ESB NETWORKS

Customer Handbook on the Smart Meter Data Access Code

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Glossary

Approved User

A party that has met the requirements of the Smart Meter Data Access Code, has registered, and has been authorised to participate in the Smart Meter Data access arrangements. Approved Users may submit Use Case Requests seeking approval to access Smart Meter Data. Approval as an Approved User does not, of itself, permit access to Smart Meter Data. Smart Meter Data may only be accessed where an appropriate Use Case request has been approved, and all applicable requirements have been met. Approved Users may include Eligible Parties and Other Parties.

Consent

Authorisation given by a Final Customer for an Approved User to access their Smart Meter Data for a specific purpose. To be valid under GDPR, consent must be freely given, specific, informed and unambiguous, and can be withdrawn at any time.

Data Controller

A person, company or organisation that decides why and how personal data is collected, used, stored, shared and otherwise processed. Data Controllers are responsible for ensuring personal data is handled in accordance with applicable data protection laws and that appropriate measures are in place to protect it.

Under the Smart Meter Data Access Code, Approved Users that access Smart Meter Data act as independent Data Controllers. This means they are responsible for how they process and protect any Smart Meter Data they receive and for complying with applicable data protection laws.

Data System Provider

The role assigned to ESB Networks under the Smart Meter Data Access Code. As the Data System Provider, ESB Networks processes requests from parties for access to Smart Meter Data in accordance with the Smart Meter Data Access Code, facilitates the secure sharing of Smart Meter Data with Approved Users for approved Use Cases and applies security and operational controls designed to protect customer data. Through the ESB Networks Online Account, the Data System Provider enables customers to manage their Smart Meter Data-sharing consents and access records of customer consents and Smart Meter Data access activity.

Eligible Party

A party that provides energy-related services to customers and is eligible to apply for access to Smart Meter Data under the Smart Meter Data Access Code, including:

1. the Distribution System Operator (DSO)
2. Electricity Suppliers
3. the Transmission System Operator (TSO)
4. the Single Electricity Market Operator (SEMO)
5. Aggregators
6. Citizen Energy Communities
7. Renewable Energy Communities
8. Energy Service Companies
9. Balancing Service Providers
10. Other third parties offering energy related services to Final Customers.

ESB Networks Online Account

An online service through which customers can access their Smart Meter Data and, when available, manage consents and view access records.

Final Customer

A customer who purchases electricity for their own use and whose Smart Meter Data may be accessed in accordance with the Smart Meter Data Access Code.

Lawful Basis

The legal reason under data protection law that allows a party to collect, process or access personal data.

Other Party

A party that is not an Eligible Party but may apply for access to Smart Meter Data in accordance with the Smart Meter Data Access Code.

Smart Meter

A digital electricity meter that records information about electricity consumption and, where applicable, electricity exported to the electricity grid.

Smart Meter Data

Smart Meter Data is information recorded by a smart meter about electricity consumption and, where applicable, electricity exported to the electricity grid.

For the purposes of this Handbook and as defined within the Smart Meter Data Access Code, Smart Meter Data includes:

- **Register Data:** The daily total amount of electricity consumed and exported, including the recording of electricity consumed during the Day, Night (11pm to 8am) and Peak (5pm to 7pm) periods, where applicable. Some customers may only have Day and Night readings recorded, depending on their meter configuration.
- **Interval Data:** A more detailed breakdown of electricity consumed and exported in intervals of 30 minutes.

In some circumstances, information relating to your electricity connection or smart metering arrangements may also be specifically requested and, if approved, shared in connection with an approved Smart Meter Data access request. This information is referred to as Final Customer Attributes Data. It is separate from Smart Meter Data but may be shared alongside Smart Meter Data where permitted under the Smart Meter Data Access Code. This could include:

- **Communication Technical Feasible (CTF):** Information that indicates whether a smart meter can reliably communicate with ESB Networks systems. This helps determine whether certain smart meter services can be supported.
- **Distribution Use of System (DUoS) Group**: A classification used within the electricity market to identify the network tariff that applies to your electricity connection.
- Unless otherwise stated, references in this Handbook to Smart Meter Data access arrangements may also include associated Final Customer Attributes Data where such information is specifically requested, approved and shared in accordance with the Smart Meter Data Access Code.

Use Case

A Use Case is an approved Smart Meter Data access arrangement that has been assessed and approved under the Smart Meter Data Access Code. Approved Users may submit a Use Case Request seeking approval to access Smart Meter Data. A Use Case sets out the Smart Meter Data required, the purpose for which the data is requested, the lawful basis supporting access to and processing of the data. Where customer consent is the lawful basis relied upon, consent must be obtained before Smart Meter Data can be accessed under the Use Case. Approved Users may only access Smart Meter Data for approved Use Cases and where the requirements of the Use Case have been met including any applicable customer validation, consent and eligibility requirements.

