

IGG Conference Call Meeting Minutes

Date:	5 th June 2024	Time & Location	3pm - Conference Call
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Catherine Keane, Tracy Caffrey, Rebecca Duggan, John O'Reilly	RMDS	
	Jack O'Dwyer, Anna Rourke, Jack Walsh	CRU	
	Carl Murphy, Siobhan Melvin, Catherine Leen, Damien Power, Luke Shinnors, Emer Corcoran, Ciaran McCallion	ESBN	
	Robin McLoughlin, Bronagh Sweeney	Version 1	
	James Long	MRSO	
	Sinead Butler, Peter Brett, Canice Kenealy, Alan O'Meara	EcoPower	
	Judit Gal	Orstead	
	Ian Mullins	BGE	
	Anca Stanciu, Caoimhe McWeeney, Kyle Waddoups, Scott Lyle	Energia	
	Tallis Dixon	Bord Na Mona	
	Aoife Coppinger, Mark O'Sullivan.	Prepay Power	
	Declan Hanna, Aine Ni Cheara	SSE	
	Desmond McBride	Electric Ireland	
	Emma Mullan, Alan O'Meara	Eco Power	
	Andrew McKinnon	Flogas	
	Antoin O'Lachnain, Jennifer Condron	Pinergy	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Gregg Allen, Ceola McGowan	Community Power	
	Keith Deacon	Axpo	
	Emma Mullan	Go Power	
	Peter Breen	Cenergise	
Apologies:			
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Approval of previous IGG Minutes
3.	IGG Actions
4.	CRU Update
5.	Version 1 Update
6.	Retail Market Design Update
7.	MRSO Update
8.	ESBN Update
9.	Notice Board Planned Maintenance, Reminders from IGG, etc.
10.	AOB

1.General
J O'Dwyer requested approval of the previous IGG Minutes of 8 th May 2024. Minutes v1.0 deemed approved.

1170	Timeline and Programme for delivery of MCR1208.		
Discussion at IGG	An update will be provided on this action once pre requisites for delivery of MCR1208 have been updated.		
Forum Logged: IGG	Assigned to: ESBN	Status: Open	Due Date: 17.07.2024

2. Actions – Previous IGG
S Hudson provided the Action Item Update: <ul style="list-style-type: none"> 1 – Carried forward Action from the last IGG.

3. Actions – New Conference Call Actions
No new actions were recorded at the conference call.

4. CRU Update

J O'Dwyer provided the CRU update.

Government Electricity Credit

J O'Dwyer stated that CRU have communicated to customers the final date to claim the Electricity credit 30th June 2024 as per Legislation.

J O'Dwyer reminded Suppliers the weekly reports are to continue to be submitted every Friday until 28th June 2024. Suppliers may then cease this report after 28th June 2024.

J O'Dwyer stated all Suppliers are to retain all unallocated credits until 11th September 2024. There will be one final report in the same style as the weekly reports required by suppliers on 13th December 2024 once all unallocated credits have been returned.

Supplier Handbook

J Walsh stated CRU have discussed internally incorporating the additional customer protection measures into the Supplier Handbook also stated CRU have received the letter from EAI regarding this matter. CRU will soon make the decision to not have a Supplier Handbook update this year and hold off on this update until 2025.

J Walsh stated if the decision is made to have an update next year it will take the form of a formal consultation. CRU's main priority of updating the handbook was include the customer protection measures to the Supplier Handbook. If the handbook is not updated this year CRU will produce a decision paper regarding the continuation of measures or the modification of these measures.

J Walsh asked all Suppliers to provide feedback to CRU on the customer protection measures. This feedback can be emailed to J Walsh or A Rourke by Friday 28th June 2024. The previous decision paper can be found on the CRU website.

A Ni Cheara asked is the assumption that the document will stay as is and Suppliers will provide feedback on any issues.

J Walsh responded from CRU's perspective in terms of feedback received from customer care and NGO the measures have protected customers. What CRU are looking for is feedback from a Supplier point of view.

A O'Lachnain asked is the basis for continuing the measures because customers are in difficulty?

J Walsh responded that this is correct and what CRU are seeing is that arrears levels are still higher than ever with customers in difficulty across both Gas and Electricity. The Government credits did help out where Electricity is concerned however it is not known at this time if there will be another scheme this coming winter and CRU are very mindful of this. CRU believe some customers are in vulnerable position. CRU's main aim is to protect customers into the forthcoming winter.

A O'Lachnain asked if there will be another Government credit scheme this year?

J Walsh responded CRU have not received any indication of this yet. If there is not another Government credit scheme CRU would presume that arrears would be in a worse position as a result. From a customer protection perspective CRU want to ensure customers are protected irrespective of what is to come.

A O'Lachnain responded there seems to be a concern around this, however it is not clear. EAI will most likely be touch with Suppliers around this.

I Mullins asked from this conversation will the Handbook not be updated this year?

