Industry Governance Group

23rd October 2024

IGG Agenda

Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:45
CRU Update	10:45 – 11:05
Version 1 Update	11:05 – 11:20
Retail Market Design Service Update	11:20– 11:40
MRSO Update	11:40 – 12:00
ESBN Networks Update	12:00 – 12:20
AOB	12:20 – 12:25
Next Steps	12:25 – 12:30

Minutes from previous IGG

For Approval Today:

- **Minutes (v1.0) from meeting on 25th September 2024.**

IGG Actions

Updated IGG Action List issued in advance of meeting

- Action no 1170 Timeline & Programme for delivery of MCR1208

QUALITY
ISO 9001:2008
NSAI Certified

CRU Update
Industry Governance Group
23rd October 2024

CRU Update

Govt Electricity Credit Scheme IV

- CRU approved the Assurance Approach on Monday 14th October

- CRU Guidance Document now published

Next Steps

- 23rd October - MCR approval at IGG

- 29th October- CRU Go/No Go Decision for tranche 1

- 30th October - Monies still on course to be sent to suppliers

- 1st November – Suppliers to commence crediting customers

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CRU Commission for
Regulation of Utilities

CRU Update

PAYG – Emergency Credit Information Piece

▪ CRU is looking for confirmation that the following statements are correct in terms of customer experience:

- Scenario 1: If a customer uses the full €20 emergency credit, and self-disconnects, they will remain without supply until they top-up and reach an above zero balance (ie. more than €20)

- Scenario 2: If a customer uses part of the €20 emergency credit (for example, €10 worth), 45% of each top-up is used to recover any legacy debt and Emergency Credit but they remain with supply (55% used for gas consumption).

- All responses to arourke@cru.ie by Friday 25th October

▪ If suppliers have already responded through GMARG please confirm it is the same for electricity

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CRU **Commission for Regulation of Utilities**

Assurance Services for the Retail Electricity Market

Industry Governance Group (IGG)

Version 1

23rd October 2024

Market Assurance Activity – V14.00.00 Market Release

- **V14.00.00 Assurance: Inter Participant Testing stage**
    - The third stage of Assurance conducted was IPT;
    - IPT commenced on the 9th September in line with the planned timeline. IPT activities concluded on the 27th September (the additional contingency period not being required);
    - 99 tests were conducted across 19 individual scenarios by 16 supplier units;
    - In conclusion the Assurance Body, could confirm that IPT exit criteria was achieved and therefore were able to gain the necessary confidence that this phase of the Assurance Approach has passed successfully;
    - The V14.00.00 IPT assessment outcome report has been submitted to the CRU for approval;
    - An anonymised report has been prepared for issue to MPs;

    - The final Assurance stage for the V14.00.00 Market Release is completion of the cut over declarations. The declarations were issued by RMDS on 11th October for completion and return by 17th October.

    - The Assurance Body would like to thank RMDS for the organisation and planning of IPT and the Suppliers and ESB Networks who participated in the testing. It is acknowledged the level of co-ordination and effort involved by everyone.

V14.00.00 Timeline – Next Steps

- **V14.00.00 Assurance - Timeline**
  - All key Assurance milestones have been achieved;

- **IPT - Timeline**
  - IPT testing and assessment activities have been completed;
  - Reporting requirements recommending approval of the IPT assurance stage has been submitted;
  - The final step of V14 IPT Assurance is the completion of the cutover declaration.

Key stage	Date	Status
RMDS Issues IPT plan	10 May 2024	✅
Inter-Participant Testing Preparation	12 July – 23 August 2024	✅
Supplier MPRN data prep and connectivity testing	26 August – 6 September 2024	✅
Inter-Participant Testing (IPT) Execution phase	9 September – 18 October 2024	✅
IPT Findings Report issued to CRU	23 October 2024	✅
Cutover declaration completed	*11 October 2024 – 17 October 2024*	
Final Assurance Assessment Outcome Report issued to CRU	25 October 2024	
CRU go/no-go decision	5 November 2024	
Cut over	8 November 2024	
Go-Live (Schema)	11 November 2024	

VERSION 1

V14.00.00 Timeline – Cyber Security

- **V14.00.00 Assurance – Cyber Security**
    - An update to the V13.00.00 Cyber Security Assurance Assessment is required for Smart PAYG Suppliers and ESB Networks;

- **Cyber Security - Timeline**
    - The drop-in clinic was held on the 16th September to assist with any queries completing the return;
    - The Self-Assessment PQs have been completed and returned;
    - Responses are presently being assessed. Follow up meetings have or are in course of being held to verify the supporting evidence.