Personal Data

Information relating to an identified or identifiable individual. Smart Meter Data and associated Final Customer Attributes Data may be personal data when it can be linked to a particular customer or household.

Withdraw Consent

The process by which a Final Customer cancels consent previously given to an Approved User to access their Smart Meter Data for a specific purpose. This may also be referred to as "revoking consent".

Purpose of this Customer Handbook

At ESB Networks, we are committed to protecting your Smart Meter Data and helping you understand what Smart Meter Data is, how it may be used, shared and protected, and your rights in relation to that data.

Under the Smart Meter Data Access Code, ESB Networks acts as the Data System Provider and is responsible for facilitating secure and transparent access to Smart Meter Data.

There are laws and industry rules that set out how Smart Meter Data can be collected, used and shared. This handbook explains how these arrangements apply to you, including when your Smart Meter Data may be shared with Approved Users under the Smart Meter Data Access Code, your rights in relation to that data, and the safeguards in place to protect it.

Important Information

The services described in this document, including the sharing of your Smart Meter Data with Approved Users, managing consents and viewing consent and access records through your ESB Networks Online Account, are currently being developed and are expected to be available from April 2027.

Until these services become available, your Smart Meter Data will not be shared with Approved Users under these arrangements.

In advance of April 2027, some parties may seek your consent to access your Smart Meter Data once these services become available. If you choose to provide your consent, this will not result in immediate access to your data. No Smart Meter Data will be shared under these arrangements until the service becomes available, and the party has satisfied the relevant requirements.

Your Smart Meter Data: Key Things to Know

- Your Smart Meter Data will not be shared with Approved Users until the services become available in April 2027.
- Under the Smart Meter Data Access Code, Smart Meter Data includes Register Data and Interval Data. In some circumstances, associated Final Customer Attributes Data may also be shared where permitted.
- Parties seeking access to your Smart Meter Data must explain what data they require, why they require it and the lawful basis that permits access.
- Only Approved Users can access Smart Meter Data.
- In some cases, your consent will be required before access is granted and you can withdraw your consent at any time.
- You can view who has accessed your Smart Meter Data.
- You can make a complaint if you believe your data has been accessed, shared or used incorrectly.

Understanding Smart Meter Data Laws and Rules

Smart Meter Data is protected by data protection laws and industry rules that help ensure it is accessed, used and shared securely, responsibly and transparently.

Some of the key laws and rules relevant to Smart Meter Data include:

- The General Data Protection Regulation (GDPR)
- Commission Implementing Regulation (EU) 2023/1162
- The Smart Meter Data Access Code

The following section provides a brief explanation of each of these.

The General Data Protection Regulation (GDPR)

The GDPR is a European Union Regulation that protects individuals when their personal data is being processed and allows individuals to better control their personal data. It also sets out detailed requirements for parties on collecting, storing and managing personal data.

When Smart Meter Data can be linked to you, it is considered personal data. In these circumstances, additional privacy protections and rights apply to how your data is used and shared.

Commission Implementing Regulation (EU) 2023/1162

The Commission Implementing Regulation (EU) 2023/1162 is a European Union Regulation that sets out rules and requirements for how Smart Meter Data can be accessed and shared. It establishes interoperability requirements and non-discriminatory and transparent procedures for access to metering and consumption data.

Its purpose is to help ensure that customers can access their data and choose to share it with authorised parties in a way that is secure, transparent and consistent. It also helps ensure that parties follow common standards when accessing and using Smart Meter Data.

The Smart Meter Data Access Code

The Smart Meter Data Access Code is a set of rules overseen by the Commission for Regulation of Utilities (CRU) which sets out:

- Who may access Smart Meter Data
- When and how access is permitted
- What types of data can be accessed
- How Smart Meter Data may be used
- The rights and protections available to customers.

ESB Networks Online Account

Throughout this handbook, you will see references to your ESB Networks Online Account. This is a free online service and the quickest and easiest way to access your Smart Meter Data at a time that suits you and, when available, manage consents and view records relating to your Smart Meter Data.

We encourage customers to register for an Online Account to access these services online. Information on the benefits of registration and how to create an account can be found here.

If you cannot use the Online Account, need assistance, or require information that is not available through your account, you can contact ESB Networks directly via ESB Networks Contact Information & Support | ESB Networks.

Your Rights Regarding Smart Meter Data

As a customer, you have rights in relation to your Smart Meter Data:

The right to access your Smart Meter Data

Where Smart Meter Data can be linked to you, it is personal data and, as such, you have rights under data protection law. For more information, please refer to the *"Your Rights under Data Protection Law"* section.

You can access and download your daily, weekly and monthly electricity usage via your ESB Networks Online Account.

If you require information that is not available through your account, you can contact ESB Networks directly via ESB Networks Contact Information & Support | ESB Networks.

