

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	10 <sup>th</sup> April 2024	<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, Catherine Keane, Gary McInerney, Tracy Caffrey, Rebecca Duggan, John O'Reilly.	RMDS	
	Jack O'Dwyer, Jack Walsh, Deirdre Walsh.	CRU	
	Carl Murphy, Siobhan Melvin, Emma Porter, Emer Corcoran, Rachel Hassett, Damien Power, Paul Harrington.	ESBN	
	Robin McLoughlin, Jason McKnight, Bronagh Sweeney.	Version 1	
	James Long.	MRSO	
	Sinead Butler, Peter Brett, Canice Kenealy.	EcoPower	
	Emilia Foltynska.	Orstead	
	Ian Mullins.	BGE	
	Lyle Scott, Anca Stanciu, Caoimhe McWeeney.	Energia	
	Tallis Dixon.	Board Na Mona	
	Aoife Coppinger, Mark O'Sullivan.	Prepay Power	
	Declan Hannah.	SSE	
	Desmond McBride.	Electric Ireland	
	Emma Mullan, Alan O'Meara.	Eco Power	
	Dayna Reynolds, Jack McCarthy.	Flogas	
	Antoin O'Lachnain, Jennifer Condron.	Pinergy	
	Gerard Taylor, Mark O'Neill.	Arden Energy	
<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 06<sup>th</sup> March 2024.

Minutes v1.0 deemed approved.

#### 2. Actions – Previous IGG

S Hudson provided the Action Item Update:

- **0 – 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.

Update on Government Electricity Credits given that the final tranche of funding was sent on 21<sup>st</sup> March 2024 and suppliers are asked to continue to meet the weekly reporting obligations until the final report is due on 28<sup>th</sup> June 2024. Unallocated credits must be returned to ESBN by December 11<sup>th</sup> 2024. There will be one subsequent report due after this date to confirm figures on low usage queries. There will be a reminder for this issued closer to the required date.

CRU Customer Care circulated information on Friday 5<sup>th</sup> April to suppliers and ESNB regarding Government Electricity Credit complaints. Suppliers were reminded that unlike other schemes, scheme 3 has a hard deadline for raising complaints regarding the credit. This date is 30<sup>th</sup> June 2024 and any complaints raised with suppliers after this date will not be accepted by CRU Customer Care. Social Media updates will also be issued on this to highlight awareness for the general public.

General update on the sale of Fixed Rate Tariffs as there have been several fixed rate tariffs introduced to the market recently. Suppliers are reminded of condition 2.4.6 of the Supplier Handbook, which outlines that a supplier must make the customer aware that not all aspects of their tariff can be fixed and may be subject to change.

I Mullins asks if any literature will be circulated on the last point to which J O'Dwyer responds that there will not but a copy of the information on point two could be obtained if needed.

## 5. Version 1 Update

R McLoughlin gave the Version 1 update.

R McLoughlin advised PQ Assessment scoring and reporting is ongoing and in line with the expected timeline. Once complete, focus will then shift to Formal Assessments planned for week commencing 13<sup>th</sup> May 2024. Agenda items have yet to be issued for Formal Assessment Meetings however the output from PQ Assessments will help shape this along with the guidelines provided in the Version1 Assurance Approach.

Other activities ongoing now include re-certifications and new entrants.

D McBride asked for further clarification on what documentation would be expected of them at the formal assessment and if detail of this would be given to ensure efficiency on the day.

R McLoughlin advised that this would be provided prior to the Formal Assessment.

A O'Lachnain asked if there would be a standard agenda across all providers and if further material would be required for the purposes of Formal Assessment, would this be highlighted prior to the meeting??

R McLoughlin advised there would be and referenced the V1 Assurance Approach.

A O'Lachnain asked for a timeline on when the agenda for Formal Assessment would be issued.

R McLoughlin confirmed it would be in the coming weeks.

## 6. Retail Market Design Update

S Hudson gave the RMDS Update.

S Hudson advised that on the 25<sup>th</sup> of March 2024, RMDS circulated a communication which officially aimed to clarify the removal of MCR1208 from the Version 14.00.00 release in November. PQ Assessment responses surrounding this were not consistent and at least one Market Participant raised a concern regarding its removal.

Within the note circulated it was confirmed that MCR1208 will be delivered but as a standalone MCR. Additionally, the project ensured that delivery would occur regardless. However, the decision on when to deliver it will only be considered once the SMDAC paper is published and there is more information available, reducing ambiguity.

I Mullins asked for further clarification on delivery timeframe regarding SMDAC paper and referenced a discussion at ILG regarding MCR1208 being attached to another release versus being delivered on its own.

S Hudson responds that it absolutely will be delivered but that no date at this time could be provided.

R Hassett clarified that there need to be certain pre-requisites in place before delivery and that MCR1208 does not have to be delivered as part of a market release and there is precedent for MCR1208 being released as a standalone.

I Mullins further stated that suppliers would need the assurance of it being formally attached to another release so that it is not forgotten and has a formal review, assurance and delivery schedule.

R Hassett advised that it would not be possible to tag it to SMDAC as this is not a market release, MCR1208 can be delivered as its own release.

I Mullins stated that this is an important release regarding public policy and will help to educate the general public and that MCR1208 should be aligned with something related such as the Smart Data Hub.

C Murphy advised that there is precedent for MCR1208 to be delivered as a standalone and it is only once the SMDAC paper has been released would it be possible to outline a timeline for delivery.

I Mullins stated that MCR1208 being a part of V14.00.00 aligned as far as content and SPAYG. The concern is that it will be out of sequence if not attached to another release.

