

## **IGG Meeting Minutes**

<b>Date:</b>	12 <sup>th</sup> December 2025	<b>Time &amp; Location</b>	10:30 Microsoft Teams
<b>Chair:</b>	Jack O'Dwyer, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Suzanne Hudson, Sean McKeivitt, Tracy Caffrey, Patrick Moran	RMDS	
	Jack O'Dwyer, Jack Walsh, Finn Crowe	CRU	
	Robin McLoughlin, Jason McKnight	Version 1	
	Siobhan Melvin, Damien Power, Keith Fitzpatrick, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Geraldine O'Shea	ESBN	
	James Long	MRSO	
	Jamie Burke, Desmond McBride	Electric Ireland	
	Ian Mullins, Cormac Mannion	BGE	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Peter Brett, Sinead Butler, Alan O'Meara, Canice Kenealy	EcoPower	
	Jyothish Krishna, Dee Crosbie	Flogas	
	Ceola McGowan, Tallis Dixon	Community Power	
	Lyle Scott, Audrey Keogan, Anna Carnduff	Energia	
	Judit Gal	Orsted	
	Declan Hanna	SSE	
	Antoin O Lachtnain	Pinergy	
<b>Version Number</b>	0.2		
<b>Status</b>			

<b>Agenda:</b>	
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 19<sup>th</sup> November 2025.

**Minutes Approved.**

## 2. Actions – Previous Conference Call & IGG

One action item has been carried forward.

## 3. Actions – New IGG Actions

No new actions were raised.

1179	Email contact for LTNA files		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>ESBN requested suppliers to provide an email contact for LTNA files to be issued on a quarterly basis.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to MP's</b>	<b>Status:</b> Open	<b>Due Date:</b>

## 4. CRU Update

J Walsh gave the CRU Update.

Please refer to slides.

### National Energy Affordability Taskforce (NEAT)

J Burke questioned whether a higher number of contacts implies good performance and a higher number of contacts with customers doesn't imply they are improving customer service or meeting customer standards.

J Walsh clarified that CRU is not looking for number of contacts per customer in arrears, rather they are looking for the number of customers contacted irrespective of the number of contacts per customer.

C Mannion sought clarification on whether the figures would relate to the total number of current customers in arrears or total number of customers in arrears including ex-customers that have left a supplier with an outstanding debt. C Mannion advised more detailed response will be included in BGE feedback.

J Walsh advised that for convenience the total number of current customers in arrears or total number of customers in arrears including ex-customers can be provided.

A O Lachtnain questioned the metrics employed and statistics being collected for monitoring an increase in arrears levels and that financial statistics may be more appropriate. He indicated that this will be included in feedback.

J Walsh advised that the metrics being collected were intended to indicate the customers most in financial difficulty and would not be an early warning system.

A O Lachtnain stated that the proposed metrics will not provide this information and will only give an overall trailing picture of the industry as a whole.

C Mannion agreed with A O Lachtnain's above statement. He asked J Walsh if CRU would be looking into the issue of customer arrears in more detail in 2026.

J Walsh indicated that the intention is to facilitate a call in 2026 to examine customer arrears and customer understanding of bills and that at present NEAT has requested more up to date customer arrears data and this has been determined as the most feasible way of gathering data. He acknowledged that the data will not give an insight into specific information on type of customers in arrears.

J Burke stated that the data being provided by suppliers should include current registered customers and ex-customers with closed accounts.

A O Lachtnain stated that bad debt will typically be written off after 12 months and that it would be more appropriate to report on overall debt on a monthly basis.

#### 5. Version 1 Update

J McKnight gave the Version 1 update.

Please refer to slides.

A O Lachtnain asked if the backlog is getting bigger or smaller with regard to assurance activities.

J McKnight replied that it has stayed the same.

#### 6. Retail Market Design Update

S McKeivitt gave the Retail Market Design Update.

Please refer to slides.

#### 7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

J Burke asked if the Debt Flagging statistics provide information on the number of COS with Debt Flagging that are accepted by suppliers.

J Long confirmed that this is referred to in the "Total not cancelled" figure.

C McGowan queried if a change from MCC16 to MCC12 results in a decrease in the total number of MCC16 in the figures provided by MRSO.

J Long responded stating that the figures provided relate to market messages received from suppliers to switch to Smart Data Services indicating a switch from MCC01 to MCC12 or MCC16 and that there is no tracking of changes between MCC12 and MCC16.

## 8. ESB Networks Update

E Porter gave the ESNB Update.

Please refer to slides.

### TIBCO Market Activity Slides

E Porter noted an incline in unplanned market participant TIBCO EMMA outages and reminded market participants about the process of requesting an outage for their EMMA. For outages that can be planned, these should be logged on the market participants TIBCO EMMA and the Retail Hub Support team will pick these up to be logged and managed as planned outages.

### Market Systems Activity 2025 Slide

I Mullins stated that it would be useful to include metrics such as meter re-reads and resubmission of data to suppliers due to issues in the market such as storm activity etc. where suppliers must take additional action to address this for the customer.

