



IGG Meeting Minutes

Date:	7 th May 2025	Time & Location	10:30 Teams Meeting
Chair:	J O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Tracy Caffrey, Rebecca Duggan, Patrick Moran	RMDS	
	Jack O'Dwyer, Jack Walsh, Anna Rourke, Finn Crowe	CRU	
	Jason McKnight, Robin McLoughlin	Version 1	
	Siobhan Melvin, Carl Murphy, Ken Tobin, Rachel Hassett, Emer Corcoran	ESBN	
	James Long	MRSO	
	Ian Mullins	BGE	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Alan O'Meara, Sinead Butler, Peter Brett	EcoPower	
	Jyothish Krishna	Flogas	
	Philip Barton, Desmond McBride, Carol Ryan	Electric Ireland	
	Aoife Coppinger, Alexander Rhodes, Alp Caglar	PrePay Power	
	Ceola McGowan	Community Power	
	Caoimhe McWeeney, Lyle Scott, Nadine McCrea, Audrey Keogan	Energia	
	Adam Diamond	Go Power	
	Declan Hannah	SSE	
	Judit Gal	Orsted	
	Tallis Dixon	Bord Na Mona	
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CRU Update
5.	Version 1 Update
6.	Retail Market Design Service Update
7.	MRSO Update
8.	ESBN Update
9.	AOB

1 – General

J O'Dwyer enquired if everyone was happy to sign off on v1.0 of the IGG minutes from 9th April 2025.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

One action item has been carried forward.

I Mullins requested further discussion on action item 1175.

K Tobin raised multiple points to highlight why this action will be closed as there is no further action to be taken at this time.

I Mullins advised the impact of this outage is high and during peak times makes operations more difficult. Request for ESNB to review this again.

C Murphy advised it has been reviewed and at this time there is no action to be taken.

I Mullins advised this will cause further issues in the future and wants the action to remain open.

D McBride supports I Mullins position.

C Murphy advised ESNB will not be taking any action between now and the next IGG however it can be amended for MP's to issue feedback and further info on the issues caused by this outage.

Action will remain open and be amended to reflect the above.

1175	AMI Patching requested to be scheduled in non-working hours		
Discussion at IGG	Market Participants to provide data to ESNB on impact of outage occurring during business hours. No further action at this time for ESNB.		
Forum Logged: IGG	Assigned to: Market Participants	Status: Open	Due Date:

3. Actions – New IGG Actions

1176 MCR1238: ESNB to draft a communication for the ESNB website, regarding the reasons for the updated HH reads for Smart meters. This communication is to be shared with IGG members.

1176	MCR1238 Customer communications for ESNB website		
Discussion at IGG	ESNB to draft a communication for the ESNB website, regarding the reasons for the updated HH reads for Smart meters. This communication is to be shared with IGG members.		
Forum Logged: IGG	Assigned to: ESNB	Status: Open	Due Date: 04/06/2026

4. CRU Update

J Walsh gave the CRU Update.

Please refer to slides.

S Melvin added that return window for unallocated funds is the 9th – 16th September and funds should not be returned before this date in order to support the appeals process.

I Mullins asked for confirmation on 'Total Domestic Electricity' refers only to P01 parameters.

5. Version 1 Update

J McKnight gave the Version1 update.

Please refer to slides.

I Mullins asked if there would be any hypercare considerations.

J McKnight advised that could be taken away but at present there is no plan to have assurance cover the hypercare period but if that changes MPs will be notified.

6. Retail Market Design Update

S Hudson gave the RMDS update.

Please refer to slides.

Updated Terms of Reference for TWG approval granted.

V14.3 Assurance Approach approved.

I Mullins queried one point in the Terms of Reference for the TWG.

S Hudson confirmed this would be updated if needed.

7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

8. ESB Networks Update

K Tobin gave the ESNB Update.

Please refer to slides.

I Mullins asked in relation to the outage on 10th May if there were any guarantees it would not require the Sunday contingency.

K Tobin advised at this time there is no update available.

K Tobin gave an update on DR 1238. D McBride raised his email submitted on 02nd May 2025 and asked if suppliers were required to process the reads received and highlighted the impact this would have due to the number of MPRNs.

C Murphy advised it is the decision of the supplier on what to do with the data provided.

D McBride queried CRU's position with regard to materiality of the amounts to be re-billed and would like to get the CRUs thoughts on what is a reasonable amount for all MPs to refund or charge, whichever the case may be. J O'Dwyer replied that CRU would speak with ESNB come back to forum with a response.

C Murphy advised the ESNB website would be updated with information MPs can direct customers to. See new Action 1176.

C Ryan explained the complexity arising from the updated meter reads as they were of significant in number and related to 2023. A high proportion of the customer's MPRNs being sent across with new reads relate to customers who have switched to a new Supplier or have moved premises. This results in significant manual intervention, requiring additional costs. C Ryan reiterated that the Communication on the ESNB website would have to be detailed yet also protect the Smart Metering message.

C Murphy highlights that the process for replacing reads is in operation currently and C Ryan advised BAU volumes are manageable, but this volume will cause issues.

C Murphy responded that this is a required action by ESNB so meter read data is reflected accurately.

C Ryan queried the timeline proposed in order for Electric Ireland to put sufficient measures in place.

D McBride reiterated points raised above and closed off to allow I Mullins to speak.

C Murphy advised the batch runs could be spread over 8 batches rather than 4 if that was something that the MPs considered beneficial.

I Mullins and D McBride advised this would not make much of a difference and it would be difficult due to billing cycles.

C Ryan highlighted main points raised again.

C Murphy advised MPs that the communications piece will be reviewed to assist with any customer interaction issues that may arise.

S Melvin highlighted that customers have always been estimated due to power outages and only with smart this is now visible.

I Mullins raised further points to highlight issues with the proposed timeline and also queried the data and if this would be the only excel file being issued to customers.

C Murphy advised while it is indicative the data will only be amended should something occur with the MPRN between generation of the list and execution of the process.

D McBride asked if it could be delayed for at least a week to allow for internal discussion on next steps.
C Murphy advised the milestone planned for 17th May can be pushed out by two weeks, however the first batch date of 14th May would remain in place and would be a useful way of testing the execution of the batches.

R Hassett presented the v14.00 Hypercare Transition slides.

9. AOB

Next Steps

Next IGG Conference Call:

- Wednesday 4th June 2024

J O'Dwyer thanked MPs for attending the meeting.

Retail Market Design Service

www.rmdservice.com