



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

1st July 2026



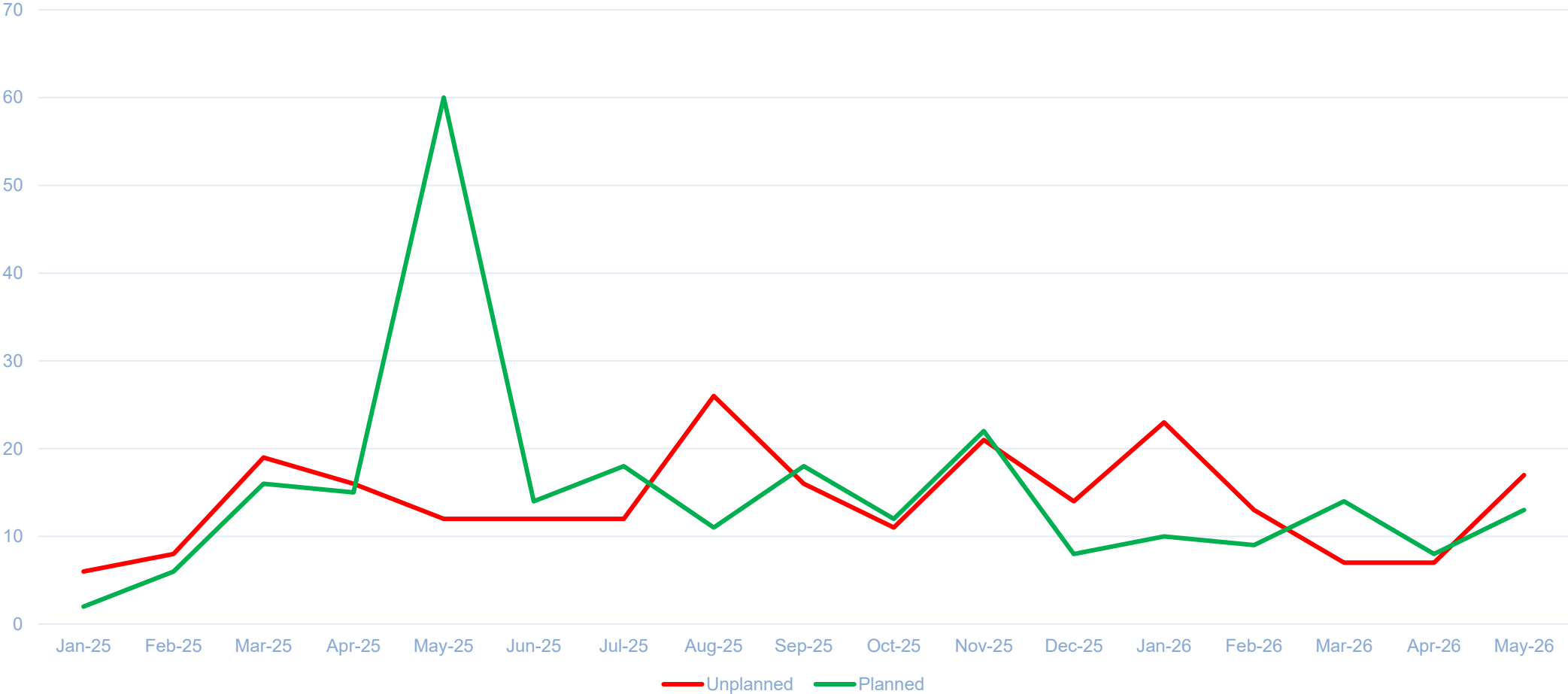
Agenda

1. TIBCO Market Activity
2. TIBCO HUB and EMMA Upgrade
3. Market Systems Upgrade - AMI Systems
4. Market Systems Update (Three Month Update)
5. Market Participant Survey 2025
6. Market Message Owners Guide
7. March AMI Incident
8. MEC Sharing (Hybrid)
9. AOB

