



NETWORKS

# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

27th August 2025



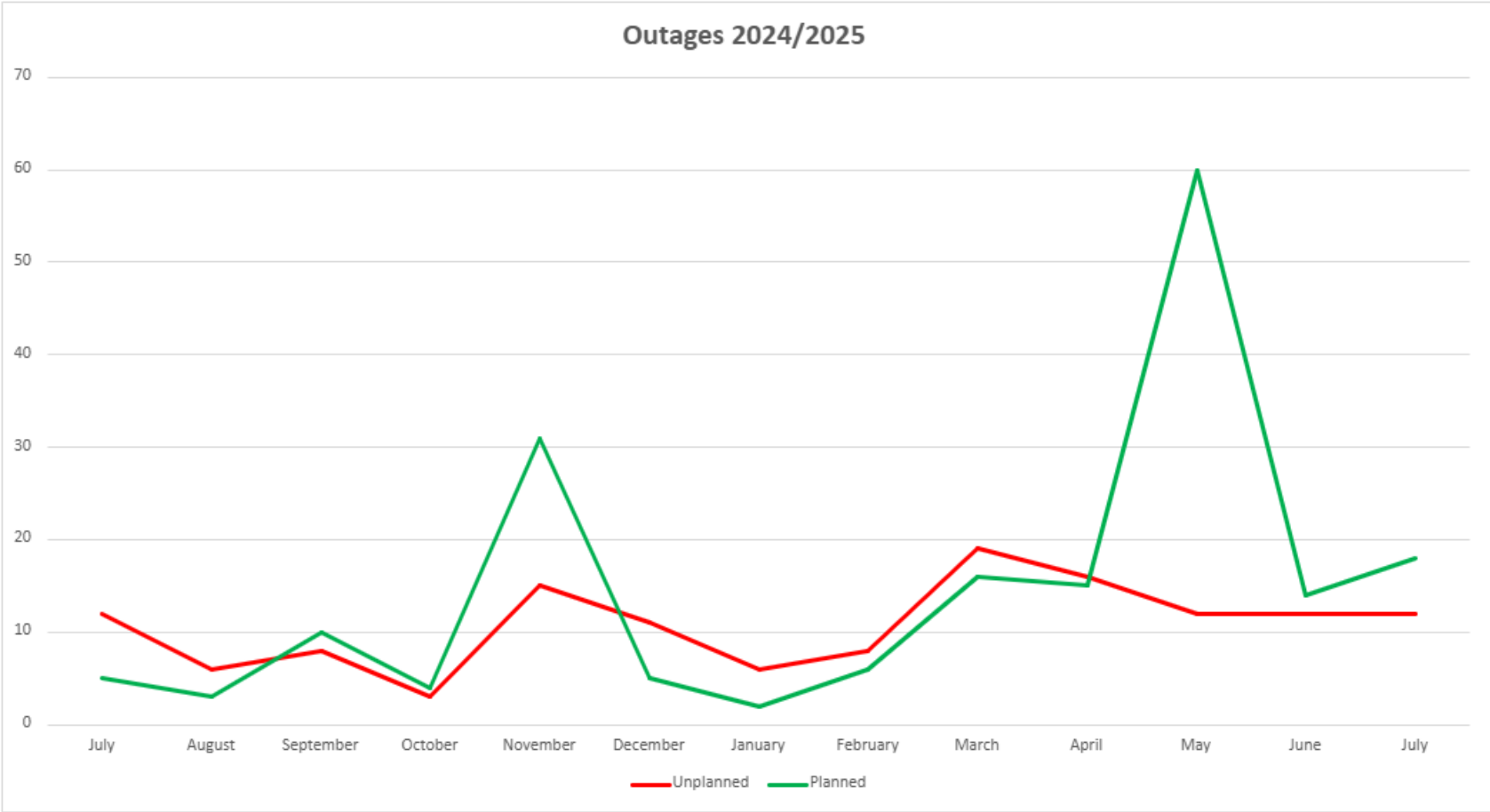
1. TIBCO Market Activity
2. MCR1238 – Update
3. MPRN Lookup API: Production Client Secret Renewals
4. Market Participant Survey 2025
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## Supplier Planned and Unplanned Outages – July 2025

