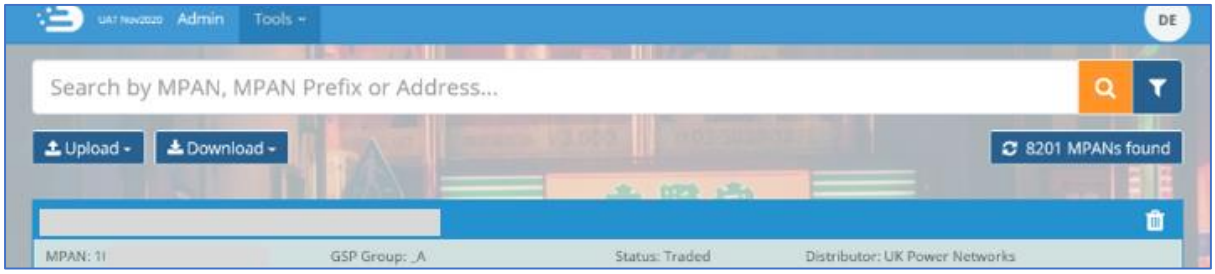
Upload MPANs – this will open your computer drives and allow you to click on the relevant spreadsheet (csv file).

Get Template – this will open a spreadsheet template (csv file) for you to complete. Portfolio id is prefilled and MPAN column will need to be formatted to a 13-digit number.

Upload Guide – this opens up the portfolio Bulk upload Guide PDF: https://www.ecoes.co.uk/assets/ecoes2%20_bulk_Upload_guide.pdf

Successful requests will show a pop up in the bottom right; 

and the portfolio management screen will show the requested MPAN at the top, in blue as it is awaiting authorisation from the current supplier.



The Supplier will then receive notification of this MPAN(s) request and will have 21 days to review and accept or reject.

Supplier Authorisation

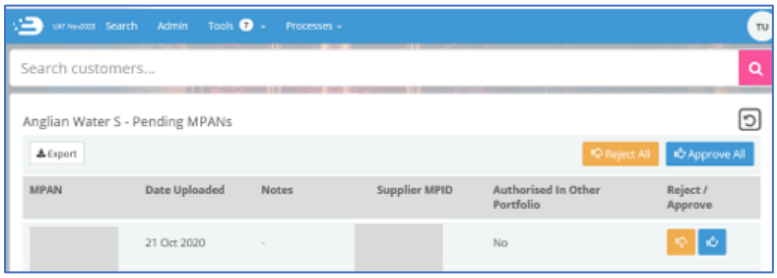
When a portfolio customer submits a request to view an MPAN(s), the request is directed to the current supplier of that MPAN who can either accept the request (allowing the portfolio customer to

view the meter data) or reject the request. All requests should be reviewed by the supplier within 21 days.

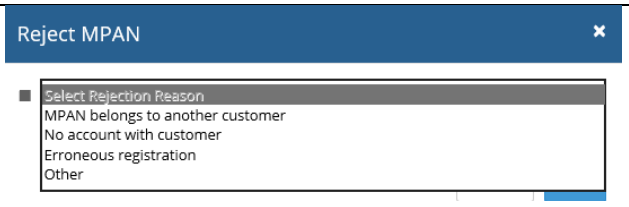
The portfolio request functionality is accessed via the Supplier's 'Tools' drop down. When the Supplier logs in, they will see a number against 'Portfolio MPAN Authorisation'. On accessing the functionality, the Supplier User will be presented with a dashboard which shows which participants have outstanding requests and how long they have been waiting, for example.



Clicking on the name of the participant will present a list of MPANs that require Approval or Rejection.



If a Supplier rejects an MPAN, they are required to select a rejection reason from the dropdown.

Rejection Reason Pop-Up	Available Rejection Reasons
	

Selecting "Other" will allow the user to add in a custom reason in a field underneath.

Once an MPAN is rejected, it is put into a 'blocked' state. Until the MPAN is unblocked it cannot be added to the same portfolio again. A blocked MPAN will be automatically unblocked after 21 days have passed since initial upload (if a Supplier rejects an MPAN after the 21-day window, the MPAN is automatically blocked the next day). The Code Manager can manually unblock a rejected MPAN before the automatic unblock date.