TIBCO Market Activity



Outages 2026



TIBCO Market Activity - Outages

Supplier Planned & Unplanned Outages - April & May 2026

April 2026 - Planned Count				April 2026 - Unplanned Count				May 2026 - Planned Count				May 2026 - Unplanned Count			
Supplier	Planned Count	Supplier	Planned Count	Supplier	Planned Count	Supplier	Planned Count	Supplier	Planned Count	Supplier	Planned Count	Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	1	Supplier13	1	Supplier1	0	Supplier13	0	Supplier1	1	Supplier13	1	Supplier1	0	Supplier13	0
Supplier2	0	Supplier14	0	Supplier2	0	Supplier14	0	Supplier2	0	Supplier14	2	Supplier2	6	Supplier14	1
Supplier3	0	Supplier15	0	Supplier3	0	Supplier15	0	Supplier3	2	Supplier15	0	Supplier3	0	Supplier15	0
Supplier4	0	Supplier16	0	Supplier4	0	Supplier16	0	Supplier4	1	Supplier16	0	Supplier4	0	Supplier16	1
Supplier5	2	Supplier17	0	Supplier5	0	Supplier17	0	Supplier5	2	Supplier17	0	Supplier5	1	Supplier17	0
Supplier6	0	Supplier18	0	Supplier6	0	Supplier18	0	Supplier6	0	Supplier18	0	Supplier6	2	Supplier18	0
Supplier7	0	Supplier19	0	Supplier7	0	Supplier19	0	Supplier7	0	Supplier19	0	Supplier7	0	Supplier19	0
Supplier8	0	Supplier20	1	Supplier8	0	Supplier20	3	Supplier8	0	Supplier20	0	Supplier8	3	Supplier20	2
Supplier9	0	Supplier21	0	Supplier9	0	Supplier21	0	Supplier9	0	Supplier21	0	Supplier9	0	Supplier21	0
Supplier10	2	Supplier22	1	Supplier10	0	Supplier22	0	Supplier10	2	Supplier22	2	Supplier10	0	Supplier22	1
Supplier11	0			Supplier11	3			Supplier11	0			Supplier11	0		
Supplier12	0			Supplier12	1			Supplier12	0			Supplier12	0		
		Total	8			Total	7			Total	13			Total	17

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).

