

## **IGG Conference Call Meeting Minutes**

<b>Date:</b>	30 <sup>th</sup> July 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>	
	Sean McKeivitt, Patrick Moran, Tracy Caffrey, Rebecca Duggan	RMDS	
	Jack O'Dwyer, Jack Walsh	CRU	
	Siobhan Melvin, Rachel Hassett, Emer Corcoran, Paul Harrington, Catherine Leen, Keith Fitzpatrick, Damian Power,	ESBN	
	Jason McKnight, Robin McLoughlin	Version 1	
	James Long	MRSO	
	Peter Brett, Sinead Butler	EcoPower	
	Ian Mullins	BGE	
	Lyle Scott, Audrey Keogan, Nadine McCrea, Caoimhe McWeeney	Energia	
	Aoife Coppinger, Mark O'Sullivan	Prepay Power	
	Judit Gal	Orsted	
	Jamie Burke, Michelle McClean, Ken Tobin	Electric Ireland	
	Jyothish Krishna, Dee Crosbie	Flogas	
	Declan Hanna	SSE	
	Jennifer Condron, Antoin O'Lachtnain	Pinergy	
	Gregg Allen, Ceola McGowan, Tallis Dixon	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 2 <sup>nd</sup> July 2025
Minutes v1.0 approved.

2. Actions – Previous IGG
S McKevitt provided the Action Item Update:
<ul style="list-style-type: none"> <li>• <b>1 – Carried forward Action from the last IGG</b></li> </ul>
J O'Dwyer advised CRU have reviewed MCR1238 and have decided to allow it to proceed as planned. CRU would also have no legal right to determine settlement tolerances.
<ul style="list-style-type: none"> <li>• J Burke raised that some direction would be helpful in determining a monetary limit for refunds to customers.</li> <li>• C McWeeney asked for an update on the communications piece.</li> </ul>
Both comments to be addressed later in the call and action will be closed.

1177	Supplier feedback on MCR1238 Parameters		
<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 ESBN website for customers		
Forum Logged: IGG	Assigned to: MPs	Closed	Due Date: 11 <sup>th</sup> June 2025

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

A decision paper is being drafted with a view to publish in August 2025. This will inform the 2025/2026 Additional Customer Protection Measures. CRU will contact Suppliers with any updates as required.

- J Burke asked if an update could be provided regarding debt repayment and J Walsh confirmed this is being reviewed.

### Retail Market Monitoring

Uptake in suppliers under/over reporting. There is a knock-on effect with this so compliance with timelines and accuracy would be appreciated.

- I Mullins asked if the errors were systematic or individual cases. J Walsh advised it seems to be individual cases but it is being reviewed.

## 5. Version 1 Update

R McLoughlin gave the Version 1 update.

V14.30 outcome report is finalised and Assurance activities have completed.

2 New Entrants and 5 Material Changes ongoing at the moment.

## 6. Retail Market Design Update

S McKeivitt gave the RMDS Update.

Reminder of the Outage 1<sup>st</sup> August at 6pm to 4<sup>th</sup> August 2pm for v14.30 MMR.

## 7. MRSO Update

J Long gave the update for MRSO

V14.30.00 outage will mean that aggregation files for Monday will not be issued and will be caught up on by Tuesday 5<sup>th</sup> August.

## 8. ESB Networks

K Fitzpatrick gave the ESNB update.

### **MCR1238 UPDATE**

Market Participant feedback collated and shared with CRU for consideration, thanks to those who provided. ESB Networks are proceeding with the solution as agreed in MCR1238

ESBN have received a query about the feasibility of doing the look back in one batch. ESB Networks can support this approach but it would require agreement today on the IGG in order to deliver a single batch solution which would be run on Saturday, 16<sup>th</sup> August. The same approach must be taken across all Suppliers.

Staying with the original plan to run the lookback over four weekends - the dates would be: Sat 16<sup>th</sup> Aug, Sat 20<sup>th</sup> Sept, Sat 27<sup>th</sup> Sept and Sat 4<sup>th</sup> Oct. These dates will be shared to MPs via RMDS.

An updated list of indicative MPRNs can be made available. If any Market Participants do want an updated list please advise RMDS if required by 6<sup>th</sup> August.

In relation to the ESB Networks Website Update ESNB are reviewing final wording, and an update is going through the appropriate internal channels. We will share with CRU for their final review before publishing and will provide an update when this action is complete.

MPs asked for time to respond to decision of one batch vs four. ESNB asked if suppliers would respond by cob Friday 1<sup>st</sup> August and this was supported. S. Melvin advised that the dates were already set and could not be changed. .

C. McWeeney asked if it was to be a single batch would that also be run on 16<sup>th</sup> August. S. Melvin said that they could consider the dates for a single batch however it would still be run on of the four dates stated earlier.

