

CONTESTABLE CUSTOMER REGISTRATION PROCEDURE

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1. INTRODUCTION

This procedure defines the registration process for the Contestable Customers (CC) and also contains the references to the governing rules.

1.1. Contestable Customers registration procedure

Date	Version	Function	Comment
10/11/2019	1	MSB Market Operator	Basic process
07/05/2025	2	MSB Market Operator	Basic process

1.2. Abbreviations

Abbreviation	Description
CC	Contestable Customer means a contestable end consumer or a contestable distributor.
ES	Eligible Seller as per the definition in the Market Rules
MO	The Market Operator as per the definition in the Market Rules
MSBM	Modified Single Buyer Market
NO	Network Operator (Transmission Network or Distribution Network Operator)
PSA	Power Supply Agreement signed with the Network Operator

2. PROCEDURE

2.1. Registry Procedure

This procedure is the procedure for registration of Contestable Customers. This will include the full process (meaning all steps involving the different stakeholders) to become an CC in the Modified Single Buyer markets.

Step	Description	Responsible
1	Pre-Registration Process	
1.1	Starting point: ECB and MO shall publish the Market Code, Market Rules, Trading Rules (including registration forms) and other relevant documents as information to the potential CC.	ECB and MO
1.2	The CC shall review all relevant documents before contacting ECB to initiate the registration process	CC
2	Contestable Customer Trading License Process	
2.1	The CC shall complete the License registration form for Contestable Customer as published on the ECB website and submit this to ECB	CC
2.2	ECB shall review the License registration form submitted by the CC and verify the application	ECB
2.3	The ECB might have a meeting or discussion with the CC to clarify the license application	ECB
2.4	ECB shall within the timeframes in the Market Rules either approve or reject the application	ECB
3	Contestable Customer Market Participant Process	
3.1	The CC shall complete the registration form for Contestable Customers Registration as published by the MO and submit to the MO	CC
3.2	If the MO finds any issues or unclarities in the submitted form, the MO will invite the CC to a meeting to discuss or seek clarity via email.	MO
3.3	The MO and CC might arrange a meeting to review all terms and conditions to ensure that the CC is aware of all details and rectify any outstanding issues. This shall also include the other requirements in the Trading Rules.	MO and CC
3.4	MO shall within the timeframes in the Trading Rules either approve or reject the application and then inform the CC.	MO
4	Contestable Customer Market Access Process	
4.1	If the application is approved by the MO, the CC shall contact the NO (TSO or DSO) for application of a PSA or amendment of an existing PSA.	CC

Step	Description	Responsible
4.2	The CC will then sign a PSA or an addendum to an existing PSA.	NO and CC
4.3	When the PSA is signed, the CC shall inform the MO on meeting all the conditions according to the PSA.	CC
4.4	The MO will confirm with the NO the status of the CC in terms of the PSA conditions.	MO
4.5	Once confirmation from the NO is received, the MO will inform the CC, and the CC is allowed to participate in the market.	MO and CC

2.2. Running procedure – change of CC status

Step	Description	Responsible
1	The CC is obliged to inform the MO of any changes to its transaction/s that will affect actions in the markets. This could be change in allocated contestable quantity, termination of participation in the MSBM, change in ownership or any other change that might affect trading behaviour.	CC
2	The MO may request required supporting documentation and/or data to potentially update records.	MO
3	CC to review and forward the relevant documents to MO	CC
4	If required, the MO will notify the CC to contact the NO of amendment of the PSA.	MO
5	MO to store the new versions of the documents in the registry.	MO

2.3. Contestable Customer Registration Process Flow

