

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	9 <sup>th</sup> April 2025	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Jack O'Dwyer, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Suzanne Hudson, Sean McKeivitt, Gary McInerney, Tracy Caffrey, Patrick Moran	RMDS	
	Jacko O'Dwyer, Jack Walsh, Anna Rourke, Anne Cunningham, Tiarnán Brennan	CRU	
	Paul Harrington, Ken Tobin, Rachel Hassett, Siobhan C Gethings, Kevin O' Connor, Emer Corcoran, Catherine Leen	ESBN	
	Jason McKnight, Robin McLaughlin.	Version 1	
	Jim Long	MRSO	
	Peter Brett, Sinead Butler	EcoPower	
	Ian Mullins	BGE	
	Nadine McCrea, Lyle Scott	Energia	
	Deirdre Lynn-King	Arden Energy	
	Tallis Dixon	Bord Na Mona	
	Aoife Coppinger, Mark O'Sullivan, Alp Caglar, Alex Rhodes	Prepay Power	
	Jamie Burke, Des McBride, Philip Barton, Catherine Curley	Electric Ireland	
	Adam Diamond	Go Power	
	Andrew McKinnon, Jyothish Krishna	Flogas	
	Declan Hanna	SSE	
Antoin O'Lachtnain	Pinergy		
Ceola McGowan	Community Power		
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

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 5 <sup>th</sup> March 2025  Minutes v1.0 deemed approved.

2. Actions – Previous IGG
S Hudson provided the Action Item Update:  <ul style="list-style-type: none"> <li>• <b>3 – Carried forward Action from the last IGG.</b></li> </ul>

1170	Timeline and Programme for delivery of MCR1208.		
<b>Discussion at IGG</b>	Request to Withdraw MCR1208 following the Publication of the Smart Data access code Paper.		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> ESBN	<b>Status:</b> Withdrawn	<b>Due Date:</b>

1174	Communication Review for DR1238		
<b>Discussion at IGG</b>	Communication review be brought up at Comms and Engagement group.		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> ESBN	<b>Status:</b> Closed	<b>Due Date:</b>

<b>1175</b>	<b>AMI Patching requested to be scheduled in non-working hours</b>		
<b>Discussion at IGG</b>	Market Participants raised that having an outage during business hours is impacting operations. Smart Team is reviewing this and will provide updates at IGG.		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> ESNB	<b>Status:</b> Open	<b>Due Date:</b>

#### 4. CRU Update

J Walsh provided the CRU update, please revert to Slide circulated on the RMDS Website regarding Additional Customer Protection Measures Review 2024/25. CRU has requested feedback from all suppliers by 30<sup>th</sup> April 2025 on the measures ahead of the 2025/2026 decision paper.

Final weekly report on the Government Electricity Credit Scheme will issue on Friday, 25<sup>th</sup> April. J Walsh asked Suppliers to continue reporting so that final figures are included in the reporting.

CRU has been receiving contact from customers with large credit balances indicating that they have been requesting a refund of the credit amount from the supplier and this refund request has not been granted. CRU is asking suppliers to treat customers fairly on this and in line with supplier handbook, particularly in the case of large credit balances.

J Burke enquired if this would be a scenario where a Microgen customer has built up a large credit and as a result are not using up their government credit amount.

J Walsh responded that Microgen was one of the scenarios that came up in addition to customers with very low usage that accrue a credit.

#### 5. Version 1 Update

J McKnight gave the Version 1 update.

Please see slide circulated.

#### 6. Retail Market Design Update

S Hudson gave the RMDS Update.

Approval was requested for DR/MCR 1234.

D McBride confirmed that Electric Ireland are not in a position at this time to approve DR1234 due to inability to come up with a like-for-like tariff solution in favour of the customer. It was suggested that proposed solutions should be reviewed with CRU and brought back for discussion at other supplier forums such as TWG, ILG etc.

C McGowan asked if MCR1234 is approved would there be an early adopter process by which individual MPRNs can switch from MCC03 to MCC02 on an ad hoc basis before the supplier is ready to switch the entire cohort of customers that the MCR applies to.

R Hassett replied that this scenario has not been considered, but it can be factored in.

A McKinnon stated that Flogas understands Electric Ireland's position with regards coming up with a like-for-like solution but do have a provisional solution available should it be required.

D McBride suggested a bilateral meeting with CRU to discuss solutions would be helpful.

J O'Dwyer CRU agreed to meet Electric Ireland, ESBN and RMDS bilaterally if required.

C Curley commented that a further industry-wide conversation on the solution is required, as the ESBN solution presented is not like-for-like, thus affecting suppliers' ability to offer a like-for-like tariff solution that will not negatively affect the customer. C Curley suggested that ESBN would need to do an analysis to take into account the impact on the customer. It was also stated that a broader discussion is required as the current solution doesn't conform to CRU guidelines.

J O'Dwyer replied that he would be happy to set up a meeting with Electric Ireland.

S Hudson asked Suppliers to send all questions and comments re DR12354 into the RMDS mailbox.

**DR1234 was not approved.**

S Hudson requested approval for MCR1238

D McBride asked if the HH Intervals Estimation & Substitution Rules would be carried out by market messaging as is the current process.

K Tobin confirmed that this is part of the current BAU market process for replacement readings. The 343mm will have a new version coming in, and in some exceptional cases a version 3 of the 343mm, and that this is no change to what is currently in operation for replacement reads.

D McBride enquired if it was possible for suppliers to have early visibility of the affected accounts by way of an Excel sheet so that the impact may be analysed and workload planned for.

