



NETWORKS

Industry Governance Group (IGG) Presentation

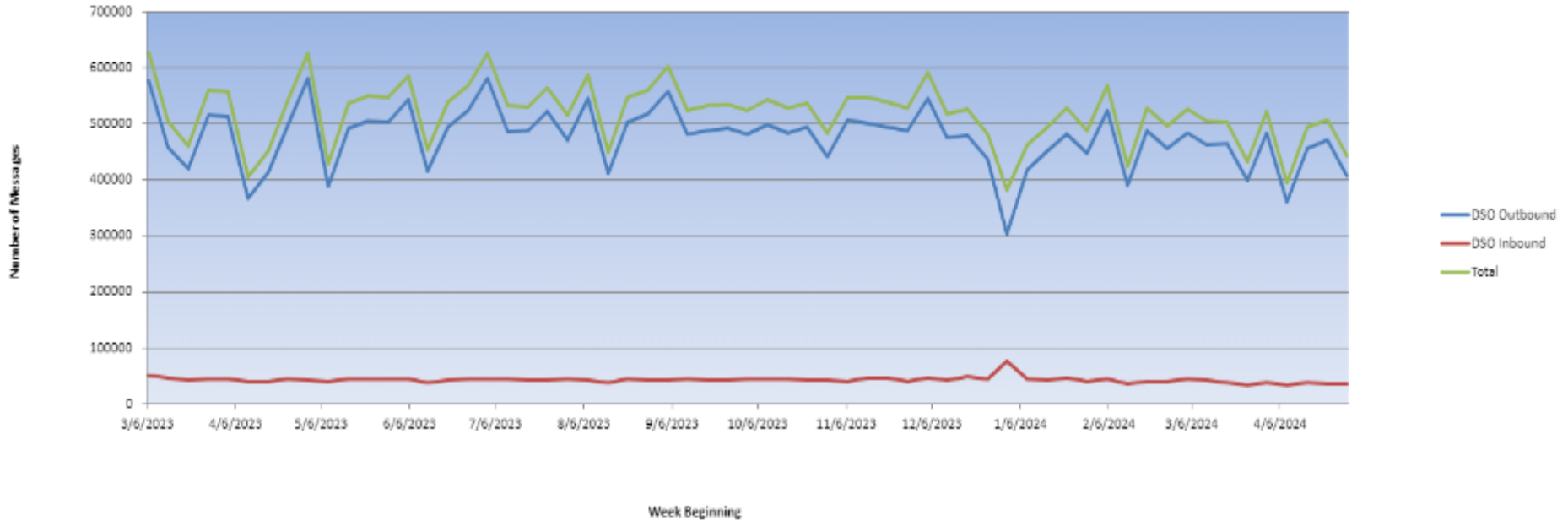
ESB Networks Retail Market Services
8th May 2024



Agenda

1. Tibco Market Activity
2. Update on MCC12 Non-Zero Estimates During Power Outages
3. Market Participant Survey Areas of Focus
4. PAYG Update

