

IGG Meeting Minutes

Date:	11 th March 2026	Time & Location	11:00 In-Person/Microsoft Teams
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Sean McKeivitt, Rebecca Duggan, Patrick Moran	RMDS	
	Jack O'Dwyer, Jack Walsh, Finn Crowe	CRU	
	Jason McKnight, Robin McLoughlin	Version 1	
	Siobhan Melvin, Damien Power, Keith Fitzpatrick, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Rachel Hassett, Geraldine O'Shea, Kevin O'Connor	ESBN	
	James Long, Keith Plunkett	MRSO	
	Angela Duane, Des McBride, Jamie Burke	Electric Ireland	
	Ian Mullins, Mark Speers	BGE	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Sinead Butler, Alan O'Meara, Peter Brett	EcoPower	
	Dee Crosbie, Jyothish Krishna	Flogas	
	Ceola McGowan, Tallis Dixon, Jessica Gregory	Community Power	
	Audrey Keogan, Fiona McPartlan	Energia	
	Aoife Coppinger, Mark O'Sullivan	PrePayPower	
	Declan Hanna	SSE	
	Antoin O Lachtnain, Jennifer Condron, Lauren O'Sullivan, Judit Gal	Pinergy Orsted	
Version Number	0.1		
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 11th February 2026.

Minutes v1.0 approved.

2. Actions – Previous Conference Call & IGG

S McKeivitt advised action item 1181 will be closed as the due date has passed.

Only one MP provided feedback on this action. E Porter asked if suppliers understood the ask from the action. BGE confirmed that they had sent a response.

S Melvin asked I Mullins if he wouldn't mind sharing further information on BGE feedback on this topic with the aim of closing out the action at the meeting.

I Mullins explained that if there is a return to service time, suppliers will put measures in place for when those services come back online, should systems return to service earlier this may be counter productive.

S Melvin advised the process would be left as is and ESNB just wanted to ensure suppliers were satisfied with the process as it stands, on some occasions the planned outages do complete sooner than the advised time meaning that if there were re-energisations waiting that they could be progressed, but she understood that BGE had mitigation in place for the outage so it would be left as is.

I Mullins also advised it depends on the outage.

J O'Dwyer confirmed that action item 1181 has been closed.

3. Actions – New IGG Actions

Two new actions were logged – Please see detail below.

- Action 1182
- Action 1183

1181	Market Participant Feedback on bringing services back online before advised restore time		
Discussion at IGG	<ul style="list-style-type: none">• ESNB requested suppliers to provide feedback on any impact 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 6th March 2026

1182	Retail Market System Development Plan discussions between CRU & ESN		
Discussion at IGG	<ul style="list-style-type: none"> ESBN and CRU have been in discussions following PR6 relating to the Retail Market Systems Development Plan and more recently around the March Smart Meter Data issue. ESN & CRU are due to meet again in the coming weeks, and a further update will be provided at the next IGG Conference Call on 8th April 2026. 		
Forum Logged: IGG	Assigned to CRU	Status: Open	Due Date: 8th April 2026

1183	TWG to be scheduled		
Discussion at IGG	<ul style="list-style-type: none"> A Technical Working Group is to be scheduled to discuss re-versioned MCR1234 and DR1239. Suppliers are dissatisfied with the use of a spreadsheet to determine customer preference on MCC02 or MCC16. 		
Forum Logged: IGG	Assigned to ESN	Status: Open	Due Date: 8th April 2026

4. CRU Update

J Walsh gave the CRU update.

Please refer to slides.

J Burke asked in relation to RMM, Electric Ireland feel CRU need to collaborate with suppliers to improve this process. EAI issued a letter recently on behalf of suppliers which highlighted that it would be beneficial for suppliers to meet with CRU and more detailed information could be provided. If this were to occur it might more clearly define the topics of the requested information. Clarification was also sought on the timeline for the CfE on affordability.

J Walsh acknowledged the request within the EAI letter and acknowledged the template has been in existence for a long time. This CfE will allow for suggested changes or additions to the existing template.

I Mullins asked if the same method would be followed as the last CfE referencing the webinar held for the Energy Sharing and Multiple Supply contracts CfE.

J Walsh advised possibly but depending on outcome of the CfE, further action would be advised at that point. CfE is to determine if any changes are required.

