



PUBLIC

Retail Manual

# Disclosure and Confidentiality of Contestable Customer Information

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This Manual covers the types of Contestable Customer information that may be subject to disclosure and available for dissemination and the procedures for requesting and the release of Contestable Customer information.

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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		Jul 2013	Original Issue
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## Document Approval

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

## Reference Document

Document ID	Document Title
	WESM Rules
	Retail Rules
WESM-RSDCP	WESM Manual Registration, De-registration and Suspension Criteria and Procedures
RCOA-RCP	Retail Manual on Registration Criteria and Procedures
	DOE Department Circular No. DC2013-07-0014

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## SECTION 1 PURPOSE & SCOPE OF APPLICATION

Pursuant to Clause 2.3.2.3 of the Rules for the Integration of Retail Competition in the Wholesale Electricity Spot Market (*Retail Rules*), the *Central Registration Body* shall develop and publish procedures for the request and release of *Contestable Customer* information and the corresponding service fees.

This Manual covers the types of *Contestable Customer* information that may be subject to disclosure and available for dissemination and the procedures for requesting and the release of *Contestable Customer* information.

## SECTION 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) Department of Energy Circular No. 2010-05-006
- g) Department of Energy Circular No. 2010-08-0010
- h) Department of Energy Circular No. 2012-011-0010
- i) Department of Energy Circular No. 2013-01-0002
- j) WESM Manual: Market Operator Information Disclosure and Confidentiality

## 2.4. Interpretation

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.

### SECTION 3 GENERAL GUIDELINES

The provisions of Chapter 5 of the *WESM Rules* and *WESM Manual on Market Operator Information Disclosure and Confidentiality* (Information Disclosure and Confidentiality Manual) relating to confidentiality and disclosure policies of market information shall be similarly applicable with regard to the disclosure and confidentiality of *Contestable Customer* information.

### SECTION 4 RESPONSIBILITIES

The *Central Registration Body* shall be responsible for implementing the guidelines and procedures set forth in this Manual.

### SECTION 5 CONFIDENTIALITY AND DISCLOSURE POLICY

- 5.1. Upon prior authorization, provided in written or electronic form, the *Central Registration Body* shall provide the information so required to the *Supplier* or to such other person or entity authorized by the *Contestable Customer*.<sup>1</sup>The information shall be provided in such form and upon payment of fees as the *Central Registration Body* deems appropriate.<sup>2</sup>
- 5.2. Subject to the procedures and permitted disclosures set forth in this Manual and Chapter 5 of the *WESM Rules* and *Information Disclosure and Confidentiality Manual*, the following *Contestable Customer* information are available for dissemination –
  - 5.2.1. Administrative details such as but not limited to a) name of entity that owns the *registered facility*; b) service address of the *registered facility* and c) contact details;
  - 5.2.2. Supply details such as a) incumbent *Supplier*; b) past *Supplier/s*; c) duration of contract and names of counterparties;
  - 5.2.3. Details contained in the ERC's Certificates of Contestability;

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<sup>1</sup>Clause 2.3.2.1, *Retail Rules*

<sup>2</sup> Clause 2.3.2.2, *Retail Rules*

- 5.2.4. Bilateral contract details;
  - 5.2.5. *Contestable Customer* load data such as a) metered quantities and b) load profile; and
  - 5.2.6. *Contestable Customer* metering and connection details.
- 5.3. In accordance with the *WESM Rules* and Information Disclosure and Confidentiality Manual, the following *Contestable Customer* information are considered confidential –
- 5.3.1. Bilateral contract data;
  - 5.3.2. *Contestable Customer* load data; and
  - 5.3.3. *Contestable Customer* metering and connection details.
- 5.4. In accordance with the *WESM Rules* and Information Disclosure and Confidentiality Manual, the following *Contestable Customer* information are considered public or non-confidential –
- 5.4.1. Administrative details such as but not limited to a) name of entity that owns the *registered facility*; b) service address of the *registered facility*; and c) contact details;
  - 5.4.2. Supply details such as a) incumbent *Supplier*; b) past *Supplier/s*; c) duration of supply contract and names of counterparties; and
  - 5.4.3. Details contained in the ERC's Certificates of Contestability.
- 5.5. *Contestable Customer* information shall be made available by the *Central Registration Body* through any of the following means –
- 5.5.1. *Market information website* at [www.wesm.ph](http://www.wesm.ph) for public or non-confidential information; and
  - 5.5.2. In printed or electronic copies for confidential information upon authorization by the *Contestable Customer*.

<b>SECTION 6 PROCEDURES FOR THE REQUEST AND RELEASE OF CONTESTABLE CUSTOMER INFORMATION</b>
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- 6.1. The *Central Registration Body* shall regularly update its Registry List of *Contestable Customers* together with information that are considered public or non-confidential as set forth in this Manual and publish the same in the *market information website*.
- 6.2. For confidential *Contestable Customer* information –
- 6.2.1. The requesting party shall submit a letter addressed to the *Central Registration Body* stating the reasons for the request and the proof of authorization from the *Contestable Customer* allowing the *Central Registration Body* to release the requested information.

- 6.2.2. Within two (2) *working days* from receipt of the request, the *Central Registration Body* shall seek confirmation from the authorized contact person of the *Contestable Customer* through electronic mail.
- 6.2.3. Within ten (10) *working days* from receipt of the confirmation by the *Contestable Customer*, the *Central Registration Body* shall process the requested data and release the information to the requesting party. An acknowledgment by the requesting party shall be made upon the release of the requested information.

## SECTION 7 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.

## SECTION 8 EFFECTIVITY AND PUBLICATION

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