



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. Webservice Annual Secret Keys Update
6. PAYG Bank Holiday update
7. Additional Key Messages
8. Energy Credit Scheme

Market Message Volumes



Tibco Outages (Planned and Unplanned September 2024)



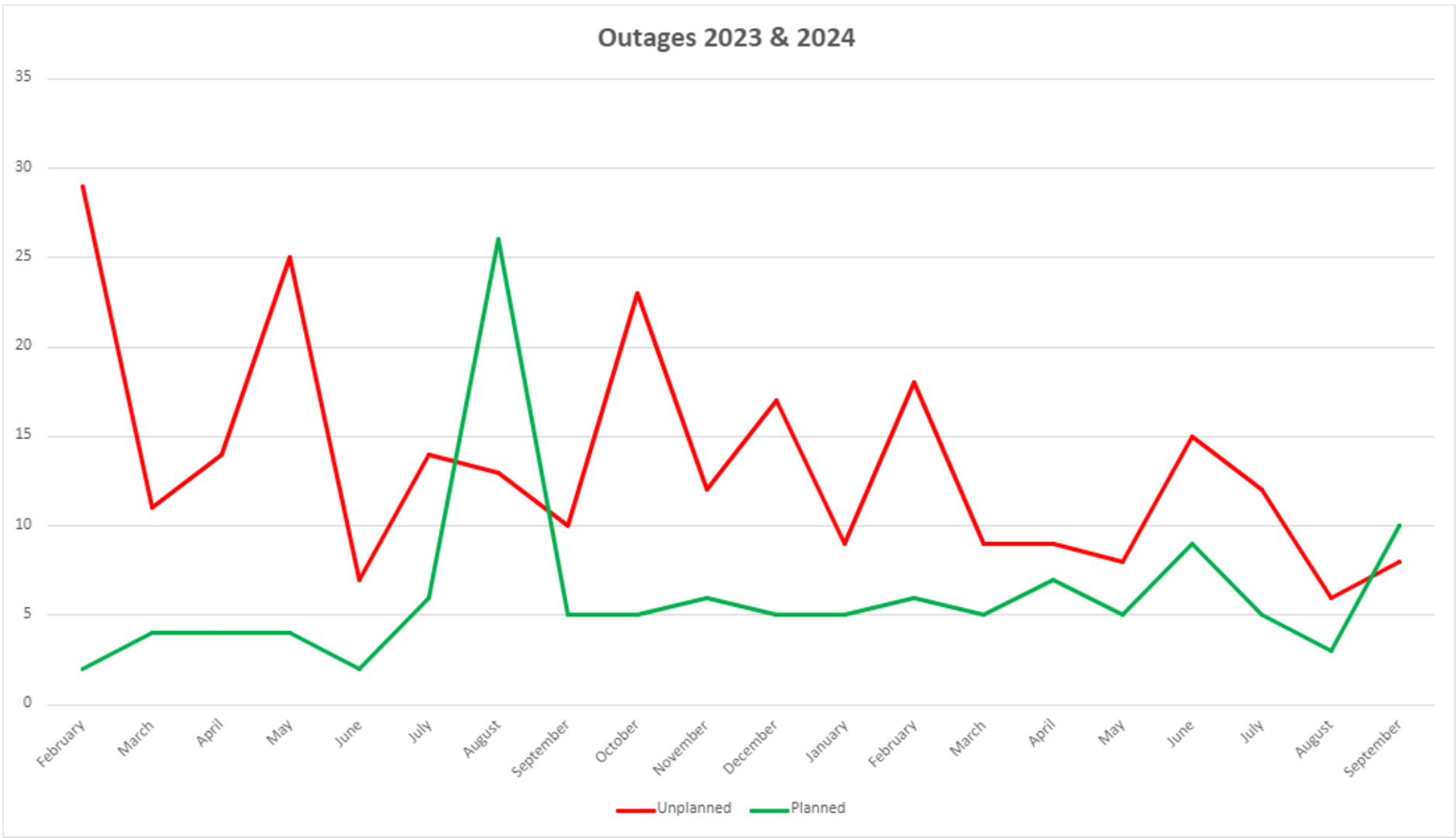
Planned Outages – September

Supplier	Count	Supplier	Count
Supplier1	0	Supllier14	1
Supplier2	0	Supllier15	0
Supplier3	4	Supllier16	0
Supplier4	0	Supllier17	0
Supplier5	0	Supllier18	0
Supplier6	0	Supllier19	0
Supplier7	0	Supllier20	0
Supplier8	0	Supllier21	0
Supplier9	0	Supllier22	0
Supplier10	1	Supllier23	4
Supplier11	0	Supllier24	0
Supplier12	0	HUB	0
Supplier13	0		

Unplanned Outages – September

Supplier	Count	Supplier	Count
Supplier1	0	Supllier14	0
Supplier2	0	Supllier15	0
Supplier3	0	Supllier16	2
Supplier4	1	Supllier17	1
Supplier5	1	Supllier18	0
Supplier6	0	Supllier19	0
Supplier7	0	Supllier20	0
Supplier8	0	Supllier21	0
Supplier9	0	Supllier22	1
Supplier10	0	Supllier23	1
Supplier11	0	Supllier24	0
Supplier12	1	HUB	0
Supplier13	0		

Tibco Outages (Planned and Unplanned 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 EMMAs 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 be in a position to bring market participants through the High Level Upgrade plan at the next IGG.
- ESB Networks will provide Market Participants with further detail for these upgrades in the coming months.