Key Stage	Date	Status
RMDS Issues notification to Smart PAYG participants	21 August 2024	✅
Market Participant Self-Assessment Questionnaire released	6 September 2024	✅
Drop in clinic for MP queries	16 September 2024	✅
Market Participant Self-Assessment Questionnaire response	4 October 2024 extended to 11 October 2024	✅
Assurance Outcome Report issued to CRU	25 October 2024	
CRU – Go/no-go decision for tranche 1	29 October 2024	

Electricity Costs Emergency Benefit Scheme IV 2024

- **ECEBS IV 2024 – MDR1237**
  - The assurance approach was outlined by the Assurance Body at the Extraordinary IGG 09/10/2024;
  - The approval follows the fast-track process, with IGG approval obtained in conjunction with the MDR/MCR approval.

- **Timeline**
  - The Self-Assessment PQ (including the Self-Declaration) was issued on 14th October 2024
  - The declaration is to be completed and returned by 18th October 2024
  - Any queries that require interview will be completed between 21st – 23rd October

Key Stage	Date	Status
Assurance approach approved by CRU / IGG	9th October 2024 / 23rd October 2024	✅
Market Participant Self-Assessment Questionnaire released (including Self-Declaration issued)	14th October 2024	✅
Market Participant Self-Assessment Participant Questionnaire response (including Self-Declaration completed and returned)	18th October 2024	
Follow up interviews with Market Participants	21st – 23rd October 2024	
Assurance Outcome Report issued to CRU	25th October 2024	
CRU – Go/no-go decision for tranche 1	29th October 2024	

VERSION 1

Participant Assurance Activity

- **Participant Entry Assurance**
  - o Two new market entry applications are currently being processed.

- **Participant Requalification and Material Change Assurance**
  - o Four material change requests applications are currently being processed.
  - o A further material change request is in the planning stages.

- **Participant Exit**
  - o Supplier exit assurance is being performed with one Participant.

Thank you

For more information,

Please visit version1.com

VERSION 1

Retail Market Design Update

Suzanne Hudson, RMDS

DR/MCR 1237 - Electricity Costs Emergency Benefits Scheme IV

DR/MCR1237	Details		
Date Raised	07/10/2024	Date last Approved	
Requesting Organisation	ESBN	Schema Impacting	N
Latest Version	2.0		
Change Summary	The MCR sets out the retail market process for 1. Issuing of MPRN files i.e. a Snapshot by ESBN to individual suppliers for each Effective Date 2. Transfer of funds received by ESBN from the Exchequer to suppliers 3. Suppliers credit customers' accounts 4. Periodic Reporting 5. The return of any unallocated credit by suppliers to ESBN Working Practice has been created for this MCR.		
Classification	• At Today's Meeting; For Approval as DR &MCR		

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CCR022 – New Meter Category Codes

CCR022	Details	
Date Raised	**01/10/2024**	**Date last Approved**	
Requesting Organisation	**ESBN**	**Schema Impacting**	**N**
Latest Version	**1.0**		
Change Summary	**Following completion of a Meter Tender, ESB Networks Asset Management are introducing the new Meter Category Codes set out below to support CT connected LV, MV and HV customers**	
Classification	• **At Today's Meeting; For Approval as CCR**	

v14.00.00 Release – Status

- The below Market Changes will be implemented in a single release, schema and non-schema

| MCR	Version	Description	Completed Milestones	Status
1189	7.0	Additional code in the 017MM to select a de-energisation with a service removal	Schema Draft 4 released	🟢
1193	6.0	New 603MM Daily Summary Transaction Details	Schema Draft 4 released	🟢
1209	7.0	Annual Consumption for HH Sites	Schema Draft 4 released	🟢
1216	6.0	Smart Metering Remote Operations	Schema Draft 4 released	🟢
1219	5.0	SPAYG System and Process changes necessary to deliver policy	Schema Draft 4 released	🟢
1221	3.0	Contingency Process for Failure in SPAYG Technology Chain	MCR Baselined.	🟢

Note:

- As noted in August IGG, Schema Draft 4 was issued to the market in August 2024.