J Burke stated each item could form its own consultation, all combined this may generate more general points rather than focused data.

J Walsh advised again this would be reviewed after the submission and if required, further action would be taken.

J O'Dwyer gave an update that ESN and CRU have been in discussions following PR6 relating to the Retail Market System Development Plan and more recently around the March Smart Meter Data issue. ESN & CRU are due to meet again in the coming weeks, and a further update will be provided at the next

IGG Conference Call on 8th April 2026.

Action item 1182 has been raised for this update.

Further questions on the Smart Meter Data issue should be held until the ESNB section where an update will be provided.

A O'Lachtnain asked for clarification on what the regulatory action is on this issue.

J O'Dwyer advised CRU are meeting with ESNB to determine root cause and customer impact and an update will be provided at the next IGG.

5. Version 1 Update

J McKnight gave the Version1 update.

Please refer to slides.

J Gregory asked if responses to feedback sent by suppliers can be formalized with an email response in addition to the Lunch & Learn sessions.

J McKnight advised this could be actioned no problem.

A Coppinger asked if specifics would be discussed on today's call.

J McKnight advised that no this information would be provided in the Lunch & Learn.

R McLoughlin reminded suppliers that all feedback is to go through RMDS.

I Mullins asked if the one-to-one calls were for all suppliers or just specific suppliers and would there be a possibility of suppliers requesting an individual call.

R McLoughlin confirmed the reason for the individual one-to-one meetings and advised additional one-to-one meetings could be arranged if required

J Burke asked if the reject reason codes are being allocated against individual suppliers as opposed to the market message system itself and if that will be addressed as part of the Lunch & Learn.

R McLoughlin responded that the Balance scorecard is a tool that can be used to determine if there is an issue with specific MM's but this would not be addressed as part of the Lunch & Learn as it will take more than one Balance Scorecard to highlight any issues.

A O'Lachtnain stated that there has been no recent review of market systems, this is required and has not been done and is a concern if it is assumed that the Balance Scorecard will do this.

P Harrington advised the Balance Scorecard is not a replacement or substitute for a review of market systems and referenced J O'Dwyer's earlier point.

S Melvin advised that she is not aware of any system wide issue where rejections are issuing in error. ESNB will engage with Version1 should there be any individual issues.

R McLoughlin advised it would be best to address individual feedback.

6. Retail Market Design Update

S McKeivitt gave the Retail Market Design Update.

Approval was sought for MCR1234 – not approved.

Approval was sought for DR1239 – not approved.

I Mullins advised BGE feedback has been submitted and is not willing to approve MCR1234 as is due to the clarification on the use of a spreadsheet as this may delay the roll out.

C Leen responded to I Mullins to clarify his query and agree that the intention is not to delay the process. However, the spreadsheet would enable all customers' choices to be communicated to ESNB in one communication. As this exchange will constitute a contract change this can only be conducted with suppliers advanced permission. ESNB would welcome suggestions on alternative methods.

I Mullins confirmed they would be happy to engage on this to find a solution but at this time they will not be approving MCR1234.

J Burke asked if the default could be MCCO2 and customer can then select MCC16 after the exchange has occurred. Offering a choice may confuse and delay customers making a choice.

R Hassett confirmed it was always the intention to use a spreadsheet and queried if this is the main issue for denying approval today or is there other aspects of the MCR suppliers disagree with.

I Mullins advised that the wording highlighted is the reason as that method would be very time intensive and would require further information.

R Hassett advised it would be beneficial to have a TWG on this as soon as possible to have it resolved quickly.

Action item 1183 has been raised for the scheduling of a TWG.

K O'Connor advised it was always a spreadsheet and would have appreciated this being raised as an issue during the four TWG's that were held before the initial MCR was approved.

J Burke raised the question as to why the spreadsheet was not detailed in the MCR initially.

A O'Lachtnain advised this topic could benefit from a more focused conversation with larger suppliers to progress this solution as they would be the most impacted.

S McKeivitt raised item DR1239 for approval.

I Mullins stated that as the mechanism of the spreadsheet is the same approval could not be provided today.

A Keoghan also stated that Energia would be in support of not approving at this time and to have the wording clear prior to approval would be preferred.

R Hassett raised that not approving the DR1239 today would mean that they are out of sync and if the DR could be approved, wording could be updated and both could then be approved in April as MCR's.

