

IGG Conference Call Meeting Minutes

Date:	24 th September 2025	Time & Location	3pm - Conference Call
Chair:	Jack Walsh, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Patrick Moran, Rebecca Duggan	RMDS	
	Jack Walsh,	CRU	
	Siobhan Melvin, Rachel Hassett, Emer Corcoran, Catherine Leen, Keith Fitzpatrick, Damien Power, Emma Porter	ESBN	
	Jason McKnight, Robin McLoughlin	Version 1	
	James Long	MRSO	
	Peter Brett, Sinead Butler	EcoPower	
	Ian Mullins, Cormac Mannion	BGE	
	Lyle Scott, Audrey Keogan, Caoimhe McWeeney, Chloe Barr, Kristina McMahon, Anna Carnduff, Fiona McPartlan	Energia	
	Aoife Coppinger, Alp Caglar	Prepay Power	
	Judit Gal	Orsted	
	Jamie Burke, Michelle McClean, Darren Dodd, Des McBride, Ciara Hennessy	Electric Ireland	
	Jyothish Krishna, Dee Crosbie	Flogas	
	Declan Hanna	SSE	
	Gerard Taylor, Deirdre Lynn-King	Arden Energy	
	Jennifer Condron	Pinergy	
Gregg Allen, Ceola McGowan, Tallis Dixon	Community Power		
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 Walsh requested approval of the previous IGG Minutes of 27 th August 2025
Minutes v1.0 approved.

2. Actions – Previous IGG
S Hudson provided the Action Item Update:
1 – Carried forward Action from the last IGG

1178	MCC03 cohort 2 queries		
Discussion at IGG	- MCC03 cohort 2 – was a diagram shared of the installation with the relay, what do suppliers need to know / what can they expect - Early adopter MCC03 cohort 2 – how long are these taking and who is carrying them out? - NTNP customers who are exporting and become eligible for a Smart meter no longer receiving deemed – who has sent this communication for other cohorts, is there any communication required from ESB Networks		
Forum Logged: IGG	Assigned to: ESBN	Closed	Due Date: 24 th September 2025

3. Actions
No new actions were recorded.

4. CRU Update

J Walsh provided the CRU update.

Government Electricity Credit

16th September was the final date for submitting the final unallocated credit report. ESNB have reported on this to CRU and CRU thanks MPs for their cooperation.

Additional Customer Protection Measures

Additional Customer Protection Measures were published in early September, and MPs are encouraged to reach out to CRU with any queries.

Non-domestic NPA Disconnection Moratorium - Christmas 2025

Note issued by RMDS to MPs with these dates on 23rd September 2025

I Mullins requested confirmation of Christmas working arrangements as early as possible this year to allow internal planning.

S Hudson advised this document is being collated now and will be issued as quickly as possible.

S Melvin advised small number of suppliers have still not submitted the final weekly report and will need to do so by COB 24th September 2025,

5. Version 1 Update

R McLoughlin gave the Version 1 update.

2 New Entrants & 8 Material Changes ongoing.

6. Retail Market Design Update

S Hudson gave the RMDS Update.

Planned Outage on 30th September to facilitate essential security Patching on AMI systems.

Weather Event Outage distribution list is available on RMDS website here for MPs to have personnel receive Weather Event Outages only. Participants on this list will only receive weather event outages. The IGG Distribution List and IGG Technical & Outages list will also continue to receive these updates.

7. MRSO Update

J Long gave the update for MRSO

MRSO actively working on DLAF and update will be provided to RMDS to publish on the RMDS Website by October 1st, 2025.

8. ESB Networks

E Porter gave the ESBN update.

ESB Networks Revenue Protection Renaming

E Porter advised that the ESB Networks Revenue Protection team is changing to 'meter security' and that all services will remain the same, this is just a name change and a new email address will be circulated via the market message owners guide metersecurity@esb.ie.

Both the existing and new email mailbox will be operational, and a further update will be provided if there is a planned date to close off the 'revenue protection' email address.

ESB Networks feel the name change is a better fit for customers, customer interactions etc as feedback received indicated that customers felt there was a negative association to contact from revenue protection. This name change will support customers concerns and understanding.

Market Outages

E Porter recapped on two market outages that have been communicated to IGG via RMDS in early September:

Emergency Outage on 8th September - an outage was required for Monday 8th September to perform Emergency Maintenance on the SAP PO system. Refer to the email issued from RMDS on Friday 5th September with this request.

Planned Market Outage for 7th October - A market outage notification was issued for a planned outage on the AMI systems for 7th October. This outage is to support Disaster Recovery testing related activities. Refer to mail issued out from RMDS on 5th September with notification.

Market Participant Survey 2025

E Porter advised that contact will be made from Ipsos B&A to IGG Reps on 6th October with the survey link. The survey will be open for a two-week period. A survey copy will be issued out from RMDS to IGG Reps, however, please note that feedback must be collated in one single point via the main survey link. Feedback from those teams that engage with ESB Networks Retail Market Services is encouraged.