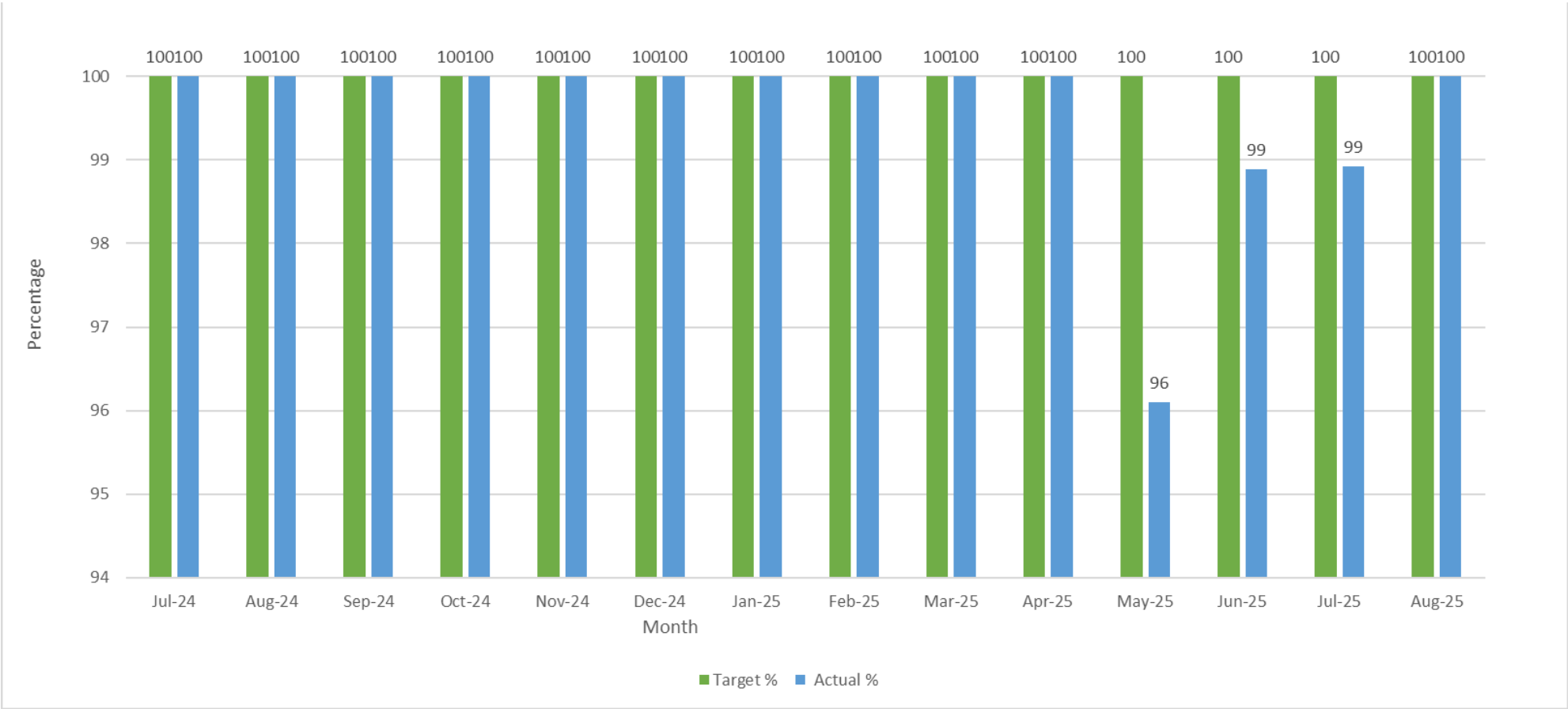
July - Planned Count				
Supplier	Planned Count		Supplier	Planned Count
Supplier1	5		Supplier13	2
Supplier2	0		Supplier14	2
Supplier3	2		Supplier15	0
Supplier4	0		Supplier16	0
Supplier5	0		Supplier17	0
Supplier6	1		Supplier18	0
Supplier7	0		Supplier19	1
Supplier8	0		Supplier20	0
Supplier9	0		Supplier21	0
Supplier10	1		Supplier22	4
Supplier11	0		Supplier23	0
Supplier12	0		Supplier24	2

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

## Supplier Planned and Unplanned Outages – July 2025



## TIBCO System Availability



- Feedback received from Market Participants, consensus to implement the lookback in one batch on Saturday 20th September.
- Reminder that the updated 343MMs will be issued on this date with the status "VCHG" and an updated version number.
- The Indicative files have been issued to the relevant Market Participants with impacted MPRNs (via RMDS on 15th August).
- The ESB Networks website wording was circulated from RMDS on 8th August, subsequent feedback received from two Market Participants.
- Minor adjustments proposed and this will be shared with CRU.
- The final version will be issued out via RMDS shortly, ahead of publication on the ESB Networks website on Monday 22nd September.
- ESB Networks appreciates the cooperation from everyone in developing and implementing this Change Request.

# MPRN Lookup API: Production Client Secret Renewals

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- The current client secrets for each Market Participant are due to expire on 9th September.
- Requirement for these to be updated by each Market Participant to continue accessing the ESB Networks MPRN Lookup API, ahead of the 9th September.
- Market Participants have been issued their updated client secret from RMDS on 1st August.
- Reminder - These secrets must be updated to continue using the Lookup service.