P Moran advised that DR1239 could be fast tracked at the next IGG as a DR/MCR which would bring both back in line.

P Moran presented slides on RMDS customer satisfaction survey.

Please refer to slides.

I Mullins asked for further information on survey slides.

P Moran advised this may be possible and would follow up offline.

7. MRSO Update

J Long gave the MRSO update.
Please refer to slides.

8. ESB Networks Update

E Porter gave the ESNB update.
Please refer to slides.

Access Agreement, Data Sharing Agreement & Supplier Obligations

S Melvin reiterated the point made by E Porter and asked MP's to circulate the slides within their organisations to ensure that all users and anyone accessing or using data from the Access Systems are aware of the supplier obligations with regards various Access Systems.

Tibco Housekeeping

E Porter noted the TIBCO SSL/TLS renewal changes as detailed in this slide, which was also updated at the February IGG. She asked for Market Participants to ensure these changes are noted internally within their IT teams to prevent any disruption to suppliers EMMAs.

A O'Lachtnain asked if the issue of shorter digital certs was known prior to the February IGG, why was the issue not addressed before last month, and why is there no solution when this was known to be an upcoming roadblock.

S Melvin advised it was raised last year by a Market Participant.

A O'Lachtnain enquired as to the practicality of the certs reduced timeframe, that design would only work should the certs auto renew. At present there is a multi-step manual process to renew the certs, and it is unclear how this is sustainable.

E Porter advised A O'Lachtnain's comments would be taken on board and mentioned these are Google changes and not specific to ESNB.

K Fitzpatrick stated that this is something that is being reviewed for a possible improved solution in the future.

A O'Lachtnain asked for confirmation that ESNB were waiting for definitive information before exploring other options for the renewal process of the digital certs.

K Fitzpatrick advised ESNB were awaiting clarification and further information before communicating anything to suppliers.

A O'Lachtnain stated that his interpretation of the information provided at the time it was initially raised was that it would not be happening in relation to TIBCO.

S Melvin advised it would be reviewed internally and further information provided where possible in due course.

E Porter advised that advance notice for 2027/2029 is being provided at this time.

A O'Lachtnain made reference to the February IGG minutes and advised he believes the existing solution is not fit for purpose and he has concerns on the urgency of the issues, inclusive of resourcing capitalization.

S Melvin advised that the concerns raised by A O'Lachtnain would likely also be encompassed by the development of the Retail Market System Development Plan.

P Harrington asked for clarification on A O'Lachtnain's comments referencing the previous IGG minutes.

A O'Lachtnain advised that the challenges the market is facing are becoming more frequent and there is no clear root cause being communicated.

A O'Lachtnain stated issues with the TIBCO Hub system, and the supports currently in place specifically at weekends.

S Melvin advised that ESNB received funding in PR6 for enabling IT systems to support Energy Sharing etc and that this would be taken into consideration.

I Mullins asked for clarification on what method would be used to communicate an update in relation to the digital certs.

S Melvin stated it would be issued in a note prior to the next IGG.

Market Participant Survey - 2025

I Mullins asked if the one-to-one meetings would be individual or open to any Market Participant' staff.

S Melvin advised it would be open to anyone as in previous one-to-one meetings held between ESBN and Market Participants.

P Harrington stated that it would be beneficial ahead of these calls for suppliers to submit as much detail as possible for any queries they wish to raise as this will ensure the most benefit for all participants.

S Melvin commented that the Supplier Survey was anonymised and some specific supplier queries may not have been clear based off that and the request would be for suppliers to raise those queries so that they may be addressed at the one-to-one meetings.

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

S Melvin suggested that suppliers review this documentation which is located on the RMDS Private SharePoint in detail as it was a large piece of work and is still relevant. Access to the private SharePoint can be requested through RMDS.

A O'Lachtnain noted that the numbers of LTCA would possibly have reduced in the intervening period and S Melvin agreed that due to the introduction of Smart Meters LTCA would have reduced.

I Mullins asked if the request is only for suppliers to review these documents.

E Porter advised this was a topic raised in the survey so it was beneficial to highlight this to suppliers on today's call.

Market Message Delay Issue - January 2026

A O'Lachtnain asked for clarification on if it was a configuration issue or hardware fault on a network device.

E Porter clarified it was a network infrastructure related hardware issue which subsequently impacted an internal server.

