

IGG Meeting Minutes

Date:	11 th February 2026	Time & Location	10:30 Microsoft Teams
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Patrick Moran	RMDS	
	Jack O'Dwyer, Jack Walsh, Finn Crowe	CRU	
	Jason McKnight	Version 1	
	Siobhan Melvin, Damien Power, Keith Fitzpatrick, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Rachel Hassett, Geraldine O'Shea	ESBN	
	James Long	MRSO	
	Angela Duane, Desmond McBride	Electric Ireland	
	Ian Mullins	BGE	
	Deirdre Lynn-King	Arden Energy	
	Sinead Butler, Alan O'Meara, Peter Brett	EcoPower	
	Dee Crosbie	Flogas	
	Ceola McGowan, Tallis Dixon	Community Power	
	Lyle Scott, Audrey Keogan, Anna Carnduff, Nadine McCrea	Energia	
	Aoife Coppinger, Mark O'Sullivan	PrePayPower	
	Declan Hanna	SSE	
Antoin O Lachtnain, Jennifer Condron, Mar Munoz	Pinery		
Karl Harding	Statkraft		
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 requested approval of the previous IGG Minutes of 14th January 2026.
Minutes v1.0 approved.

2. Actions – Previous Conference Call & IGG

S Hudson provided the Action Item Update:

No action items have been carried forward.
Action 1180 has been closed.

3. Actions – New IGG Actions

One new action was raised.

1180	Market Participant Feedback on MM Delay Issue		
Discussion at IGG	<ul style="list-style-type: none"> ESBN requested suppliers to provide feedback on any impacts to suppliers' own processes and customers after the MM delay. CRU also requested suppliers to include impacts from other unplanned outages referred to in 2025. 		
Forum Logged: IGG	Assigned to MP's	Status: Closed	Due Date: cob 21st Jan 2026

1181	Market Participant Feedback on bringing services back online earlier after patching or outages.		
Discussion at IGG	<ul style="list-style-type: none"> Regarding outages and patching downtime, ESBN requested suppliers to provide feedback on their preference for services to be brought back online earlier than the planned restoration time communicated through the outage notification or to maintain the restoration time communicated 		
Forum Logged: IGG	Assigned to MP's	Status: Open	Due Date: cob 2nd March 2026

4. CRU Update

J O'Dwyer gave the CRU Update.

No update provided to the IGG. CRU are currently working on ongoing projects internally.

5. Version 1 Update

J McKnight gave the Version1 update.

J McKnight thanked those MPs that completed annual assurance returns. Any resulting feedback and follow on actions will be combined with MPs' Balance Scorecards. Balance Scorecards will be issued out to MPs this week via RMDS. Lunch and learn sessions will be hosted for MPs in the coming months. New Entrant and MP Material Change projects are ongoing.

6. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

The RMDS Customer Satisfaction Survey closed on Friday 30th January. Seven responses were received and survey findings will be shared with MPs at the next IGG on 11th March. If MPs have anything to discuss or have suggestions to improve the service, they can contact RMDS directly.

7. MRSO Update

J Long gave the MRSO update.

J Long gave an update on Small Scale Generation (SSG). As of Monday, 9th February there are four hundred and ninety-three (493) SSG customers in the scheme, whereby generation can be recorded at the meter. Two hundred and fifteen (215) SSG customers have completed Working Practice 14, and this allows MRSO to issue the export data to the registered supplier. Currently there are thirteen (13) retail suppliers involved in the scheme. MRSO will issue an updated list of SSGs registered to each supplier.

M Munoz stated that when WP14 is submitted to confirm a start date there can be a discrepancy and a gap of information. She asked if there was a way for a supplier to receive this information.

J Long advised that MRSO will always confirm the effective date with a supplier once WP14 paperwork is received to ensure that the correct effective date is used and query volumes to MRSO are reduced.

M Munoz advised that although this check is completed by MRSO they are still having issues and asked J Long if there are any additional steps that can be taken by suppliers.

J Long advised M Munoz to contact MRSO with MPRN examples of issues encountered and they will be investigated.

8. ESB Networks Update

E Porter gave the ESNB Update.

Market Message Delay Issue January 2026

E Porter provided an update on the recent market message delay in January and advised the issue was resolved early morning, Wednesday 14th January. The root cause has been identified and was related to a network infrastructure issue. ESB Networks have identified improvements and mitigations to put in place should this infrastructure issue reoccur.

E Porter thanked those suppliers who responded to the action from the January IGG regarding impacts which has been communicated internally for review. There was no common theme of impacts across the respondents and ESBN are reviewing this feedback and may discuss at future Market Participant 1:1s this year.

ESBN are reviewing the communication emails issued initially for any more information that could be included, however this is dependent on what details are known at the time of issuing communications and the priority at this initial stage is to get a notification issued on what is known at that point.

Market Participant Survey 2025

Regarding the Market Participant Survey 2025, Ipsos B&A are engaging with some Market Participants to partake in follow on interviews. The next steps are for Ipsos B&A to engage with these Market Participants and then collate a report for ESBN when all activities are closed out.

I Mullins queried if Ipsos B&A is contacting only one contact per supplier or multiple contacts per supplier and also asked if colleagues can participate in the 1:1 interviews.

E Porter stated that it was her understanding that Ipsos B&A would be contacting IGG representatives and other colleagues may participate in the 1:1 interviews but this can be confirmed directly by Ipsos B&A as ESBN are not involved in this exercise.

S Melvin clarified that IPSOS B&A will be engaging with a subset of Market Participants that had expressed an interest in being interviewed and that if Market Participants have not heard from IPSOS B&A at this point then they may not be interviewed by them. S Melvin thanked those who had offered to partake in the follow-on interviews.

Tibco Certificate Update Changes

E Porter gave an update on TIBCO certs and advised that TIBCO uses SSL/TLS certs and Market Participants currently renew these certs on a yearly basis. It was referred to at IGG in November 2024 that Google has the intention of reducing the timespan of certs from 398 days to 200 days. It was not indicated at this point when the change would take effect from.

ESB Networks can now confirm that the start date for this change to take effect is from the 15th March 2026. From 15th March 2026, Market Participants will be required to update their certs every 200days.

There is an action here for IGG reps to advise their relevant internal teams of this change and note what this means for each Market Participants cert renewals from the 15th March 2026 onwards.

E Porter also noted there are further reductions in the timespan of certs scheduled; from March 2027 the timespan will be reduced to 100days and from March 2029, to 47days.

ESBN's API team does not use SSL/TLS certs for the API client secrets on the webservice or for authentication with APIs in the API gateway.

If there are any queries around this, these can be raised to RMDS or if there are queries of a technical nature for the ESBN hub support team, please email: RetailMarketHubSupport@esb.ie

TIBCO Hub and EMMA Upgrade 2026

E Porter spoke on the TIBCO HUB and EMMA upgrades that are required in 2026. There will be some prerequisite tasks for Market Participants including the upgrading of EMMA servers to Windows Server 2022 and Oracle Database from 19c to 19.13 or later.

An email was issued by RMDS on 5th February detailing this information along with an action to provide a business and technical point of contact for this work by COB on 19th February. A high-level update will be provided at the next IGG meeting on 11th March. Any technical queries can be raised to the hub support team, RetailMarketHubSupport@esb.ie or non-technical queries can be raised by email to RMDS.

There is an action for IGG reps to ensure this update on the upgrade is communicated internally with each market participants relevant internal teams.

Market Systems Upgrade - AMI Systems

K Fitzpatrick presented slides on the AMI Central Systems Upgrade Cutover Approach that will take place on the weekend of 6th - 8th March 2026. Please refer to slides on the RMDS website: [AMI- Essential System Upgrade Cutover Approach](#)

As mentioned in these slides, there is an action for IGG reps to ensure these slides are shared internally to the relevant team(s).

AOB

Resuming services if patching/outages complete early

E Porter referred to an AOB item, relating to the resuming of services if patching or outages (planned and unplanned) complete earlier than the communicated timeframe of downtime. In some instances, the full window of that outage may not be required if activities have completed earlier.

ESBN requested an action to be logged by RMDS for Market Participants to provide their preference to bring systems back online earlier or to maintain the outage for the full downtime duration communicated. Market Participants are requested to provide their feedback via RMDS in relation to this action by 2nd March. Action Item 1181 was logged in respect of this.

Please note that the option of bringing services back online early will be on a case-by-case basis depending on each event, the full outage period may be required depending on the outcome of that activity.

S Melvin stated that it is ESBN's preference where possible to resume services in advance of the communicated restoration time and start processing queued market messages. If a Market Participant is in favour of maintaining the communicated restoration time, they are requested to advise ESBN of this via RMDS with supporting information.

API Access Systems

E Porter notified the IGG of two (2) short outages on API access systems that occurred on Thursday 5th February (approx. 45 mins) and Friday 6th February (approx. 30 mins). This outage was contained to API access systems only and central market systems were not impacted i.e. TIBCO, market messages, half hourly data, de/re-energisations.

I Mullins asked if this outage was an isolated incident or a symptom of possible connectivity issues. He asked if a root cause has been identified.

E Porter replied stating that ESBN do not expect a future recurrence of this and that it was a temporary

incident. She advised that there is no detail to share on the root cause, no central market systems were impacted. E Porter also advised that Market Participants can share any impacts to them as a result of the outage via RMDS.

S Melvin reiterated that the impact was contained to the access systems and there was no impact to the flow of inbound/outbound market messages, remote switch information, de/re-energisations and half hourly data etc.

I Mullins questioned if these outage incidents are related or part of a wider connectivity issue that may become an issue in the future and that there isn't a systematic issue.

E Porter advised that the issue in January was an isolated incident related to a network infrastructure issue, which delayed market messages and this issue was fully resolved on the 14th January. The two recent short outages are not linked to the market message delay issue in January, and the central market systems were not impacted.

Other AOB

I Mullins asked if ESBN was aware of any system issue that would have caused a spike in the volume of replacement reads issued on 8th February to suppliers for a read date in November 2025 as BGE noticed a big spike in replacement reads at this time.

K Fitzpatrick advised ESBN are not aware of any issues and mentioned that MCR1238 BAU regular housekeeping went live around this period and that some spikes may be observed around this.

S Melvin requested that BGE submit some sample MPRNs to them to investigate further.

A O'Lachtnain advised that he joined the call late and asked if a written report on the January outage will be made available to Market Participants. E Porter advised that this was an agenda item at today's meeting, and an update was provided to IGG.

S Melvin advised that the issue in January was a market message delay and not an outage. She mentioned that ESBN will look into the possibility of bringing more information on the market message delay to the March IGG.

P Harrington stated that any updates relating to the market message delay in January will be referenced in IGG minutes from today.

A O'Lachtnain raised a concern that due to the scale of the outage he was expecting a written report to be produced.

S Melvin reiterated that there was no market system outage and that market messages continued to process, albeit they were delayed and that from the Monday, suppliers would not have seen an impact due to the mitigations put in place by ESBN. S Melvin advised that written reports are not provided, but rather a slide on the market message delay, which was presented by ESBN at the previous January IGG and more information may be provided in the slides at a future IGG.

A O'Lachtnain raised a concern that there appeared to be a high number and severity of system outages and questioned if there were adequate investment and resources in place with regard to future market volumes and demands.

ESBN Smart Update

C Leen gave the ESBN Smart update.

Please refer to slides.

A O'Lachtnain asked in relation to the template presented by ESNB if there will be one line per MPRN.

C Leen confirmed that there will be one line per MPRN.

R Hassett addressed the IGG and advised that ESNB intend to raise a DR for 3Phase MCC03 Cohort 2 exchanges. The approach will be similar to what was discussed by C Leen. ESNB intends to bring this DR for approval to the next IGG. This DR will also be brought to a TWG. A TWG is also scheduled for 4th March to cover the CT and wattless cohort exchanges, and an invite will follow shortly.

9. AOB

Next Steps

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

Next IGG Conference Call:

- Wednesday 11th March 2026, 11am

J O'Dwyer thanked MPs for attending the meeting.