The MPANS that are authorised or rejected shall be communicated to the portfolio participant the next time they log in. Authorised MPANs shall be added to the portfolio. Those rejected shall include the reason for rejection. If an MPAN has been in the authorisation process for 90 days, it will be automatically released from the process and made available for other portfolio accounts to re-request access.

MPAN page and Restricted Data FYI

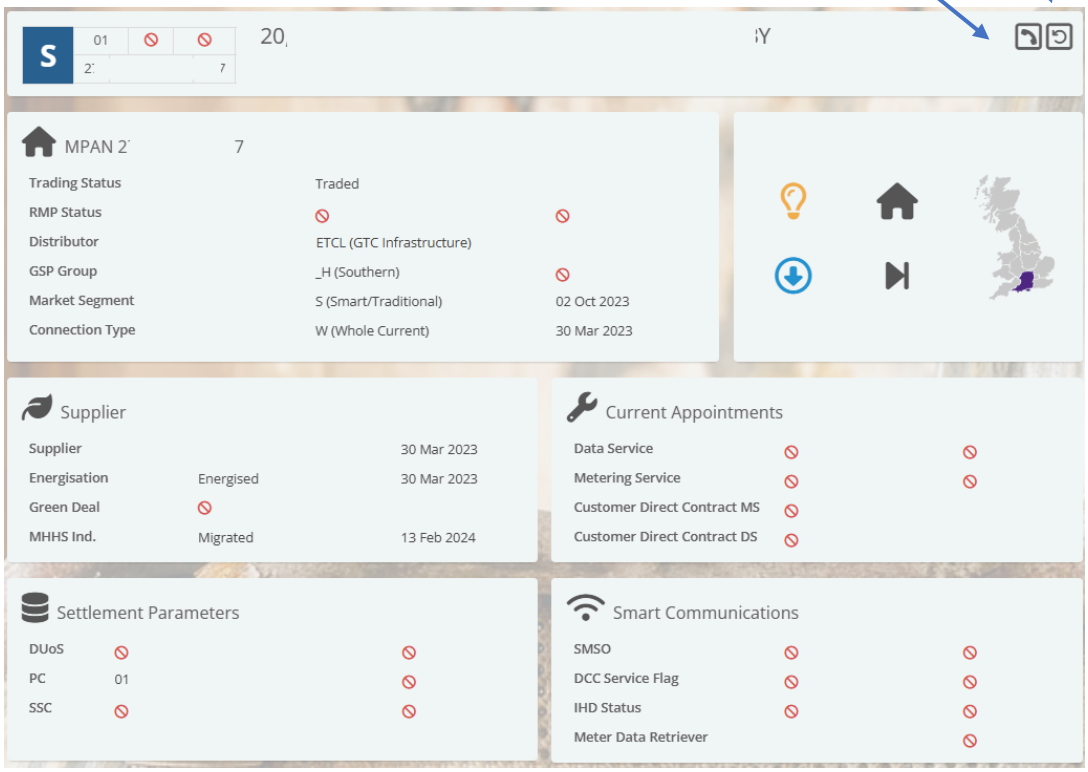
Restricted Access

Portfolio users are only able to search their own portfolio and will only have access to view MPANs that are currently included within their portfolio (and not registered as Domestic (DPI = True). When viewing MPANs within their portfolio, that are at an 'authorised' status, the data items that the customer shall be able to view, will be determined by the REC Data Access Matrix (DAM). Any restricted data items will be replaced by a 'no entry' icon within an MPAN page.

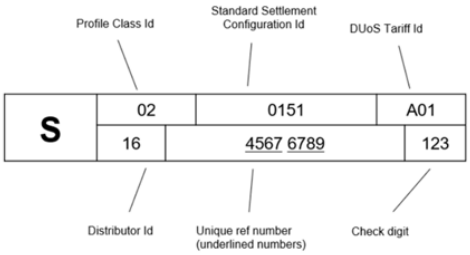
Click the contact button to open a pop-up containing the contact details of Distributor and MPAS associated with the MPAN.