C Murphy advised that possibly aligning it to another release could delay it further and the project team have advised once the SMDAC is in place the focus will then shift back to MCR1208. If at any stage, there is displeasure with the speed of delivery once SMDAC is in place it should then be raised at IGG.

R Hassett agreed with C Murphy that once the SMDAC is in place completion would then be agreed.

I Mullins asked other providers who agreed at ILG that MCR1208 needed to be aligned with another release for their feedback on this.

C McWeeney stated that a possible delay with MCR1208 was advised last year, and it would be welcome to have an update on it as the SMDAC progresses.

I Mullins asked for an opinion from Version1 on the removal of MCR1208 from V14.00.00.

R McLaughlin advised from Version1's perspective MCR1208 has a lack of knowledge and clarity within the PQ Assessments provided and removal will provide a cleaner delivery of V14.00.00 for all suppliers.

I Mullins suggested the possibility of it attaching to the delivery of Smart Data Hubs and becoming part of the assurance there and the concern with it becoming standalone is that it will lose the sequencing and viability that assurance can bring.

R McLaughlin stated that it appears the concern is clarity and, in this case, SMDAC needs to be issued before this can progress so it would be best to revisit once SMDAC has been issued and at that time it can be discussed further with a realistic view to determining delivery.

C Murphy stated that ESNB are not in any way stating that it will not be done, only that it is not possible to do it without the SMDAC.

S Hudson advised once clarity was received from CRU on the SMDAC paper this would be revisited but for now it is agreed that MCR1208 has been removed from V14.00.00.

No objections were submitted to the removal of MCR1208 from V14.00.00.

S Hudson also provided an update on the 2023 Market Participant Survey circulated by RMS in Q4 of 2023. One of the points taken from this survey was a lack of clarity on where to find information on the

RMDS Website. A workshop on the website and locating information will most likely be provided at the next in person IGG in August.

RMDS will also be circulating their own survey in the coming week and participation in this from all IGG Representatives would be appreciated.

## 7. MRSO Update

J Long gave the MRSO update.

One update on slide from March IGG regarding small scale generators, MRSO are continuing to engage with suppliers and one to one's have been carried out and MRSO are open to conducting further meetings if needed and will continue to engage with correspondence via email should suppliers still have queries.

WP14 is in place for this process but further assistance is available from MRSO if needed.

## 8. ESB Networks

E Porter gave the ESN update.

MCC12 non-zero estimates during power outages.

E Porter advised that the agreed approach was to action the MPRN's impacted by Storms Isha and Jocelyn in January of this year were corrected through CMS. An initial data fix took place on the 14<sup>th</sup> of March 2024 for MPRN's that had a single day outage commencing during that period, 21<sup>st</sup> to 23<sup>rd</sup> January 2024 where an outage spanned no more than one midnight. Over 6,000 MPRN's corrected in this initial fix, ESN are now preparing for the subsequent second data fix exercise for those MPRN's that had a multi- day outage that spanned more than one midnight. For this data fix ESN will contact the relevant suppliers via RMDS with a list of impacted MPRNs. ESN will continue to work with the vendor on the preventative fix required for this issue, additionally further consideration will be given on the frequency of the retrospective data fixes until this preventative fix is in place. ESN will continue to inform suppliers on the progress of this via IGG.

PAYG Update– May bank holiday is not a credit friendly period. If customers lose supply on this date, they will need to purchase credit to restore supply. PMP requests submitted to ESN via extranet will be processed up to 5pm Friday 03<sup>rd</sup> May 2024 and any requests issued after this will be processed on Tuesday 07<sup>th</sup> May 2024.

D McBride asks R Hassett about a query regarding the charges for Remote Re-En/De-En and R Hassett confirms that there will be an update on this soon as it is in final approval stage.

A O'Lachnain asked for clarification on the responsibility of metering and confirmation that it sits with ESN.

C Murphy confirms that metering is the responsibility of ESN.

P Harrington states that he is aware of a query surrounding this occurring recently.

A O'Lachnain seeks confirmation on a query regarding the reading of meters with a CTF of 01 being within ESN remit and metering is ESN responsibility in the first instance.

S Melvin advises that in some cases queries may be directed back through the supplier depending on the scenario, example where the customer-supplier tariff might be impacted or if it would result in a charge to the supplier or where the supplier would be required to send a market message etc but this would be on a

case-by-case basis and specifics could not be provided at this time.

A O'Lachnain provided feedback on the customer experience while dealing with this query and advised further information could be given outside of the IGG Forum.

C Murphy again reiterates that while metering and the reading of meters is ESNB responsibility, in some cases the query should be managed by the supplier.

P Harrington advises that this query will be investigated further and any messages relevant to Market Participants arising from this would be communicated at IGG.

A O'Lachnain also raised a query on the IVR and customer service scripts that may also need to be reviewed.

P Harrington acknowledges that he is aware of this, and it will be reviewed.

E Porter advises that there are escalation points within ESNB that are accessible to suppliers should the need arise, and these can be found on the Market Message Owner Guide which has been circulated previously.

I Mullins asks that any learnings from the review of the afore mentioned query be communicated to all Market Participants through IGG.

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

S Hudson advised there are 2 planned outages for Sunday April 21<sup>st</sup> 2024.

#### 10. AOB

C Murphy advised that suppliers that there is a possibility of an EMMA upgrade being actioned before the end of the year as soon as further detail is available it will be provided to Market Participants, however it was not expected there would be much impact to suppliers and there would be a few hours of downtime required on supplier EMMAs.

##### Next Meeting:

- IGG 8<sup>th</sup> May 2024 at 10.30am – this meeting will be held via Teams Meeting. Details will issue in due course.

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