



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
10th January 2024



Agenda

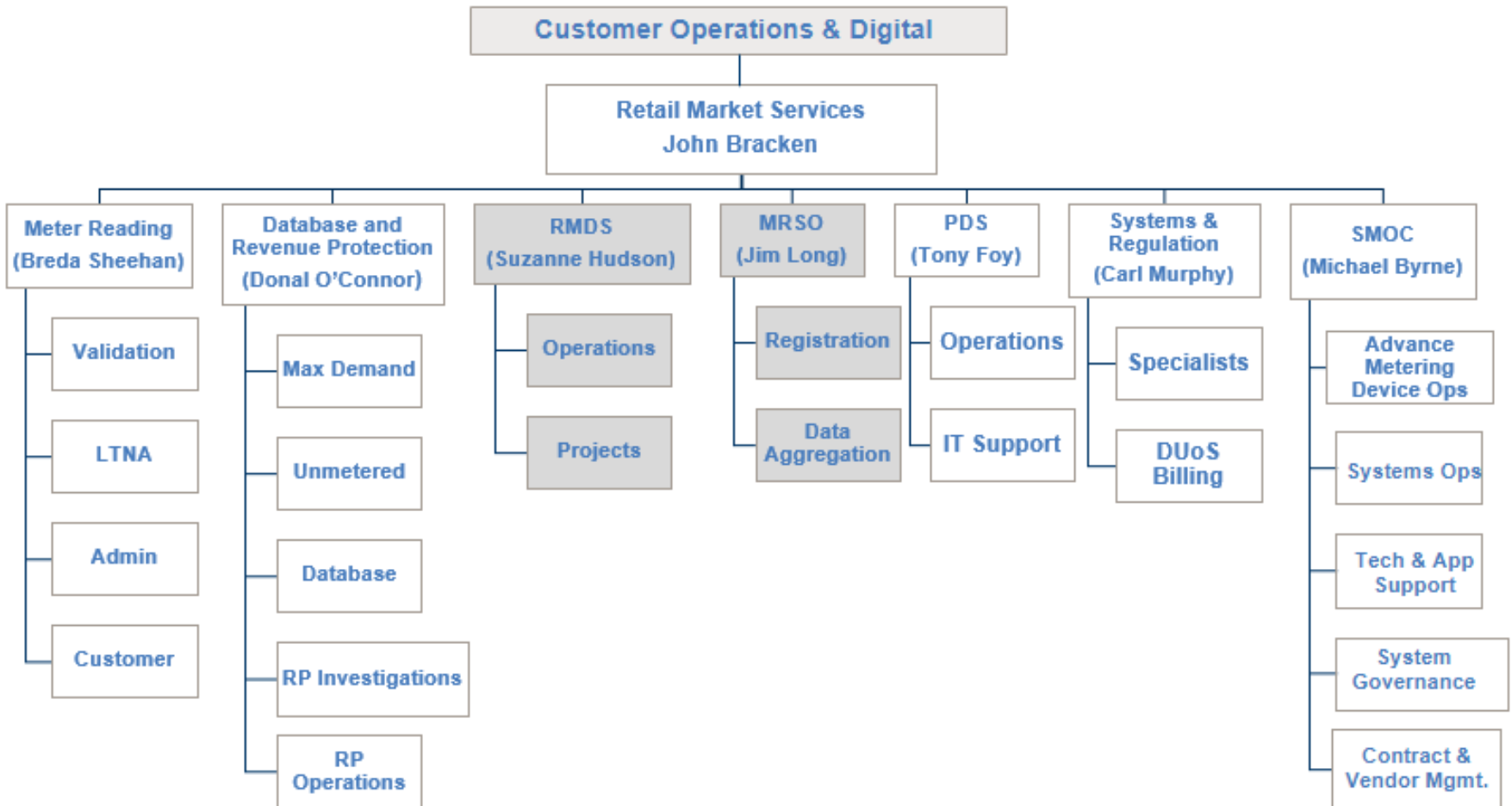
1. Retail Market Services Changes
2. Tibco Market Activity
3. MCC12 Non-Zero Estimates During Power Outages
4. Market Participant Survey 2023
5. Microgeneration Contact Information