J Walsh responded CRU have not come to a clear decision yet if the Supplier Handbook will be updated this year, however from internal discussions CRU would suggest it would best to hold off on updating this and have a formal consultation and incorporate more changes to the Supplier Handbook and if this is to be the case it would be updated in 2025.

I Mullins asked is there an indicative date for a final decision on this?

J Walsh responded CRU do not have a date for this yet. CRU will look for more information on this to update Suppliers on this.

5. Version 1 Update

R McLoughlin gave the Version 1 update.

R McLoughlin stated things are progressing in terms of the Assurance Approach for v14 well.

R McLoughlin thanked Suppliers who facilitated the Supplier formal assessments. If there are any outstanding formal assessments, they can be sent back through via RMDS.

R McLoughlin stated Version 1 are now focusing on the report and formal assess with ESNB and will then proceed with IPT in the coming months.

6. Retail Market Design Update

S Hudson gave the RMDS Update.

V14 cutover Self Service Workshops

S Hudson informed Suppliers the V14 cutover self-service approach workshops invites have been issued to Suppliers. NIEN have agreed to 29th July. There will be 4 different 1-hour workshops on the day. If there is any issues with timings please contact RMDS.

Connectivity Test

S Hudson stated NIEN have provided a date 24th June for the connectivity test. This can be found on the IPT Plan.

2024 RMDS Customer Satisfaction Survey

S Hudson stated the 2024 RMDS Customer Satisfaction Survey is due to close this Friday 7th June. RMDS would appreciate if Suppliers can take some time to complete this survey.

C McWeeney asked if RMDS can provide a word document of the questions on the survey to collate feedback from across the business.

S Hudson responded RMDS will issue the questions to the IGG Reps and extend the return date to Friday 14th June.

RMDS Website

S Hudson informed Suppliers the V14 section of the website is updated and continuously being updated with the relevant documents for V14.

Outages

S Hudson advised there would be a planned TIBCO Hub outage on the 23rd June 2024 to facilitate site switch and a planned outage for SAP ISU/SAP PO/SAP NGP to facilitate essential maintenance on the 16th June 2024.

7. MRSO Update

J Long gave the MRSO update.

Smart MCC Totals

The most up to date total for Smart MCC Switches, as of 4th of June 2024:

MCC 12 – New Smart HH

Total to date – 325,169

MCC 16 – New Smart Day / Night / Peak

Total to date – 43,189

Small Scale Generators

J Long stated MRSO have started to receive several queries regarding these generators. MRSO have met with a number of Suppliers around this over the last few months, however if there is still any level of confusion or lack of knowledge in this space J Long is available to meet and talk through any issues that suppliers may have or be having on this issue. Please email mrso@esb.ie for any information needed on this.

8. ESB Networks

S Melvin gave the ESN update.

MCC12 non-zero estimates during power outages

S Melvin stated there was a small number of MPRNs awaiting corrections for the January 2024 storms, these MPRNS have now been corrected on the CMS on 13th & 17th May. All revised 343MM have been issued and suppliers have received their list of impacted MPRN's via RMDS. Focus will now move to the next cohort of corrections to be carried out. ESNB would like to thank suppliers for their patience while these corrections are being carried out and ESNB Networks are continuing to engage with the vendor preventative fixes, with one planned to be delivered by the end of 2024.. Updates will continue to be provided at the IGG.

Update to the Market Message owners guide

S Melvin stated there are updates being made in relation to points of contact and it would be appreciated if this document could be circulated internally with operational teams once re-issued by RMDS. This document is only for internal supplier use and should not be shared with customers.

Supplier 1-2-1s

S Melvin advised that the first cycle of 1-2-1's have come to an end in relation to the large supplier category and the next cycle is due to begin after the summer period. It is requested that suppliers in the small supplier category who wish to avail of a 1-2-1, to reach out via RMDS and a date will be arranged over the coming months.

TIBCO planned upgrade.

C Murphy advised at a previous IGG it was mentioned that an upgrade is pending for a number of TIBCO EMMA components prior to the end of 2024. It is not expected to cause any major disruptions however suppliers may be needed to download files and provide access for members of the Retail Market Hub Support Team. A further update is planned for the July IGG which will contain further detail on dates and level of impact.

9. Notice Board: Planned Maintenance, Reminders from IGG etc.

S Hudson advised there would be a planned TIBCO Hub outage on the 23rd of June 2024 to facilitate site switch and a planned outage for SAP ISU/SAP PO/SAP NGP to facilitate essential maintenance on the 16th June 2024.

I Mullins asked if there had been any progress on the question posed in the January IGG regarding small scale generators and if they were to be treated under the CEG, as with Microgeneration customers and is there any guidance about how they should be managed, at the time J O'Dwyer advised he would need to follow up with the Active Communities Team in CRU.

J O'Dwyer advised that he needed to take this offline and would follow up after the IGG.

10. AOB

Next Meeting:

- IGG 17th July 2024 at 3pm – this meeting will be held via Teams Meeting. Details will issue in due course.

Retail Market Design Service

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