



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

10th December 2025



1. TIBCO Market Activity
2. Market Participant Survey 2025
3. Market Systems Update
4. LTNA (Long Term No Access)
5. Special Reads
6. Customer Access to their Energy Consumption Information
7. AOB

Supplier Planned and Unplanned Outages - October & November 2025

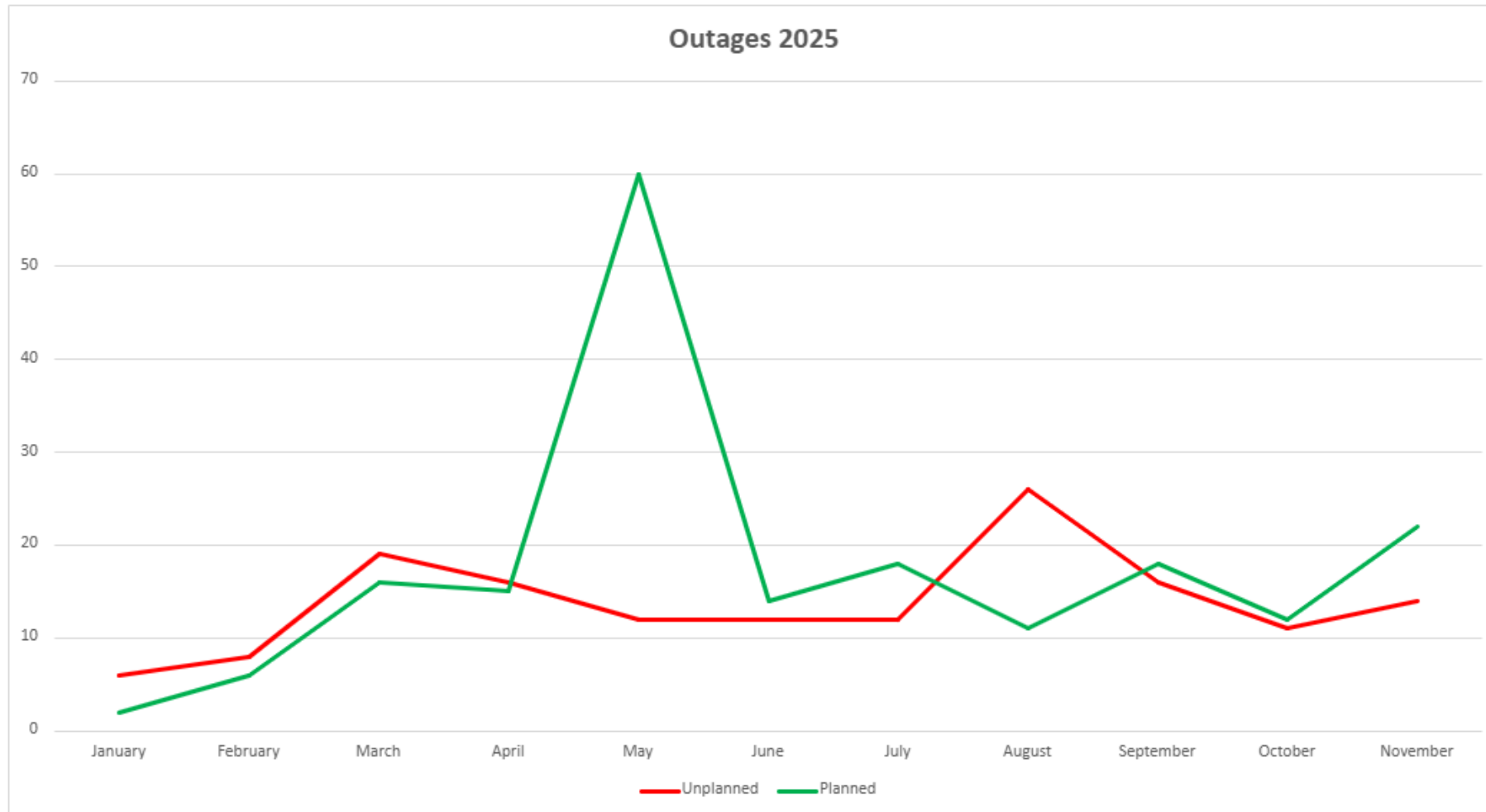
| October 2025 - Planned Count | | | |
|------------------------------|---------------|--------------|---------------|
| Supplier | Planned Count | Supplier | Planned Count |
| Supplier1 | 4 | Supplier13 | 0 |
| Supplier2 | 0 | Supplier14 | 2 |
| Supplier3 | 1 | Supplier15 | 0 |
| Supplier4 | 1 | Supplier16 | 0 |
| Supplier5 | 0 | Supplier17 | 0 |
| Supplier6 | 0 | Supplier18 | 1 |
| Supplier7 | 0 | Supplier19 | 0 |
| Supplier8 | 0 | Supplier20 | 0 |
| Supplier9 | 0 | Supplier21 | 0 |
| Supplier10 | 2 | Supplier22 | 0 |
| Supplier11 | 0 | | |
| Supplier12 | 0 | | |
| | | Total | 11 |