Upcoming Milestones this Month:

- TWG on 30/10.
- Cutover to commence on 08/11 as per Cutover plan issued on 30/08.
- Hypercare to begin 11/11.

v14.00.00 Release – Plan
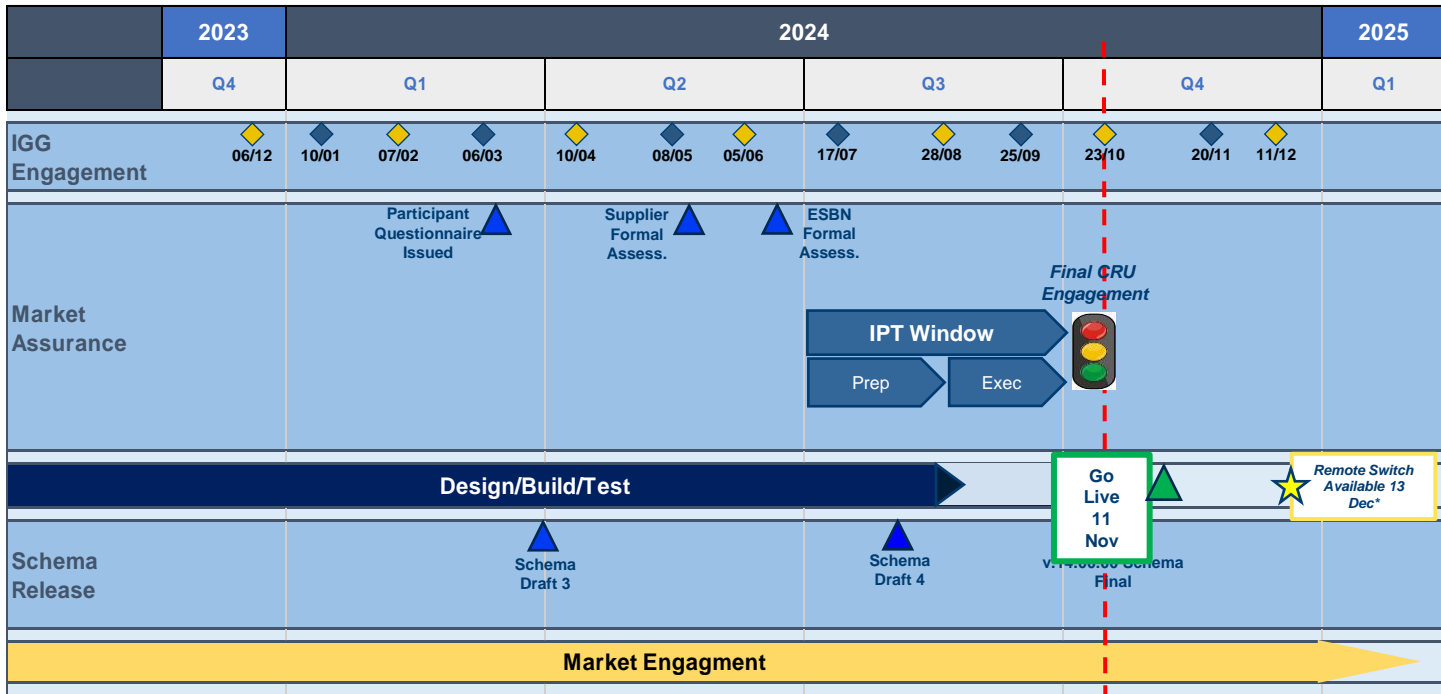
Thank You

MRSO Update

James Long

23rd October 2024

Debt Flagging

	Jul – 24	Aug – 24	Sept - 24
Total Debt Notifications received (012)	328 (35)	306 (40)	348 (39)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	56 (4)	62 (6)	118 (8)
Total Debt Notifications sent to gaining supplier (112)	272 (31	244 (34)	230 (31)
Total not cancelled	199 (23)	210 (30)	171 (27)
