

IGG Meeting Minutes

Date:	14 th January 2026	Time & Location	10:30 Microsoft Teams
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name		Location
	Suzanne Hudson, Sean McKeitt, Rebecca Duggan, Patrick Moran		RMDS
	Jack O'Dwyer, Jack Walsh, Finn Crowe, Deirdre Walsh		CRU
	Jason McKnight		Version 1
	Siobhan Melvin, Damien Power, Keith Fitzpatrick, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Rachel Hassett		ESBN
	James Long		MRSO
	Jamie Burke, Angela Duane		Electric Ireland
	Ian Mullins, Cormac Mannion		BGE
	Deirdre Lynn-King		Arden Energy
	Peter Brett, Sinead Butler, Alan O'Meara, Canice Kenealy		EcoPower
	Jyothish Krishna, Dee Crosbie, DJ Kiely		Flogas
	Ceola McGowan, Tallis Dixon		Community Power
	Lyle Scott, Audrey Keogan, Anna Carnduff, Caoimhe McWeeney		Energia
	Aoife Coppinger		PrePayPower
	Declan Hanna		SSE
	Antoin O Lachtnain, Jennifer Condron		Pinergy
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 enquired if everyone was happy to approve the v1.0 of the IGG minutes from 10th December 2025.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

No action items have been carried forward.

Action 1179 has been closed.

3. Actions – New IGG Actions

One new action was raised.

1179	Email contact for LTNA files		
Discussion at IGG	<ul style="list-style-type: none">ESBN requested suppliers to provide an email contact for LTNA files to be issued on a quarterly basis.		
Forum Logged: IGG	Assigned to MP's	Status: Closed	Due Date:

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: Open	Due Date: cob 21st Jan 2026

4. CRU Update

J Walsh gave the CRU Update.

Please refer to slides.

C McWeeney raised that with the changes it might be necessary to liaise with the Active Consumers Team as they will be collecting data on dynamic tariffs once introduced as per the legislation.

J Walsh advised that the current reporting includes MCC12 & MCC16 and regarding dynamic tariff customer numbers this would be checked with the Active Consumers Team.

C Mannion also asked for clarification on when this reporting would be required on customer numbers availing of dynamic tariffs, also raised a question on if there would be a further revision on arrears data in 2026.

J Walsh advised that a further review is the intent behind the additional questions.

5. Version 1 Update

J McKnight gave the Version1 update.

Please refer to slides.

6. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

Please refer to slides.

I Mullins asked if the survey would be similar to previous years.

S Hudson confirmed that it would be similar with no significant changes.

7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

J Long also provided an update on the record number of COS MMs received in 2025 which were in excess of 500,000 and thanked all Market Participants for their co-operation throughout the year.

I Mullins asked if there could be an update provided on the Small-Scale Generator process and any improvements made to same.

J Long advised that the number of queries from suppliers had reduced and believed this was due to the process being understood more now by suppliers but had no further information to provide at this time and advised an update would be provided at the next IGG Conference Call

8. ESB Networks Update

E Porter gave the ESBN Update.

Please refer to slides.

TIBCO Housekeeping

E Porter reminded suppliers starting in 2026 if they could review the TIBCO housekeeping items referred to within the slides, particularly those tasks that keep suppliers EMMA's running as efficiently as possible. She also noted the contact email address for the market message hub team and for each supplier to ensure the correct points of contact are nominated for related communications. Any amendments can be made via the email address provided on the slides.

A O'Lachtnain asked if the certificate expiry is due to reduce from 1 year to 200 days in the coming months, if this was to be the case a 60-day notice period would not be sufficient.

K Fitzpatrick advised that at this time there has been no indication of a change, but this will be verified and confirmed.

Market Participant Survey 2025

E Porter advised that Ipsos B &A will be reaching out to some suppliers to conduct 1:1 meetings in the coming weeks and thanked those in advance which may be involved in giving their time and engagement for this. E Porter mentioned that Ipsos B &A will complete their final report when all activities are completed, and ESBN will provide updates at future IGGs.

Market Systems Update

I Mullins asked if the total number of unplanned outages in 2025 would be shared.

E Porter advised that those figures are available in past ESBN IGG Presentation slides for 2025 on the RMDS website.

P Harrington advised that a rolling three month look back would be available at each IGG meeting and included in previous IGG Presentations.

I Mullins commented that prior full year data may be relevant relating to the most recent outage to show the trend over the last year.

E Porter advised in order to keep the agenda and related discussions relevant. If a discussion on an outage was raised at IGG and subsequently closed, there would be no benefit to retain these other than on a rolling three-month basis. She also advised that if an outage occurs, ESBN includes it on their agenda at subsequent IGGs for discussion. E Porter advised I Mullens if there are any additional questions, that they could be raised to E Porter as needed however all relevant information pertaining to outages are available as mentioned above.

Market Message Delay

E Porter provided an update on the market message delay issue. The issue had been resolved in the evening of 13th January, and monitoring took place overnight into the morning of the 14th of January. An update had been issued to the IGG distribution list this morning advising the issue was resolved.

E Porter noted thanks to all suppliers over the previous number of days whilst the issue was ongoing and noted their patience and engagement which was appreciated.

E Porter asked Market Participants to take an action to provide detailed feedback on the impact of this outage by COB 21st January 2026 via email to RMDS. Logged as action 1180.

I Mullins noted that the communications and contact made around the issue were good, but wished to raise that the notifications were being issued to the IGG Distribution list and asked if it would be possible to have additional people added to the General or Technical distribution list from the operational side of the business and additionally asked if it is this the correct communication channel for these types of issues as existing staff on the distribution lists may not be working over a weekend.

S Melvin stated that the emails were sent to both General and Technical distribution lists and it may not be appropriate for operational staff to join IGG distribution lists due to the nature of the majority of communications that are issued to the distribution list. RMDS could clarify this.