| October 2025 - Unplanned Count | | | |
|--------------------------------|-----------------|--------------|-----------------|
| Supplier | Unplanned Count | Supplier | Unplanned Count |
| Supplier1 | 2 | Supplier13 | 0 |
| Supplier2 | 0 | Supplier14 | 5 |
| Supplier3 | 0 | Supplier15 | 0 |
| Supplier4 | 0 | Supplier16 | 1 |
| Supplier5 | 0 | Supplier17 | 0 |
| Supplier6 | 0 | Supplier18 | 0 |
| Supplier7 | 0 | Supplier19 | 0 |
| Supplier8 | 2 | Supplier20 | 0 |
| Supplier9 | 0 | Supplier21 | 0 |
| Supplier10 | 1 | Supplier22 | 0 |
| Supplier11 | 0 | | |
| Supplier12 | 0 | | |
| | | Total | 11 |

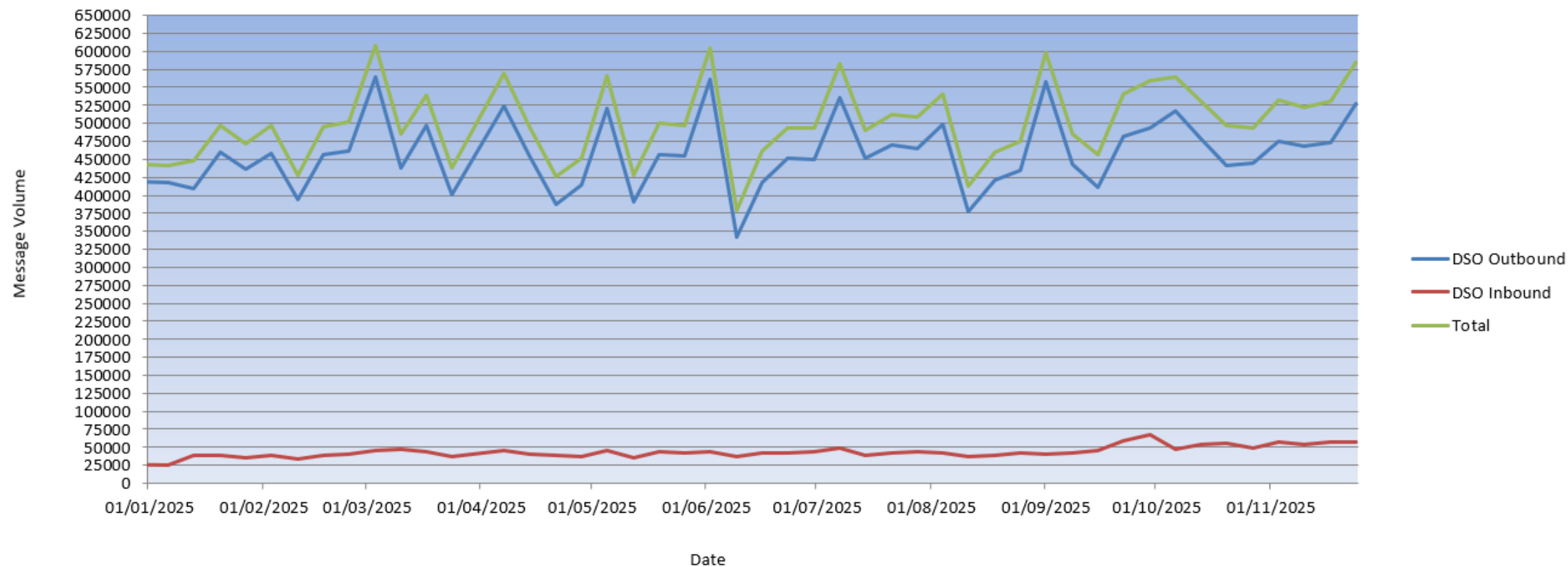
| November 2025 - Planned Count | | | |
|-------------------------------|---------------|--------------|---------------|
| Supplier | Planned Count | Supplier | Planned Count |
| Supplier1 | 7 | Supplier13 | 1 |
| Supplier2 | 0 | Supplier14 | 1 |
| Supplier3 | 2 | Supplier15 | 0 |
| Supplier4 | 1 | Supplier16 | 0 |
| Supplier5 | 2 | Supplier17 | 0 |
| Supplier6 | 0 | Supplier18 | 1 |
| Supplier7 | 1 | Supplier19 | 0 |
| Supplier8 | 0 | Supplier20 | 0 |
| Supplier9 | 0 | Supplier21 | 3 |
| Supplier10 | 3 | Supplier22 | 0 |
| Supplier11 | 0 | | |
| Supplier12 | 0 | | |
| | | Total | 22 |