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

Market Participant 1-2-1

- 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.

MDR/MCR:

- No comments were received on the draft MDR/MCR
- Updates made to final 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

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

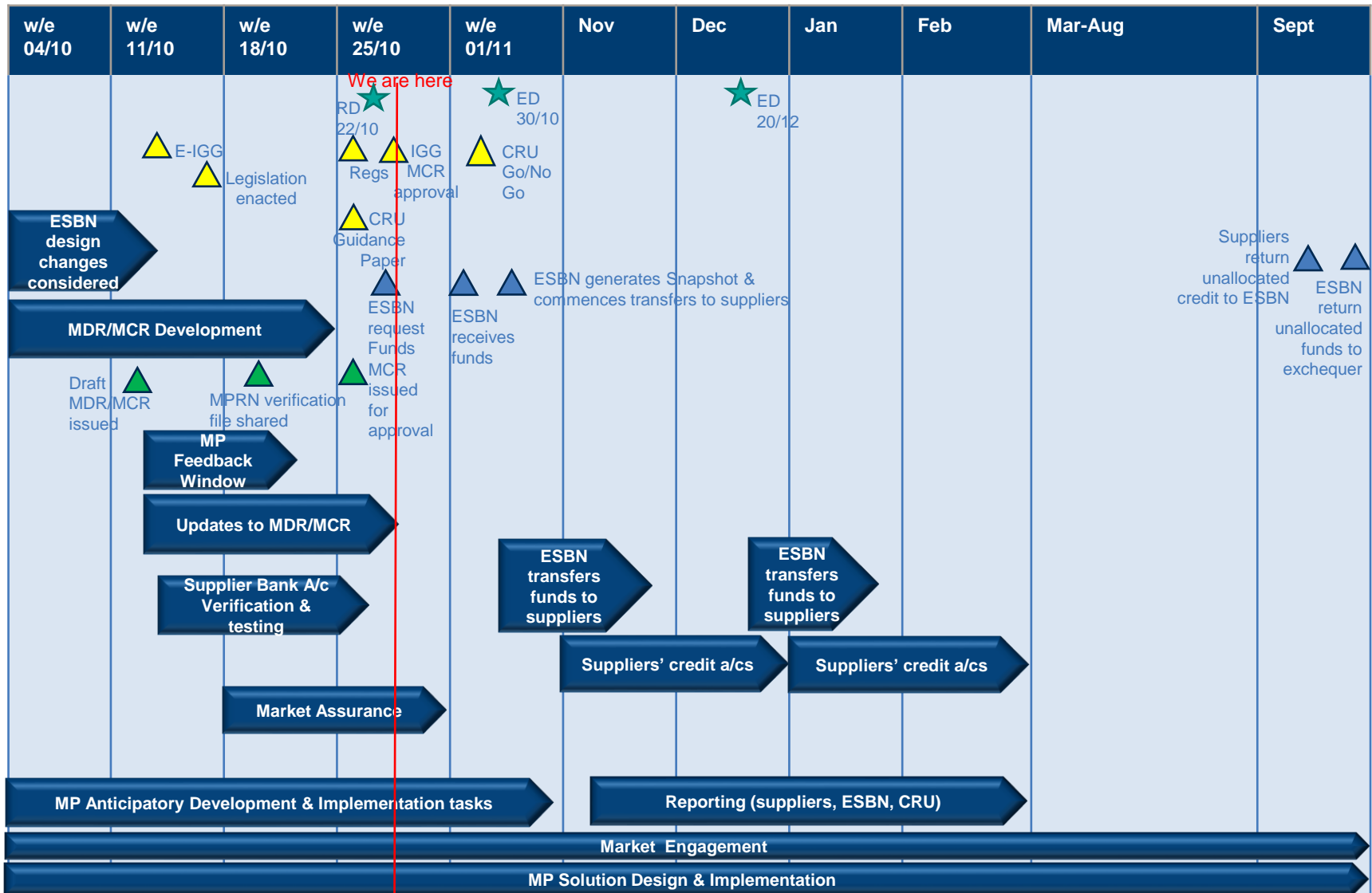
Effective Date	Wednesday 30/10/24	
Tranche 1	Wednesday 30/10/24	50%
Tranche 2	Thursday 07/11/24	20%
Tranche 3	Wednesday 13/11/24	20%
Tranche 4	Thursday 21/11/24	10%

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