I Mullins accepts the above point and re-iterated the point on if the communication method was appropriate

S Hudson advised it is important that Market Participants have the correct people on the individual lists as generally the communications issued are tailored to each list. The list can be joined [here](#) and there is the

option to select just one or all distribution lists.

S Melvin stated that it would be the hope that these situations do not arise regularly, however having members of each organisation on the correct list or a point of contact communicated directly to ESBN for situations such as these can be facilitated. S Melvin also said that if an issue did occur, suppliers could advise ESBN of a specific contact they would like to have included in any related communications and mentioned that another supplier requested a point of contact to be included in weekend communications. A O'Lachtnain noted thanks to all involved over the last number of days and noted it was a difficult task to manage. He advised he would reflect Ian's remarks and as the market is becoming much more operational and adjustments may be needed. IGG and RMDS are not intended to be operational forums. It was also asked if the MDMS system was the reason for the outage.

S Melvin confirmed that it was not the MDMS system at this point and a more detailed update on the route cause would be provided at the February IGG.

A Copperger advised that they had people added to the list, but they were still not the people who would need to receive updates such as these.

S Melvin agreed that the IGG is not intended to be operational but in cases such as this, this needs to be discussed with RMDS around ensuring the right people are on the lists and communications are reaching the correct people.

E Porter reiterated that suppliers may consider providing this feedback within their response on the action regarding supplier impacts.

J Burke also thanked everyone for the efforts and communications issued and requested some clarification on the slide being presented around the fix for the issue.

S Melvin mentioned a further update would be brought to the February IGG.

E Porter noted that the resolution of the issue was very recent and ESBN wanted to get an update out as soon as possible however time would be needed now for following up.

P Harrington stated for clarification that all actions taken over the course of the issue were done with caution to ensure no further issues arose from any implemented changes.

I Mullins raised the query again that there are system issues and it is unclear if the outages are linked or separate instances however the end result for suppliers is the same, trying to ensure customers do not feel the impact and are well informed to avoid a negative customer journey. Are the ESBN systems resilient, the answer provided previously was yes, however we have now had another outage, and this may need to be revisited. As systems are becoming more operational and operating on a 24/7 basis, are they in a resilient position taking this change into consideration? Are they in a position to ensure suppliers are as unaffected as possible, also stated it could be a question for CRU.

P Harrington clarified that the recent issue was not linked to other issues.

S Melvin advised that ESBN still state that the market systems are resilient, even during this issue messages were still flowing albeit slower than usual. BAU processes and overnight monitoring caught the issue as it happened, and in addition to regular patching and upgrades, the system would be classed as resilient. There are multiple different components to the market systems as a whole, and at any point an issue could occur. Whilst ESBN endeavors for full availability, no IT systems can ever guarantee to always be 100% operational. In the event of an outage, there are teams in place to react if issues arise in any aspect of the central market system to manage it. Feedback requested from Market Participants will further support the understanding of ESBN on what additional actions could be taken if an outage occurs to help reduce supplier and customer impact during outages such as this.

I Mullins advised that hopefully this can be reviewed due to the number of unplanned outages affecting the central market systems

P Harrington reiterated that all previous outages in 2025 and this outage in 2026 are showing no indications that they are linked in any way and if that was the case ESBN would communicate this to Market Participants.

A O'Lachtnain commented on the collection of feedback and how the value in this is not clear and made comments about the lack of a guarantee of availability of central market systems. Increased transparency is required on market system operations and issues.

P Harrington clarified that the information requested from Market Participants is to assist with learnings for future incident management. In addition to impacts that are fully visible and understood, it is possible that there were impacts to suppliers and customers that ESBN may not fully appreciate. Therefore, to ensure a comprehensive review, suppliers' assistance in providing this feedback would be appreciated. S Melvin also supported this and mentioned that ESBN will not be aware of all suppliers' own processes, hence asking for feedback on any impacts so this can be considered and understood better. She also clarified that this was not a system outage, systems remained operational although messages were delayed, however as of Monday afternoon suppliers should not have been impacted due to the interventions put in place.

A O'Lachtnain raised concerns that due to the expanding nature of the market can it be guaranteed that the market systems are sufficient.

S Melvin re-iterated that monitoring, patching and upgrades are ongoing and from that perspective all that can be done is being done, to ensure maximum availability of systems.

S Melvin mentioned that any follow-on actions and recommendations resulting from the analysis of this issue will be taken seriously by ESBN.

J O'Dwyer encouraged Market Participants to send feedback to RMDS, and it will be shared with CRU, as per the action noted above.

AOB

Market Systems Upgrade

E Porter advised that an essential upgrade is required to the Market Systems, and an outage will be needed on the AMI system to facilitate this upgrade.

ESBN are currently reviewing dates in early March, and an update will be provided once more information is available.

I Mullins asked if the AMI upgrade will follow the same format as patching outages. S Melvin advised it will be different as it is an essential upgrade and there may be an outage for 2-3 days. However, as details are not yet finalised, it cannot be confirmed at present. ESBN will communicate an update once all details have been confirmed.

I Mullins asked for as much notice as possible for this outage.

TIBCO Hub and EMMA Upgrade 2026

E Porter advised that ESBN is currently considering the next TIBCO software upgrade that will be required in 2026. Suppliers will be required to upgrade their EMMA Servers to Windows Servers 2022 and to Oracle Database 19c (19.13 or later).

There are no immediate actions for Market Participants to take at the moment other than sharing this update with their relevant teams. A further update will be provided in the coming weeks.

9. AOB**Next Steps**

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

Next IGG Conference Call:

- Wednesday 11th February 2026

J O'Dwyer thanked MPs for attending the meeting.