# Market Participant Survey 2025



- All Retail Market facing functions within ESB Networks aim to provide a high-quality service to all Market Participants in accordance with our DSO Licence Condition to “support a high-quality service to end customers”.
- To support this, we will be conducting a new ‘Market Participant Survey 2025’.
- This is our third such survey, following from the ‘Market Participant Surveys’ carried out in 2021 and 2023.
- Ipsos B&A (A third-party service provider) will conduct the survey again on behalf of ESB Networks. This is to independently gather feedback from Market Participants which will help to identify what is working well, and where improvements can be made to our service to the market.
- Ipsos B&A will be engaging with Market Participants to conduct this survey using the previous method of contacting all available IGG reps. It is anticipated that the survey will be distributed in October 2025, and we kindly ask that all engage with it.
- We are seeking input from any group within your wider organisation that interacts with Retail Market Services (RMS), which will help to provide the most informed response and assist ESB Networks to identify all future improvements required.



# Energy Credit Scheme IV - Reminder: Return Of Unallocated Credits



- Reminder that any unallocated credit from the Energy Credit Scheme IV must **only** be returned by suppliers to ESB Networks between **9th and 16<sup>th</sup> September 2025**
- Suppliers must provide a final weekly report and a list of MPRNs where credit was not allocated or was withheld along with the amount unallocated - please refer to WP36 section 5.8
- The same email address [electricitycostsbill@esb.ie](mailto:electricitycostsbill@esb.ie) and bank account details are to be used (Danske bank). Bank details can be shared upon request.
- For further details refer to WP36 and CRU Electricity Costs Emergency Benefit Scheme IV Guidance Document.
- The Unallocated funds template to be used has been issued out via RMDS (Refer to email issued on 15<sup>th</sup> August from RMDS).

- ESB Networks wish to remind Suppliers of the conditions below relating to the Access Agreement and the Data Sharing Agreement:
- **Access Agreement**
  - 4.1.1 the Access shall only be used for the use and purpose for which it is intended.
  - 4.1.2 information from the Access Systems shall not be passed to any third parties (other than the Market Participant's agents and subcontractors) unless strictly in discharge of the Market Participant's obligations under any applicable law and provided that, unless prohibited by law, prior notice in writing is given to ESN.
  - 4.1.3 no information obtained from the Access Systems shall be sold or otherwise transferred on to other parties (other than to the Market Participant's agents and subcontractors)
- **Data Sharing Agreement**
  - 3.2. Each of the Market Participants acknowledges and agrees that it is a Controller in respect of all Personal Data transferred or disclosed to it by ESN in the performance of its functions under the DSO License and the MRA with effect from the time that such data is received by its systems, networks, or personnel (including subcontractors)
  - 4.2.2.2 It requires the personal data for use in connection with the Market Participant's activities as a Supplier and not further or otherwise.
  - 4.2.2.4 It has in place appropriate technical and organizational measures to ensure the security of such Personal Data
- Link on RMDS website: [access-agreement-esb-networks-retail-electricity-market-access-systems-final-v1.0.pdf](https://www.esb.ie/retail-electricity-market-access-systems-final-v1.0.pdf)

# 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
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. Currently expecting end of September delivery. A further update will be given at the September IGG.	OPEN

# MCC03 Cohort 2 – Early Adopter Process

Following approval of MCR1234 Smart Meter Exchanges for 1-Phase MCC03 Cohort 2, an action was taken at the last IGG to confirm the process for a customer in this cohort who requests a Smart meter in advance of the rollout commencing.

ESB Networks confirm that following agreement with the customer, the registered supplier can request a Smart meter as follows:

1. Email [meterdeployment@esb.ie](mailto:meterdeployment@esb.ie) requesting a Smart meter for the MCC03 Cohort 2 MPRN.
2. The email must specify the MPRN and the new MCC - this can be MCC01, MCC02 or MCC16
3. ESB Networks will then engage with the customer to complete the exchange. Where a customer wishes to keep their night storage heating, ESB Networks will install a relay as part of the Smart meter exchange.
4. Following completion of the exchange, the registered supplier will receive MM332 with the new meter details (including the new MCC).

# MCC03 Cohort 2 – Microgen

At the July IGG, ESB Networks took an action to confirm at what point customers who are eligible for MCC03 cohort 2 and who are exporting but are NTNP will stop receiving deemed payments.

ESB Networks confirms the following:

- Customers who are NTNP will not continue to have Deemed Export Quantities provided by ESB Networks once the cohort of customers becomes eligible for Smart meter installation, i.e. in this case, MCC03 cohort 2 customers who are NTNP will not have Deemed Export Quantities provided from go-live of MCR1234 (date TBC)
- Customers with a valid MEC and who are not NTNP who become eligible for a Smart meter will continue to have Deemed Export Quantities provided by ESB Networks to their Registered Supplier until such time as a Smart meter is installed. Once the Smart meter is installed, actual export data will be collected from the meter.
- Post go-live of MCR1234, if ESB Networks receive an application/notification form for microgeneration/mini generation for MCC03 cohort 2 customers, these customers will not be eligible for Deemed Export Quantities and Export Quantities will only be sent for these customers following installation of a Smart meter. This is in line with the eligibility rules followed for MCC01 and MCC02 meters.

# AOB

Thank You