Retail Market Services Changes *(For information only)*

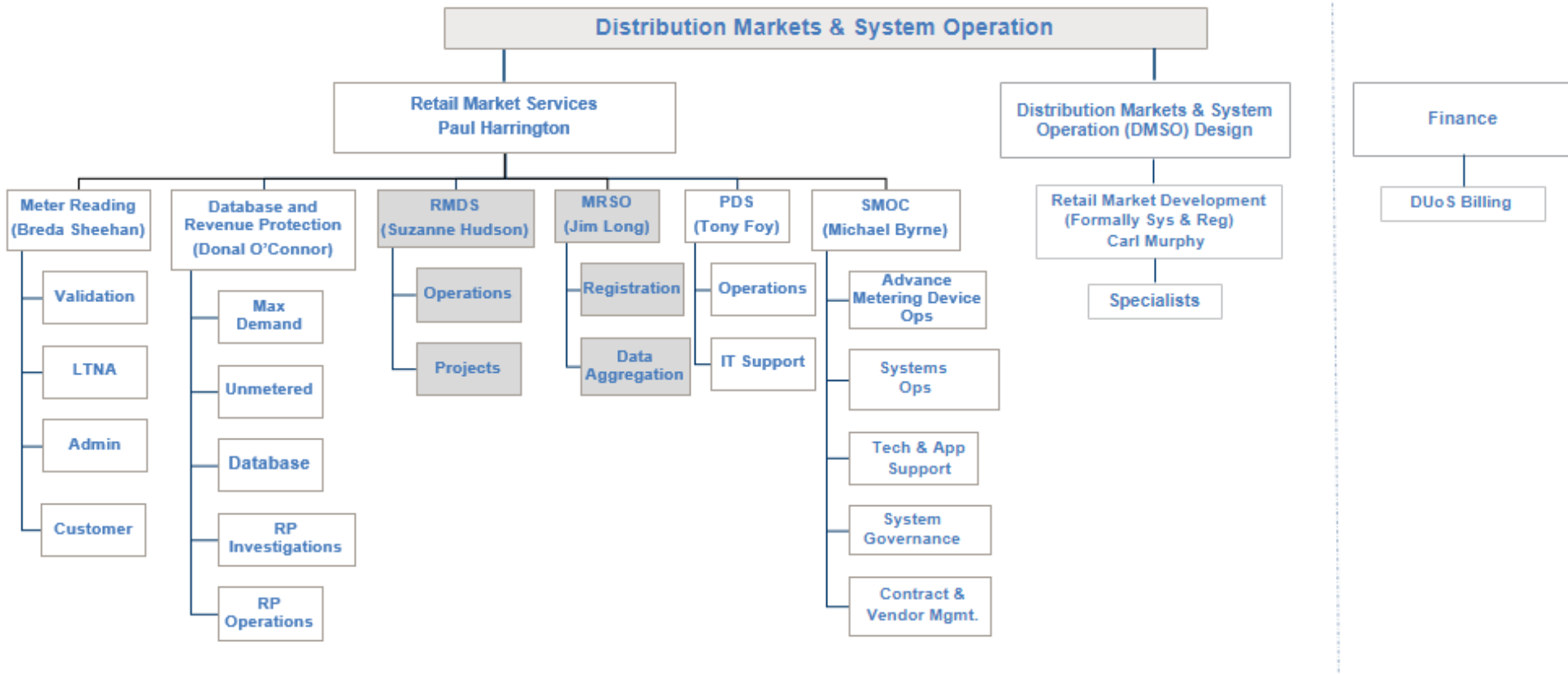


- The ESB Networks business area that contains Retail Market Services, has changed from '*Customer Operations & Digital*' to '*Distribution Markets & System Operation (DMSO)*'.
- Retail Market Services changes:
 - Retail Services Manager has changed from John Bracken to Paul Harrington.
 - The Systems and Regulation team has transitioned from Retail Market Services to DMSO (Distribution Markets & System Operation) Design and will be recognised going forward as the '*Retail Market Development*' team.
 - The DUoS Billing team has transitioned from Retail Market Services to Finance.
 - There are **no changes** to roles or responsibilities and contact details remain the same.

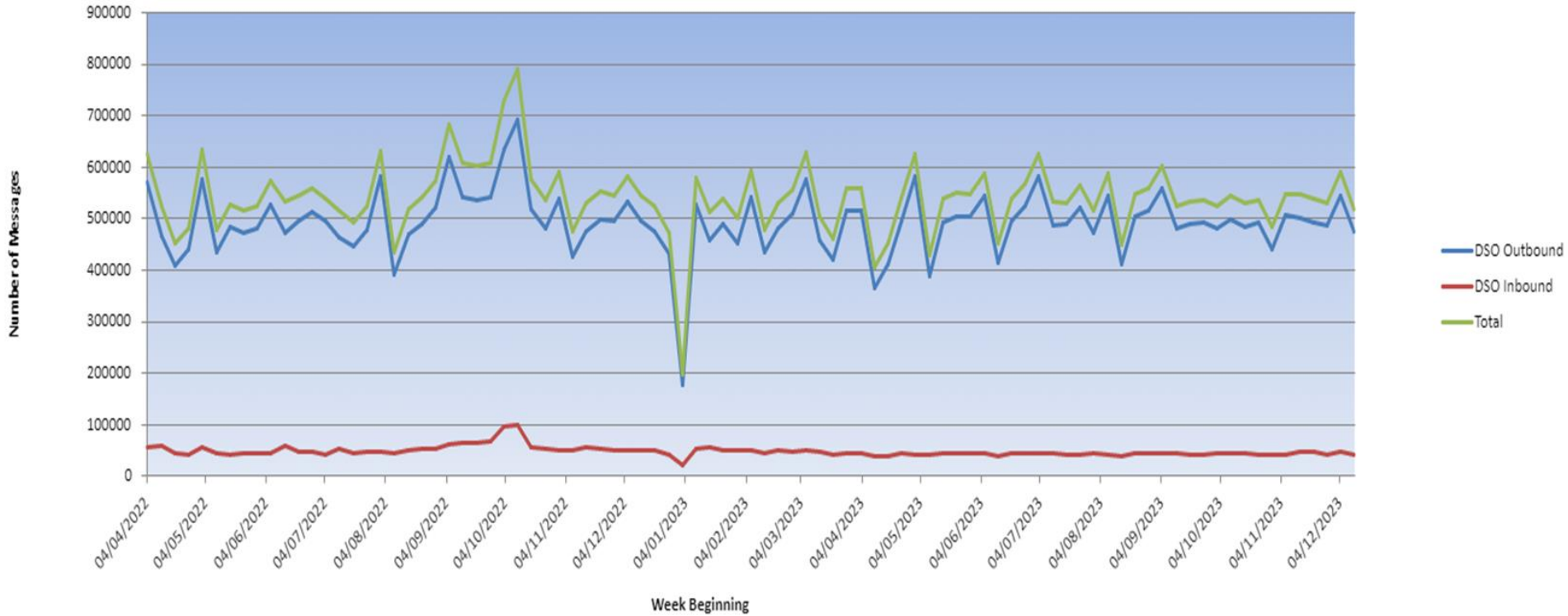
Retail Market Services - Prior to Changes



