



Participant Readiness Coordinators

The Regulatory Authorities (RAs) and the System Operators (SOs) have implemented a Participant Readiness Coordinator (PRC) function within both project teams. The purpose of the PRCs is to facilitate participants in undertaking their role in relation to SEM readiness. The PRCs will act as the primary point of contact for participants' queries on the SEM programme.

Preliminary Assessment of Queries

The RAs and the SOs expect that participants will check the appropriate websites as a first step in seeking responses for their queries. Participants should check the RAs website (www.allislandproject.org) or the SOs website (www.allislandmarket.com) for information prior to contacting the PRC.

Queries to be addressed to the PRC

Queries that participants cannot find answers for in the RAs and SOs published documentation should be forwarded to the PRC email address (prc@allislandproject.org).

All queries will be acknowledged within 24hrs. The PRCs will endeavour to provide a response or a date when responses will be available within one week (5 business days) of acknowledgement.

Issue logs will be kept on the AIP website. (The new AIP site won't be up & running until the end of January. Until then, the updated logs will be emailed to participants on a weekly basis.)

All queries and responses will be published unless participants request confidentiality. In the case of confidentiality, if the PRCs determine that part of the response would be beneficial to other participants, these sections may be published as an information note.

All queries should be submitted using the attached template.



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