



PUBLIC

Retail Manual

# Registration Criteria and Procedures

Issue 4.0 | RCOA-RCP

This manual presents the criteria, guidelines, and procedures for the registration of participants in the retail market.

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In case of inconsistency between this document and the DOE Circulars, the latter shall prevail.

## Document Change History

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1.0			Original document
2.0	Dispute Resolution Administrator	22 Nov 2014	Addition of the Dispute Resolution Market Manual as a reference under Section 2.3.
	PEMC	26 Jun 2021	Revised formatting for the commencement of the enhanced WESM design and operations per DOE Department Circular No. DC2021-06-0015.
3.0	IEMOP	17 Jul 2021	Reflect amendments to promote participation in the Retail competition per DOE Department Circular No. DC2021-06-0012
3.1	IEMOP	25 Nov 2021	Reflect urgent amendments for the implementation of the Green Energy Option Program per PEM Board Resolution No. 2021-42-07 dated 24 November 2021
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## Document Approval

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\*Declaring the Commercial Operations of Enhanced WESM Design and Providing Further Policies

## Reference Documents

Document ID	Document Title
	WESM Rules
WESM-RSDCP	WESM Manual on Registration, Suspension & De-Registration Criteria and Procedures
	Rules for the Integration of Retail Competition in the Wholesale Electricity Spot Market (Retail Rules)
	ERC Resolution No. 16, series of 2012 (Transitory Rules for the Initial Implementation of Open Access and Retail Competition)
WESM BSM	WESM Manual on Billing and Settlements
RCOA-MSP	Retail Metering Standards and Procedures

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## I. INTRODUCTION AND GENERAL GUIDELINES

### 1. PURPOSE & SCOPE OF APPLICATION

Pursuant to Clause 2.5 of the *Retail Rules*, the *Central Registration Body* shall prepare and publish a *Market Manual* that shall provide the requirements and procedures for the registration of *Contestable Customers*, as applicable, *Suppliers* and *Retail Metering Service Providers* in the *WESM*. Requirements and procedures for the registration of *Suppliers* that are *Renewable Energy Suppliers* and *Retail Customers* under the *Green Energy Option Program* are covered by the *Retail Manual on Green Energy Options Procedures*. The criteria, guidelines and procedures for registration of *metering installations* are covered by the *Retail Metering Manual*. The suspension and de-registration procedures shall be governed by the *WESM Market Manual* on Registration, Suspension and De-Registration Criteria and Procedures.<sup>1</sup>

This Manual implements relevant provisions of Chapter 2 of the Rules for Competitive Retail Electricity Market ("Retail Rules").

### 2. DEFINITIONS, REFERENCES AND INTERPRETATION

#### 2.1. Definitions

Unless otherwise defined or the context implies otherwise, the italicized terms used in this Manual which are defined in the *WESM Rules* and *Retail Rules* will bear the same meaning as defined in the *WESM Rules* and *Retail Rules*.

#### 2.2. Giving of Notices

The guidelines set forth in *WESM Rules* Clause 9.6.1 shall govern the giving of notices required in this Manual.

#### 2.3. References

This Manual should be read in association with the -

- a) Republic Act No. 9136
- b) Implementing Rules and Regulations of Republic Act No. 9136
- c) ERC's Transitory Rules on the Implementation of OARC
- d) *WESM Rules*
- e) *Retail Rules*
- f) Philippine Grid Code
- g) Philippine Distribution Code
- h) Department of Energy Circular No. 2010-05-006

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<sup>1</sup> Clause 2.6, Retail Rules

- i) Department of Energy Circular No. 2010-08-0010
- j) Department of Energy Circular No. 2012-011-0010
- k) Department of Energy Circular No. 2013-01-0002
- l) Department of Energy Circular No. 2017-12-0013
- m) Department of Energy Circular No. 2019-07-0011
- n) WESM Manual: Registration, Suspension and De-Registration Criteria and Procedures
- o) WESM Manual: Billing and Settlements
- p) Retail Metering Manual
- q) WESM Dispute Resolution Market Manual
- r) Distribution Services and Open Access Rules (DSOAR)
- s) ERC Rules Supplementing the Switching and Billing Process and Adopting a Disconnection Policy for the Contestable Customers

