



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
23rd October 2024



Agenda

1. TIBCO Market Activity
2. TIBCO Outages
3. Operational Issues
4. TIBCO EMMA Upgrades
5. Access Agreement , Data Sharing Agreement and Supplier Obligations
6. Webservice Annual Secret Keys Update
7. PAYG Bank Holiday update
8. Additional Key Messages
9. Energy Credit Scheme

Market Message Volumes



Tibco Outages (Planned and Unplanned September 2024)



Planned Outages – September

Supplier	Count	Supplier	Count
Supplier1	0	Supplier14	1
Supplier2	0	Supplier15	0
Supplier3	4	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	1	Supplier23	4
Supplier11	0	Supplier24	0
Supplier12	0	HUB	0
Supplier13	0		

Total Planned Outages = 10

Unplanned Outages – September

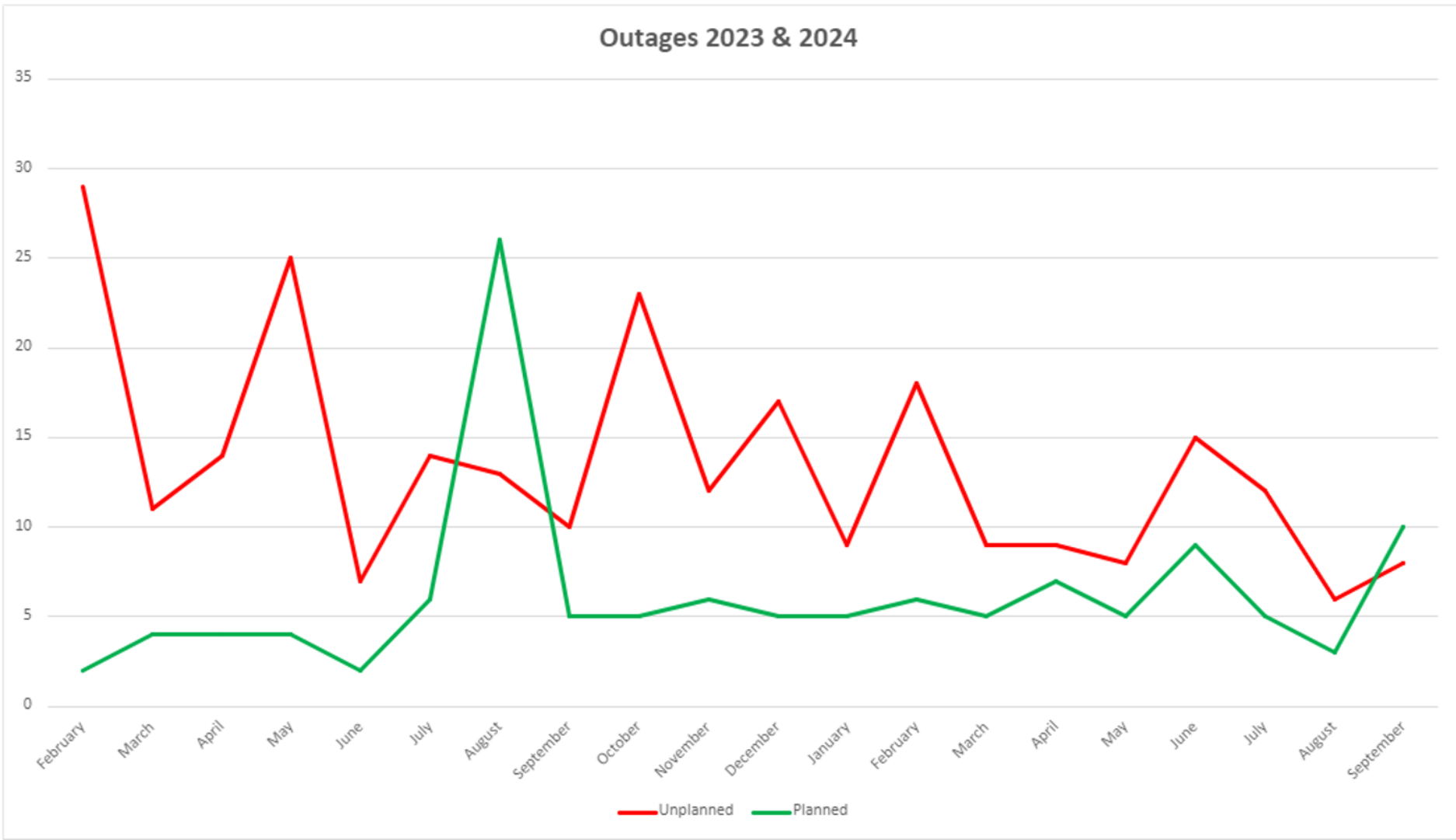
Supplier	Count	Supplier	Count
Supplier1	0	Supplier14	0
Supplier2	0	Supplier15	0
Supplier3	0	Supplier16	2
Supplier4	1	Supplier17	1
Supplier5	1	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	0	Supplier20	0
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	1
Supplier10	0	Supplier23	1
Supplier11	0	Supplier24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

