



Local Issuing Office TSO Role

Customer Life Cycle

July 2017

Local Issuing Office Role

EIC creation & registration on Xoserve.com &



User Requests EIC
via CLC online Forms



CLC validates user
(also via the CIO for
int. codes)



CLC publishes new
code on xoserve.com
and ENTSO-E



CLC creates and
issues EIC to user

*EIC - Energy Identification Code
CIO - Central Issuing Office (ENTSO-E)
LIO – Local Issuing Office
LSO – Local Security Officer
CLC – Customer Life Cycle
TSO – Transmission System Operator*

PRISMA Validations (acting TSO on behalf of NG)

Registration on  PRISMA
EUROPEAN CAPACITY PLATFORM

Trader, Shipper & Shipper
Users register on PRISMA
with valid EIC code



CLC receive email from
PRISMA to
confirm user




CLC sets user
to Live in
PRISMA



CLC validates user
via LSO

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Local Issuing Office (LIO)

- Xoserve (CLC) became a Local Issuing Office (LIO) for the UK on **7th September 2015**.
- CLC can now issue International and Local EICs (Energy Identification Code) which is a requirement in order to trade in  **PRISMA** EUROPEAN CAPACITY PLATFORM
- Requests are submitted via the forms on our website. Users can also use these forms to amend and delete EIC's.
- CLC will process and validate requests & consult the Central Issuing Office (CIO) - for International codes
- Local Codes will be published on the Xoserve LIO website. International Codes will be published on both Xoserve's and the CIO's website.
- EIC codes are valid for both gas and electricity

If a user has an existing EIC for either gas or electricity, they do not need to register again.

National Grid will continue in its role as UK Electricity LIO.

Transmission System Operator (TSO)

- Users wishing to participate in auctions at Bacton & Moffat Interconnector Points (IPs) will require access to  PRISMA. EUROPEAN CAPACITY PLATFORM
- Xoserve's Customer Life Cycle Team is now acting on behalf of National Grid as TSO to approve users registering on  PRISMA. EUROPEAN CAPACITY PLATFORM
-  PRISMA. EUROPEAN CAPACITY PLATFORM Gemini will interact with each other to manage the available capacity
- Users will require an EIC code to register and trade on the platform
- Registration may take between 2-3 weeks to complete
- GEMINI LSOs may be contacted to validate users
- An email from the users company's LSO to the CLC Team is required for validation purposes*

** If a registered GEMINI LSO requires access to PRISMA, an email validation is not required*