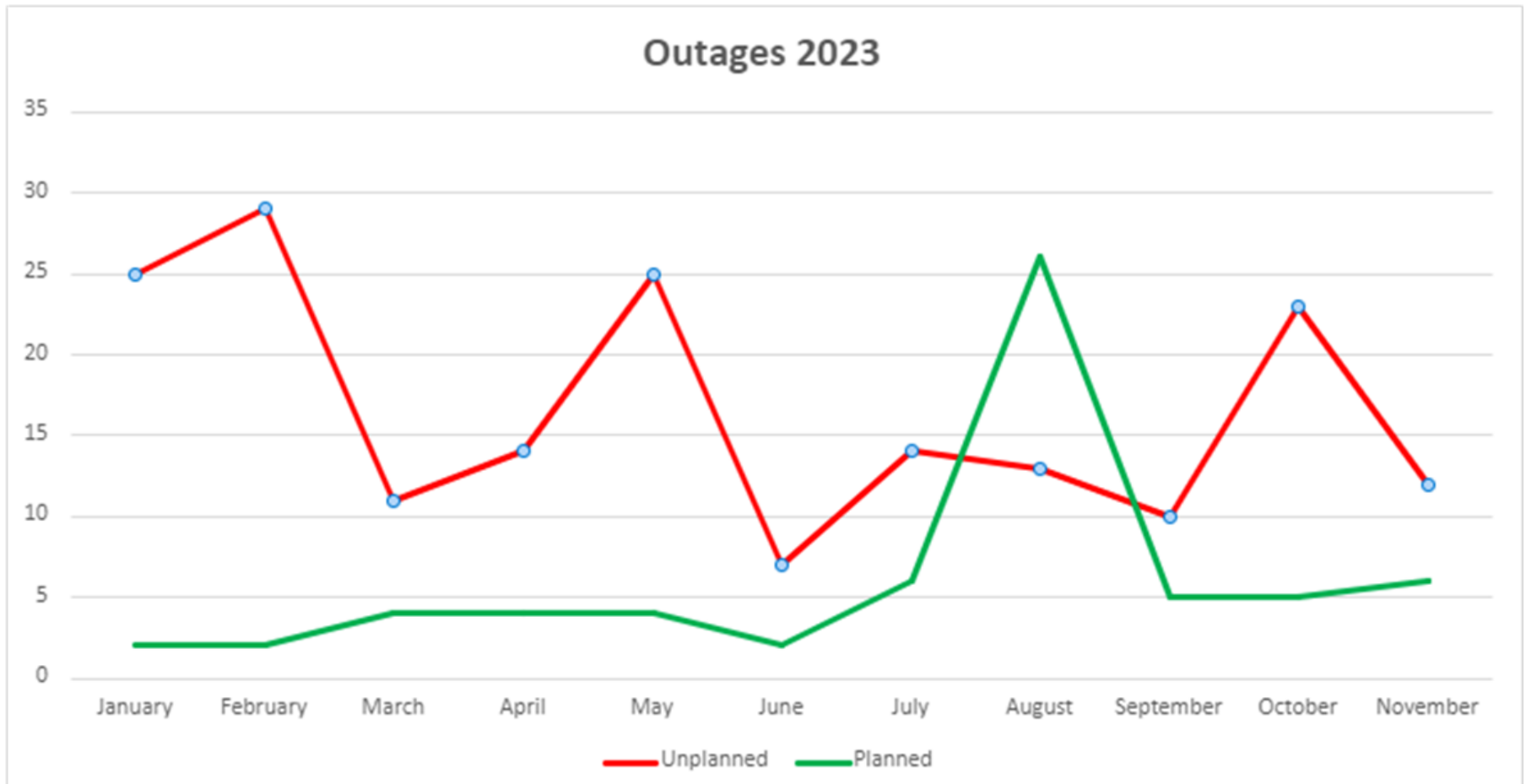
Retail Market Services - Post Changes



Market Message Volumes



Tibco Outages (Planned and Unplanned 2023)



Tibco Outages (Planned and Unplanned 2023)



December 2023 Planned Outages

Supplier	Planned Count	Supplier	Planned Count
Supplier 1	0	Supplier 14	1
Supplier 2	0	Supplier 15	1
Supplier 3	2	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	0	Supplier 18	0
Supplier 6	0	Supplier 19	0
Supplier 7	0	Supplier 20	0
Supplier 8	0	Supplier 21	0
Supplier 9	0	Supplier 22	0
Supplier 10	0	Supplier 23	2
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	2
Supplier 13	0		