## 2.4. Organization of the Manual/Interpretation

2.4.1. This Manual is divided into three Chapters as follows –

- a) Chapter I – Introduction and Generation Guidelines
- b) Chapter – Registration Procedures
- c) Chapter III – Suspension, Disconnection and De-Registration

2.4.2. Any reference to a section or clause in any Chapter of this Manual shall refer to the particular section or clause of the same Chapter in which the reference is made, unless otherwise specified or the context provides otherwise.

## 3. GENERAL GUIDELINES

- 3.1. All *Contestable Customers, Suppliers and Retail Metering Service Providers* authorized by the *Energy Regulatory Commission* are eligible to become members of the *WESM* subject to compliance with set membership criteria.<sup>2</sup> Pursuant to Republic Act No. 9136, the *Energy Regulatory Commission* is the agency mandated to authorize other persons or entities that can be eligible to become members of the *WESM*.
- 3.2. Considering its implications, suspension and deregistration from the *WESM* shall be carried out in strict compliance with the procedures in *WESM Market Manual on Registration, Suspension and De-Registration Criteria and Procedures*.

## 4. RESPONSIBILITIES

### 4.1. Compliance and Implementation

4.1.1. **Applicants.** All *Contestable Customers, Suppliers and Retail Metering Service Providers* applying for registration in the *WESM* shall comply with the

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<sup>2</sup> Republic Act No.9136, Section 30

requirements and procedures set forth in this *Market Manual* and in the *Retail Rules*.

4.1.2. **Central Registration Body.** The *Central Registration Body* shall be responsible for implementing the pre-registration procedures and the handling of information exchange as set forth in this Manual.

4.1.3. **Service Providers.** The *Retail Metering Services Provider* and *Network Service Provider* shall provide the information or document required of them to enable the timely assessment and action on applications for registration.

4.1.4. **Market Operator.** The *Market Operator* shall be responsible for assessing and evaluating applications for *WESM* membership in accordance with Chapter 2 of the *WESM Rules* and the *WESM Market Manual: Registration, Suspension and De-Registration Criteria and Procedures*. The *Market Operator* shall likewise be responsible for post-registration changes as set forth in the relevant *Market Manual*.

#### 4.2. **Amendments**

Amendments to this Manual shall be submitted to the *WESM Rules Change Committee* and shall be acted upon pursuant to Section 1.8 of the *Retail Rules* and relevant market manuals.

### 5. **EFFECTIVITY AND PUBLICATION**

This Manual shall take effect upon promulgation by the *DOE*. Thereafter, it shall be published in the *market information website*.

## II. REGISTRATION PROCEDURES

### 1. COVERAGE

Pursuant to Chapter 2 of the *Retail Rules*, this Section:

- a) Describes the *WESM* membership categories and levels of participation;
- b) Prescribes the pre-requisites for applying for *WESM* registration; and
- c) Provides the procedures for pre-registration by *Suppliers, Contestable Customers and Retail Metering Service Providers* upon integration of retail competition in the *WESM*.

The procedures and criteria for registering in the *WESM* as a *WESM Member* are covered by the *WESM Manual on Registration, Suspension and De-Registration Criteria and Procedures*. This section provides information requirements and procedures that will guide the *Contestable Customers, Suppliers and Retail Metering Services Providers* in applying for membership.

