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| **IGG Meeting Minutes** |

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| ***Date:*** | 27th August 2025 | **Time & Location** | 10:30 In Person | |
| ***Chair:*** | J Walsh, CRU | | | |
| ***Attendees:*** | **Name** | | | **Location** |
|  | Sean McKevitt, Tracy Caffrey, Rebecca Duggan, Patrick Moran | | | RMDS |
| Jack Walsh, Finn Crowe | | | CRU |
| Robin McLoughlin | | | Version 1 |
| Damien Power, Rachel Hassett, Keith Fitzpatrick, Emma Porter | | | ESBN |
| James Long | | | MRSO |
| Ian Mullins, Cormac Mannion | | | BGE |
| Deirdre Lynn-King | | | Arden Energy |
| Alan O’Meara, Peter Brett | | | EcoPower |
| Jyothish Krishna | | | Flogas |
| Desmond McBride, Darren Dodd | | | Electric Ireland |
| Aoife Coppinger | | | PrePay Power |
| Ceola McGowan, Gregg Allen, Tallis Dixon | | | Community Power |
| Caoimhe McWeeney, Chloe Barr, Lyle Scott | | | Energia |
| Shane Foley | | | Cenergise |
| Lauren O’Sullivan | | | Orsted |
| Declan Hannah | | | SSE |
| Antoin O ’Lachtnain, Jennifer Condron | | | Pinergy |
| ***Version Number*** | *1.0* | | | |
| ***Status*** |  | | | |

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| **Agenda:** | |
|  | General |
|  | Actions from Previous IGGs/Conference Calls |
|  | New IGG Actions |
|  | CRU Update |
|  | Version 1 Update |
|  | Retail Market Design Service Update |
|  | MRSO Update |
|  | ESBN Update |
|  | AOB |

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| **1 – General** |
| J Walsh enquired if everyone was happy to sign off on v1.0 of the IGG minutes from July 30th 2025.  **Minutes Approved.** |

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| **2. Actions – Previous Conference Call & IGG** |
| No actions were carried forward from the July conference call. |

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| **3. Actions – New IGG Actions** |
| One new action was raised. |

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| **1178** | **MCC03 Cohort 2 queries** | | | |
| **Discussion at IGG** | * MCC03 cohort 2 – was a diagram shared of the installation with the relay, what do suppliers need to know / what can they expect * Early adopter MCC03 cohort 2 – how long are these taking and who is carrying them out? * NTNP customers who are exporting and become eligible for a Smart meter no longer receiving deemed – who has sent this communication for other cohorts, is there any communication required from ESB Networks | | | |
| **Forum Logged:** IGG | | **Assigned to ESBN** | Status**: Open** | **Due Date: 24th September 2025** |

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| **4. CRU Update** |
| J Walsh gave the CRU Update.  Please refer to slides.   * Some minor changes to the Consumer Protection Measures – will be available online 28th August 2025. |

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| **5. Version 1 Update** |
| R McLoughlin gave the Version 1 update.  Please refer to slides.   * Market Change Assurance Strategy Document is currently being updated to align with New Entrant Strategy and will be circulated for review in due course.   I Mullins asked for clarification that no material changes are being made to the Market Assurance Document.  R McLoughlin confirmed this is correct. |

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| **6. Retail Market Design Update** |
| T Caffrey gave the Retail Market Design Update.  Please refer to slides.   * Hypercare calls for v14.30 have concluded as of 26th August 2025. |

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| **7. MRSO Update** |
| J Long gave the MRSO update.  Please refer to slides.  I Mullins asked if there have been any improvements in the process or communications with suppliers regarding SSG. Noticeable number of queries and complaints around the process are still coming in to BGE.  J Long responded that, there are no plans at present to automate the process, however small enhancements in MRSO internal procedures have streamlined the process somewhat. Decrease in issues coming from suppliers into MRSO. Suppliers with any issues are encouraged to contact MRSO directly.  I Mullins noted the process needs to be reviewed. |