A O'Lachtnain sought clarification again on if it was a configuration issue as the update stated *Additional configuration safeguards* were put in place, specifically load balancing.

E Porter advised that the additional load balancing configuration safeguards were implemented as a means to support the balancing of server activities should an issue occur again.

A O'Lachtnain sought clarification again on if it was a hardware fault on a network device.

P Harrington advised further clarification could be sought from the technical teams on this piece.

A O'Lachtnain stated that he thought this was not a root cause.

S Melvin clarified that the information provided is as much as ESBN can share due to security of systems due to IGG slides being publicized on the RMDS website.

A O'Lachtnain stated he felt a root cause has not been shared.

P Harrington advised that ESBN are engaging with CRU on the RMS Retail Market Systems Development Plan and on issues such as this currently.

J Gregory asked if further overall information could be provided to Market Participant's in relation to unplanned outages and the resolutions put in place. This may build confidence to demonstrate that the fixes put in place are working and the same issue is not recurring.

S Melvin and P Harrington advised it would be considered; a three-month Market Systems update is provided at each IGG Meeting and the updates reference whether the issue relates to previous issues.

J Burke asked if there was an incentive framework for the reduction of DSO unplanned outages.

I Mullins asked if the retail market systems have been risk analyzed yet, mitigations are not just to prevent issues from re-occurring but prevent them from occurring in the first instance. Enhanced alert handling advised on slide but this did not occur for the most recent issues.

I Mullins advised this has been raised numerous times over the last 6 months.

P Harrington advised this forms part of the discussion with CRU, not just around current issues but preventative measures for future issues that may occur.

I Mullins stated that regardless of the cause of the individual cases, the impact on suppliers is the same.

P Harrington also stated that it would be assumed as the incidents are different the impacts and mitigations would vary also, but the point is taken in general.

A O'Lachtnain stated he was asking questions to try and determine if the TIBCO system is undercapitalized and now in addition there are questions on if hardware systems need replacing also.

S Melvin raised that ESBN is not aware of a widespread issue with TIBCO on the supplier side.

A O'Lachtnain stated that he feels the issue with TIBCO is the complexity and expense to suppliers of maintaining it.

S Melvin advised this would be reviewed as part of the RMSDP.

P Harrington asked if the issues A O'Lachtnain has raised have been communicated back to ESNB.

A O'Lachtnain advised it has been raised at previous ILG meetings and feels concerns are not being taken into consideration. TIBCO system has been in use for an extended period and is a difficult system to maintain.

P Harrington asked again if there are severe operational issues that are having an impact on suppliers.

A O'Lachtnain raised the issue of digital certs expiring faster in the future.

S Melvin advised the point has been taken on the issues raised around TIBCO and this is being reviewed in line with current and future legislative requirements.

P Harrington stated that this issue is definitely worthy of a separate more focused conversation.

Central Market System Upgrade - S/4HANA

S Melvin commented that this upgrade also falls under the RMSDP.

I Mullins asked if all upgrades are reviewed by the assurance body.

E Porter advised it is on a case-by-case basis and S Melvin also added it was dependent on the nature of the upgrade.

R McLoughlin advised there is a Market System Change Assurance Strategy which covers the criteria for what market systems require assurance.

Market Message Owners Guide

I Mullins asked if the guide will still be available while it is being updated.

E Porter advised that it would remain available and current contacts will still be usable, RMSD will update when the updated version is available.

A O'Lachtnain commented that repeated emails are sent because the market design does not reflect the market systems.

AOB

E Porter advised as per earlier updates in the agenda; a smart meter data issue was identified on Monday 9th March. E Porter acknowledged the impact that this is having on customers and suppliers and also wants to take the opportunity today on behalf of ESNB Networks to thank every supplier over the last number of days for their patience and understanding in engagement and queries.

A fix was implemented on Monday afternoon and data remediation is being worked through at the moment to address the data that needs to be re-issued. An email update was issued this morning 11/03/2026 and Market Participants should refer to this update for the latest information which also includes impacts.

P Harrington also thanked Market Participants for their support and cooperation during this incident and acknowledged the impact on suppliers. Root cause is not yet available but if there are any operational conversations that Market Participants feel they need to have with ESNB to please reach out.

J Gregory asked how future instances could be avoided, was there any testing put in place and could there be more performed? Would it be possible to release the update to a particular cohort first to ensure no issues?