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

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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:



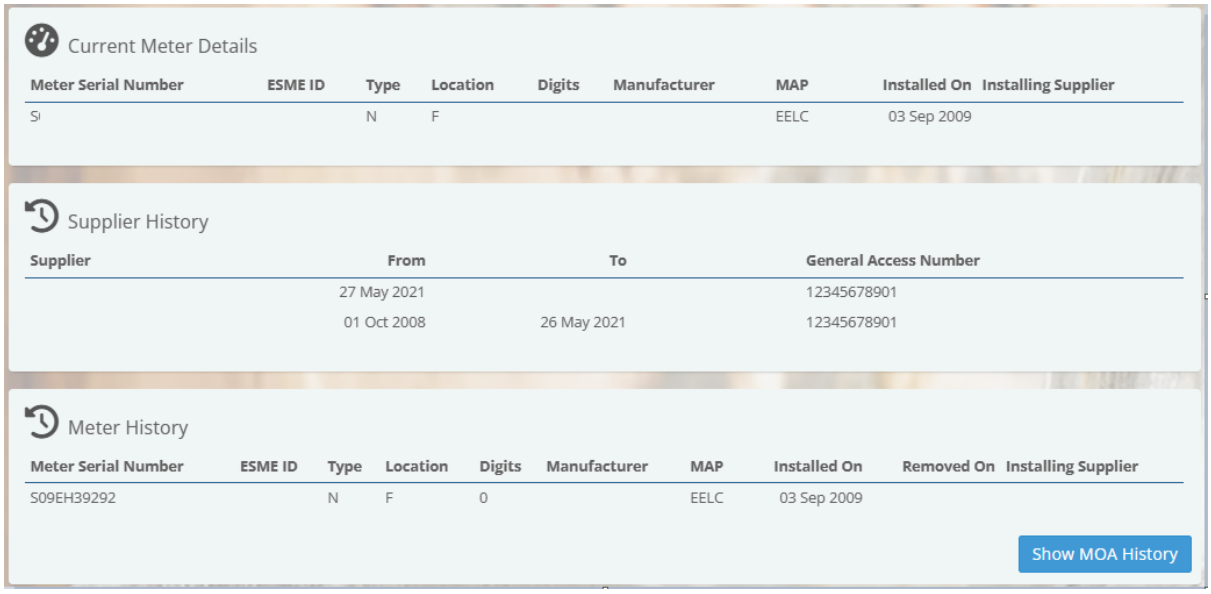
Where there is no Profile Class or SSC for a given MPAN, the values displayed in the S-Number will be zeroes (00 and 0000).

Supplier, Agent and Meter History

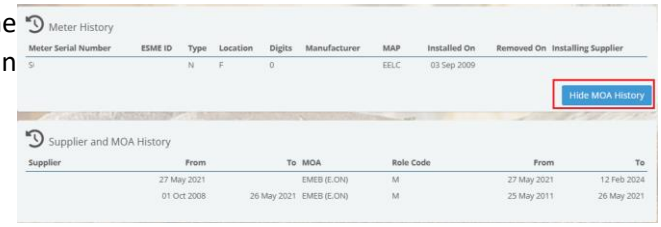
At the lower part of the MPAN detail page, users with access are able to view additional information regarding the MPAN, such as:

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

Below, you will see the **basic - default view** – showing current and historical supplier and meter details.

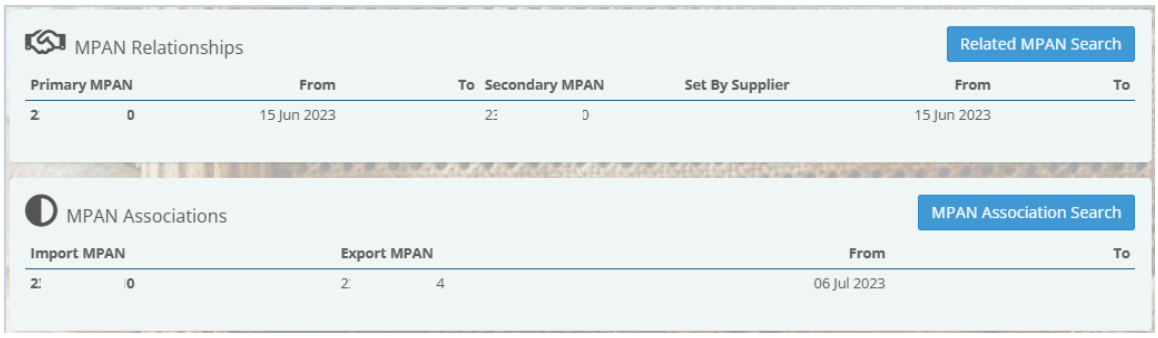


Clicking on 'Show MOA History' will open up the view on the right. This can be closed by again clicking the blue button.,

