



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

22nd October 2025



Agenda

1. TIBCO Market Activity
2. Market Systems updates
3. MCR1238 – Update
4. Market Participant Survey 2025
5. AOB

Supplier Planned and Unplanned Outages - August & September 2025

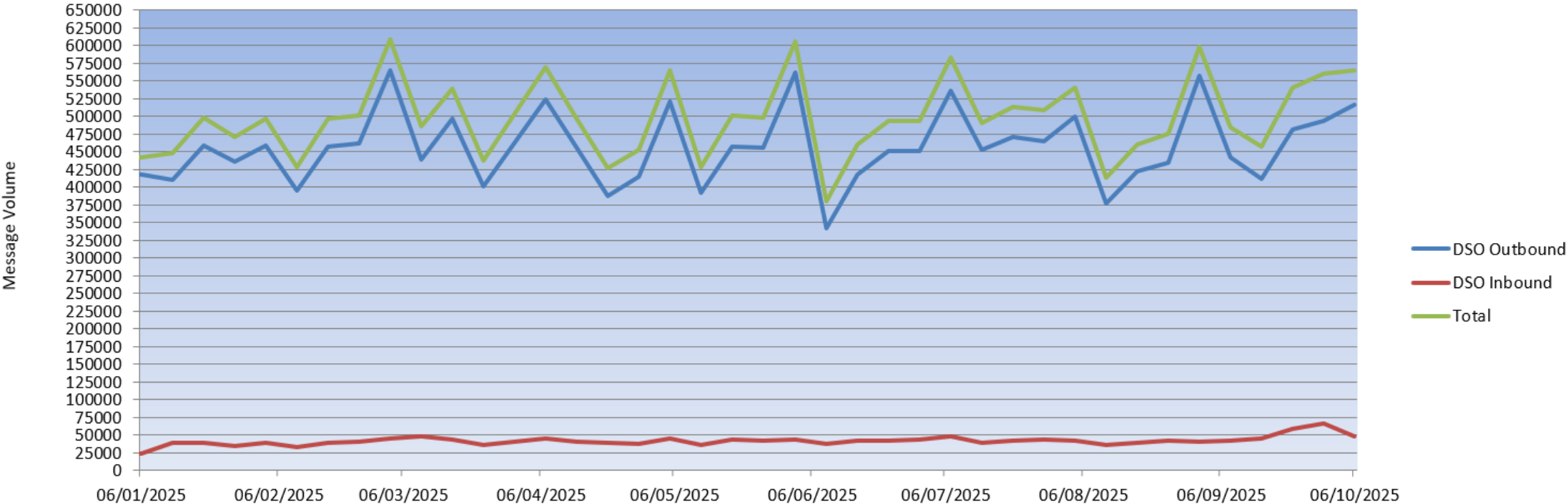
August 2025 - Planned Count			
Supplier	Planned Count	Supplier	Planned Count
Supplier1	4	Supplier13	2
Supplier2	0	Supplier14	0
Supplier3	1	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0
Supplier7	0	Supplier19	1
Supplier8	0	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	1	Supplier22	1
Supplier11	0	Supplier23	1
Supplier12	0	Supplier24	1
		Total	12

August 2025 - Unplanned Count			
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	3	Supplier13	0
Supplier2	0	Supplier14	5
Supplier3	0	Supplier15	1
Supplier4	1	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	1	Supplier18	0
Supplier7	1	Supplier19	0
Supplier8	1	Supplier20	11
Supplier9	0	Supplier21	0
Supplier10	2	Supplier22	0
Supplier11	0	Supplier23	0
Supplier12	0	Supplier24	0
		Total	26