December 2023 Unplanned Outages

Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier 1	0	Supplier 14	3
Supplier 2	0	Supplier 15	0
Supplier 3	2	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	1	Supplier 18	0
Supplier 6	0	Supplier 19	0
Supplier 7	0	Supplier 20	1
Supplier 8	0	Supplier 21	0
Supplier 9	1	Supplier 22	0
Supplier 10	4	Supplier 23	0
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	0
Supplier 13	0		

MCC12 Non-Zero Estimates during Power Outage Scenarios



- Corrective action completed by ESB Networks DUoS Billing (Relevant MPRNs >20kWhs of impact) for a power outage than spans within the same day.
- Residual issue for MPRNs where a power outage spans more than one day.
- ESB Networks will investigate the root cause and identify a fix to resolve the issue.
- ESB Networks will undertake a follow-on review into the management of other interval reading estimations.
- Updates will continue to be provided at the IGG meetings.

Market Participant Survey 2023



- Market Participants were last surveyed in 2021 to gain their insights into all aspects of RMS.
- This process was repeated for 2023 and additional sections added to account for new groups created within RMS (i.e. SMOC), as well as gaining insights on key initiatives delivered to the retail market since the last survey in 2021 (i.e. Energy Credit Scheme, Hub Relocation Project and the Interim Microgeneration Solution).

The **Overall Aim** of the Market Participant Survey 2023 was to:

- Share with Market Participants the service as presently provided by RMS.
- Obtain insights into the performance of Retail Market Services in meeting Market Participant's needs and identify areas which work well, and which can be improved.
- Define & communicate actions to support these improvements based on the feedback.
- Provide RMS with an opportunity to improve engagement with Market Participants.

The **Target Audience** of the survey were:

- The regular users of the services provided by Retail Market Services.
- Those who may play an active role in shaping ESB Networks initiatives through the Industry Governance Group (IGG).
- The survey was undertaken in confidence by **IPSOS B&A** in collaboration with ESB Networks.

• In Scope

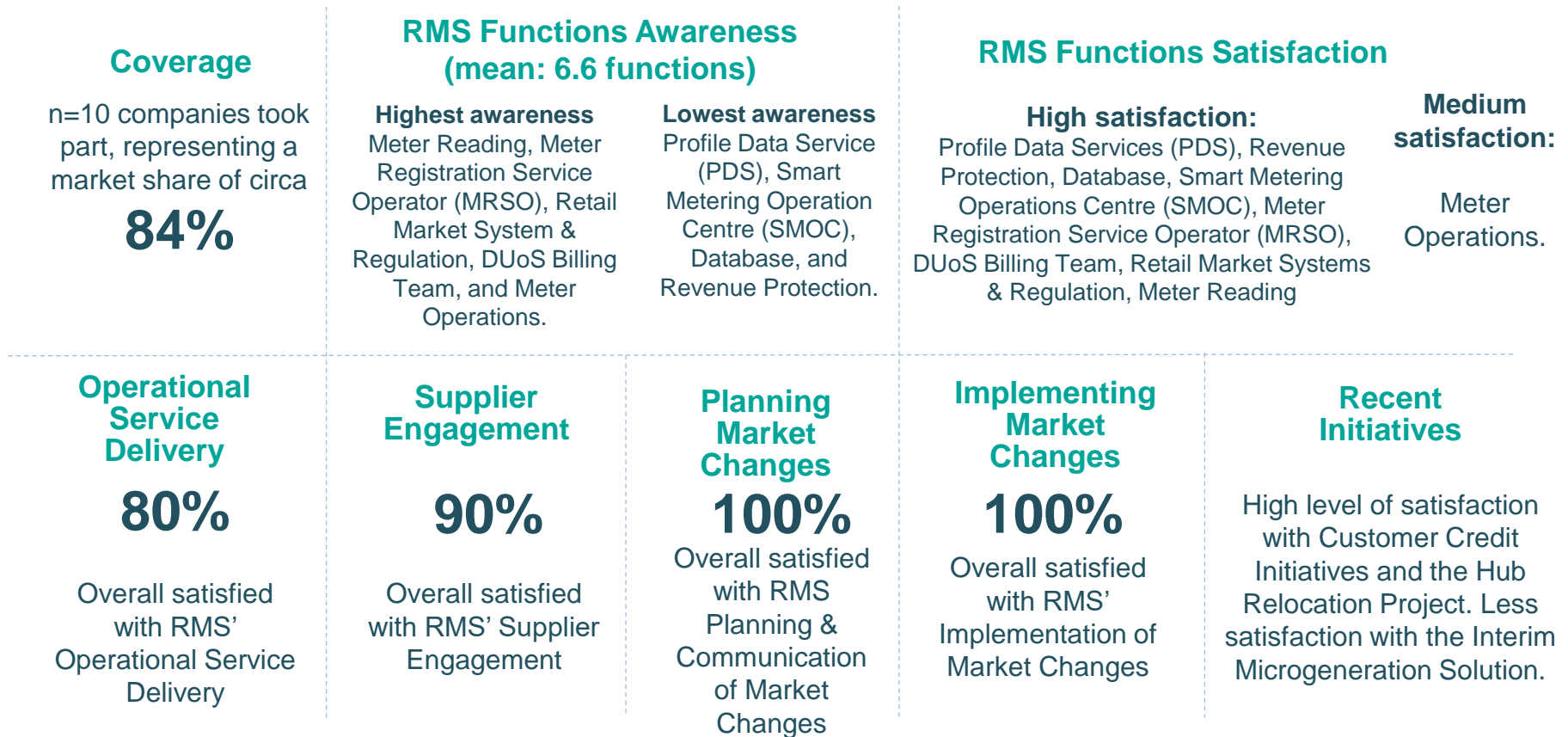
- MRSO
- Meter Reading (NQH)
- Profile Data Services (QH)
- Database
- Revenue Protection
- Systems and Regulation
- DUoS Billing
- Meter Operations
- Smart Metering Operations Centre

