

IGG Conference Call Meeting Minutes

Date:	19 th November 2025	Time & Location	3pm - Conference Call
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Patrick Moran, Tracy Caffrey, Rebecca Duggan	RMDS	
	Jack Walsh, Jack O'Dwyer	CRU	
	Siobhan Melvin, Emer Corcoran, Catherine Leen, Keith Fitzpatrick, Damien Power, Emma Porter, Kevin O'Connor	ESBN	
	Jason McKnight, Robin McLoughlin	Version 1	
	James Long	MRSO	
	Peter Brett, Sinead Butler, Alan O'Meara	EcoPower	
	Ian Mullins	BGE	
	Lyle Scott, Audrey Keogan, Caoimhe McWeeney	Energia	
	Aoife Coppinger	Prepay Power	
	Judit Gal	Orsted	
	Darren Dodd, Des McBride	Electric Ireland	
	Jyothish Krishna, Dee Crosbie	Flogas	
	Declan Hanna	SSE	
	Gerard Taylor, Deirdre Lynn-King, Steve Melling	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 O'Dwyer requested approval of the previous IGG Minutes of 22 nd October 2025
Minutes v1.0 approved.

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

1179	Email contact for LTNA files		
Discussion at IGG	ESBN requested suppliers to provide an email contact for LTNA files to be issued on a quarterly basis.		
Forum Logged: IGG	Assigned to MP's	Status: Open	Due Date:

3. Actions
No new actions were recorded.

4. CRU Update
J Walsh provided the CRU update.
Additional Consumer Protection Measures –
Vulnerable Customer sign up information should have been issued to customers by 14th November 2025.

- Vulnerable Customer Disconnection Moratorium – 1st November 2025 to 31st March.
- NPA Disconnection Moratorium begins on 8th December 2025 to 16th January 2026.

A Coppinger asked if any further information could be provided on the deadline for providing actual statements and invoices to CRU Compliance Team.

J Walsh advised this would need to be taken offline and he would revert in due course with a response.

5. Version 1 Update

J McKnight gave the Version 1 update.

Please refer to slides.

I Mullins asked for a specific date for the drop-in clinic in relation to continuous assessment return.
J McKnight advised it would likely be on the Wednesday in the week advised in the slides.

6. Retail Market Design Update

S Hudson gave the RMDS Update.

Please refer to slides.

C McGowan asked where the slide could be found.

S Hudson advised the slide is available on the RMDS website.

S Hudson advised the Year End document and Christmas Working Arrangements were issued out today, 19th November 2025.

I Mullins asked for additional detail on the upcoming agenda for each IGG.

C McWeeney asked for the in-person IGG Meetings to be chosen based on amount of content rather than time of year.

S Hudson noted both requests.

7. MRSO Update

J Long advised no update for MRSO.

8. ESB Networks

E Porter gave the ESNB update.

Market Participant Survey

- MP Survey is now closed and ESB Networks thanked all MP's for responding. Analysis of responses will be ongoing over the next number of weeks and a report will be issued with the analysed findings in due course.
- ESB Networks recognises that a number of queries were received when link was first issued, these

queries and feedback will be taken on board going forward.

Market Participant LTNA Contacts

- Point of contact requested for each MP and action will be left open until contacts have been received.
- LTNA files were issued in early November dated up to 31st October 2025 and are due to issue again in March 2026.
- Important to review the files against internal supplier records to reduce LTNA volumes and prioritise reason codes 70 or 71.
- Sites with no engagement for number of years, suppliers are requested to update contact details where possible via 013MM and meter readings via 210MM. Date on a 210MM can not be in the past or the message will reject. If access arrangements are known, please provide these to ESN.
- ESB Networks also request suppliers to review sites that are eligible for de-registration. Sites can be de-registered via the 021MM. MPD21 on the RMDS website will provide further detail on this process.

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

10. AOB

Next IGG:

- Wednesday, 10th December 2025, Microsoft Teams Meeting

Retail Market Design Service

56 Mount Street Upper, Dublin 2, D02 P406

Email: rmds@esb.ie | Web: www.rmdservice.com