E Porter acknowledged this point and mentioned she would take away the feedback, however she advised that it is not intended to provide the presented figures on a regular ongoing basis.

I Mullins and J Burke requested if these figures could be provided regularly. E Porter advised these figures were provided for an end-of-year view of various market activities and are not intended to be provided on a regular basis as mentioned.

J Burke requested a further breakdown of meter reading figures and stated that the number of manual meter readings appeared to be high. He asked if there are reasons given for why the meter couldn't be read.

E Porter responded that these figures relate to any sites where a manual meter read is required, as well as a collative of other reasons a meter read was required to be taken manually.

### Long Term No Access (LTNA)

E Porter advised that action 1179 relating to an email point of contact for LTNA lists would remain open for

a further period as it is important that ESBN have email contacts for all suppliers to issue LTNA reports to. E Porter urged remaining suppliers to provide the email details to RMDS.

A O Lachtnain stated that maintaining customer addresses is an ESBN function. Suppliers have less engagement with the addresses of customers as more of their business is now conducted online and less correspondence is through post.

E Porter advised that ESBN are actively taking steps to update customer addresses, for example, during engagement with customers the opportunity is used to verify or update customer address details at that point. ESBN would appreciate the support of suppliers with the LTNA list provided to review and revert back with any updates via the 013MM. Letters are being posted by ESBN but are being returned as the address held is not sufficient, particularly in rural areas. A number of addresses held are also several years old.

S Melvin agreed that there is difficulty in obtaining correct addresses, particularly in relation to rural addresses and asked for supplier's support in relation to this matter by providing any up-to-date contact information via market message.

A Keogan sought clarification on the recommended timeframe within which a recent customer meter reading should be submitted to ESBN by a supplier.

E Porter advised that ideally the meter reading should be submitted on the day it is received by the customer to ensure the meter reading isn't rejected. E Porter advised to consult market design documentation relating to the 210 Market Message ([Market Message Implementation Guide - Data Processing](#)) to confirm the time periods for meter reading processing. S Melvin concurred with the information provided by E Porter.

## Special Reads

Refer to slide presented with the requirements for the special read request via the 252MM.

S Melvin mentioned special read requests in reference to the previous update on LTNA and reminded suppliers that a special read can be requested via the 252MM. She noted the importance of sufficient access arrangements details being provided; a phone number and customer name must be included for a person that will agree to give access, otherwise the request may not be fulfilled, and a supplier could be charged if the access arrangements are not adhered to.

E Porter also mentioned that an email address will not suffice for contact details.

## Customer Access to Energy Consumption Information

A O Lachtnain remarked that not impact assessing the MPRN Webservice has resulted in issues relating to customer access to their energy consumption information where there is a COLE and no change of customer.

S Melvin stated that this issue relates to the COLE being set to True on a COS and asked suppliers to ensure that the COLE flag is selected only in cases of a COLE taking place. The issue also impacts other market processes such as Debt Flagging.

A O Lachtnain stated that this issue would relate to implied COLE also.

J Burke sought an explanation of the issue relating to a COS where the COLE flag has been selected on the 010 Market Message but there is no change in legal entity or change of account. This explanation was provided by E Porter and S Melvin that this scenario relates to a COS that took place where there was no COLE and the customer details did not change, but the COLE flag was ticked.

I Mullins asked if there has been communication to customers in relation to this issue on access to energy consumption information and recommended the inclusion of information on the ESN website for the benefit of customers.

S Melvin stated that this will be taken away and checked in ESN.

A O Lachtnain remarked that customers expect continuity of service and to be able to access their energy consumption information online as opposed to through call centers. He also stated that customers are entitled to their energy consumption on closed accounts and the appropriate route to address these issues is through the Retail Market planning process.

S Melvin confirmed that this is something ESN is looking into and at this stage ESN is highlighting this identified issue to suppliers when they are completing the CoS and checks around a CoLE.

E Porter thanked all Market Participants for their continued support and engagement throughout the year and wished everyone a lovely Christmas.

#### Christmas Working Arrangements

With regards to the Christmas Working Arrangements, C Leen highlighted important information to be noted by suppliers regarding SPAYG disconnections, which will be processed as normal on the working days listed on the slides presented: [ESN - IGG - June 2019 DRAFT](#).

Also refer to the to the working arrangements document: [esb-networks---christmas-2025---new-year-2026-working-arrangements-v1-0.pdf](#).

S Melvin reiterated the importance of C Leen's update around suppliers noting the SPAYG working days and highlighted that any SPAYG disconnections being sent on working days will be fulfilled. ESN will be following normal processes on those working days listed and it is **important to note** that a re-energisation request will be required to be sent by the supplier to restore supply to the customer. ESN cannot re-energise without the 017MM from the supplier.

AOB

None

#### 9. AOB

##### Next Steps

J O'Dwyer outlined the following dates in the calendar.

##### **Next IGG Conference Call:**

- Wednesday 14<sup>th</sup> January 2026

J O'Dwyer thanked MPs for attending the meeting.