• Out of Scope

- RMDS
- Smart Metering Project

Overall, the message is one of high levels of satisfaction with RMS

- Key Indicators – RMS Market Participants Survey 2023

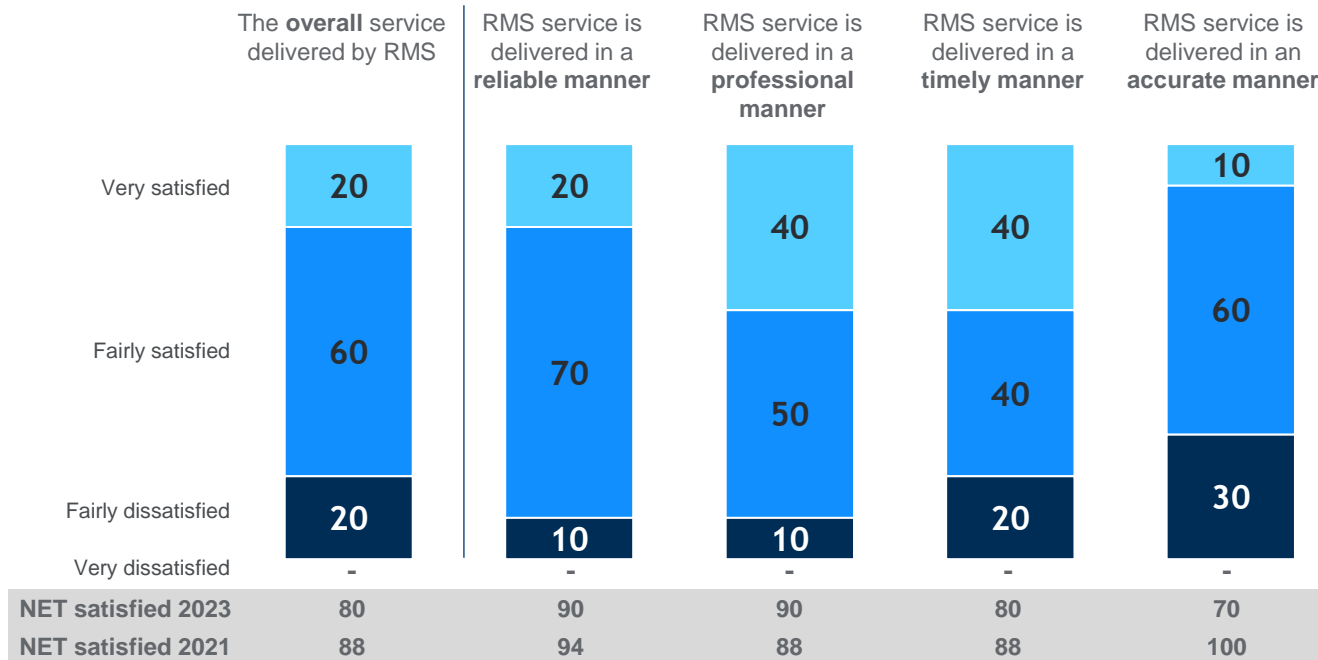


Satisfaction with Operational Service Delivery



There is room for improvements for RMS being delivered in timely and accurate manner.