K Tobin responded that once the MCR is approved and goes into Production, ESBN will be able to give suppliers visibility of the amount of MPRNs each Supplier will be getting and that this list is to be treated as an indicative list of MPRNs. This is to factor in that the initial run of MCR1238 solution in Production will occur one week after the indicative list of MPRNs are sent to Market Participants and there could be a slight change in the MPRN counts during that one-week period. The plan is then to batch these over the course of 5-6 weeks, so Suppliers don't receive the replacement reads at once.

S Hudson asked if there were any other questions relating to the DR/MCR?

J O'Dwyer added that CRU would welcome feedback from suppliers on how they plan on communicating with the affected customers.

D McBride commented that a FAQ document on the ESBN website would be of benefit to Suppliers and customers in explaining the revised bills with the replacement readings.

P Harrington confirmed that ESBN has some information on their website and ESBN can look at that again to make sure it is reviewed and updated as required.

J Burke added that replacement reads may result in a benefit to customers in the form of a refund and asked if this could be added to any such FAQ document that is developed.

S Hudson asked if there were any further questions.

DR/MCR 1238 is now approved.

## 7. MRSO Update

J Long advised that there was no update from MRSO.

## 8. ESB Networks

P Harrington updated the forum on AMI outage topic. He stated the complex interdependence with multiple application supporting vendors. Having access to the supporting vendors during working hours is essential to ensure that the process remains robust. Having real-time traffic through the systems is important to ensure that the patching is a success when going back online.

J Burke commented that Electric Ireland has provided feedback on a number of the outages recently regarding the issue of more credit friendly times including at weekends. Electric Ireland understands the lack of vendor support outside of business hours, but this has an impact on customers and causes confusion regarding their connection status.

It was also asked if there is some way Suppliers and ESBN can work together and perhaps prioritise critical outages for mid-week with planned outages occurring on weekends. It was stressed that the customer focus must be maintained

P Harrington agreed that as much notice as possible is vital.

I Mullins enquired if there is any schedule that can be made available to align resources.

P Harrington confirmed that there is a planned outage for the last Tuesday of every month and ESBN will formalise the regular cadence.

R Hassett commented that patching for this month has already been issued and we can issue the schedule for the remainder of the year again.

R Hassett gave an update on the Smart project – V14.0 Hypercare is progressing and due to close out on 18<sup>th</sup> April, with only two (2) Low Severity and one (1) Medium Severity open items, due to be resolved in May and June. These items will transition to IGG for updates each month or via e-mail if they are resolved in the interim period between the monthly forums.

There was an unplanned delay on Monday, 7<sup>th</sup> April and Suppliers received a communication from RMDS to say estimated data had issued out for the read date 4<sup>th</sup> April. Remediation activities on the Monday, 7<sup>th</sup> April to resolve the data did result in a delay to remote switch requests for a couple of hours on Monday morning. R Hassett apologised for the confusion as this was not communicated as part of the outage or update on the data.

ESBN operational teams received a number of queries from Suppliers relating to remote de-energisations and confusion from Supplier operational teams as to why these de-energisations were carried out remotely. It was confirmed that where a de-energisation request is received by ESBN this de-energisation will be carried out remotely provided that the request meets all criteria set out in MCR 1216.

R Hassett provided an update on V14.3 –An update was also previously provided at ILG. ESBN Cutover for v14.3 will take place over the August Bank Holiday weekend so a longer outage will be in place. A full plan will be presented at IGG next month.

There was a question on MCR1227 for 3 Phase MCC01. This MCR was implemented as part of the v13.6 minor market release in 2023. The smart meter exchanges for 3 Phase MCC01 will follow the same timeline as the other MCRs in the v14.3 release.

R Hassett concluded by stating that there is a CTF update that has been added to the RMDS website.

D McBride commented that Electric Ireland had some cases of customers with solar panels (Microgen) and long-term CTF issues. They reverted to deemed payments for that period in some cases. Is the onus just on suppliers or is there some action on ESBN's side to support these customers?

R Hassett confirmed that fluctuations in CTF are to be expected, and efforts have been made to minimise this and much as possible.

D McBride asked if there is some way of notifying these customers to at least make them aware.

J Burke suggested issuing a notification, e.g. SMS, to customers indicating that their CTF has deteriorated for a significant period of time and as a result they are receiving deemed payments. This would allow customers to contact ESBN and look at rectifying the issue.

R Hassett advised that CTF updates are notified by ESBN to the Supplier and not by ESBN directly to the customer.

J Burke accepted there is an established relationship between supplier and customer regarding these communications and added that an industry wide approach to these communications would be beneficial. It was added that this could be raised at the next ILG for discussion.

A O'Lachtnain commented that CTFs and metering are matters for ESBN and their relationship with the customer, the supplier will do their best to help as a courtesy.

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

None noted.

#### 10. AOB

D McBride raised that Electric Ireland would like to see a discussion on LTNA and specifically vacant premise sites where debt is accumulating.

J Burke also commented that this concern more specifically relates to "ghost debt" where they know there is nobody at the premise and they cannot gain access. He would like to see this on the agenda on the IGG in the coming months.

I Mullins agreed that a discussion around LTNA would be very welcome by BGE.

#### Next IGG:

- Wednesday, 7<sup>th</sup> May 2025

**Retail Market Design Service**

**56 Mount Street Upper, Dublin 2, D02 P406**

**Email: [rmds@esb.ie](mailto:rmds@esb.ie) | Web: [www.rmdservice.com](http://www.rmdservice.com)**