Email to be issued via RMDS and MPs to respond by Friday 1<sup>st</sup> August. Decision must be unanimous.

### **PROCESSING ISSUE FOR MCC12 RELATED SMART DATA (EMERGENCY MARKET OUTAGE 14 JULY)**

An issue occurred which impacted the retrieval of Smart Meter data for the dates of 12<sup>th</sup> (Saturday) and 13<sup>th</sup> (Sunday) July, approx. 25% of expected actual data was not retrieved.

A system outage was required on 14<sup>th</sup> (Monday) July to perform a restart.

All remote Re-Energisations /De-Energisations requests received during that time were queued. The outage duration lasted 2 hours (12:30 – 14:30) and all queued remote Re-Energisations requests were processed as normal thereafter.

As a precautionary measure, remote De-Energisations were paused to allow all systems to catch up with data processing.

Paused remote De-Energisations were processed as normal by Tuesday morning, 15<sup>th</sup> July. All missing data for the Saturday 12<sup>th</sup> and Sunday 13<sup>th</sup> July was processed and issued.

- I Mullins asked for clarity to be provided on the outages when they occur and not retrospectively, communications were sufficient for the most recent outage, but timings that had been communicated were off which resulted in poor customer journey on this occasion.
- S. Melvin acknowledged that ESNB recommenced the processing of paused market messages sooner than what had been previously communicated as ESNB were in a position to do so, they believed at the time that it was the right thing to do to recommence processing the messages.

However, they also acknowledged that this caused issues for some suppliers so going forward they will stick to the times communicated.

- S Melvin also commented that the recent outages were two separate issues causing outages and overall the market systems are resilient.
- A O'Lachtnain asked what classifies the systems as resilient and could it be shared on how many days the systems were fully functional.
- S Melvin advised that this was the internal advice provided and the TIBCO Outage stats are provided at the 'in-person' IGG Meeting and these are available on the RMDS Website.

#### **ENERGY CREDIT SCHEME IV - REMINDER FOR RETURN OF UNALLOCATED CREDITS**

Reminder that any unallocated credit from the Energy Credit Scheme IV must be returned by suppliers to ESB Networks between 9<sup>th</sup> and 16<sup>th</sup> September 2025.

Suppliers should instigate their own reconciliation process to be ready on these dates. Important to note that funds must only be returned during this window.

Suppliers must provide a final weekly report and a list of MPRNs where credit was not allocated or was withheld along with the amount unallocated - please refer to WP36 section 5.8.

Same email address [electricitycostsbill@esb.ie](mailto:electricitycostsbill@esb.ie) and bank account details - (Danske bank), bank details can be shared upon request.

For further details refer to WP36 and CRU Electricity Costs Emergency Benefit Scheme IV Guidance Document.

The Unallocated funds template to be used will be reissued via RMDS in the coming weeks.

ESBN provide an update at the next IGG meeting in August.

#### **MCC03 CUSTOMERS ELIGIBLE FOR SMART METERING**

ESB Networks wishes to remind market participants that as V14.30.00 which is going live 5<sup>th</sup> August 2025, and in line with CRU decision 21131, additional meter types as specified in MCR1232 & MCR1233 will now be eligible for Smart Metering.

There are a small cohort of MPRNs that are flagged as NTNP, relevant suppliers have been contacted with MPRNs that will be affected by this change.

- C McGowan asked if the Microgen rules now apply to these customers.
- R Hassett advised that once a smart meter is in place they will be eligible for Microgen.
- I Mullins asked for a timeline on MCR1234 and if the early adopter process would also be used for these customers.
- R Hassett confirmed no timeline has been established to date and an action has been taken to confirm the process for early adopters.
- J Burke asked for confirmation on use of 1800 ESB number to remove NTNP flag, this was confirmed as an option.

R Hassett advised on the v14.30 outage occurring on 1<sup>st</sup> August at 6pm and will continue until 2pm on 4<sup>th</sup> August and highlighted important information which was also included in the cutover plan issued to MP's. Downloadable files will be available from 9<sup>th</sup> August.

#### **V14.00 Hypercare Defect Update.**

Phone number defect has an expected resolution timeframe of November, and the text message defect fix is on track for September.

CTF queries through contact centre addressed and a fix has been identified and will be deployed during the

outage this weekend.

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

None noted.

#### 10. AOB

J Burke raised the issue of threshold on refund amounts and J O'Dwyer advised again that it could be discussed between Suppliers but CRU could not participate or direct this in any way.

##### Next IGG:

- Wednesday, 27<sup>th</sup> August 2025, In Person at CRU Offices.

**Retail Market Design Service**

**56 Mount Street Upper, Dublin 2, D02 P406**

**Email: [rmds@esb.ie](mailto:rmds@esb.ie) | Web: [www.rmdservice.com](http://www.rmdservice.com)**