Total Unplanned Outages = 8

Tibco Outages (Planned and Unplanned 2023 & 2024)



Outages 2023 & 2024



- **Negative EMMA heartbeats – 10th October**
- ESB Networks was made aware of an issue that occurred 10th October 2024, which resulted in some market messages being slightly delayed around mid-morning.
- Some Market Participants reported to ESB Networks that they received negative heartbeats on their EMMA's between 10:30am and Midday.
- The issue was caused as a result of vendor activity which led to a network issue in the ESB Networks data centre.
- The issue was fully resolved by lunch time that day.

- 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.

What is the scope of the project?

- We are required to update the TIBCO component of EMS on all Market Participant's EMMAs from **V8.6** to **V10.3** to ensure we remain in support.
- As a result of this mandatory upgrade, the TIBCO suite of products have been scanned for their upgrade horizons. Hence, other components have also been designated for upgrade. The full list of components being upgraded are:

Software	Current Version	New Version
EMS	8.6.0	10.3
Business Works (BW)	5.15.0	5.15.1
Business Connect (BC)	7.3.0	7.4.0
Administrator	5.12.0	5.12.4
TRA	5.12.1	5.12.4
BC Palette	6.3.0	6.4.0
Hawk	6.2.1	6.2.3

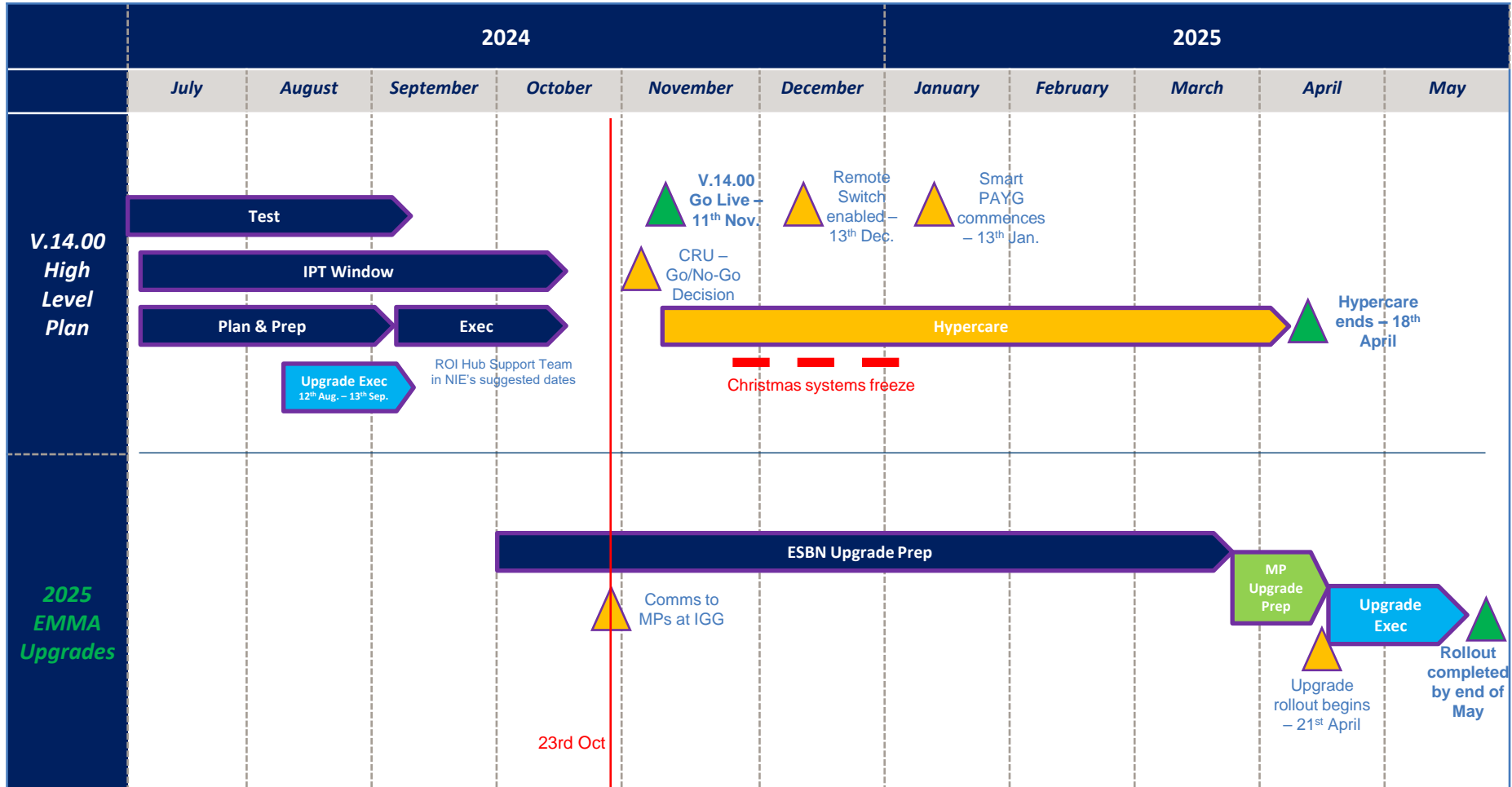
Note: New version no's to be confirmed Q1 2025

- A cleanup of unused EMMA services will also take place to ensure MP's EMMAs are operating as efficiently as possible.

Tasks required to be complete by all Market Participants prior to rollout:

- Access is to be provided to the ROI Hub Support Team during the assigned upgrade timeslot
- Upgrade files are to be downloaded from the ESN SFTP site (TBC) and made available on EMMA servers prior to the HUB Support Team accessing MP's EMMAs