MCR1238 Update from Saturday 20th September

E Porter advised that the MCR1238 functionality for the historical lookback and BAU regular housekeeping was implemented on Saturday, 20th September. The historical lookback exercise was carried out for all suppliers with the exception of one supplier, this was due to time constraints for processing times taking longer than anticipated. It has been agreed with the remaining supplier to carry out their lookback exercise this Saturday, 27th September.

There is a small number of residual MPRNs that were not processed on Saturday 20th September, due to billing conflicts - the relevant suppliers have been contacted earlier today with the list of MPRNs this relates to.

Post MCR1238 Activity Analysis

E Porter advised that some suppliers may have received 343MMs on Saturday past that they were not expecting:

- MPRNs were included in a suppliers indicative file if the supplier was the registered supplier at the start of the period of estimation. If the MPRN subsequently changed supplier, then the MPRN will not be on the new suppliers' indicative files.
- ESB Networks analysis on the data processed on the 20th September shows that the MPRN volumes are very small for this scenario, this may change following next Saturday's processing for remaining supplier.

Suppliers may also receive updated 343MMs for MPRNs not on their indicative file this Saturday 27th September, for when the historical exercise is being carried out for the remaining supplier.

All 343MMs that a supplier receives should be processed, as the receiving supplier was the registered supplier for the relevant read dates for which HH data is being adjusted.

On that basis, E Porter reminded suppliers that the indicative files are for information purposes only and suppliers should be using the 343MMs.

MCR1238 Historical lookback sweep-up exercise

A sweep-up exercise will be carried out to process the residual MPRNs that were not processed on 20th September and any other MPRNs not processed this Saturday, 27th September.

The priority focus is to complete the remaining supplier's historical lookback exercise this Saturday and carry out post activity analysis after the event.

ESB Networks will advise IGG on a date for the sweep-up exercise early next week (w/c 29th September) which will be dependent on the completion of the remaining supplier's lookback exercise and post activity analysis.

Upon completion of all the exercises mentioned above, ESB Networks will look to collate an updated MPRN list for each supplier, this will just contain the MPRNs, as mentioned above the 343MMs should be used by suppliers for any planned activity.

Communications and updates

E Porter advised the ESB Networks website wording has been published and the website link was shared on Monday 22nd September to IGG reps via RMDS. A communication was issued on 24th September regarding an update on MCR1238 to IGG on behalf of ESB Networks. Relevant suppliers have also been provided with a list of their residual MPRNs that were not processed on Saturday 20th September via an email from RMDS on 24th September.

ESB Networks have engaged with CRU on these updates also and will continue to engage on further updates. ESB Networks will continue to update suppliers via IGG meetings or emails from RMDS.

If any supplier has queries or concerns, reach out separately via RMDS and ESB Networks can engage one to one. If examples can be provided in queries, this would be very useful.

D McBride asked for clarification on what MPRNs suppliers are receiving data for where a Change of Supplier occurred.

S Melvin advised suppliers will only receive data for the period the MPRN was registered to them on the dates the issue occurred.

J Burke asked for a file containing all information issued to each supplier to be issued post completion of the MCR1238 solution.

ESBN advised that an MPRN list will be provided to suppliers after all exercises are complete and suppliers should be using the 343MMs.

C Leen addressed a Smart PAYG issue that occurred last week and noted that where there is an issue with re-energisation for Smart PAYG, MPs should reach out directly to Meter Ops by phone rather than the general contact centre. . The in-hours number for Meter Ops is **(021) 4844317** and the after-hours number is **(087)9982293**. The Working Practice 35 will also be updated with this information.

I Mullins stated that if possible pro-active monitoring for issues such as the above should be undertaken by ESNB.

E Corcoran advised that a valid mobile phone number format should be ensured by MPs when submitting a mobile phone number for Smart PAYG customers to ensure the relevant text messages can be sent successfully by ESNB. Phone numbers have been submitted with incorrect formats e.g. "0087xxxxxx", resulting in a failed text message. Reminder will be issued through RMDS.

R Hassett presented slides on Action 1178 which has subsequently been closed and advised that v14.00 issues will have a fix deployed in November.

I Mullins advised they were requesting information flow diagrams of the meter and auxiliary switch to understand the data flow from the meter.

R Hassett advised that the data from the meter will depend on the MCC, e.g. where the smart meter is installed as MCC02, the standard MCC02 registers will be sent. This will not be different to an MCC02 meter without the relay installed.

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

I Mullins queried the agenda format and requested bullet points for conference calls.

S Hudson advised RMDS would review this.

10. AOB

D McBride queried vacant premise disconnection process in Ireland where the process must start again if timelines are not adhered to vs UK process which differs. CRU and Electric Ireland to engage further on this. C McWeeney enquired about the LTNA process for meter reading and disconnections. S Melvin advised they could discuss off-line and bring anything of relevance back to the IGG.

Next IGG:

- Wednesday, 22nd October 2025, Microsoft Teams Meeting

Retail Market Design Service

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