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| **8. ESB Networks Update** |
| E Porter gave the ESBN Update.  Please refer to slides.  D McBride asked if the Customer Care team in CRU has been briefed on MCR1238 as queries may be raised.  J Walsh confirmed that they are aware of it.  C McWeeney asked CRU if the wording has been reviewed by the customer care team and requested clarification on why the communications were not brought to the Comms and Engagement Working Group She also queried if it was not being discussed at that forum, how would feedback be provided on this.  E Porter mentioned that there was an action (action 1176) raised previously at the IGG forum specifically to cover the ESB Networks website wording and her understanding is that IGG is the best placed forum to discuss so feedback could be considered in line with the related IGG action. She mentioned that ESB Networks received feedback from two other suppliers with regards to the wording that was issued out via RMDS and as per the update provided today on MCR1238, some minor amendments were considered. E Porter advised the timelines to finalise the wording for publishing are now very tight and we are keen to progress. E Porter advised that she is happy to discuss this separately with C McWeeney.  It was agreed to follow up separately with C McWeeney. I Mullins stated that due to three consecutive months of unplanned outages, issues with Market Messages have been disrupting the customer journey. AMI outages also not reflected here in the slides and causes issues on the supplier side. Anything less than 100% is an issue for suppliers.  E Porter mentioned that she was aware of two market impacting issues, one in May for Tibco and one in July for AMI.  E Porter acknowledged I Mullins comments around outages and the AMI patching planned outages.  E Porter mentioned that upon discovering any market impacting issues, ESB Networks notify market participants to let them know and we aim to resolve the issue as soon as possible.  E Porter noted that there are complexities and several elements and vendors to consider when patching the AMI systems and to mitigate risks, this work is taking place within operational hours.  E Porter advised that AMI planned outages are scheduled for the remainder of the year and noted I Mullens comments will be shared internally.  With regards to the AMI outages not being reflected in the slides, E Porter mentioned this is being reviewed internally on what information could be obtained in this space.  A O’Lachtnain stated that the act of moving from a bi-monthly cycle to a daily cycle has put pressure on the systems and managing increased customer expectations has become harder for suppliers.  I Mullens referred to the Market Participant Survey and if a copy of the survey could be provided for sharing internally to other areas that can give feedback. E Porter recalled it had been done in the 2023 survey circulation.  Post meeting note: Confirmation that this recommendation was taken on board from the 2023 survey and a copy of the survey will be available in the 2025 circulation.  C McWeeney also shared a suggestion that GNI carry out surveys and interviews and found this useful. She advised she would share this suggestion in her feedback.  R Hassett presented additional slides.  C McGowan asked if the customer could move to MCC01 how would the auxiliary switch work.  R Hassett confirmed that it would be expected that MCC01 would only be requested if the customer wishes to remove the NSH but this is dependent on the agreement between the customer and the supplier. There is no cost for the installation of the smart meter and relay through this process, but additional work may have a cost.  Post meeting note: Confirmed that if a customer wishes to remove their NSH, they must arrange this as per usual process.  I Mullins enquired if there is a diagram to reflect how step three of the slide will work and what is the timeline for this type of request. Also queried the timeline for the networks led approach for this customer cohort.  R Hassett advised the discussions on the MCR would have provided the relevant info but it will be checked if any diagram was shared. The timeframe for execution of an early adopter request will depend on availability in the area. An update will be shared at ILG in due course on the timeline for the networks led approach.  C McGowan asked if customers will be contacted by phone or letter, R Hassett advised this will be confirmed.  Post meeting note: The customer will be contacted via phone or email.  D McBride asked for clarification on the NTNP list circulated to suppliers earlier in the month.  R Hassett confirmed that this was related to the cohort of customers that became eligible for smart meters from go-live of v14.30.00.  A O’Lachtnain asked for clarification on go-live date for this MCR and for information on the process.  R Hassett advised customers will be contacted on the advice of the supplier as per MCR1234,Once MCR1234 is implemented, customers in this cohort are deemed eligible for a smart meter and customers who are NTNP will no longer be eligible for deemed export. The NTNP flag is the driver for the eligibility, not individual supplier readiness.. If the NTNP flag is removed the deemed will continue until a smart meter is installed.  A O’Lachtnain asked for communications to be clarified for customers who may have issues with removing NTNP flag. |

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| **9. AOB** |
| D McBride raised a question for other suppliers with regards to customers on legacy meters rolling back and receiving estimated readings  No other suppliers advised they were also having the issue. E Porter asked did Electric Ireland need anything from ESB Networks in this space. . D McBride said at this time there was nothing required as ESB Networks are engaging with them, however he just wanted to note his concern that there are instances where these customers are being billed on estimates.  J Walshe asked if D McBride wanted to engage with CRU in terms of customer obligations etc in this space and D McBride advised that would be useful, particularly in the element that they are having to bill on estimate readings.  Post meeting note: Market Message Owners Guide  Any IGG reps that require access to the Market Message owners guide can access this via the RMDS private website : [RMDS Private Site - Market Message Owners - All Documents](https://electricitysupplyboard.sharepoint.com/sites/RMDSPrivateSite/Market%20Message%20Owners/Forms/AllItems.aspx).  IGG reps should contact RMDS if they cannot access this.  **Next Steps**  J Walsh outlined the following dates in the calendar.  **Next IGG Conference Call:**   * Wednesday 24th September 2025   J Walsh thanked MPs for attending the meeting. |

**Retail Market Design Service**

www.rmdservice.com