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Access Agreement - ESB Networks Access Systems Fair Usage Policy

2.1.5 ESB Network's Access Systems should not be used for any of the following purposes:

- For any purpose that contravenes Data Protection Law;
- For any purpose unconnected with the Market Participant's business as a licensed electricity supplier in the Republic of Ireland;
- For any purpose that is not strictly in accordance with this Fair Usage Policy and all other terms and conditions applicable to the Access Systems;
- To profile or target Customers based on personal or MPRN attributes available on any of the Access Systems;
- In any way or manner which:
 - Does not comply with any relevant legislation;
 - (a) Causes, or is likely to cause, the Access Systems service to be interrupted or impaired in any way;
 - (b) Infringes other Market Participants use of the Access Systems

Data Sharing Agreement

- 3.2.** Each of the Market Participants acknowledges and agrees that it is a Controller in respect of all Personal Data transferred or disclosed to it by ESNB in the performance of its functions under the DSO License and the MRA with effect from the time that such data is received by its systems, networks, or personnel (including subcontractors).
- 4.2.2.2** It requires the personal data for use in connection with the Market Participant's activities as a Supplier and not further or otherwise.
- 4.2.2.4** It has in place appropriate technical and organizational measures to ensure the security of such Personal Data

Access Agreement – Market Participant Obligations

4.1 The Market Participant shall ensure that:-

4.1.1 the Access shall only be used for the use and purpose for which it is intended.