Total cancelled	73 (8)	34 (4)	59 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.59%	0.6%	0.5%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging
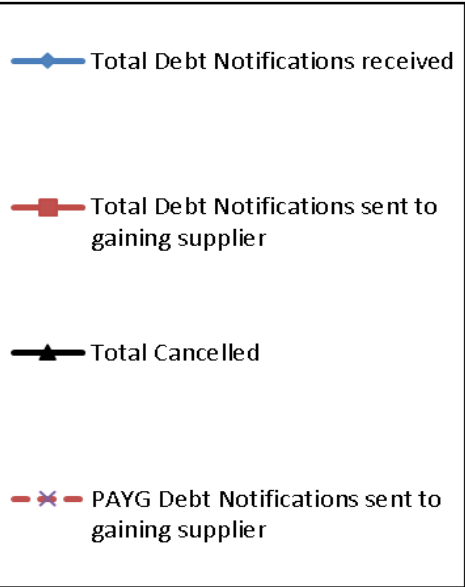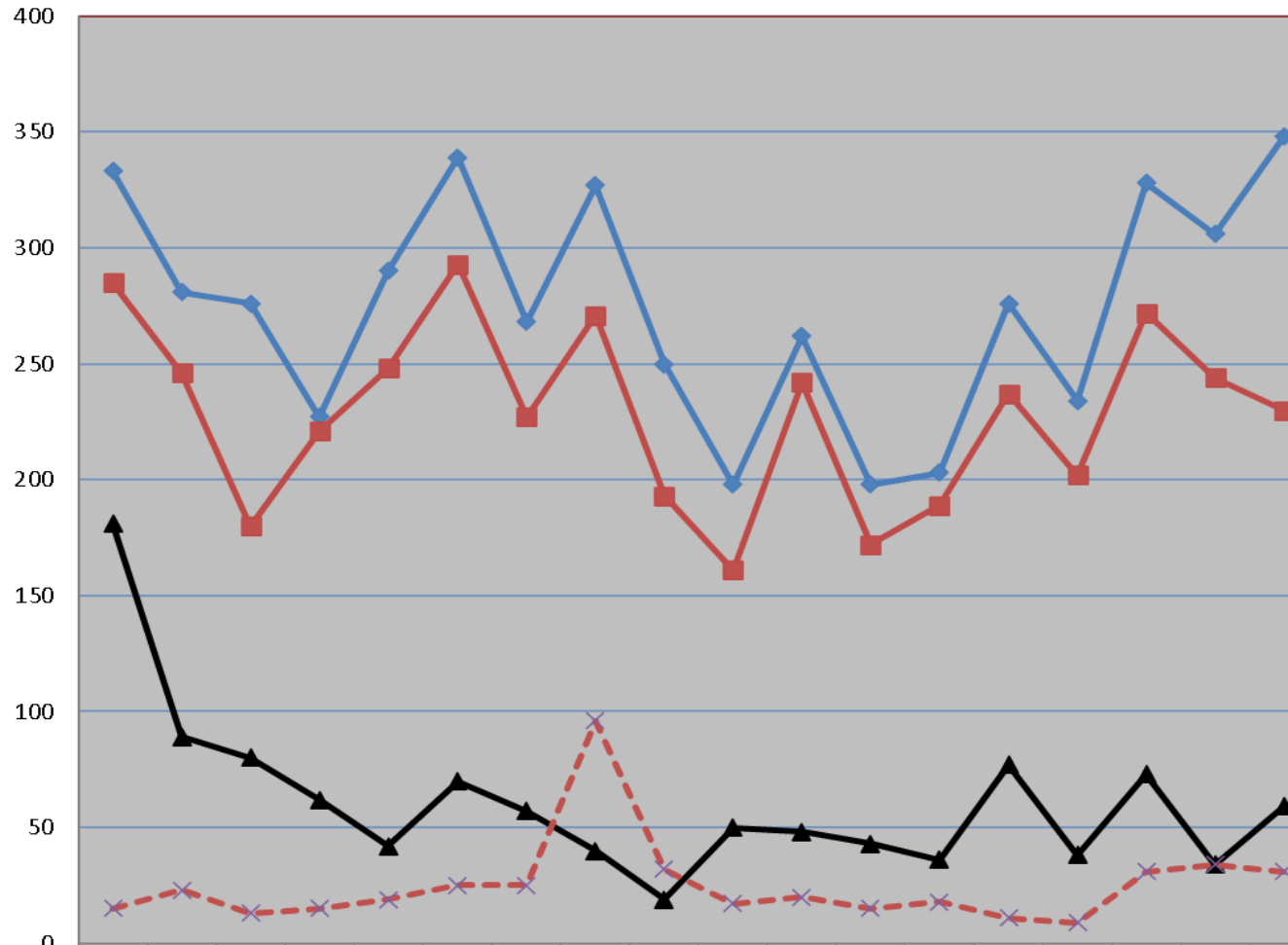
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Se-24
Total Debt Notifications received	333	281	276	227	290	339	268	327	250	198	262	198	203	276	234	328	306	34
Total Debt Notifications sent to gaining supplier	285	246	180	221	248	293	227	271	193	161	242	172	189	237	202	272	244	23
Total Cancelled	181	89	80	62	42	70	57	40	19	50	48	43	36	77	38	73	34	59
PAYG Debt Notifications sent to gaining supplier	15	23	13	15	19	25	25	96	32	17	20	15	18	11	9	31	34	31