### 2. REGISTRATION OF SUPPLIERS

#### 2.1. Overview

*Suppliers* shall register in the *WESM* as a *Direct WESM Members* under the *Customer Trading Participant* category and shall fulfill all such registration requirements as provided for in Chapter 2 of the *WESM Rules*.<sup>3</sup>

*Distribution Utilities* shall register as *Direct WESM Members* in their capacity as *Local Suppliers*<sup>4</sup> and *Suppliers of Last Resort*.<sup>5</sup>

Applications for registration shall be submitted to the *Market Operator* together with documents and information required by the *Market Operator* to prove compliance with membership criteria and requirements for registration.<sup>6</sup>

*Suppliers* must have completed their registration as *Direct WESM Members* before they can transact in the *WESM* for their *Contestable Customer* counterparties.<sup>7</sup>

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<sup>3</sup> Clause 2.4.1.2, *Retail Rules*

<sup>4</sup> Local Supplier refers to the non-regulated supply business of a Distribution Utility catering to the Contestable Customers within its franchise area. (Section 4.2, DOE Circular No. 2012-010-0011)

<sup>5</sup> Clause 2.4.6, *Retail Rules*

<sup>6</sup> Clause 5.5.1, *WESM Registration Manual*

<sup>7</sup> Clause 5.3.6, *Retail Rules*

## 2.2. Information Requirements

- 2.2.1. The *Supplier* shall submit to the *Market Operator* the specific documents and information required as posted in the market information website to prove its compliance with *WESM* membership criteria and qualifications.
- 2.2.2. Once an applicant submits an accomplished application form with supporting requirements, the *Market Operator* shall assess and evaluate the application in accordance with Chapter 2 of the *WESM Rules* and *WESM Manual* on Registration, Suspension and De-Registration Criteria and Procedures.
- 2.2.3. The *Suppliers*, *Local Suppliers* and *Suppliers of Last Resort* shall submit to the *Central Registration Body* for posting in the market website the contracting parameters including the general offer, terms and conditions such as indicative average contract price, offers and scope of services being offered by them.<sup>8</sup>

## 3. REGISTRATION OF CONTESTABLE CUSTOMERS

### 3.1. Overview

Registration shall be in accordance with the certification of contestability issued by the *Energy Regulatory Commission* which is on a “facility” basis in that each certificate is attached to a metering point. For registration purposes, entities who have more than one (1) *registered facility* shall have multiple registrations and, at their option, each registration may either be as *Direct WESM Member* or *Indirect WESM Member*.

Directly-connected customers are required to register in the *WESM* pursuant to *WESM Rules* Clause 2.2.4.2 whether or not it is certified by the ERC as a *Contestable Customer*.<sup>9</sup>

### 3.2. Pre-registration Procedures

- 3.2.1. *Network Service Providers* shall submit to the *Central Registration Body* the following customer information of newly qualified customers that have met the threshold of contestability every fifteenth (15<sup>th</sup>) day of the month:
- a) Customer name;
  - b) Billing and service addresses;
  - c) Customer’s account number;
  - d) Customer contact information (telephone numbers and e-mail addresses);
  - e) Meter number;
  - f) Meter specifications (interval metering, channels);
  - g) SEIN of the grid metering point of the Distribution Utility where the supply of the end user passes through; and

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<sup>8</sup> Section 4.8, ERC Resolution No. 16, series of 2012.

<sup>9</sup> Clause 2.2.1, Retail Rules

h) Confirmation that the end-user has signified interest to participate under retail competition.

3.2.2 The *Distribution Utilities* shall use the form published by the *Central Registration Body* in the market information website in providing the customer information of the end users identified in this Section.

3.2.3. If a *Contestable Customer* intends to voluntarily participate in the *WESM* directly, it shall enter into a retail supply contract and register as *Direct WESM Member* and shall fulfill all such registration requirements. If a *Contestable Customer* does not intend to participate in the *WESM* but voluntarily entered into a retail supply contract, its *Supplier* shall register the *Contestable Customer* with the *Central Registration Body* in accordance with *Retail Rules Clause 3.2.2.3*.<sup>10</sup>

3.2.4. The *Supplier* may submit a switch request to the *Central Registration Body* for the voluntary registration of *Contestable Customer* in the *WESM* in accordance with *Retail Rules 3.2.2.1*.