TIBCO Hub and EMMA Upgrade 2026

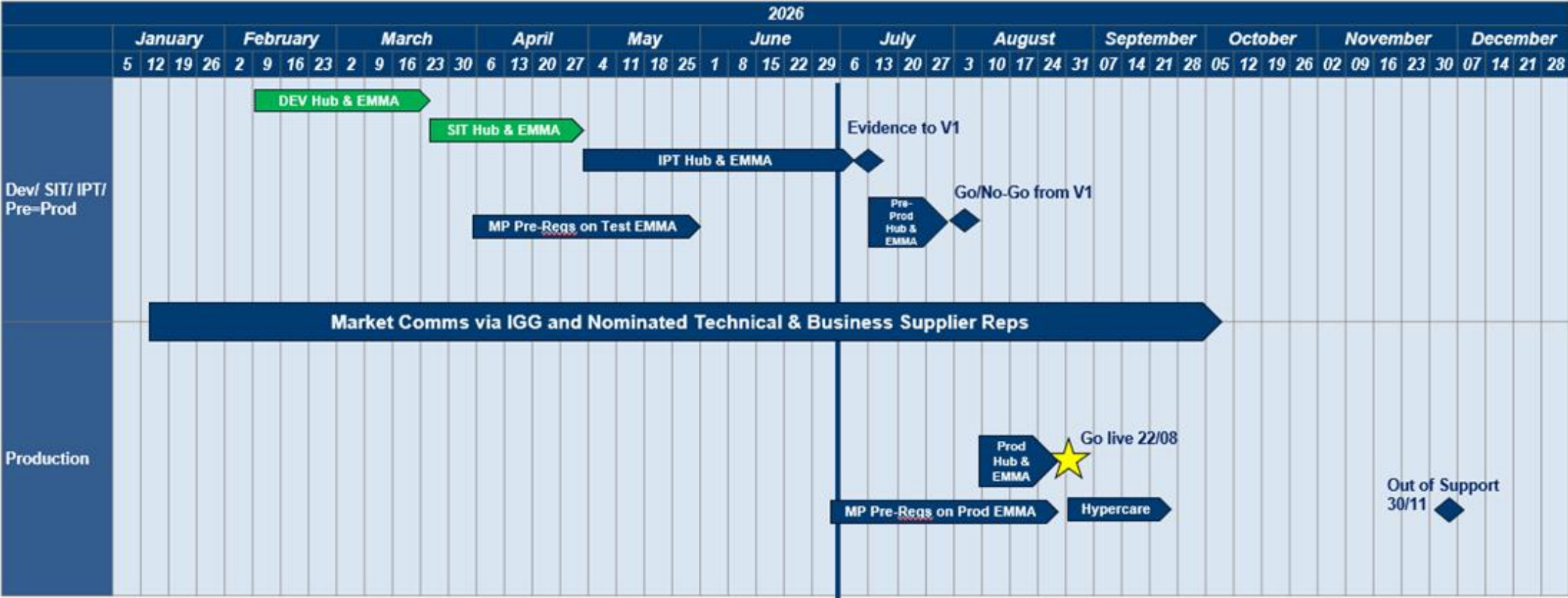


- ESB Networks are currently progressing through the IPT and performance testing phase of the project (Timelines on next slide).
- As advised previously, Market Participants are required to complete prerequisite items (Upgrade to Windows Server 2022 & Upgrade of Oracle19c database to 19.13 or later if required).
- For Market Participants that have successfully applied these prerequisite items on their **test** EMMA, these pre-requisite items should now also be applied to their **production** EMMA by **Friday 14th August**.
- There are two actions for Market Participants to note and complete:
 - Market Participants to advise the Retail Market Hub Support team via email to RMDS of any planned outage time and date being taken to accommodate the prerequisite upgrades on their **production** EMMA (must advise in advance of the outage).
 - Market Participants to provide email confirmation to RMDS that the prerequisite items (as mentioned above) have been applied to their **production** EMMA by **Friday 14th August**.
- If the upgrade is carried out over a weekend, any issues will be reviewed by the Retail Market Hub Support team at the start of the next working day.
- Please refer to emails that issue from RMDS (latest email issued out Monday 29th June to technical and business reps) and the '*EMMA Upgrade Approach*' document that was circulated by RMDS in May. If there are any specific queries, please raise these via email to RMDS rmds@esb.ie

TIBCO Hub and EMMA Upgrade 2026



TIBCO HUB & EMMA (LTS) Upgrade 2026 Timeline



Market Systems Upgrade - AMI Systems



- As previously advised, an AMI system upgrade will be required later this year.
- ESB Networks will provide an update at future IGGs on dates and the approach.
- Any lessons learned from the previous upgrade will be considered where relevant.

Market Systems Update (Three Month Update)

- For read dates 15th & 16th June, a higher than usual number of estimated Smart HH interval data issued both mornings. Actual HH data issued later on the same days, for both read dates.

- ESB Networks identified 2 key areas for an action plan: RMS team structure overview and query handling improvements.
- A plan will be developed for these two areas and further updates will be provided at future IGGs.
- Slides will be presented at the September in-person IGG meeting relating to RMS survey feedback.

Market Message Owners Guide

- A recent update was carried out on the Market Message owners guide.
- This important guide includes the point of contacts for each market message, as well as a named escalation point.
- Please ensure that all relevant internal teams have access to the most up to date version and are aware of the existence of the guide for directing queries.
- Please contact RMDS if you require access to the Market Message owners guide.

March AMI Incident –Update

- Following resolution of the March AMI incident which resulted in inflated HH Interval data issuing for certain MCC12 MPRNs (RM107, 108, 305 and 306), ESB Networks carried out prompt investigation into the root cause and identification of lessons learned. This investigation took the form of a full review of processes and release documentation, internal workshops with delivery and operational teams, and extensive engagement with the relevant vendor.
- Defect summary: When Half Hourly Interval data from smart meters is processed, it is converted from Watts to kW by multiplying the values received from the meter by 0.001. The defect introduced meant that this multiplication did not happen, and the Watt values were issued to Market Participants as kW.
- The technical root cause and contributing factors are fully identified by ESB Networks with lessons learned and prioritised corrective actions identified. The following corrective actions will be implemented by ESB Networks in Q3 2026:
 - Additional release management controls will be added to the existing suite of checks for future releases.
 - Vendor management processes and ways of working will be further enhanced.
 - A validation will be introduced to identify significant “spikes” in half-hourly interval values.
- ESB Networks recognise the material nature of this incident to the retail and wholesale electricity markets, and are currently undertaking the next phase of this review, which examines the wider incident response and recovery. ESB Networks have been engaging in 1:1 sessions with Market Participants to gain their feedback and perspective in relation to the impacts, as well the response to and recovery from the incident (both what worked well and areas for improvement), to ensure the appropriate processes are in place at an industry level from the outset should any incident with similar data impacts occur in the future.
- The majority of scheduled 1:1s are now complete – ESB Networks would like to thank Market Participants for their valuable feedback and insights during these sessions.

MEC Sharing (Hybrid)

- CRU published their decision on the 17th April to implement a policy on the sharing of Maximum Export Capacity behind a single connection point for onshore electricity generation/storage projects: [Link to CRU decision](#)
- A Webinar took place on Thursday 25th June and the joint ESB Networks/EirGrid roadmaps will be published on the ESB Networks website soon.
- As noted at the webinar, relevant retail market updates will be shared at future IGG meetings.

Retail Market Systems Development Plan

- Progress is continuing through ongoing engagement between ESB Networks and the CRU.
- The plan is scheduled to be published for consultation in mid-July, for a four-week consultation period.
- A dedicated overview session will also be held during this consultation period.
- Further details will be communicated via an email from RMDS upon publication of the consultation, which will also include the details for the overview session.

SSL Certificates

- Engagement continues with the vendor (TIBCO) on changes to the SSL certificate renewal periods.
- Potential options have been identified by the vendor and will be presented to ESB Networks in the coming weeks.
- Suitability will be assessed by ESB Networks, and an update will be provided to IGG afterwards.
- Market Participants will still need to renew their SSL certs every 200days.

Thank you