Objections – Erroneous Transfer

	Jul–24	Aug - 24	Sept - 24
No. of Objections	56	36	49
Cancellations from Objections	8	4	7
Objection emails to MRSO Reasons:	7	9	3
Uncontactable by phone	2	3	
Written communication	4	4	
COS confirmed	1	2	3
Other			
Escalation emails	2	7	3

Objections – Erroneous Transfer
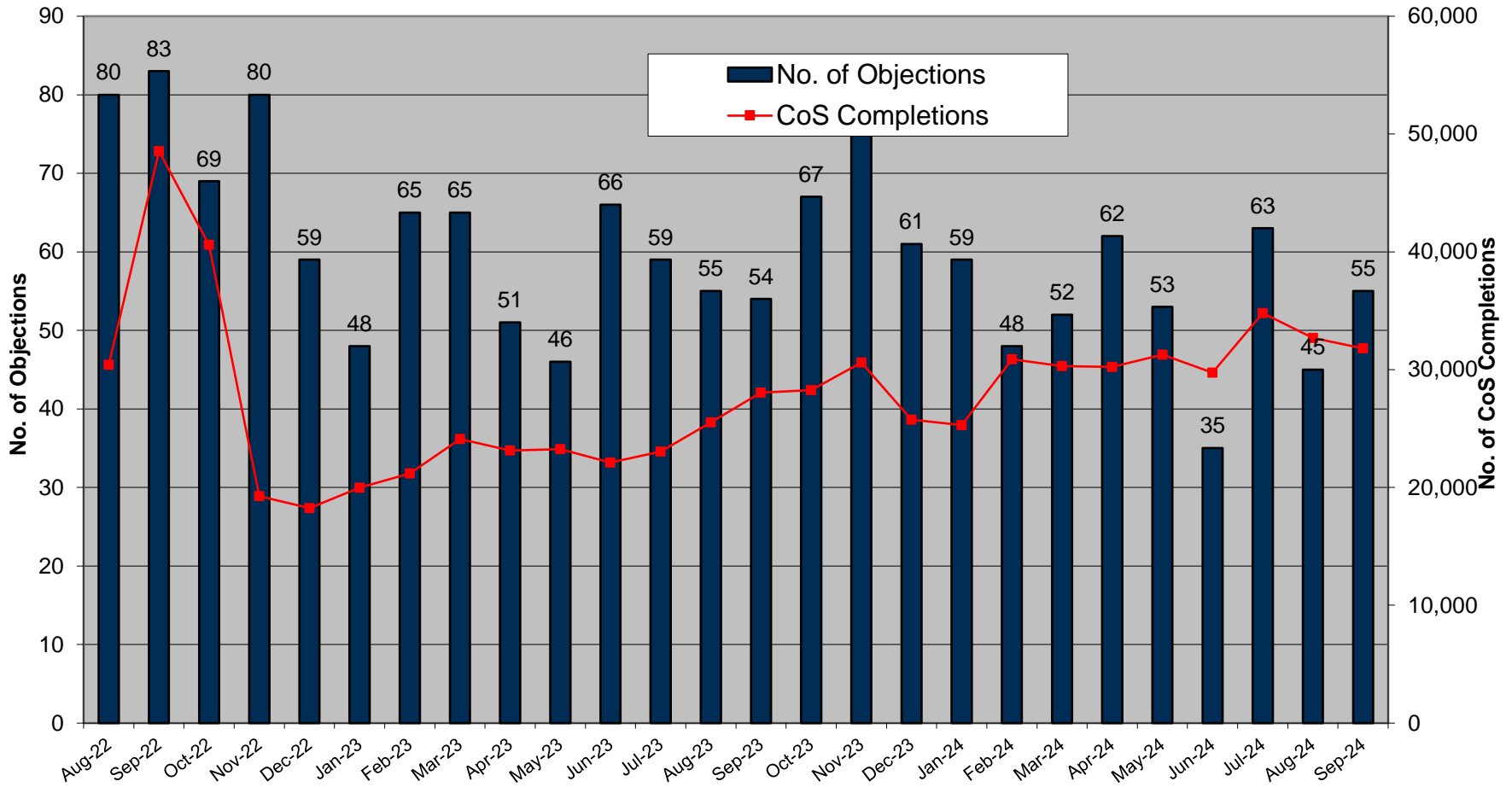
NETWORKS