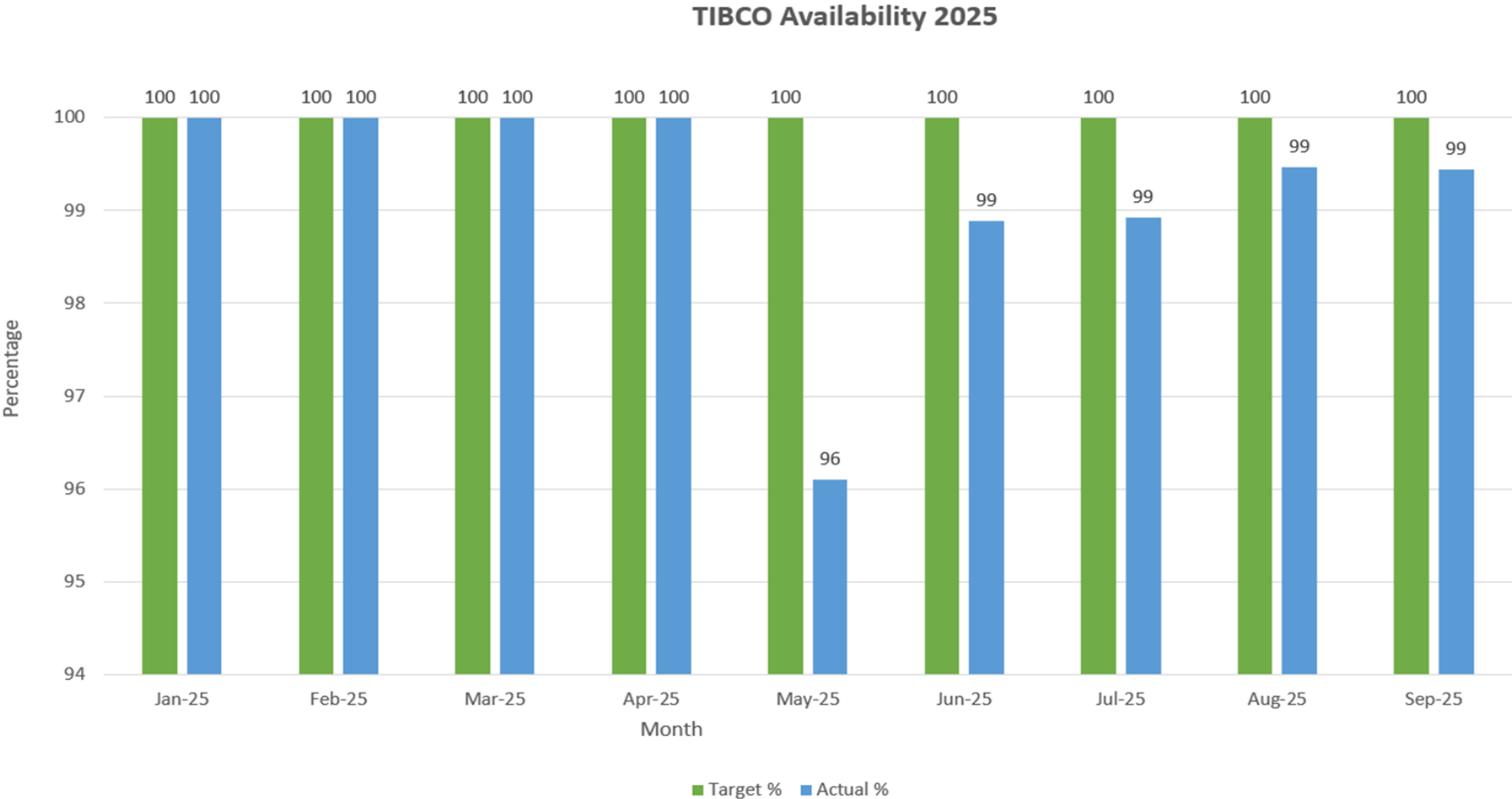
September 2025 - Planned Count			
Supplier	Planned Count	Supplier	Planned Count
Supplier1	4	Supplier13	1
Supplier2	0	Supplier14	3
Supplier3	1	Supplier15	0
Supplier4	1	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	2	Supplier18	0
Supplier7	0	Supplier19	1
Supplier8	0	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	3	Supplier22	2
Supplier11	0	Supplier23	0
Supplier12	0	Supplier24	1
		Total	19

September 2025 - Unplanned Count			
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	2	Supplier13	0
Supplier2	0	Supplier14	2
Supplier3	0	Supplier15	1
Supplier4	5	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0
Supplier7	1	Supplier19	1
Supplier8	0	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	3	Supplier22	1
Supplier11	0	Supplier23	0
Supplier12	0	Supplier24	0
		Total	16

Market Message Volumes



TIBCO System Availability



- **August / September**

- There were no unplanned market systems outages during the months of August or September.

- **October**

- On Tuesday 14th October, a system technical issue was identified. ESB Networks were unable to complete SPAYG de-energisation and re-energisation requests and there was a delay in processing some outbound market messages to market participants.
- The issue was resolved at 19:30 the same evening and delayed market messages were processed by 10:00 on Wednesday 15th October.
- One supplier was impacted with re-energisations during the incident, ESB Networks engaged with this supplier throughout.
- This is being monitored and is being investigated as a high priority incident to establish the root cause.

- The ESB Networks website wording was published on Monday 22nd September: [Meter reading policy | ESB Networks](#).
- The MCR1238 historical lookback exercises were carried out on the 20th & 27th September and the sweep-up exercise took place on the 1st October.
- MPRN lists have been provided to the relevant suppliers for MPRNs that were corrected as part of the historical lookback exercises and the sweep-up exercise.
- Suppliers should be using the 343MMs for any planned activity with customer accounts.
 - [Reminder](#) - The indicative files issued to relevant suppliers in August were for information purposes only.
- Suppliers should use the existing escalation email path for escalating customer queries pertaining to MCR1238. Please advise internal business teams to use the mailbox: nghdc.esbnetworks@esb.ie and include the reference of MCR1238 in the email subject.
- The BAU Regular housekeeping exercise commenced on Saturday 11th October and will continue on a weekly basis.

Market Participant Survey 2025



- Contact was made on the 6th October from Ipsos B&A to Supplier IGG reps with regards to completing the survey.
- ESB Networks encourage feedback from suppliers and their wider teams that interact with Retail Market Services (RMS).
- A copy of the survey was issued by email from RMDS for Suppliers wider team review. Feedback captured must only be entered once via the survey link issued from Ipsos B&A to Supplier IGG reps.
- The survey will be closing at the end of October, we would be grateful if suppliers could complete as soon as possible.
- Please contact ESB Networks via RMDS if there are any queries.

AOB

Thank You



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