| November 2025 - Unplanned Count | | | |
|---------------------------------|-----------------|--------------|-----------------|
| Supplier | Unplanned Count | Supplier | Unplanned Count |
| Supplier1 | 1 | Supplier13 | 0 |
| Supplier2 | 0 | Supplier14 | 0 |
| Supplier3 | 0 | Supplier15 | 0 |
| Supplier4 | 0 | Supplier16 | 0 |
| Supplier5 | 0 | Supplier17 | 0 |
| Supplier6 | 2 | Supplier18 | 1 |
| Supplier7 | 1 | Supplier19 | 2 |
| Supplier8 | 1 | Supplier20 | 0 |
| Supplier9 | 0 | Supplier21 | 2 |
| Supplier10 | 2 | Supplier22 | 0 |
| Supplier11 | 0 | | |
| Supplier12 | 2 | | |
| | | Total | 14 |

Supplier Planned and Unplanned Outages - October & November 2025



Market Message Volumes - 2025



TIBCO System Availability



Market Participant Survey 2025



- Thank you for completing the recent survey and for sharing feedback to Ipsos B&A.
- Survey analysis is ongoing with Ipsos B&A, and a report of the results will be prepared for ESB Networks in the coming weeks.
- Ipsos B&A may reach out to some market participants to conduct 1:1 interviews (with those MPs who indicated an interest to partake in follow-up interviews).
- ESB Networks will provide updates at future IGGs.

Market Systems Updates

- October - One system technical issue (Occurred on 14th October and updated at October IGG).
- November - No unplanned market systems outages during the months of November.

- Open action for suppliers to provide RMDS with an email point of contact to receive LTNA lists.
- LTNA Reports issued in November (only to the email contacts received), seeking remaining suppliers email point of contact.
- Action for each supplier to review the lists received against own records for any updates that would assist with LTNA meter reads and provide feedback using the appropriate market message(s).
- When reviewing the lists, priority should be given for those sites with estimates linked to “no read code” 70 & 71.
- There are a number of sites where there has been no engagement with the customer for several years. ESB Networks continues to engage on LTNA however letters are being returned as the contact details are not adequate. To support this, we please ask suppliers to :
 - **Provide Meter Reads** - Please provide valid meter reads via the 210 MM.
Important note: Dates in the past cannot be used and will cause a rejection.
 - **Updated customer details/address/contact details etc** – Please send these updates via the 013MM.
- Supplier can request a Special read request via the 252MM - must have access arrangements/phone number etc included for this to be fulfilled.
- Suppliers should review sites that are eligible for de-registration, a de-registration can be sent via a 021MM
- More information on the RMDS Website, refer to [mpd-21-de-registration_v14.pdf](#) and [021-deregistration-request.pdf](#).

- The RMS Meter Reading Team would like to remind suppliers to only submit a Special Read Request when the Billing Order is not 'open' and where possible to only submit the request if a scheduled Actual Read is not obtained, particularly for DG6 Max Demand sites.
- Suppliers can check when the MPRN is due to be read by viewing the Market Participant Extranet/ Webservice for the 'Next Read Date'. The Billing Order is 'open' 3 days prior to the 'Next Read Date' and for 7 days after.
- The 'Read Cycle Day' which is contained in the 105MM/321MM and displayed on the Market Participant Extranet/Webservice/Downloadable file can also be checked against the Meter Reading calendar published in the [Guidance Documents \(rmdservice.com\)](http://rmdservice.com) section of RMDS website to determine when an MPRN is due to be read.
- Where a supplier wishes to proceed with a Special Read request then sufficient contact information should be provided so that access can be arranged, if required.
- Where a 252MM Special Read Request is being submitted, the supplier **must** ensure that a contact name and mobile phone number for a person who can provide access is included in the Access Arrangement field. Please note an email address is not sufficient.
- Where a Special Read is being requested as part of a Change of Supplier then a customer contact number, preferably a mobile phone number, should be included in the 010MM, an email address is not sufficient.

Important notes:

- Appointments cannot be arranged between Suppliers and customers for Special Read requests.
- Where an actual read cannot be obtained, an estimate will be provided.
- A charge may be incurred for a Special Read request where there is no issue with access for scheduled reads or where insufficient access details are provided.

Customer Access to their Energy Consumption Information



- Customers can access services linked to their MPRN as long as they remain registered to that MPRN. This includes access to up to 2 years of energy consumption data.
- If a customer moves out of a property, access to related services including Energy Consumption data is discontinued.
- This includes when a COLE is processed at the same time as a COS even where there is no change of customer.
- This is causing frustration and dissatisfaction amongst customers who are finding that their historical consumption data is no longer accessible.
- We remind Suppliers that a COLE should not be processed if only a COS is required, as this directly impacts the customer's ability to access their smart meter data.

- AOB items?



Thank you from ESB Networks

Merry Christmas



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