Operational Service Delivery – Satisfaction

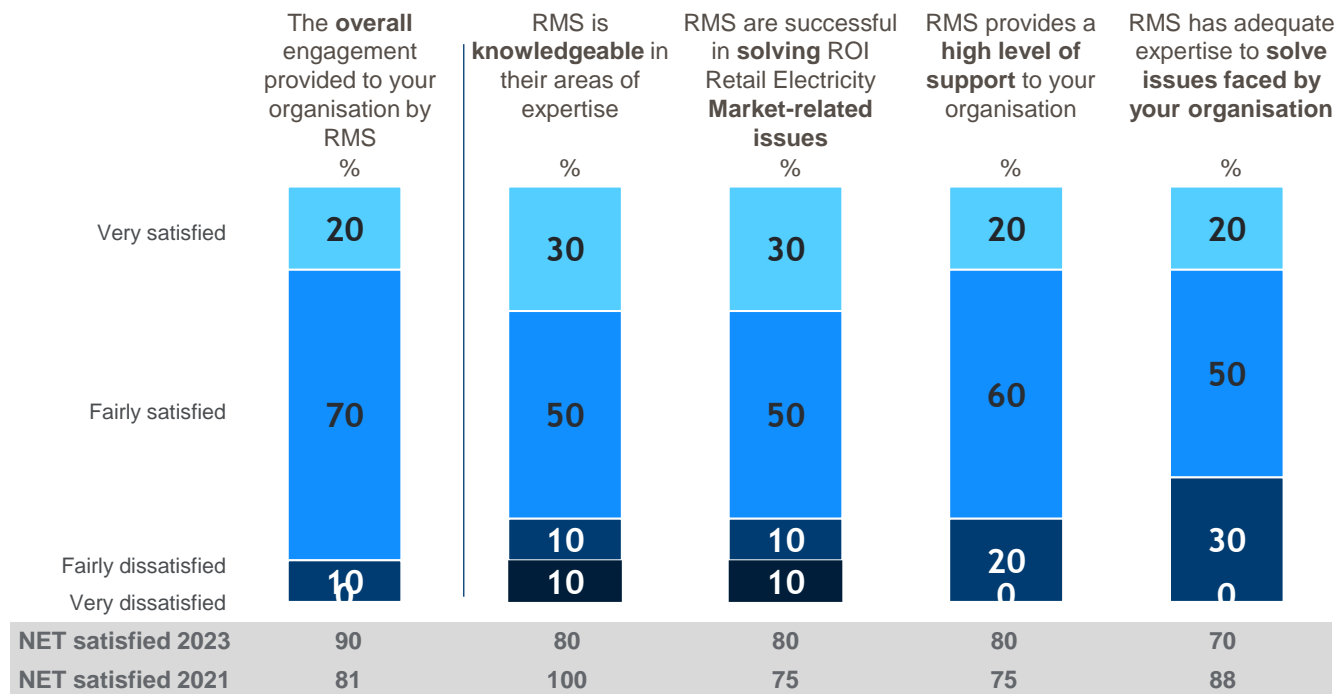


Satisfaction with Supplier Engagement

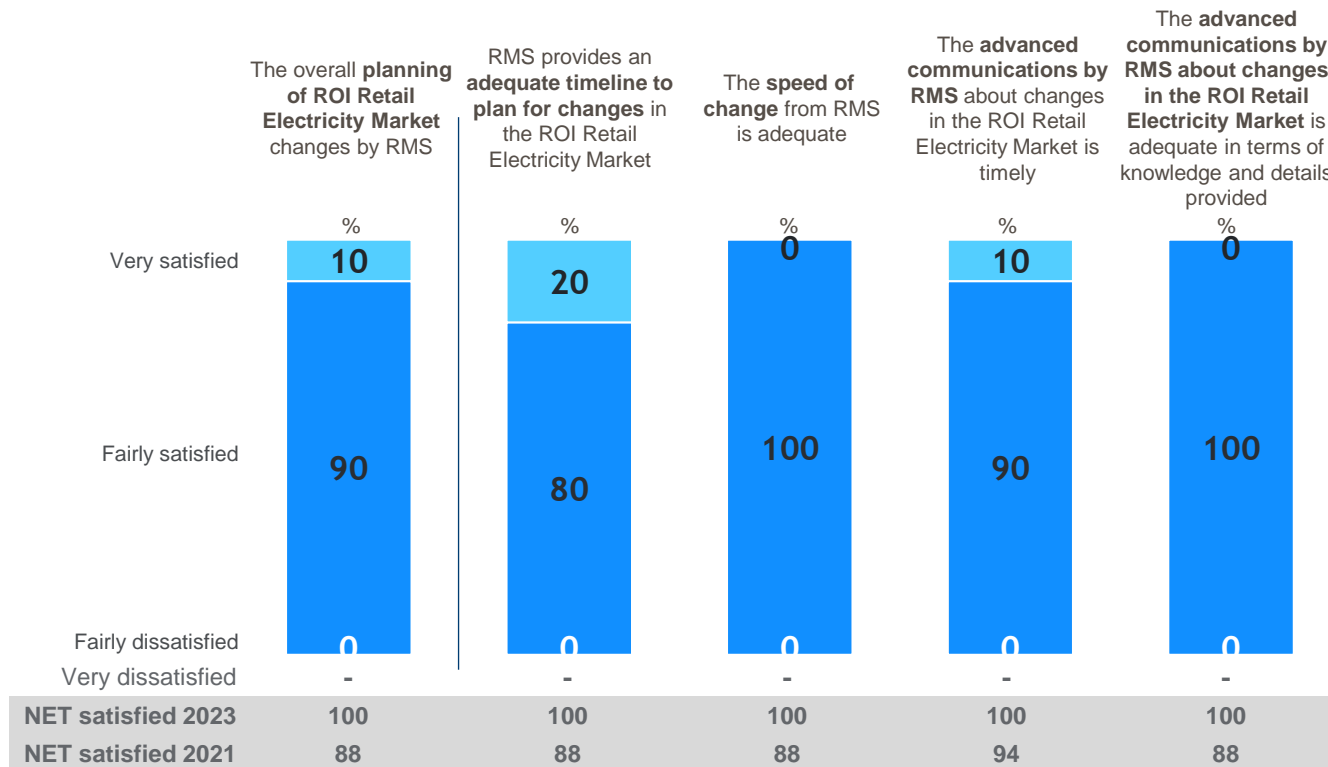


While satisfaction is up vs. 2021, there is room for improvements in terms of expertise.

