



PUBLIC

Retail Manual

# Disclosure and Confidentiality of Retail Customer Information

Issue 3.0 | RCOA-DCRCI

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

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

## Document Change History

Issue No.	Modifier	Date of Effectivity	Synopsis/Reason for Change
1.0		Jul 2013	Original Issue
	PEMC	26 Jun 2021	Revised formatting for the commencement of the enhanced WESM design and operations per DOE Department Circular No. DC2021-06-0015.
2.0	IEMOP	17 Jul 2021	Reflect amendments to promote participation in the Retail competition per DOE Department Circular No. DC2021-06-0012
2.1	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
3.0	IEMOP	26 Feb 2023	Reflect DOE DC2023-02-0004 on Implementation of GEOP

## Document Approval

Issue No.	RCC Approval	RCC Resolution No.	PEM Board Approval	PEM Board Resolution No.	DOE Approval	DOE DC No.
1.0	N/A	N/A	N/A	N/A	09 July 2013	DC2013-07-0014
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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 Competitive Retail Electricity Market (*Retail Rules*), the *Central Registration Body* shall develop and publish procedures for the request and release of *Retail Customer* information and the corresponding service fees.

This Manual covers the types of *Retail Customer* information that may be subject to disclosure and available for dissemination and the procedures for requesting and the release of *Retail 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 *Retail 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 RETAIL CUSTOMER INFORMATION

- 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 *Retail 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, Chapter 5 of the *WESM Rules* and the *Data Privacy Act (RA 10173)*, the following *Retail 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, as applicable;
  - 5.2.4. *Retail Customer* load data such as a) metered quantities and b) load profile; and
  - 5.2.5. *Retail Customer* metering and connection details.
- 5.3. In accordance with the *WESM Rules* and Information Disclosure and Confidentiality Manual, the following *Retail Customer* information are considered confidential –
  - 5.3.1. Retail supply contract data;
  - 5.3.2. *Retail Customer* load data; and
  - 5.3.3. *Retail Customer* metering and connection details.

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

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

- 5.4. In accordance with the *WESM Rules* and Information Disclosure and Confidentiality Manual, the following *Retail 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, as applicable.
- 5.5. *Retail 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 *Retail Customer*.

<b>SECTION 6 PROCEDURES FOR THE REQUEST AND RELEASE OF RETAIL CUSTOMER INFORMATION</b>
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- 6.1. The *Central Registration Body* shall regularly update its Registry List of *Retail 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 *Retail 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 *Retail 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 *Retail Customer* through electronic mail.
  - 6.2.3. Within ten (10) *working days* from receipt of the confirmation by the *Retail 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*.