4.1.2 information from the Access Systems shall not be passed to any third parties (other than the Market Participant's agents and subcontractors) unless strictly in discharge of the Market Participant's obligations under any applicable law and provided that, unless prohibited by law, prior notice in writing is given to ESNB.

4.1.3 no information obtained from the Access Systems shall be sold or otherwise transferred on to other parties (other than to the Market Participant's agents and subcontractors)

Webservice Annual Secret Keys Update



- At the previous IGG, earlier notification of secret key expiry was requested.
- ESB Networks will endeavour to provide earlier notification going forward

- The majority of Test Webservice users expire 19th November 2024.
- New secrets will issue well in advance of this date via RMDS.

- The process to update secret keys in the Test Webservice is same as Production Webservice process.

- Reminder that Monday 28th October 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.
- ESNB will process PMP requests submitted via the extranet:
 - Up until 5 p.m. on Friday, 25th October.
 - Requests submitted after this will be processed on Tuesday, 29th October 2024.
- 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

Update - MCC12 Non-Zero Estimates during Power Outage Scenarios

- As previously communicated ESB Networks is currently exploring a more efficient way of updating this data and providing to suppliers more regularly.
 - ESB Networks is targeting to provide an update on this before the end of the year
 - The preventative fix noted in earlier IGG briefings is planned to be included as part of the V14.00 updates
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Market Participant 1-2-1's

- Supplier 1-2-1s are to recommence in this quarter.
- ESB Networks via RMDS will be in contact with suppliers to schedule meetings in due course.

DR/MCR:

- No comments were received on the draft MDR/MCR
- Updates made to final DR-MCR:
 - Relevant Date 22 October 2024
 - Effective Dates 30 October 2024 and 20 December 2024
 - Unallocated credit to be return by suppliers between 9 and 16 September 2025
 - ESB Networks will return funds to Government by 30 September 2025

Weekly reporting

- Weekly reporting for Scheme 4 to commence on Friday 8th November 2024 and continues until 30th June 2025

Bank accounts

- ‘Penny Testing’ has completed successfully with one supplier
 - No other supplier advised of a bank a/c change
- Should a supplier wish to change bank accounts during the scheme the supplier must provide ESB Networks with at least 4 weeks’ notice to allow for verification & testing.

Vulnerable Customer Details Verification

- Reminder that ESB Networks can make available to each supplier a list of the MPRNs registered to the supplier which have vulnerable customer attributes associated with the MPRN on the Central Market System
- Requests should be emailed to meterop.esbnetworks@esb.ie
 - A turnaround time of 3-4 days should be allowed
 - The list will be the same format that is used for the annual vulnerable customer reconciliation
- 013MM Change of Customer Details should be sent where appropriate

MPRN Verification File

- ESB Networks made a verification file available to suppliers on 15 October
- Relevant market messages (Change of Usage, De-Registration etc) should be sent where appropriate.
- Verification file will be removed today 23 October in preparation for first Effective Date

Supplier Provided Customer Reads

- Suppliers should continue to submit 210MM for any customer reads received and follow up on any related 303R_MM rejections.

