



NETWORKS

ESBN Presentation to the IGG

22 October 2025



Outstanding items from v14.00.00 Hypercare

	Issue	Update	Status
1	Phone number update from 013MM / 010MM not updating in table for text message solution.	Defect fix live (fix forward). Retrospective updates in progress (completed for MCC12 & CTF04 MPRNs). Timeline to completion to be confirmed once known, expected to be November 2025.	OPEN <i>Due to go live Nov 2025</i>
2	SMS messages for remote De-energisation (D05) and remote Re-energisation (E01 and E05): updates required to change sender to "ESB Networks" (currently mobile number) and to change text header to "ESB Networks" (currently "ESB Networks-SMP")	Delivery delayed due to dependency on separate project. Current delivery estimate is November (previously end of September). A further update will be given at the November IGG.	OPEN <i>Due to go live Nov 2025</i>

Smart-to-Smart Exchanges

ESB Networks would like to advise that when a Smart-to-Smart exchange is carried out there may be an occasion where a Smart meter that was previously remotely de-energised (Meter Point Status = 'DR') may be energised as a result of the Smart meter exchange.

This is as a result of a timing issue during the Smart meter exchange and in this instance the ESB Networks Supplier Support Team will contact the Supplier to discuss whether this meter needs to revert back to a Meter Point Status of 'DR'.