### 3.3. Information Requirements

3.3.1. For voluntary *Direct WESM Membership* of *Contestable Customers*, the *Contestable Customer* (applying as a *Direct WESM member*) and *Supplier* shall submit to the *Market Operator* the specific information and documents as posted in the *market information website* in accordance with the *Retail Rules* and this *Market Manual*.

3.3.2. *Contestable Customer* not wishing to register as a *Direct WESM Member*, shall be enrolled by its *Supplies* (applying on behalf of the *Contestable Customer*) with the *Central Registration Body* and shall submit specific information and documents as posted in the *market information website* in accordance with the *Retail Rules* and this *Market Manual*.

3.3.3. The *Central Registration Body* shall immediately assess the completion of the information requirements and it shall notify the *Supplier* and the *Contestable Customer*, as applicable, on the status and further requirements, if any, such as prudential requirement, for the approval of *switch request* within two (2) *working days* from the receipt of the *switch request*.

3.3.4. The *Central Registration Body* shall approve the switch request upon completion of the requirements and it shall notify the new *Supplier*, the incumbent *Supplier*, the *Contestable Customer* (as applicable), the *Retail Metering Services Provider* and the relevant *Distribution Utility* or *Network Service Provider* of the confirmation of the *switch request* and the effective date

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<sup>10</sup> Clause 2.4.2.3, Retail Rules

of the switch within two (2) working days in accordance with the *Retail Rules* Clause 3.2.2.1 to 3.2.2.3.<sup>11</sup>

### 3.4. Reporting

3.4.1. The *Central Registration Body* shall provide a monthly report to each *Distribution Utility* on the timeliness and completeness of its submission under Section 3.2.1 on or before the end of each month.

3.4.2. The *Central Registration Body* shall submit a quarterly report to the ERC and the DOE on the timeliness and completeness of the submission of the *Distribution Utilities* with Section 3.2.1 on or before the 15<sup>th</sup> day of the month after the end of each quarter.

## 4. REGISTRATION OF METERING SERVICE PROVIDERS

### 4.1. Overview

Persons or entities wishing to register with the *Central Registration Body* as a *Retail Metering Services Provider* must have been authorized and issued the pertinent license or authorization to operate as *Retail Metering Services Provider* by the ERC and shall register in the *WESM* as a *Retail Metering Services Provider* and shall fulfil all such registration requirements as set out in Chapter 2 of the *WESM Rules*.

Upon the commencement of retail competition, *Distribution Utilities* shall serve as the default *Retail Metering Services Provider* for *Contestable Customers* with service addresses located within their franchise area and are deemed registered in the *WESM* without need of complying with registration requirements.

### 4.2. Information Requirements

4.2.1. At the commencement of retail competition, the *Distribution Utilities* acting as default *Retail Metering Services Providers* shall submit the following to the *Market Operator*:

- a. Accomplished application form; and
- b. Signed Market Participation Agreement.<sup>12</sup>

4.2.2. Upon declaration by the *Energy Regulatory Commission* that the provision of retail metering services is competitive and open, a qualified entity shall submit

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<sup>11</sup> Clause 2.4.3.2, Retail Rules

<sup>12</sup> By virtue of the designation of *Distribution Utilities* as default *Metering Services Providers* under DOE Circular No. DC 2012-05-005, the *Distribution Utilities* having *Contestable Customers* within their *Franchise Area* will be required only to submit an accomplished form and signed Market Participation Agreement.

the specific information and documents as posted in the market information website.

- 4.2.3. Once an applicant submits an accomplished application form with supporting requirements, the *Market Operator* shall assess and evaluate the application in accordance with Chapter 2 of the *WESM Rules* and *WESM Registration Manual*.