The right to control who can access your Smart Meter Data

Your Smart Meter Data can only be shared with Approved Users that meet the requirements of the Smart Meter Data Access Code. Approved Users are parties that have applied for and been authorised to access Smart Meter Data in accordance with the Smart Meter Data Access Code and the applicable legal and regulatory requirements.

Before access can be granted, parties must first register as a User and meet the requirements of the Smart Meter Data Access Code. Once approved as an Approved User, they may submit a **Use Case Request** seeking approval to access Smart Meter Data. A Use Case Request sets out:

- What data they wish to access
- Why they require access to the data
- The lawful basis (the legal reason under data protection law) that allows them to access the data *(explained further in the FAQ section)*

Both ESB Networks and the Approved User must have a lawful basis for processing your Smart Meter Data. ESB Networks relies on the lawful basis of compliance with a legal obligation when sharing Smart Meter Data with Approved Users under the Smart Meter Data Access Code. Approved Users must establish and communicate their own lawful basis for accessing and processing the data they receive.

Where your consent is required, you have the right to choose whether to allow access to your Smart Meter Data.

You may provide your consent directly to the party requesting access or manage your consents through your ESB Networks Online Account.

To help you make an informed decision, you will be provided with information about the party requesting access, the Smart Meter Data being requested and the purpose of the request.

The right to withdraw your consent

Where access to your Smart Meter Data is based on your consent, you have the right to withdraw that consent at any time. Withdrawing consent will not affect processing that took place before the consent was withdrawn.

Consent will remain valid until it is withdrawn by you or otherwise ends in accordance with the approved Use Case.

The duration of consent depends on the approved use case and will be explained as part of the consent process and made available in your ESB Networks Online Account. For ongoing access, consent may remain valid for up to two years unless withdrawn by you or otherwise ends in accordance with the approved use case. For one-off requests, consent applies only to the specific approved data access.

You can withdraw your consent directly with the party to which you gave it or by managing your consents through your ESB Networks Online Account.

The right to view your Smart Meter Data-sharing consents

You have the right to view a record of current and historical data-sharing consents relating to your Smart Meter Data.

ESB Networks maintains a record of these consents which includes information about when consents were granted, withdrawn or ended, and the Approved User involved.

You can view this information at any time through your ESB Networks Online Account.

The right to see who has accessed your Smart Meter Data

You have the right to view a record of the Approved Users that have accessed your Smart Meter Data.

ESB Networks maintains a record of access to Smart Meter Data. You can view this information at any time through your ESB Networks Online Account.

This record shows:

- The Approved User that accessed your data
- What data was accessed
- When your data was accessed
- The lawful basis (the legal reason under data protection law) that allowed them to access the data (explained further in the FAQ section)

Your rights under Data Protection Law

Where Smart Meter Data can be linked to you, it is personal data. In these circumstances, you have rights under GDPR and the Data Protection Act 2018.

Certain data protection rights only apply in certain circumstances. For further information and guidance on your rights under data protection law, please refer to: Your Rights under the GDPR | Data Protection Commission.

You can exercise these rights by contacting ESB Group Data Protection Officer at dpo@esb.ie. For more information, please visit Data privacy | ESB Networks

If you are concerned that your Smart Meter Data has been accessed, shared or used incorrectly, please see section "*If you have a concern*".



Managing your Smart Meter Data Access

Your ESB Networks Online Account provides a convenient and easy way to manage many aspects of your Smart Meter Data.

Through your account you can:

- Access your Smart Meter Data
- Manage consents
- View consent records
- View data access records

If you have a concern

If you believe that your Smart Meter Data may have been compromised, for example, accessed, shared or used incorrectly, or affected by a security incident or personal data breach, you should contact the relevant Data Controller responsible for handling the data.

If the concern relates to an Approved User

If the concern relates to Smart Meter Data shared with an Approved User, you should contact that Approved User directly. The Approved User acts as an independent Data Controller for the Smart Meter Data it receives and is responsible for complying with its data protection obligations, including investigating concerns and responding to customer queries, complaints and data protection requests.

If you remain dissatisfied after raising your concern with an Approved User, you may contact the Commission for Regulation of Utilities (CRU) regarding concerns related to the Smart Meter Data Access Code (SMDAC).

If the concern relates to ESB Networks

If the concern relates to Smart Meter Data held or processed by ESB Networks, you should contact ESB Networks as soon as possible. ESB Networks will investigate the concern and explain the outcome.

The collection and use of your data by ESB is overseen by the ESB Group Data Protection Officer.

ESB Data Protection Office
Email: dpo@esb.ie
Query form: Data protection

ESB Networks Customer Support
Call: 1800 372 757 (or +353 21 238 6555)
Contact us: ESB Networks

Escalation bodies

Commission for Regulation of Utilities (CRU)
The **Commission for Regulation of Utilities (CRU)** oversees the rules governing Smart Meter Data access under the SMDAC and may be contacted regarding concerns relating to compliance with those arrangements.

