



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

2nd July 2025



Agenda

1. MCR1238 – Update
2. TIBCO Outage Update
3. Action 1175 – AMI Patching
4. V14.00.00 hypercare

- On Monday morning 12th May, Post Tibco Hub upgrade, performance issues were identified resulting in a slowdown / pausing of the processing of Market Messages.
- This was the first unplanned outage of a key market system since the V14.00.00 go live.
- ESB Networks informed the market and provided regular updates.
- ESB Networks were cognisant of the increased potential impact of a key market system outage since V14.00.00. Once ESB Networks investigated and understood the issue, ESB Networks requested Suppliers to temporarily suspend the sending of 017MM de-energisation requests.
- Tuesday, 13th saw the Retail Market Hub Support team identify the fix and implemented it. By later that evening all backlogged messages had processed successfully, and normal service had resumed.
- The defect that caused the issue was found to be a setting in the security certificate area that was set back to the default setting.

- A number of Lessons have been learned from this incident including additional more detailed pre testing comparisons between pre-upgrade and post upgrade settings particularly in the Security Certificate area and detailed analysis of the timing of internal technical market message processing steps.
- In the event of an issue with processing of market messages, it should be understood that this also impacts the ability to process a remote re-energisation. ESB Networks will also make this clear in our communications through RMDS.
- ESB Networks is developing guidance regarding what steps to take in the event of a disruption to normal De-En / Re-En market message processing. ESB Networks will advise when Market Participants can expect to receive this in advance of the next IGG.

- Thanks to the Suppliers for providing feedback on MCR1238
- MCR was paused as per communication at last month's IGG
- ESB Networks are still assessing the feedback from Suppliers regarding the parameters
- ESB Networks are engaging with the CRU on this matter.

Action 1175 – AMI Patching

- We appreciate the feedback received, which outlined how a working hours patching outage can delay Smart PAYG Re-Energisations until the systems are back online.
- ESB Networks will take account of this in future considerations on the timing of planned outages. However, we do not propose any changes at this point.
- The current patching approach is shaped by the complexity of the AMI system and the need for robust vendor and internal support, which is most reliably available during business hours.
- This ensures that any issues arising during patching can be addressed promptly and with minimal risk to system stability.
- Additionally, patching during normal operational load allows us to detect issues that might otherwise go unnoticed.
- ESB Networks are committed to providing as much notice as possible for planned AMI outages.

Open items transitioned from v14.00.00 Hypercare

- v14.00.00 Hypercare closed on April 18th, 2025.
- Outstanding issues and actions have been transitioned to the IGG forum to be tracked to closure.

	Issues	Update	Status
1	Phone number update from 013MM / 010MM not updating in table for text message solution.	Defect fix live (fix forward). Additional fixes required to programme for retrospective updates, est. November delivery.	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”)	Est. August delivery. A further update will be given at the August IGG.	OPEN
3	Delay in processing 102MM (2 days) as part of QH CoS due to connection agreement incorrectly issuing.	Defect fix delivered 22 nd May	CLOSED

- Open actions transitioned from v14.00.00 hypercare.

	Actions	Status
2	ESB Networks suggest that Market Participants issue an 013MM confirming the correct phone number for any customers who are moving to Smart PAYG.	<i>OPEN</i> <i>Will remain open until resolution of issue #1</i>

Thank You