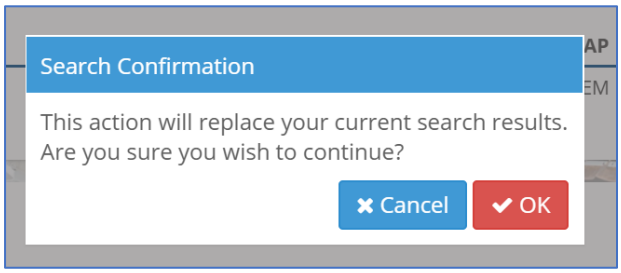


Related and Associated MPANs

The MPAN Details screen provides details for related and linked MPANs to the one currently being viewed. Note that the current MPAN will appear in bold as the Primary/Secondary or Import/Export. For Associated (linked) MPANs, the energy direction of each is represented by an icon that signifies it as either an Import ( ) or Export ( ) MPAN in the Search results or summary view.



Multiple relationships or associations can appear including those no longer in effect (with a 'To' date set). Where active relationships and associations exist, clicking on the blue button will allow access to the other MPANs details page.



If you click Ok, you will be taken back to the MPAN search screen, where all Related or Associated MPANs will be displayed and listed in the search bar.



Clicking into any one of the records will bring up Postcards. 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 postcardwill open that MPAN page.



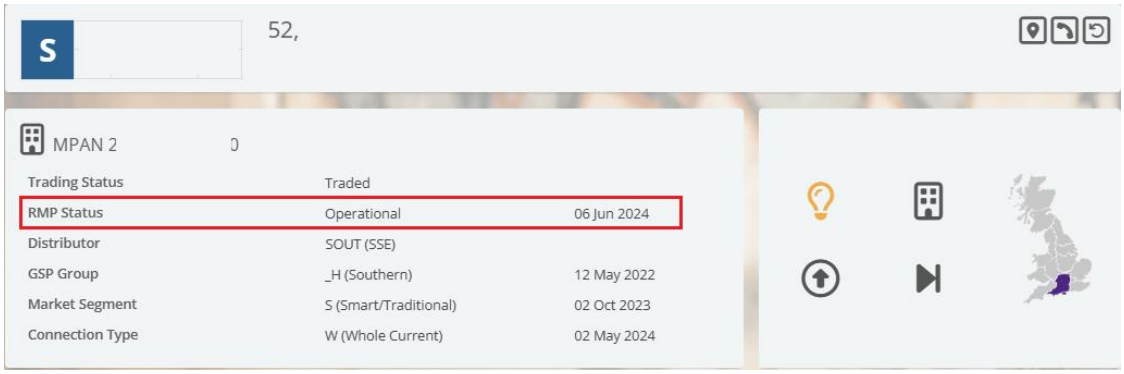


Registrable Measurement Point (RMP)

The RMP is the status of an MPAN held in MPAS at a given point depending on the data provided to MPAS by Suppliers and Distribution Business. The RMP Status is visible in ECOES, within the MPAN page and each RMP Status is defined in the REC Data Specification, available via the REC Portal.

RMP Status	Definition
Created	A new MPAN created but no Supplier registered or MPAN has a Supplier registered but not all the MPAS data has been provided
Operational	All MPAS Data Items have been provided
Terminated	The MPAN has been disconnected

An example from ECOES is shown below, with RMP status displays Operational.