MCC 12 – New Smart HH

Total to date – **374,435**

MCC 16 – New Smart Day / Night / Peak

Total to date – **48,518**

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

Tibco Market Activity

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		

Total Planned Outages = 10

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		

Total Unplanned Outages = 8

Tibco Outages (Planned and Unplanned 2023 & 2024)

Outages 2023 & 2024

— Unplanned — Planned
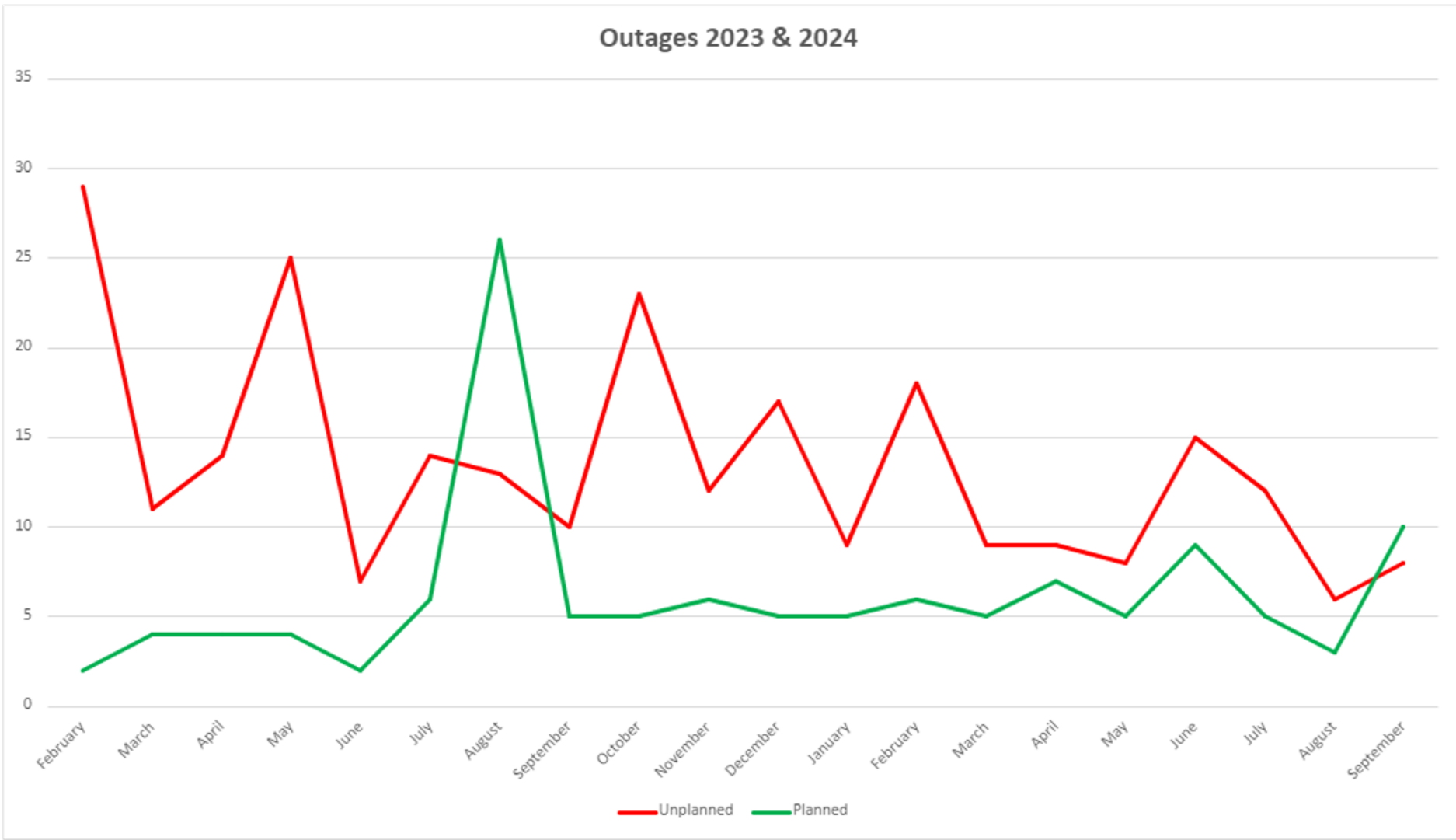
- **<u>Negative EMMA heartbeats – 10th October</u>**

- 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.

TIBCO EMMA Upgrades

- 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.

2025 EMMA Upgrade Project Details

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 ESBN SFTP site (TBC) and made available on EMMA servers prior to the HUB Support Team accessing MP's EMMAs

