



NETWORKS

Industry Governance Group (IGG) Presentation

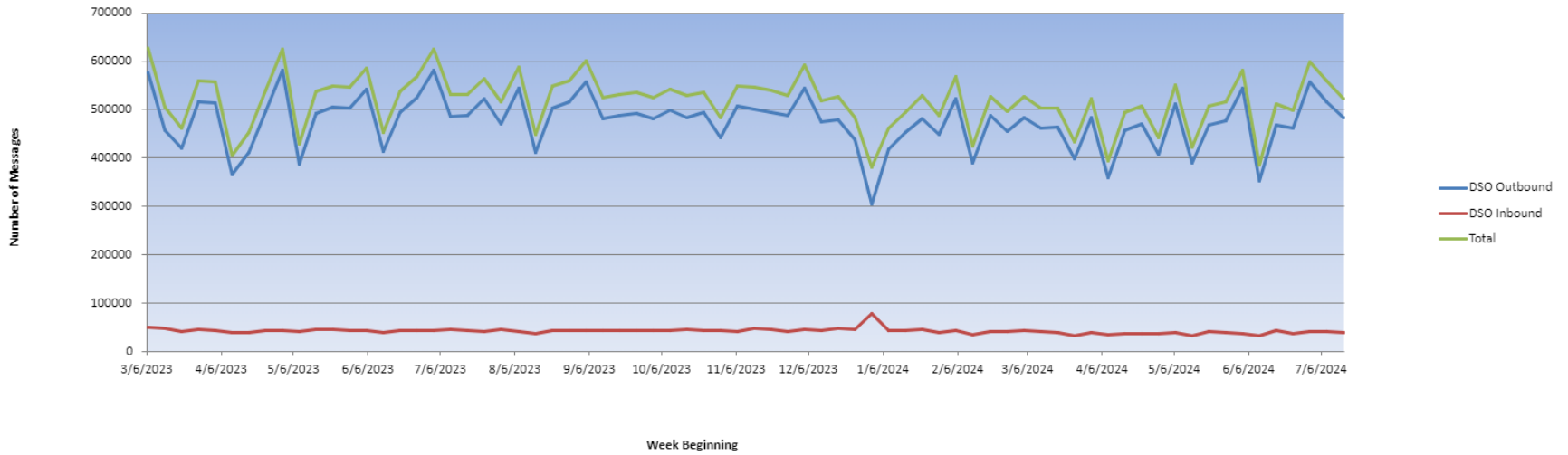
ESB Networks Retail Market Services
28th August 2024



Agenda

1. TIBCO Market Activity
2. TIBCO Housekeeping
3. TIBCO EMMA Upgrades
4. SMART Data Provision - Read Date Issue 27th and 28th June
5. Update - MCC12 Non-Zero Estimates During Power Outages

Market Message Volumes



Tibco Outages (Planned and Unplanned July 2024)