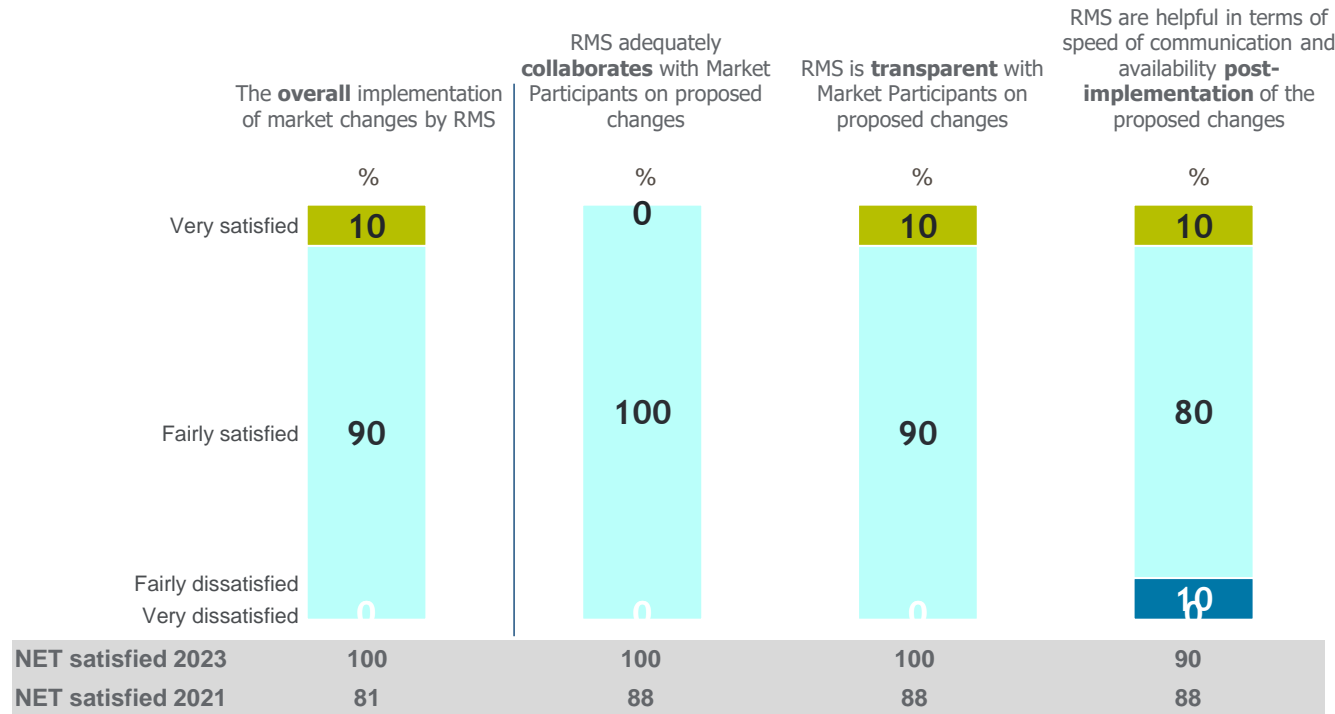
Supplier Engagement – Satisfaction



RMS Planning & Communicating Changes in Retail Market – Satisfaction



RMS Implementation of Changes in Retail Market – Satisfaction

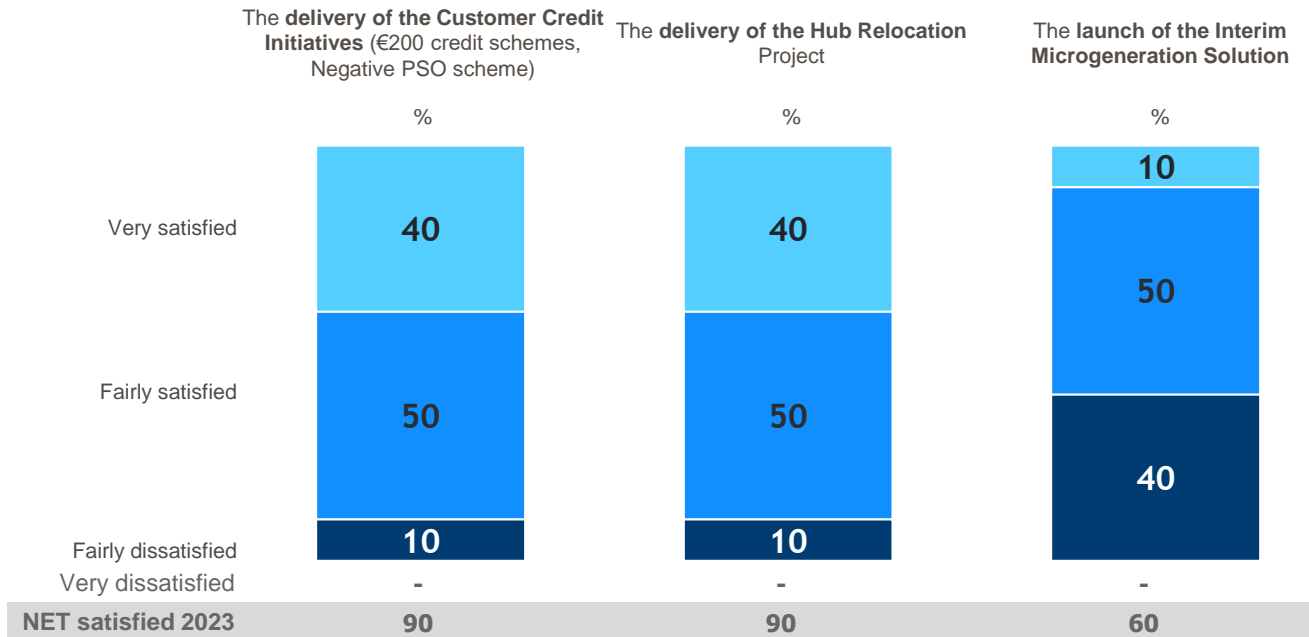


High levels of satisfaction with the delivery of the various RMS-lead Initiatives