November-December Payment Period

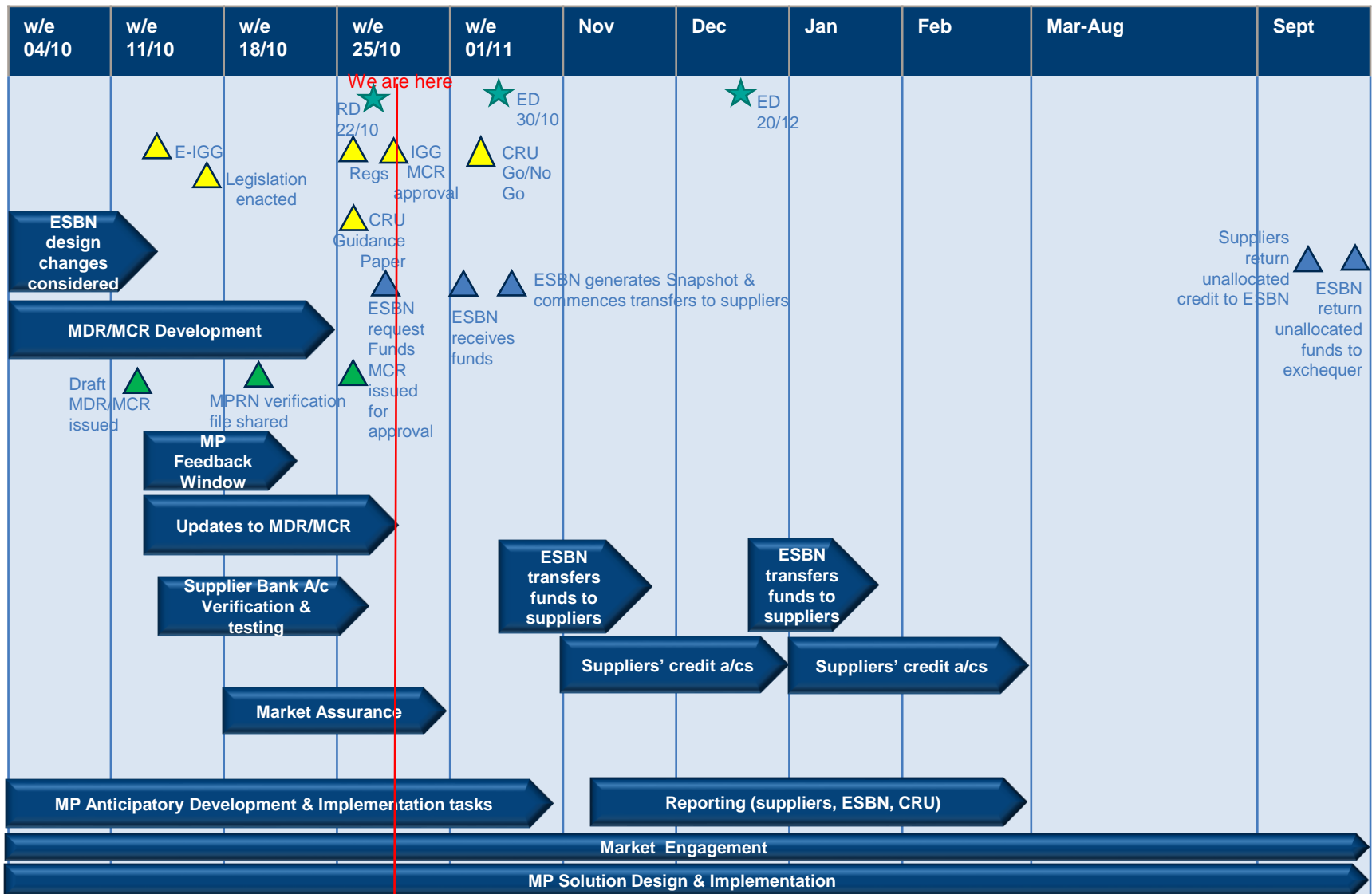
Effective Date	Wednesday 30/10/24	
Tranche 1	Wednesday 30/10/24	50%
Tranche 2	Thursday 07/11/24	20%
Tranche 3	Wednesday 13/11/24	20%
Tranche 4	Thursday 21/11/24	10%

January-February Payment Period

Effective Date	Friday 20/12/24	
Tranche 1	Friday 20/12/24	50%
Tranche 2	Thursday 09/01/25	20%
Tranche 3	Thursday 16/01/25	20%
Tranche 4	Thursday 23/01/25	10%

- Reminder: Suppliers must confirm the receipt of each tranche within 1 working day. Failure to do so may delay the transfer of subsequent tranches.
- The ESNB Payment Reference will be SXXGovPPXTX ie.
<SupplierID><Gov><PaymentPeriod1-2><Tranche1-4> e.g S05GovPP1T1

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Thank You