IHD Install Status following a Smart to Dumb Meter Exchange

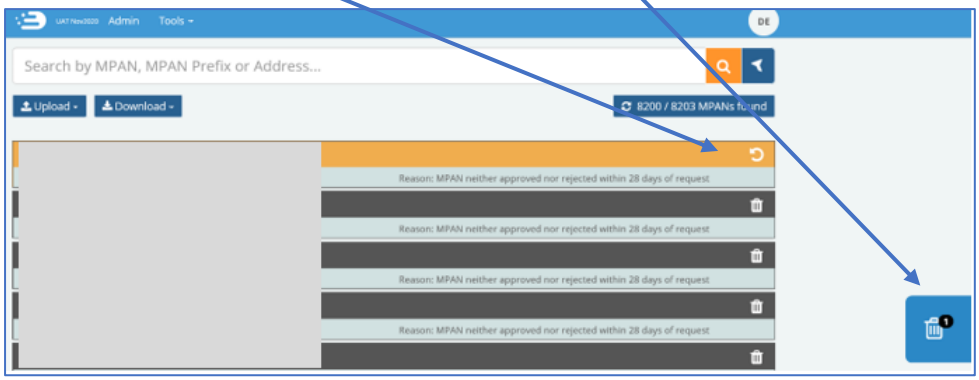
Users should note that following a Smart to Dumb Meter exchange, an inconsistency in EES data may be present. When a Smart Meter is installed the In-Home Display (IHD) will be displayed in ECOES with the Meter information. Currently ECOES will continue to hold and disseminate an invalid IHD Install Status in the situation where a Smart Meter is exchanged for a Dumb Meter until a new Smart Meter is installed, this is because the value cannot be cleared. Suppliers are advised to ignore the IHD Status where the Meter is not being operated as Smart.

Deleting MPANs from your Portfolio

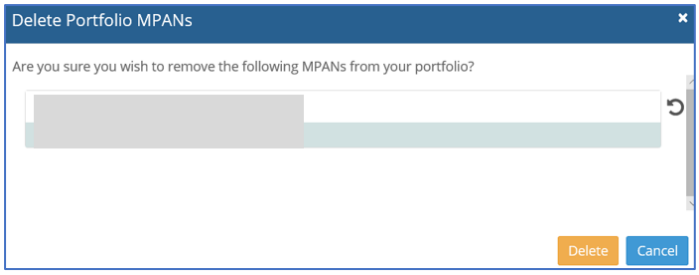
To delete any MPAN from the portfolio, you must first select it for deletion, by clicking on the white waste bin at the right-hand side of each MPAN.



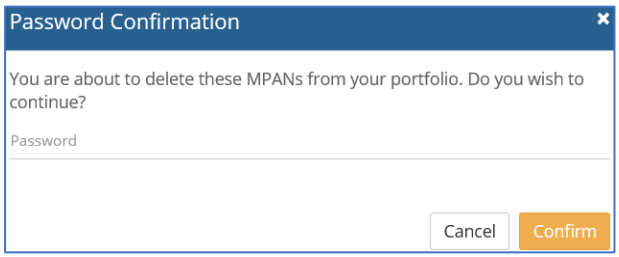
Once an MPAN has been selected for deletion it will turn orange. To undo the deletion request, click on (undo delete). Otherwise, to continue with the deletion you will need to click on the trash can on the right-hand side of the screen.



Clicking the 'trash can' will bring up a pop-up, asking you to confirm if you are sure that you wish to remove the MPAN from your portfolio.



Clicking delete will bring up a further pop-up box, asking the user to enter their password before clicking 'delete' again (as once password is added and 'confirm' selected, the record will be deleted, and **this cannot be undone**).

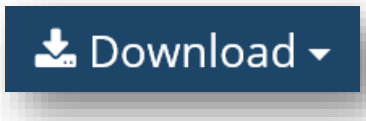


Once 'confirm' is clicked, a pop up at the bottom right of the screen will confirm MPAN Deleted.



Please note, if you sign out in the middle of the process, you will need to re-start from the beginning.

Downloading Portfolio MPANs



The Download button allows users to download details of MPANs within their portfolio. Reports are downloaded as CSV files.

Once the CSV file has run, an excel file be available to view with the following information:

- MPAN
- Address Lines 1-9
- Postcode
- Current Supplier
- Registration Effective from Date (EFD)
- Meter Time switch Class
- Meter Time switch Class EFD
- Line Loss Factor
- Line Loss Factor EFD
- Profile Class
- Standard Settlement Configuration
- Measurement Class
- Energisation Status

- Data Aggregator
- Data Collector
- Meter Operator
- Meter Operator EFD
- GSP Group
- GSP EFD
- Distributor
- Meter serial Number
- Meter Installation Date
- Meter Type
- Meter Asset Provider.