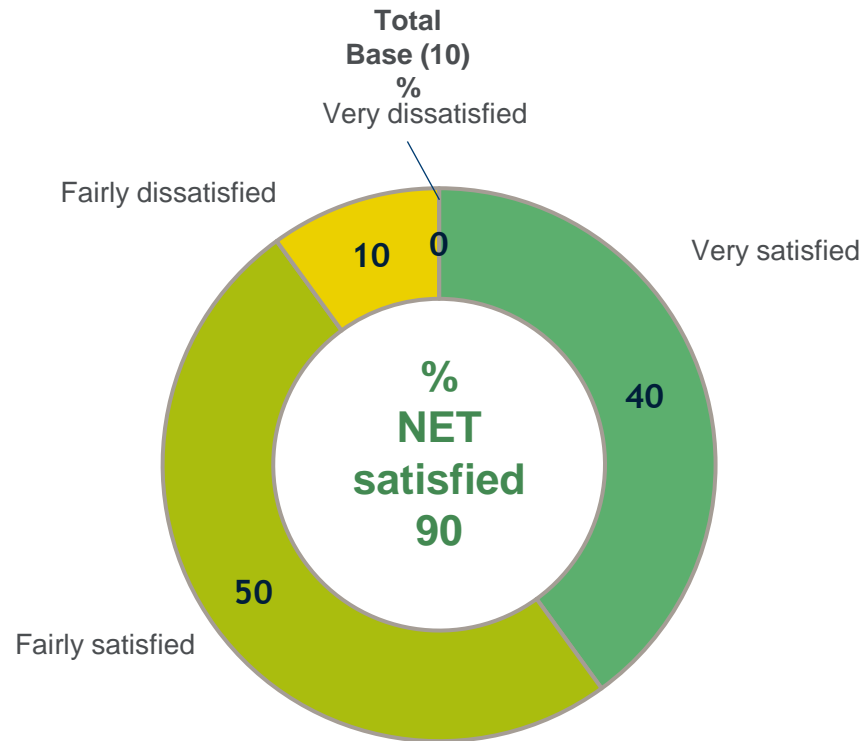


However, satisfaction is lower for the launch of the Interim Microgeneration Solution.

Recent urgent mandatory initiatives– Satisfaction



9 in 10 are satisfied with the communication on the last market participant survey



Communications on the last Market Participant Survey 2021 – Satisfaction

-
- ESB Networks will develop actions following on from the survey results.
 - Updates will be provided at the IGG meeting in March.
 - Early analysis indicates that a specific workshop focusing on Microgeneration would be beneficial.

Microgeneration Contact Information

Market Participant Updated Contact Information

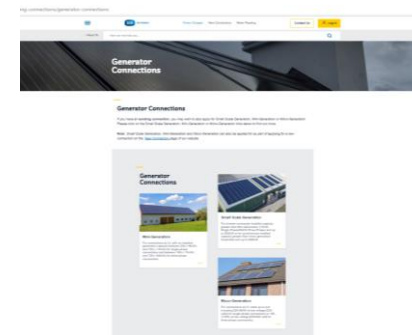
BAU Contact Update – Data Provision

IRMM Solution Component	ESB Networks Business Team	Mailbox
301MM	Supplier Support Centre	meterop.esbnetworks@esb.ie
Fieldworks (deployment of smart meters. In-flight orders / exchanges ONLY)	Supplier Support Centre	meterop.esbnetworks@esb.ie
System Updated and Supplier Notification	RMDS (Extranet)	rmds@esb.ie
	RMDS (Webservice)	rmds@esb.ie
	RMDS (Downloadable Files)	rmds@esb.ie
Data Collection & Data Provision	Data Collection	exportdc.esbnetworks@esb.ie
Settlement	MRSO	mrso@esb.ie

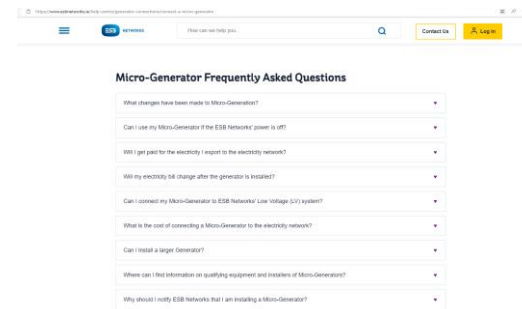
For any other IRMM related queries, please contact RMDS at rmds@esb.ie
Note exportdc.esbnetworks@esb.ie is for suppliers use only and is not to be shared directly to customers

Customer Contact Information

ESB Networks generator connections web page
<https://www.esbnetworks.ie/existing-connections/generator-connections>



ESB Networks microgeneration FAQ web page
<https://www.esbnetworks.ie/help-centre/generator-connections/connect-a-micro-generator>



Queries in relation to NC6 can be submitted to:
networkservicesbureau@esb.ie

Thank You