Plan on a Page
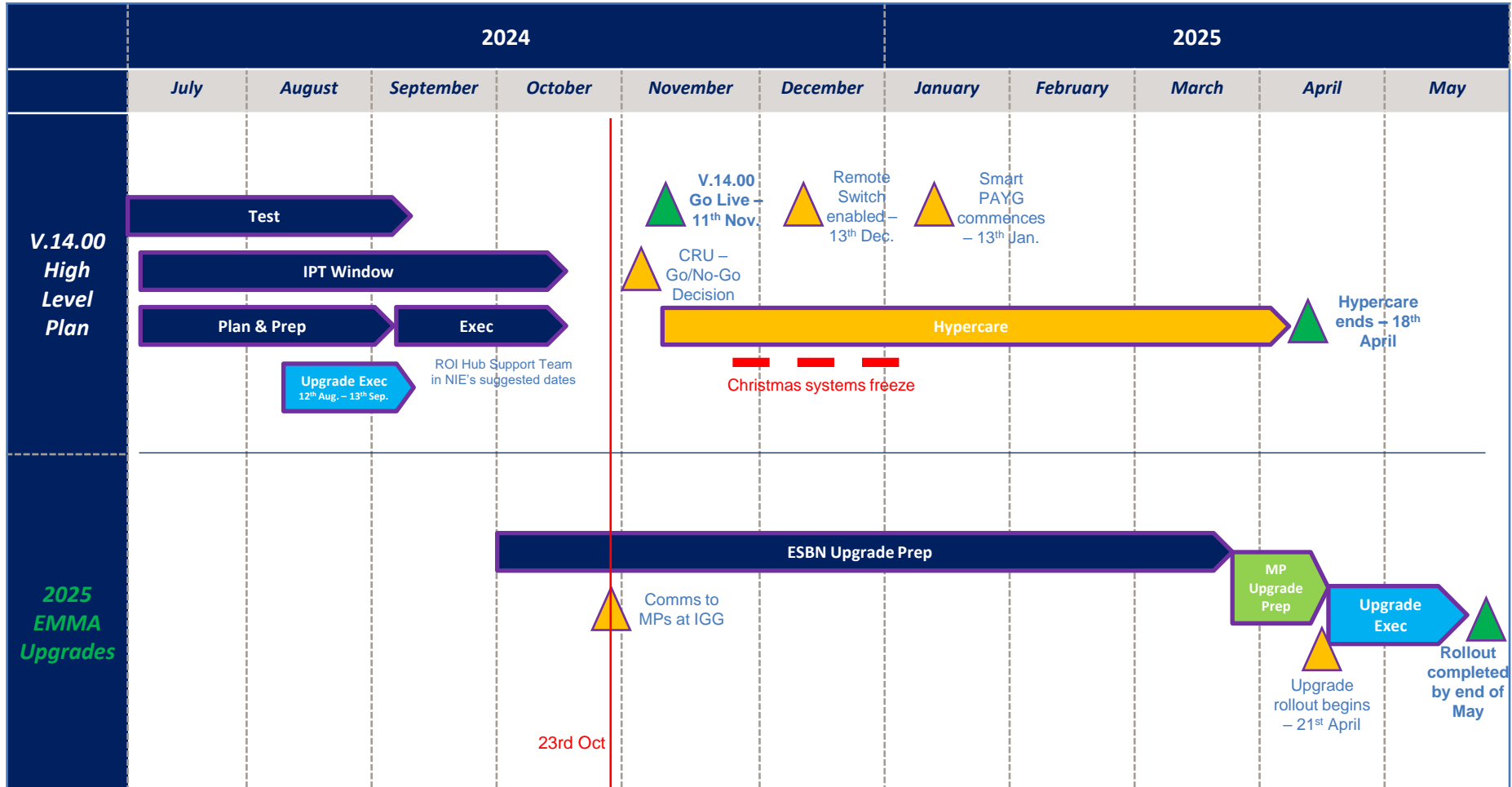
Access Agreement - ESB Networks Access Systems Fair Usage Policy

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

NETWORKS

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 ESBN 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

ESB NETWORKS

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 ESBN.

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.

PAYG Update - October Bank holiday

- Reminder that Monday 28th October <u>is not</u> 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.

- ESBN 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

Additional Messages

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'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.

Electricity Costs Emergency Benefit Scheme IV

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.

Electricity Costs Emergency Benefit Scheme IV

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.

Tranche payments

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 ESBN Payment Reference will be SXXGovPPXTX ie. <SupplierID><Gov><PaymentPeriod1-2><Tranche1-4> e.g S05GovPP1T1

Plan on a Page

w/e 04/10	w/e 11/10	w/e 18/10	w/e 25/10	w/e 01/11	Nov	Dec	Jan	Feb	Mar-Aug	Sept

We are here

RD 22/10

⭐ ED 30/10

⭐ ED 20/12

E-IGG

Legislation enacted

Regs

IGG MCR approval

CRU Go/No Go

CRU Guidance Paper

ESBN design changes considered

MDR/MCR Development

ESBN request Funds

ESBN receives funds

ESBN generates Snapshot & commences transfers to suppliers

Suppliers return unallocated credit to ESBN

ESBN return unallocated funds to exchequer

Draft MDR/MCR issued

MPRN verification file shared

MCR issued for approval

MP Feedback Window

Updates to MDR/MCR

Supplier Bank A/c Verification & testing

ESBN transfers funds to suppliers

ESBN transfers funds to suppliers

Suppliers' credit a/cs

Suppliers' credit a/cs

Market Assurance

MP Anticipatory Development & Implementation tasks

Reporting (suppliers, ESBN, CRU)

Market Engagement

MP Solution Design & Implementation

Thank You

AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call: Wednesday 20th November 2024**

- Dates for 2024 are on Calendar of Events on RMDS website www.rmdservice.com

Thank You

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