

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	4 <sup>th</sup> June 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, Patrick Moran, Tracy Caffrey, Rebecca Duggan, Gary McInerney	RMDS	
	Jack O'Dwyer, Jack Walsh, Finn Crowe	CRU	
	Siobhan Melvin, Carl Murphy, Ken Tobin, Rachel Hassett, Emer Corcoran, , Ciaran McCallion, Paul Harrington, Catherine Leen, Keith Fitzpatrick, Ken Murray, Damian Power	ESBN	
	Jason McKnight, Robin McLoughlin	Version 1	
	James Long	MRSO	
	Peter Brett	EcoPower	
	Sinead Scott, Cormac Mannion	BGE	
	Lyle Scott, Audrey Keogan	Energia	
	Deirdre Lynn-King	Arden Energy	
	Tallis Dixon	Bord Na Mona	
	Aoife Coppinger, Mark O'Sullivan	Prepay Power	
	Judit Gal	Orsted	
	Peter Breen	Cenergise	
	Desmond McBride, Carol Ryan, Jamie Burke, Darron Dodd, Philip Barton	Electric Ireland	
	Adam Power	Go Power	
	Nadine McCrea	PowerNI	
	Jyothish Krishna, Dee Crosbie	Flogas	
	Declan Hanna	SSE	
Jennifer Condron, Antoin O'Lachtnain	Pinergy		
Gregg Allen, Ceola McGowan	Community Power		
<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 7 <sup>th</sup> May 2025
Minutes v1.0 approved.

2. Actions – Previous IGG
S Hudson provided the Action Item Update:
<ul style="list-style-type: none"> <li>• <b>2 – Carried forward Action from the last IGG plus 1 additional action</b></li> </ul>

<b>1175</b>	<b>AMI Patching requested to be scheduled in non-working hours</b>		
<b>Discussion at IGG</b>	Market Participants to provide data to ESBN on impact of outage occurring during business hours. No further action currently for ESBN.		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> MPs	<b>Status:</b> Open	<b>Due Date:</b> 13 <sup>th</sup> June 2025

<b>1176</b>	<b>MCR1238 Customer communications for ESBN website. MPs to review the text and return feedback by 11<sup>th</sup> June 2025</b>		
<b>Discussion at IGG</b>	ESBN to draft a communication for the ESBN website, regarding the reasons for the updated HH reads for Smart meters. This communication is to be shared with IGG members.MPs to review the text and return feedback by 11 <sup>th</sup> June		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> MPs	<b>Status:</b> Open	<b>Due Date:</b> 11 <sup>th</sup> June 2025

<b>1177</b>	<b>Supplier feedback on MCR1238 Parameters</b>		
<b>Discussion at IGG</b>	Suppliers have been requested to reply via RMDS to email issued on 05/06/2025 regarding parameters used for back dated HH reads and also regarding the Communication on ESNB website for customers		
<b>Forum Logged: IGG</b>	<b>Assigned to: MPs</b>	<b>11<sup>th</sup> June 2025</b>	<b>Due Date: 11<sup>th</sup> June 2025</b>

#### 4. CRU Update

J Walsh provided the CRU update.

##### **Government electricity scheme**

Weekly reporting concluded at the end of April 2025 and communicated to the relevant government department. Reminder that any customer not allocated a credit must have contacted their supplier by 31<sup>st</sup> May 2025. If the customer has contacted their supplier by 31<sup>st</sup> May and the supplier maintains that the customer is ineligible for receipt of the credit, then the supplier must send a close-out letter to the customer by 25<sup>th</sup> July.

The customer then has until 22<sup>nd</sup> August to raise any concerns to the CRU, which should be noted in the letter. (see CRU guidance document)

There will be one final report required from suppliers that will accompany the return of unallocated credits on 16<sup>th</sup> September 2025.

##### **Additional Customer Protection Measures 2024/2025**

CRU acknowledged feedback from suppliers and the customer feedback group. CRU will consider and evaluate the feedback. A decision paper is being drafted with a view to publish in July 2025. This will inform the 2025/2026 Additional Customer Protection Measures.

#### 5. Version 1 Update

J McKnight gave the Version 1 update. He thanked all MPs who returned their PQs within the timeframe and confirmed that the report would be issued to CRU

TIBCO EMS Upgrade project is ongoing. The assurance timeline has been extended in line with the project timeline.

Participant Questionnaires for v14.3 MMR have been received by Version 1. The assessment is being finalised and the supplier impact from the v14.3 MMR is expected to be minimal.

New Entrant Market Participant Activity – dealing with two new market entries and dealing with material change and requalification activities also.

## 6. Retail Market Design Update

S Hudson gave the RMDS Update.

TWG ToR has been finalised and are available on the RMDS Private SharePoint site.

## 7. MRSO Update

J Long gave the update for MRSO

A list of SSG sites were issued to all relevant suppliers and there were a number of queried received that have all been responded to. Currently there are 308 SSG customers in the system with 128 WP14s completed.

## 8. ESB Networks

K Tobin gave the ESNB update.

- An update was given into the Tibco outage after the upgrade on 10<sup>th</sup> May. A summary of the cause and outcome was given, and the market was informed on Tuesday 13<sup>th</sup> May. ESNB noted that that they would be looking at preventative measures and also at the no availability of key market systems on the broader Smart PAYG process.
- A O'Lachtnain noted that the architecture is too complex, with a lot of uncertainty with the Emmas, and it would be difficult to keep supporting it for the next decade.
- C Murphy noted that ESNB have been looking at the architecture prior to this particular outage.
- D McBride raised his concerns with the governance surrounding such events asked that in the case of any possible similar future events, that the communications are cascaded to the impacted MPs and their project team is kept informed throughout the process.
- C Murphy took the point on board and also stated that once the outage is rectified it is BAU and all communications issue via RMDS to IGG recipients and it is the IGG reps' responsibility to circulate the information within their own organisations. D McBride offered to take the conversation offline with ESNB.
  
- K Tobin gave an update around the postponement of MCR1238 and understands that MPs would like to discuss the implementation further.
- ESNB circulated a draft communication that was shared via RMDS and all feedback is welcomed.
- A discussion took place with regard to implementation of MCR1238 and the parameters and the measures that MPs would like to put in place while also agreeing to getting it started as soon as possible.
- D McBride gave some insights into the volumes of customers in Electric Ireland and asked CRU for guidance on monetary thresholds that would be acceptable in order to avoid billing customers for very small amounts. J O Dwyer agreed to meet with MPs to discuss sensible thresholds when dealing with this MCR.
- C Ryan mentioned that Electric Ireland have an automatic billing system and that once the new MMs are sent through from ESNB, billing will automatically kick in. In order to reduce volumes, it may be preferable to change the parameters being used to create the data.
- It was agreed that MPs were to liaise with their technical teams and to consider if changing the parameters would be preferable or not. ESNB agreed to issue an email via RMDS requesting feedback from all MPs by Wednesday 11<sup>th</sup> June. MPs have been asked to consider the Lookback period, Lookback Threshold, Look Back Run Period and the Implementation Start Date.

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

None noted.

**10. AOB**

None noted.

**Next IGG:**

- Wednesday, 2<sup>nd</sup> July 2025

**Retail Market Design Service**

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