S Melvin advised there was testing performed prior to release but the details on this would not be available to share at this time. Data recovery phase is ongoing, but this will be reviewed in the coming days and weeks.

P Harrington advised it will be fully investigated and will include lessons learned. ESNB is fully aware of the impact this issue is having on suppliers and customers and every measure will be taken to mitigate the risk of recurrence moving forward.

J Gregory stated that putting everything available in place to stop recurrences in not just this area but in all.

I Mullins asked how incorrect data was released and has this upgrade followed the assurance path?

BGE are still awaiting the corrections to come in. Large system issues cause high volume calls for suppliers.

P Harrington stated it would not be possible to answer the root cause question at this stage.

S Melvin stated that the upgrade was not required to go through market assurance as it was an upgrade to an internal system.

P Harrington stated that this upgrade was months in planning however the issue still occurred.

I Mullins stated that as much as it is still an ongoing issue for ESNB, suppliers are also still dealing with the fallout on the customer end. Corrections are still awaited, and it took almost 3 hours on Monday, from 8am, for communication to be issued from ESNB.

S Melvin advised that the feedback from a previous upgrade was that the initial communications were not detailed enough as far as impacts advised, so on this occasion more detail was provided but this can only be provided when available. Would a one-liner be preferable to notify as soon as possible.

E Porter also stated it is sometimes unclear what the specific impacts might be so time is required to work through the impacts to be communicated.

I Mullins advised BGE call centers open at 8am and were busy immediately however some customers noticed on Sunday. A communication at 8am acknowledging there is an issue from ESNB would have gone a long way to assisting.

P Harrington stated that if suppliers are seeing an impact before anything has been communicated to reach out to ESNB.

S Melvin advised an email can be issued stating that there is a known issue, but suppliers will need to hold off on asking for more detail in the interim as it will be provided when available if this method of notification is preferable. Whichever method is preferable to suppliers can be actioned. J Gregory advised early notification would be preferred to highlight the issue in the first instance.

A Keogan stated that the updates have been detailed however on some occasions it has been advised, for example, that no 343MM will issue, but then 343MM are received. This created confusion and also becomes an issue that suppliers may not have been resourced to deal with as it was advised they would not be issued.

J Gregory commented that early notification is needed and then managing expectations on from that with when another update will be issued.

J Burke asked if a list of affected 343MMs could be provided, that it would be helpful to determine what messages need to be followed up on. Call volumes are up at 700% volume, the message on CRU website for customers to contact their supplier in the first instance is also driving some calls. J Burke requested CRU to remove the website message.

J O'Dwyer advised he would follow up with the communications team.

S Melvin advised that there has been a Communication and Engagement working group convened for this afternoon to align the message being provided to customers regardless of who their supplier is.

J Burke provided further information on the billing that has occurred so far in Electric Ireland and the validation in place.

S Melvin advised that the request for list of 343MM's would be reviewed but at this time the priority is data correction.

S Melvin asked if any other supplier issued invoices to customers with the incorrect data.

I Mullins advised some SPAYG customers were affected but the disconnection process was halted so no customers were removed from supply.

Multiple IGG Reps advised the issue had been caught and no customers were billed.

I Mullins stated that in effect suppliers have suspended billing and are left with mounting issues.

J Burke advised that if a notification had gone out earlier the invoices issued may have been stopped.

S Melvin acknowledged this but mentioned the detail of impacts would not have been known to share in relation to supplier billing impacts.

S Melvin asked suppliers to advise ESNB on when they would request the moratorium on de-energisations lifted via email to RMDS.

J Burke asked for an email to issue on this that suppliers could respond to.

A Coppinger asked a question on impacts to reads pre-6th March and advised that while the update did take a while to come out, E Porter had reached out soon after with her contact number which she found to be very helpful.

E Porter advised there are impacts to some reads pre 6th March and to note the email updates being issued to suppliers via RMDS.

I Mullins asked for confirmation only read dates 6th March to 8th March were affected.
S Melvin advised it would be in the update emails issued from RMDS that a small cohort of reads outside these dates may be impacted.

C Leen presented ESN Smart Slides

Please refer to slides.

9. AOB

Next Steps

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

Next IGG Conference Call:

- Wednesday 8th April 2026, 10.30am

J O'Dwyer thanked MPs for attending the meeting.