

IGG Meeting Minutes

Date:	22 nd October 2025	Time & Location	10:30 Microsoft Teams
Chair:	J O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Tracy Caffrey, Rebecca Duggan, Patrick Moran	RMDS	
	J 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	ESBN	
	James Long	MRSO	
	Ian Mullins	BGE	
	Deirdre Lynn-King	Arden Energy	
	Peter Brett, Sinead Butler	EcoPower	
	Jyothish Krishna	Flogas	
	Ceola McGowan, Tallis Dixon	Community Power	
	Caoimhe McWeeney, Lyle Scott, Kristina McMahon, Audrey Keoghan	Energia	
	Judit Gal	Orsted	
	Declan Hannah	SSE	
	Jennifer Condon	Pinergy	
Version Number	1.0		
Status			

Agenda:	
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 24th September 2025.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

No actions were carried forward from the September conference call.

3. Actions – New IGG Actions

One new action was raised.

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:

4. CRU Update

J Walsh gave the CRU Update.

Please refer to slides.

I Mullins clarified dates for specific measures.

5. Version 1 Update

R McLoughlin gave the Version 1 update.

Please refer to slides.

I Mullins asked for clarification of dates and timeline as it includes holiday period in December.
C McWeeney also requested extension of dates for continuous assessment.

6. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

Please refer to slides.

7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

8. ESB Networks Update

E Porter gave the ESNB Update.

Please refer to slides.

I Mullins stated that unplanned outages/high priority incidents are causing disruption and risk is increasing for a higher number of customers to be impacted. Customers are suffering from the issues caused by this system and want to know what is being done to improve this?

P Harrington responded that the unplanned outages are not a consistent issue but separate errors that have arisen. In relation to the planned outages, they are to update monthly due to the complexity of the system and availability of vendors and support available during business hours. 100% availability is the goal, but this cannot always be guaranteed.

I Mullins advised no other system providers perform outages in the middle of a busy period, and this does not help the customer in any way.

P Harrington advised the possibility of a change in the planned outages are not off the table but at this time no change can be advised on.

S Melvin stated planned and unplanned outages occur for suppliers at the same time as the planned AMI outages.

E Porter advised that patching is a necessity on the market systems.

I Mullins further elaborated on his point and P Harrington advised any developments in this space will be communicated at future IGG's.

I Mullins raised an issue with MCR1238 and how it ended up being split instead of all coming in one batch.

E Porter advised that progress could only be assessed in the production environment as the exercises were being carried out. ESNB were working through the evening to assess the progress and issued communications and updates to relevant suppliers during and after the event. E Porter thanked I Mullins for his feedback and also thanked all participants for their involvement in this exercise.

E Porter advised that queries were received around differences in the indicative files issued in August and reiterated that the indicative files issued out previously were for information purposes only, and suppliers should be using the 343MMs for any planned updates to customer accounts.

C McWeeney asked for an extended deadline on the MP Survey for 2026 to the 6th of November, D Hanna also supported this extension.

P Harrington advised that if it is possible we can extend the deadline.

E Porter advised she will reach out to third party to check, if possible, to extend deadline.

Post meeting update: An extension until the 6th November has been agreed with Ipsos B&A.

AOB

LTNA – ESNB requested an action for suppliers to provide an email contact to receive their LTNA (Long term no access) lists, which will be issued on a quarterly basis to be reviewed by suppliers, and any changes/updates should be provided back to ESNB.

If suppliers have any queries around LTNA sites, these can be sent to NQHDC
nqhdc.esbnetworks@esb.ie

Suppliers can also provide readings for LTNA sites via the 210MM.

Please communicate the email contacts to RMDS as soon as possible.

E Corcoran gave the ESNB Smart Update.

Please refer to slides

C McGowan asked what would trigger smart to smart exchanges.

E Corcoran advised some smart meters on 2g may need to be replaced in the future.

I Mullins asked how supplier support will contact suppliers

E Corcoran advised on a scenario where this would happen and advised that a phone call would be made by supplier support. It will be confirmed that Supplier Support will review contacts for each supplier.

D Lynne-King asked if a MM would still be received?

E Corcoran advised that a 106E would be received.

9. AOB

Next Steps

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

Next IGG Conference Call:

- Wednesday 19th November 2025

J O'Dwyer thanked MPs for attending the meeting.

