



Retail Market Design Service – Update

11th March 2026

Outages

24th February 2026 – The scheduled security patching for AMI systems previously postponed will be covered in the planned outage below.

31st March 2026 – Essential Security Patching – AMI Systems – 9am to 2:30pm

22nd March 2026 – Site Switch – SAP ISU/SAP PO – 8am to 6pm

MCR1234	Details		
Date Raised	14/08/2024	Date last Approved	02/07/2025
Requesting Organisation	RMDS	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	2.0		
Change Summary	Updated with new option of MCC16 in addition to MCC02. Documents issued to IGG on 27 th February 2026 for review.		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		

DR1239	Details		
Date Raised	26/02/2026	Date last Approved	
Requesting Organisation	RMDS	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	1.0		
Change Summary	The purpose of DR1239 is to put in place the capability required to exchange 3-phase MCC03 Cohort 2 meters with a single 3-phase smart meter configured as MCC02 or MCC16. Post-exchange, the site will operate as an MCC02 or MCC16 site.		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a DR 		

Survey Period – 2025

Survey Format

The questionnaire comprises of 12 questions covering the following areas:

1. Please indicate below your market role category
2. Secretariat (x2 questions)
3. Communication
4. Knowledge
5. Market Design Documentation
6. Market Developments
7. Website
8. Outages
9. Market Assurance
10. Overall Service
11. Other Feedback.

General Survey Information

Each question asked respondents to score on a scale of 1-4 (from Very Poor to Very Good or from Very Dissatisfied to Very Satisfied). Each question also allowed for an open-ended comment to be included in the response.

Resources

In common with recent surveys this survey was carried out using the online survey tool www.surveymonkey.com.

- 7 participants responded

- *Q.10 - Overall Service. Please rate your level of satisfaction with the overall service provided to market participants by RMDS.*
 - 2/7 respondents = Very satisfied
 - 5/7 respondents = Satisfied
 - No scores of Dissatisfied
 - No scores of Very Dissatisfied

- **Secretariat**

- *“Information is published and made available to MPs in a timely manner.”*
- Request for IGG & ILG presentation content to be published on the RMDS website in advance of forum meetings to allow for effective input at the IGG, and proper discussion at the IGG etc.
- Consideration for a cut-off date of a number of days before meetings whereby no additional documentation is uploaded to the RMDS website.
- Provide IGG minutes more quickly.

- **Communication**

- Include more detail in outage communications relating to outage causes, resolution timelines etc. More detail in email subject lines.
- Use of urgent/high priority flags in email communications.
- Personalised signatures to be used by RMDS staff when replying from the RMDS mailbox.
- Lessons learned exercises to limit reoccurrence of outages/delays.
- Improve clarity on outages, to give suppliers advance notice of outages where possible.
- Extended timelines relating to actions on suppliers to provide data and impacts on system issues.

- **Knowledge**

- “RMDS knowledge and expertise help guide suppliers in timely manner.”
- More proactive follow up by RMDS with ESNB teams on open queries raised by suppliers awaiting responses.

- **Market Design Documentation**

- On occasion some documentation updates have been provided at short notice. This makes supplier due diligence and review difficult.
- Ongoing review of market documentation to address typos and non-conformances. Issues where market documentation does not align with BAU processes.

- **Market Design Documentation (continued)**
 - Request for worked examples and walk through schematics of impact in proposed MCRs.
 - Explanation of less common industry related abbreviations contained in market documentation and MCRs.
- **Website**
 - *“The documentation in the website is detailed and easy to access.”*
 - Request for access to historic IGG documentation older than two years.



Thank You