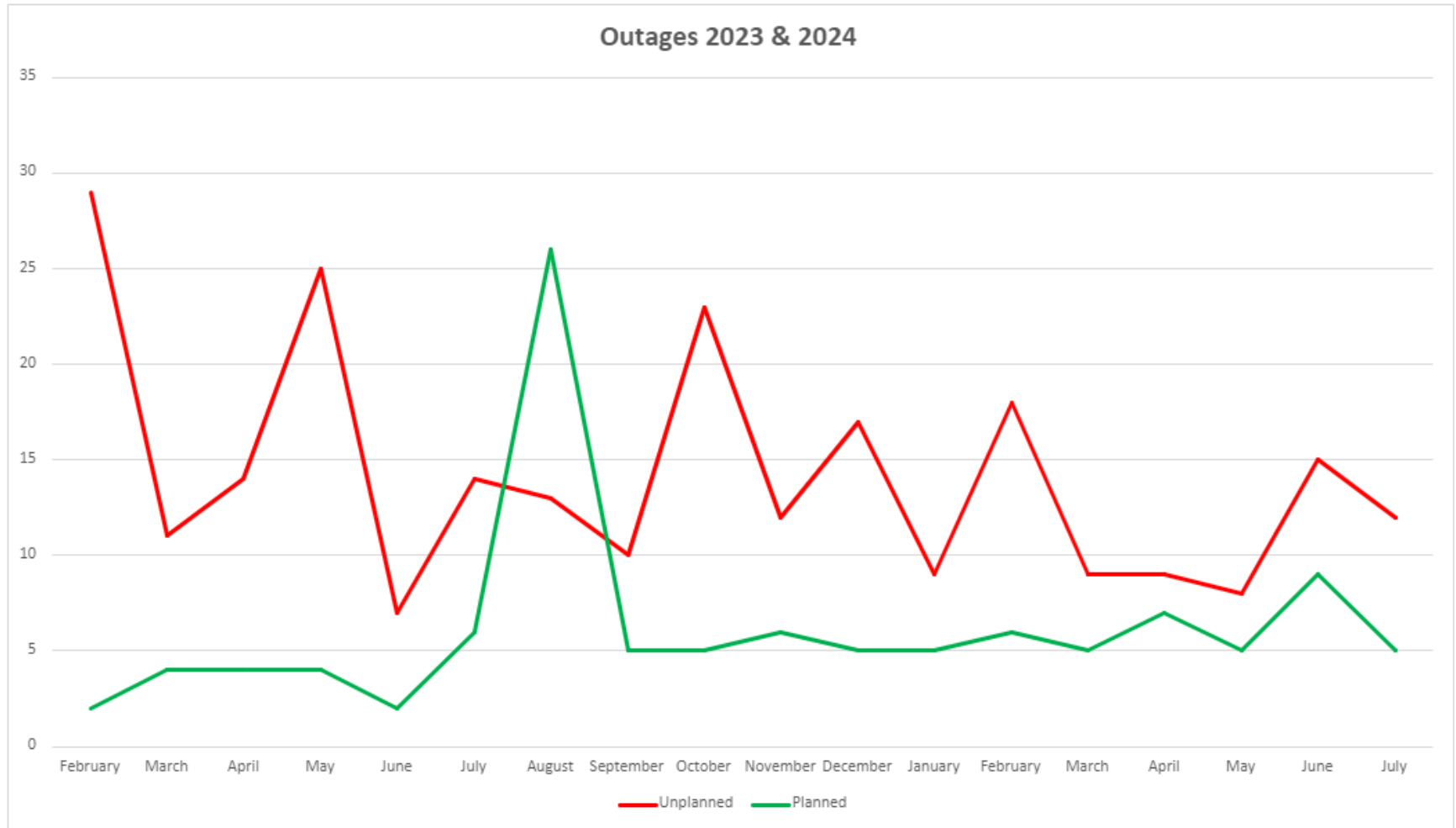
Planned outages – July 2024

Supplier	Count	Supplier	Count
Supplier1	0	Supplier14	1
Supplier2	0	Supplier15	1
Supplier3	1	Supplier16	0
Supplier4	0	Supplier17	0
Supplier5	0	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	0	Supplier20	0
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	0
Supplier10	0	Supplier23	2
Supplier11	0	Supplier24	0
Supplier12	0	TIBCO Hub	1
Supplier13	0		

Unplanned outages – July 2024

Supplier	Count	Supplier	Count
Supplier1	1	Supplier14	0
Supplier2	1	Supplier15	0
Supplier3	0	Supplier16	0
Supplier4	1	Supplier17	0
Supplier5	1	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	2	Supplier20	1
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	0
Supplier10	2	Supplier23	3
Supplier11	0	Supplier24	0
Supplier12	0	TIBCO Hub	0
Supplier13	0		

Tibco Outages (Planned and Unplanned 2023 & 2024)



- Market Participants are reminded of the regular housekeeping requirements e.g. database re-orgs which keep EMMA's running more efficiently.
- Digital Certificates:
 - Market Participants are reminded to check their Production EMMA and Test EMMA Certificates to ensure they are kept up to date otherwise the EMMA will not work if the digital cert expires.
 - A notification issues to advise when a digital certificate is due to expire, usually approx. 60 days before expiry. Additional notifications issue as the expiry date moves closer.
 - Market Participants should ensure that they take action on receipt of the notifications as it can take time to get the cert procured and installed.
- Market Participants are reminded to ensure that updated contact information for the notification emails are sent to Market Message Hub Support team (RetailMarketHubSupport@esb.ie) to ensure that the notification emails are going to the correct people
- Infrastructure Changes
 - Suppliers are requested to let the Market Message Hub Support team (RetailMarketHubSupport@esb.ie) know of any changes that may impact the TIBCO EMMA e.g. IP Address change.

- In previous IGGs, ESB Networks flagged that we may require access to MPs EMMAs towards the end of this year. This access was required in order to facilitate a technical upgrade..
- ESB Networks is in the process of obtaining extended support which will avoid the need to upgrade MP EMMAs in the short term.
- Upgrades will be required to be made in Q1/Q2, 2025.
- ESB Networks will provide Market Participants with further detail for these upgrades in the coming months.

Background

- Smart meter reading data (Import Interval Reads, Register Reads, Export Interval Reads plus smart MCC change requests) for read dates 27.06.2024 & 28.06.2024 failed to be issued by the AMI systems to the Market Systems and data hub (customer portal) at D+1.

Root Cause

- ESB Networks is currently carrying out a root cause analysis.

Data Recovery

- Recovery of the backlog of data started on Tuesday July 2nd.
- Remote Register Reads for non MCC12 sites that would have otherwise missed the 7 day meter reading order window were prioritised.
- The interim microgen solution is designed to “deem” data if data is not available within 7 days so the export microgen data was also prioritised to be recovered within this window.
- All other data was recovered by 12th July with batches of data shipping from AMI to SAP IS-U each day.

Market Communications

- ESB Networks informed the market of the issue on Friday 28.06.2024.
- Further communications were issued on 01.07.2024 with another update provided at the IGG on 17.07.2024.

Disruptions to services can never be totally guaranteed against.

ESB Networks strives to prevent service disruptions and minimise customer and market impact when disruptions occur.

- Over the last number of months, ESB Networks has completed a significant amount of work to identify and resolve different cohorts of meters impacted by Power Outages.
- ESB Networks are working to deliver the preventative system fix required.
- The last cohort of Power Outage corrections was in May. ESB Networks is currently exploring a more efficient way of updating this data and providing to suppliers more regularly.
- ESB Networks will continue to provide updates at the IGG meetings.

Thank You