Commission for Regulation of Utilities (CRU)
Email: customercare@cru.ie

Data Protection Commission (DPC)
The **Data Protection Commission (DPC)** oversees the application of data protection legislation in Ireland and may be contacted regarding concerns about the processing of your personal data or your data protection rights.

Data Protection Commission (DPC)
Contact: Data Protection Commission

Frequently Asked Questions

Why is the Smart Meter Data Access Code required?

Smart Meter Data can help customers better understand and manage their energy use. It can also help parties develop services that support energy efficiency, smart tariffs, renewable energy technologies and other energy-related services. Smart Meter Data can also support the operation, planning and development of the electricity network.

The Smart Meter Data Access Code sets out the rules, safeguards and customer protections that must be in place before Approved Users can access Smart Meter Data.

This helps ensure that Smart Meter Data is only accessed and used appropriately, while giving customers greater visibility and control over their data.

What are the lawful bases for accessing Smart Meter Data?

Under GDPR, parties must have a lawful basis (a legal reason) before they can access personal data, including Smart Meter Data where it constitutes personal data.

All Approved Users accessing Smart Meter Data act as independent Data Controllers.

The lawful basis relied upon will depend on the purpose for which the data is being accessed. Examples of lawful bases include:

1. **Consent from the customer:** You have given your clear consent for your data to be used for a specific purpose.
2. **For the performance of a contract:** where the data is needed to provide a service or fulfil a contract with you.
3. **Compliance with a legal obligation:** The party must use the data to comply with a legal or regulatory requirement.
4. **Vital interests:** The data is needed to protect someone's life or prevent serious harm in an emergency.
5. **For the performance of a task carried out in the public interest:** The party is carrying out a task in the public interest or exercising official authority provided by law.
6. **For the purposes of the legitimate interests of a data controller:** The party has a legitimate business or operational reason to use the data, provided that your rights and interests are not overridden.

Further information and guidance on lawful bases for processing personal data is available from the Data Protection Commission: Guidance on Legal Bases.pdf

Will my Smart Meter Data be secure?

ESB Networks is committed to protecting your Smart Meter Data and applies technical and organisational measures designed to protect it against unauthorised access, loss, alteration and disclosure.

The Smart Meter Data Access Code includes strict requirements governing how Smart Meter Data may be accessed, used, stored and shared. Approved Users must comply with these requirements and act as independent Data Controllers. This means they are responsible for protecting any Smart Meter Data they receive and complying with their legal and regulatory obligations.

What happens if my Smart Meter Data is compromised?

Protecting your Smart Meter Data is a priority. ESB Networks and all Approved Users with access to Smart Meter Data must comply with strict security, data protection and regulatory requirements designed to keep your information safe. These obligations apply regardless of whether the incident occurs within ESB Networks or an Approved User's systems.

ESB Networks operates established security and data breach management processes to identify, investigate, contain and respond to security incidents and data breaches as well as any potential non-compliance with the Smart Meter Data Access Code.

If a security incident or breach occurs:

- We will investigate the issue promptly and take steps to contain and address it.
- Approved Users, as independent Data Controllers, must report security incidents and breaches promptly and within strict timeframes set out in the Smart Meter Data Access Code and applicable legal requirements, including within 24 hours for security breaches.
- ESB Networks will assess the impact of the incident and take appropriate action in line with legal and regulatory requirements.
- Where required by data protection law, relevant authorities, including the Data Protection Commission (DPC), will be notified.
- If a breach is likely to pose a high risk to your rights and freedoms, you will be informed without undue delay.

Approved Users who do not comply with the Smart Meter Data Access Code, including where they fail to appropriately protect Smart Meter Data or respond to a security incident, may face enforcement action, including the suspension or removal of access to Smart Meter Data.

Compliance with the Smart Meter Data Access Code may also be subject to oversight by the Commission for Regulation of Utilities (CRU).

If you are concerned that your Smart Meter Data has been accessed, shared or used incorrectly, please refer to the "*If you have a concern*" section of this handbook.

What about Near Real-Time data access?

Near real-time data access is not within the scope of the Smart Meter Data Access Code arrangements described in this handbook (find out more about accessing near real-time data here).

We hope this document has provided clarity on your rights and on the safeguards we have in place to protect your information. Thank you for taking the time to review.

We encourage you to familiarise yourself with your rights as outlined. For further information please visit: ESB Networks | Smart meters and data

NETWORKS

ESB Networks
Leopardstown Road
Leopardstown
Dublin 18
D18XN80

Tel 1800 372 757 or +353 21 2386555
Email esbnetworks@esb.ie

esbnetworks.ie