## 5. ESTABLISHMENT OF CONTESTABLE CUSTOMER INFORMATION

- 5.1. Prior to the commencement of retail competition and at any time thereafter, the *Distribution Utility* shall submit information as may be required by the *Central Registration Body* on all end users within its franchise area that it deems to have already met the required demand threshold.<sup>13</sup>
- 5.2. The *Central Registration Body* shall, from time to time, publish the list of information that it requires and the timetable and procedures for submission.<sup>14</sup>

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<sup>13</sup> Clause 2.3.1.1, Retail Rules

<sup>14</sup> Clause 2.3.1.2, Retail Rules

### III. SUSPENSION, DE-REGISTRATION AND CESSATION

#### 1. FOR PARTICIPANTS REGISTERED IN THE WESM

The suspension, de-registration, and cessation of the membership of the *Suppliers*, *Retail Metering Services Providers* and *Contestable Customers* in the WESM shall be governed by the *WESM Rules*, *Retail Rules* and relevant *Market Manuals*, provided that the *Contestable Customer* and/or its relevant *Supplier* is not required to provide notice of cessation of WESM membership of a *Contestable Customer* to the *System Operator*.<sup>15</sup>

Upon suspension, deregistration, or cessation of membership from the WESM, the *Supplier*, *Retail Metering Services Provider* or *Contestable Customer* shall also be deemed suspended, deregistered, or ceased with *Central Registration Body*.

#### 2. FOR PARTICIPANTS REGISTERED WITH THE CENTRAL REGISTRATION BODY ONLY

The cessation of registration of *Contestable Customers* that are not registered in the WESM but registered with the *Central Registration Body* shall be governed by the following:

- 2.1. The incumbent *Supplier* or *Supplier of Last Resort* shall initiate the termination of registration of a *Contestable Customer* when it receives notice from the relevant Network Service Provider that the *Contestable Customer* has met any of the following conditions:
  - i. Termination from its network; or
  - ii. Reversion to being *Captive End-User*.
- 2.2. The incumbent *Supplier* or *Supplier of Last Resort* shall provide a notice to the *Central Registration Body* in writing which shall, among other things, specify the date on which the *Contestable Customer* shall cease to be registered, which date shall not be less than thirty (30) business days after the date on which the *Supplier* sends the notice.
- 2.3. If the reason for cessation of registration is the termination of the *Contestable Customer*, the notice to be submitted by the incumbent *Supplier* or *Supplier of Last Resort* to the *Central Registration Body* shall be accompanied by the proof of termination of the *Contestable Customer*, as well as a notice of cessation to the *Network Service Provider* and copy of its proof of receipt of the notice.
- 2.4. If the reason for cessation of registration is the reversion of the *Contestable Customer* to being a *Captive End-User*, the notice to be submitted by the incumbent *Supplier* or *Supplier of Last Resort* to the *Central Registration Body* shall be accompanied by the approval by the *ERC* that the *Contestable Customer* has met the conditions for reversion and confirmation from the incumbent *Supplier* or *Supplier of Last Resort* that the *Contestable Customer* has fulfilled all contractual obligations.

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<sup>15</sup> Clause 2.6, Retail Rules

- 2.5 The cessation shall be effective on the date stated in the notice submitted by the incumbent *Supplier* or *Supplier of Last Resort* or no such other date as may be notified by the *Central Registration Body* which shall be not less than thirty (30) *business days* from the date the notice was sent by the incumbent *Supplier* or *Supplier of Last Resort*, subject to completeness of the requirements.
- 2.6 Upon submission of the notice of cessation by the incumbent *Supplier* or *Supplier of Last Resort* on the effective date, the *Contestable Customer* shall cease to be registered as *Contestable Customer* with the *Central Registration Body* and shall cease all activities relevant to a *Contestable Customer*.
- 2.7 Notwithstanding cessation of registration, all outstanding obligations, and liabilities to the *Central Registration Body*, including financial liabilities and obligations which may arise under the *Retail Rules*, of the *Contestable Customer* shall remain valid and subsisting until fully settled.
- 2.8 A *Contestable Customer* may be registered again with the *Central Registration Body* upon approval of switch request submitted by a new *Supplier*, subject to eligibility requirements.