

IGG Meeting Minutes

Date:	6 th May 2026	Time & Location	10:30 Microsoft Teams
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Sean McKeivitt, Rebecca Duggan,	RMDS	
	Jack O'Dwyer, Jack Walsh, Finn Crowe	CRU	
	Jason McKnight, Robin McLoughlin	Version 1	
	Siobhan Melvin, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Rachel Hassett, Geraldine O'Shea, Kevin O'Connor	ESBN	
	James Long,	MRSO	
	Angela Duane, Des McBride, Anthony O'Dea	Electric Ireland	
	Ian Mullins, Cormac Mannion	BGE	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Sinead Butler, Alan O'Meara	EcoPower	
	Dee Crosbie	Flogas	
	Ceola McGowan, Tallis Dixon, Gregg Allen	Community Power	
	Audrey Keogan, Caoimhe McWeeney, Lyle Scott, Nadine McCrea, Anna Carnduff, Eralp Kameron	Energia	
	Aoife Coppinger, Mark O'Sullivan	PrePayPower	
Jennifer Condron, