



NETWORKS

# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

11th March 2026



# Agenda

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1. Access Agreement, Data Sharing Agreement & Supplier Obligations
2. TIBCO Market Activity
3. TIBCO Housekeeping
4. TIBCO HUB and EMMA Upgrade
5. Market Systems Update (Three Month Update)
6. Market Participant Survey 2025
7. Long Term Consumption Adjustment; Address >13 month Settlement Gap
8. Market Message Delay Issue - January 2026
9. Smart Meter Data Delay Issue - February 2026
10. Central Market System Upgrade - S/4HANA
11. Market Message Owners Guide
12. AOB

- ESB Networks remind Market Participants of their obligations to the Access Agreement and Data Sharing Agreement.
- Please ensure awareness of all obligations are shared within internal teams, in particular the following obligations;

## Access Agreement - ESB Networks Access Systems Fair Usage Policy

2.1.5 ESB Network's Access Systems should not be used for any of the following purposes:

- For any purpose that contravenes Data Protection Law;
- For any purpose unconnected with the Market Participant's business as a licensed electricity supplier in the Republic of Ireland;
- For any purpose that is not strictly in accordance with this Fair Usage Policy and all other terms and conditions applicable to the Access Systems;
- To profile or target Customers based on personal or MPRN attributes available on any of the Access Systems;
- In any way or manner which:
  - Does not comply with any relevant legislation;
    - (a) Causes, or is likely to cause, the Access Systems service to be interrupted or impaired in any way;
    - (b) Infringes other Market Participants use of the Access Systems

## Access Agreement – Market Participant Obligations

**4.1** The Market Participant shall ensure that:-

**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)

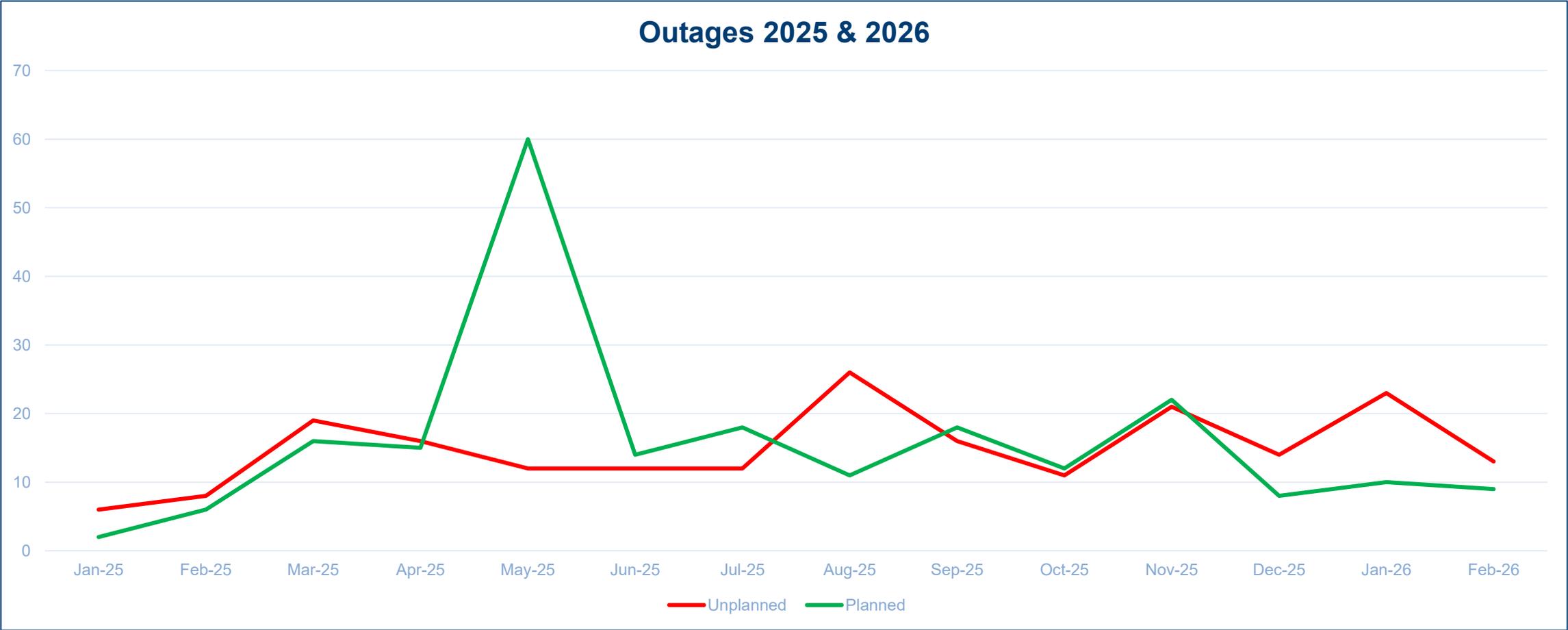
## Data Sharing Agreement

**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 ESNB 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

## TIBCO Outages Overview - Up to February 2026



## Supplier Planned & Unplanned Outages - January 2026

January 2026 - <u>Planned</u> Count				January 2026 - <u>Unplanned</u> Count			
Supplier	Planned Count	Supplier	Planned Count	Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	0	Supplier13	2	Supplier1	0	Supplier13	0
Supplier2	0	Supplier14	1	Supplier2	0	Supplier14	6
Supplier3	1	Supplier15	0	Supplier3	0	Supplier15	0
Supplier4	0	Supplier16	0	Supplier4	0	Supplier16	0
Supplier5	0	Supplier17	0	Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0	Supplier6	1	Supplier18	0
Supplier7	0	Supplier19	1	Supplier7	0	Supplier19	0
Supplier8	0	Supplier20	0	Supplier8	0	Supplier20	3
Supplier9	0	Supplier21	0	Supplier9	0	Supplier21	0
Supplier10	1	Supplier22	0	Supplier10	5	Supplier22	0
Supplier11	0			Supplier11	1		
Supplier12	0			Supplier12	0		
		<b>Total</b>	<b>6</b>			<b>Total</b>	<b>16</b>

## Supplier Planned & Unplanned Outages - February 2026

February 2026 - <u>Planned</u> Count				February 2026 - <u>Unplanned</u> Count			
Supplier	Planned Count	Supplier	Planned Count	Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	1	Supplier13	1	Supplier1	0	Supplier13	1
Supplier2	0	Supplier14	0	Supplier2	0	Supplier14	1
Supplier3	1	Supplier15	0	Supplier3	0	Supplier15	0
Supplier4	2	Supplier16	0	Supplier4	0	Supplier16	1
Supplier5	1	Supplier17	0	Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0	Supplier6	1	Supplier18	0
Supplier7	0	Supplier19	0	Supplier7	0	Supplier19	0
Supplier8	0	Supplier20	0	Supplier8	1	Supplier20	1
Supplier9	0	Supplier21	0	Supplier9	0	Supplier21	1
Supplier10	1	Supplier22	1	Supplier10	2	Supplier22	1
Supplier11	0			Supplier11	0		
Supplier12	0			Supplier12	3		
		<b>Total</b>	<b>8</b>			<b>Total</b>	<b>13</b>

**Reminder:** For outages that can be planned, these should be logged on the Market Participants TIBCO EMMA and the Retail Market Hub Support team will pick these up to be logged and managed as planned outages. (Queries can be raised to: [RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie)).

# TIBCO Market Activity

## Market Message Volumes ( up to 16<sup>th</sup> February 2026)



- Market Participants are reminded of the regular housekeeping requirements e.g. database re-orgs which keep EMMA's running more efficiently.
- Digital Certificates:
  - Market Participants are reminded to check their Production EMMA and Test EMMA Certificates to ensure they are kept up to date otherwise the EMMA will not work if the digital cert expires.
  - A notification issues to advise when a digital certificate is due to expire, usually approx. 60 days before expiry. Additional notifications issue as the expiry date moves closer.
  - Market Participants should ensure that they take action on receipt of the notifications as it can take time to get the cert procured and installed.
  - **TIBCO SSL/TLS renewal changes** - Suppliers are reminded to note the change in the renewal periods for these certs going forward from March 2026 as updated at the February IGG Concall: [igg-minutes-11th-february-2026-v1-0.pdf](#)
    - From March 2026 (15<sup>th</sup> March), Market Participants are required to update their certs every 200days
    - From March 2027, Market Participants are required to update their certs every 100 days
    - From March 2029, Market Participants are required to update their certs every 47 days
- Market Participants are reminded to ensure that updated contact information for the notification emails are sent to the Market Message Hub Support team ([RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie)) to ensure that notification emails are going to the correct people.
- Infrastructure Changes - Suppliers are requested to advise the Market Message Hub Support team ([RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie)) of any changes that may impact the TIBCO EMMA e.g. IP Address change.
- Please ensure to share this slide update within your internal teams.

# TIBCO Hub and EMMA Upgrade 2026



- Thanks to all Market Participants for providing a Technical and Business contact for the TIBCO Upgrade Project 2026.
- As previously advised, there are two prerequisite items which Market Participants will need to complete as part of this project:
  - Upgrade to Windows Server 2022
  - Upgrade of Oracle database from 19c to 19.13 or later
- **\*Please note\*: There is no action required by Market Participants at this time. ESB Networks will confirm to the Technical Contacts when Market Participants can commence the upgrades of the above prerequisites.**
- Once ESB Networks has given the go-ahead to Market Participants and following the completion of the prerequisite items above by Market Participants, ESB Networks will then update a number of TIBCO components (below) to ensure the long term support of the current TIBCO solution is available.

Software	Current Version	Agreed LTS version
Business Works (BW)	5.15.1	5.16.1
Business Connect (BC)	7.4.0	7.5.0
Administrator	5.12.4	5.13.0
Runtime Agent (TRA)	5.12.4	5.13.0
EZComm	6.3.0	6.4.0
BC Palette	6.5.0	6.5.0
EMS	10.3.0	10.4.0
Hawk	6.3.1	6.3.1
Rendezvous	8.7.0	8.8.1

- ESB Networks are currently finalising project timelines and will be liaising directly with the Technical and Business contacts in the coming weeks to provide these timelines. ESB Networks will also provide an update at the April IGG.
- Queries in the interim can be raised to [RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie) for technical related queries and RMDS for non-technical queries.

# Market Systems Update (Three Month Update)



- January - Market Message Delay Issue on 7<sup>th</sup> January ( covered separately in these slides as an agenda item).
- February - Smart Meter Data Delay on 24<sup>th</sup> February ( covered separately in these slides as an agenda item).
- March (up to 6<sup>th</sup>) - No unplanned Market Systems outages.

## Market Participant Survey - 2025

- Thanks to those Market Participants that took part in the recent follow-on interviews with Ipsos B&A.
- Ipsos B&A have now closed out all survey related activities and shared their report from the follow-on interviews to ESB Networks.
- ESB Networks are currently reviewing this report and will provide an update at the next IGG in April.
- The reference to Long Term Consumption Adjustments and the >13 month Settlement Gap was noted in the early review of the findings from the survey - Information on this topic is covered in today's presentation in the subsequent slides.

- The reference to Long Term Consumption Adjustments and the > 13 month Settlement Gap was noted in the early review of the findings from Market Participant 2025 survey.
- The following slides contain an overview of a ‘Long Term Consumption Working Group’(LTCA) that was established in 2011 and was active until 2019.
- All documentation produced by this Working Group outputs including a final report submitted by the Working Group to CRU are available on the RMDS Private website.

# Long Term Consumption Adjustment; Address >13 month Settlement Gap



- In 2011 an LTCA Working Group, with representatives from CRU, Suppliers, MRSO, ESNB, Eirgrid and SEMO, was set up to provide recommendations as to how the Trading & Settlement Code Mod Mod\_66\_08 could be implemented for the Retail Market including:
  - How the Outside Settlement Determination (OSD) process could be coordinated for the market.
  - A solution that covers explicitly the recovery of TUoS, Energy and DUoS as appropriate in the affected cases.
- In 2017 an Interim Recommendation Report proposed the engagement of an Independent External Auditor to assess the impact of Global Aggregation on Market Participants and make a determination on the requirements of an OSD (Outside Settlement Determination).
- Deloitte was appointed by the Working Group to develop a design for an OSD process for Long Term Consumption Adjustments.
  - Deloitte presented back a high-level design which included indicative cost estimates for both initial set up activities and ongoing operation of the process.
  - The Working Group concluded that, whilst the high-level design reflected the scope and design principles agreed, the cost estimates raised concerns as to the viability of the solution.

## LTCA – Documentation

Progress & Documentation to date:

AREA	DOCUMENT	DESCRIPTION	RELEVANT DATE	DOC LINK
Consultations	AIP-SEM-428-07 consumption adjustments decision	Details the RA decisions on the above consultation and the relevant aspect of the design of the SEM Trading and Settlement Code	Submitted to Market 26.07.2007	<a href="#">Link</a>
Mod 66-08	Mod 66-08	Proposal for Handling LTCA issues	Raised on 12.11.2008 by BGE	<a href="#">Link</a>
	Final Recommendation Report (FRR) for 66-08 V1.0	Mod Committee drafted the recommendation which was submitted to RA's for approval	V1.0 Approved 12.03.2009	<a href="#">Link</a>
	RA Decision/Approval	RA's approved the Modification as detailed in the FRR of the Modifications Committee	Approved by RA's on 24.03.2009	<a href="#">Link</a>
LTCA WG	Terms of Reference for WG V6.0	The group required a TOR which went through various iterations. This is approved version	V6.0 Approved 12.07.2012	<a href="#">Link</a>
	Interim Recommendation Report	Provides detail as to why external auditor required and overview of analysis undertaken by WG	V2.0 Approved 22.11.2013	<a href="#">Link</a>
	ToR for an LTCA External Audit V3.0	Provides TOR for appointment of External Auditor	v3.0 Approved 27.11.2013	<a href="#">Link</a>
ToR	ToR for an LTCA External Audit V6.0	Final version of TOR for appointment of External Auditor that was issued as part of the tender process to appoint the External Auditor	v6.0 Approved 29.04.2016	<a href="#">Link</a>
Report	LTCA WG Final report to CER	Final version of LTCA WG report to CER following External Audit.	v3.0 Approved 02.06.2017	<a href="#">Link</a>
ToR	ToR for Outside Settlement Determination Process	Discussed during ConCall 13/11/2017	v2.0	<a href="#">Link</a>
Report	Outside Settlement Determinations Scoping Phase Report	Summary of the scoping decisions reached by the working group.	Submitted to Market 22.06.2018	<a href="#">Link</a>
Report	OSD Design Determination Final Recommendation Report	Final Report for the CRU	Submitted to Market 22.02.2019	<a href="#">Link</a>
Final Report	OSD Design Determination Final Recommendation Report	CRU Approved Report	Published 15.08.2019	<a href="#">Link</a>

- In 2019 the Working Group concluded that a systemic OSD solution was not a cost-efficient response to the occurrence of LTCA and work on this solution should cease, with the WG instead considering what actions might be taken to reduce the incidence of LTCA in the future.
- A detailed report was provided to CRU.
- All documentation, including ToR, minutes, reports etc. are available on the RMDS Private website

RMDS RETAIL MARKET DESIGN SERVICE

LONG TERM CONSUMPTION ADJUSTMENTS WORKING GROUP

**OSD Design Determination Final Recommendation Report**

**Long Term Consumption Adjustments Working Group**

**Approvals**  
This document requires the following approvals:

Name	Title	Date of Issue	Version
LTCA Working Group	Market Participants	21/02/2019	3.0

**Distribution**  
This document has been distributed to the following:

Name	Title	Date of Issue
Cormac Madden	Chair, LTCA WG	21/02/2019
LTCA Working Group	Market Participants	21/02/2019

**History of Changes**

Version	Section	Details of changes	Date	Author
V1.0	All	Initial Draft Document	21/02/2019	David Walsh
V2.0	All	Final Report issued to CRU	29/03/2019	David Walsh

Version : Final V2.0      OSD Design Determination Final Recommendation Report      Page 1 of 7

# Market Message Delay Issue - January 2026



## Issue Background

- As previously communicated, an issue was identified through BAU monitoring on the 7<sup>th</sup> January which led to a delay in the processing of inbound and outbound Market Messages.
- Updates were provided at the January and February IGG meetings and via email communications from RMDS.

## Root Cause Update

- After extensive investigatory steps and activities, the root cause was identified in the early hours of Wednesday morning (14<sup>th</sup> January) as a network infrastructure related issue which subsequently impacted a server.
- The issue was not easily identified due to the nature in how it presented itself.
- Once the root cause was identified, remediating tasks were implemented overnight to resolve the issue and all services resumed as normal on Wednesday morning.

## Recommendations for Improvements and Mitigations

- ESB Networks have implemented corrective actions that will reduce recurrence risk and support a quicker resolution should this infrastructure issue present itself in future. These include:
  - Strengthen investigation approach; deeper technical investigations are now standard when issues are reported.
  - Enhanced alert handling; additional checks included in the standard investigation checklist to ensure anomalies are detected early.
  - Improved monitoring and configuration to identify unusual network speed or host behaviour.
  - Additional configuration safeguards added in consultation with vendors to reduce likelihood of future incidents.
  - Strengthened preventive controls; updated load-balancing configurations and automatic workload migration are in place.
  - Establishment of a performance baseline for the impacted infrastructure to enable proactive detection of performance deviations in future operations.

# Smart Meter Data Delay Issue – February 2026



## Issue Background

- An issue was identified through BAU monitoring on the morning of the 24<sup>th</sup> February.
- 343MMs, 345MMs and 344MMs were delayed for read date 23.02.2026.
- Routine AMI patching for 24<sup>th</sup> February was postponed as a precautionary measure (as advised by RMDS).
- Regular communications issued via RMDS to IGG Distribution and Technical contacts ( taking on board feedback received from IGG action 1180 for more detailed initial communications).

## Root Cause Update

- The root cause was determined as being due to the unexpected impact of a planned internal maintenance process running, which in turn resulted in an unexpected delay in the processing of smart data.
- This is not linked to any previous issue.

## Recommendations for Improvements and Mitigations

- ESB Networks are reviewing mitigations that can be applied and additional safeguards that will be put in place in advance of the scheduling of this maintenance process.

# Central Market System Upgrade - S/4HANA



- ESB Networks are currently in the planning phase for an essential technical upgrade to the Central Market System from SAP IS-U to S/4HANA Utilities.
- This upgrade forms part of the *Enabling IT Changes and Upgrades* for the Central Retail Market Systems, which was identified in the ESB Networks DMSO Blueprint and Roadmaps (specifically the Smart+ Retail Market Roadmap\*).
- The Central Market System technical upgrade is expected to be delivered in Q4 2027. No change to the Retail Market Design or Schema is required.
- ESB Networks will be engaging formally with RMDS and the Retail Market Assurance Body on this upgrade as a material change as soon as planning is finalised (est. end of March 2026).

\*The ESB Networks DMSO Blueprint was shared by RMDS on 5<sup>th</sup> June 2025 and is available here: [esb-networks-dms-blueprint-and-roadmaps-information-paper-2025.pdf](https://www.esb.ie/~/media/ESB/Networks/ESB-Networks-DMSO-Blueprint-and-Roadmaps-Information-Paper-2025.pdf)

# Market Message Owners Guide



- A review and update of some escalation points of contacts in the market message owners guide is being carried out due to a change in personnel.
- Please ensure that all relevant internal teams have access to and refer to the guide for queries. Access can be requested via RMDS.
- Reminders:
  - Escalation points of contact can be used and must be used appropriately i.e. The primary point of contact is used initially.
  - For escalating queries, please note as high priority in the email subject line.
  - ESB Networks ask that the same query is not sent to multiple mailboxes which diverts time and resources from responding.
  - The market message owners guide is not just a point of contact for each message and contains other useful email addresses also.
  - Email contacts are for supplier use only and should not be shared with customers.
  - Please review market design documentation and fully investigate any issues before raising a query or issue.

# AOB



Thank you