Market Message Volumes



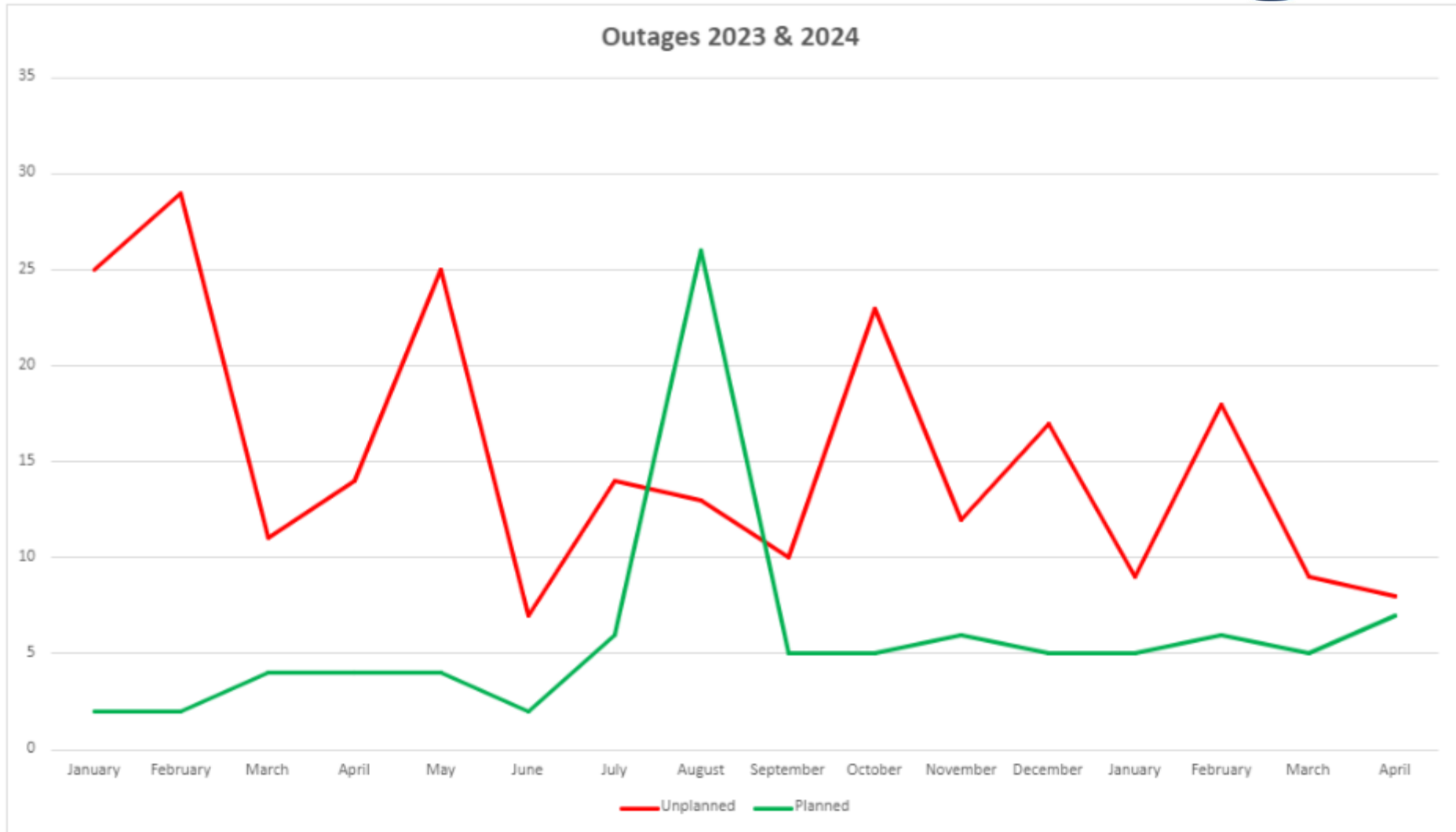
Planned outages – April 2024

Supplier	Count	Supplier	Count
Supplier 1	0	Supplier 14	2
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	1	Supplier 23	1
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	2
Supplier 13	0		

Unplanned outages – April 2024

Supplier	Count	Supplier	Count
Supplier 1	0	Supplier 14	0
Supplier 2	1	Supplier 15	0
Supplier 3	1	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	3	Supplier 18	0
Supplier 6	1	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	0
Supplier 11	1	Supplier 24	0
Supplier 12	1	Supplier 25	0
Supplier 13	0		

Tibco Outages (Planned and Unplanned 2023 & 2024)



Update on MCC12 Non-Zero Estimates during Power Outage Scenarios



- The following actions have taken place for impacted MPRNs during storms Isha and Jocelyn (Jan24):
 - Two data corrections took place to address these impacted MPRNs (6,447 MPRNs) on 14th & 15th March and 12th April.
 - Lists were shared to the relevant suppliers for both data corrections.
 - Data was corrected via the Central Market Systems and market messages issued.
 - There are a small number (approx. 650) of remaining MPRNs to be corrected for storms Isha and Jocelyn. These are expected to be completed in the next 1-2 weeks.
- This data analysis is very complex in nature. ESB Networks wish to thank suppliers for their patience whilst this continues until the preventative fix is in place.
- ESB Networks request for suppliers to ensure these updates at IGG are being shared at an operational level for those dealing with customer queries.
- Once the high impact storms Isha and Jocelyn data corrections are completed, ESB Networks will correct any similar multi-day power outage issues on a bi-monthly frequency (using the same market message process), until the preventative systems fix is in place.
- As advised at previous IGG meetings, ESB Networks is continuing to work with the vendor on a release date for the preventative fix required. ESB Networks will continue to keep the IGG updated on progress.

1. Sources of Retail Market Information

Increasing awareness to all Market Participants on the Retail Market information available

2. Market Participant & ESB Networks 1-2-1s to continue

Market Participants are looking to continue their engagement with ESB Networks via these more informal sessions

3. Improved Query Response Times

Market Participants are looking for ESBN's response times to their queries to improve

4. Interim Microgeneration Solution

Better focus on the issues related to the Interim Microgeneration Solution

- Reminder that Monday 3rd June is **not** a credit friendly holiday.
- If a customer loses supply on this date the purchase of credit is required to top-up the meter and restore supply.
- ESB Networks will process PMP requests submitted via the extranet up to 5pm on Friday 31st May. Requests submitted after this will be processed on Tuesday 4th June.
- Customers can still purchase credit using their old KPN card for their old supplier until the PMP is processed.
- ESB Networks will use the contact details provided by suppliers previously. Any updates required for these contact details should be provided to keypadmanagement@esb.ie

Thank You