



NETWORKS

# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

14th January 2026



# Agenda

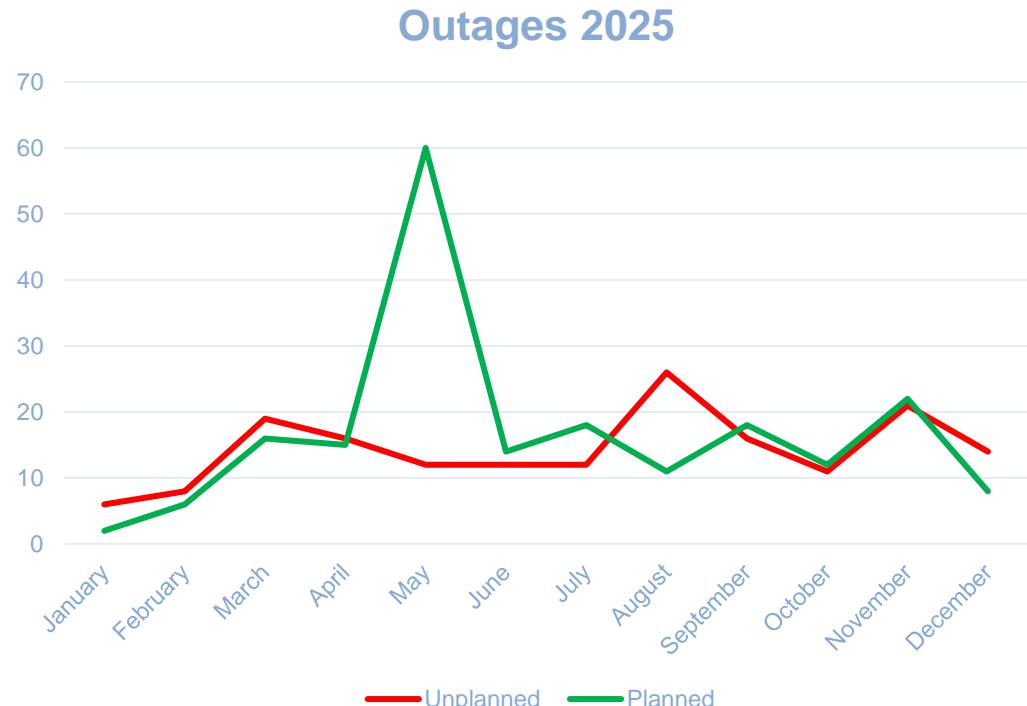
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1. TIBCO Market Activity
2. TIBCO Housekeeping
3. Market Participant Survey 2025
4. Market Systems Update (Three Month Update)
5. Market Message Delay Issue January 2026
6. AOB

## Supplier Planned and Unplanned Outages - December 2025

December 2025 - Planned Count			
Supplier	Planned Count	Supplier	Planned Count
Supplier1	6	Supplier13	0
Supplier2	0	Supplier14	0
Supplier3	1	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0
Supplier7	0	Supplier19	0
Supplier8	0	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	1	Supplier22	0
Supplier11	0		
Supplier12	0		
		Total	8

December 2025 - Unplanned Count			
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	0	Supplier13	0
Supplier2	2	Supplier14	4
Supplier3	0	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0
Supplier7	0	Supplier19	0
Supplier8	1	Supplier20	3
Supplier9	0	Supplier21	0
Supplier10	1	Supplier22	0
Supplier11	3		
Supplier12	0		
		Total	14



**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)).

## Market Message Volumes ( up to 5th January 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.
- 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.

- Ipsos B&A will be reaching out to some market participants to conduct 1:1 interviews.
- Ipsos B&A will then finalise a report and share with ESB Networks.
- ESB Networks will review the report and provide updates at future IGGs.

## Market Systems Update (Three Month Update)

- October - One system technical issue on the 14<sup>th</sup> October 2025.
- November - No unplanned market systems outages during the months of November.
- December - No unplanned market systems outages during the months of December.

# Market Message Delay Issue - January 2026



**Background:** A system processing issue which impacts Market Messages (MM) was identified through BAU monitoring

**Current Status:** System remains operational with mitigations in place. Occasional scheduled interruption may be necessary during remediation activities.

**Remediation work** completed to date includes:

- Mobilisation of high-priority incident management
- Investigation and troubleshooting to identify root cause in collaboration with key vendors
- Ongoing investigation and troubleshooting activities continued over the weekend
- System monitoring and control measures mobilised for key market processes
- Temporary manual interventions introduced to monitor the system and, where required, clear backlogs and process MMs to reduce impact on external stakeholders

**Communication:**

- Daily emails to IGG & Technical contacts issued via RMDS, including over the weekend
- 1:1 with suppliers as required
- CRU

**Preliminary Findings to date:**

- Current investigations indicate that the issue is not related to patching, planned changes, or any previous technical incident.
- Further root cause analysis and permanent fix implementation are underway
- Regular updates will be provided to the IGG until full resolution

**Supplier Impacts:** ESBN request for suppliers to email via RMDS, the impacts of this issue on their own processes as well as any known impacts on customers.

- Essential System Upgrade - AMI Systems
- TIBCO Hub and EMMA Upgrade 2026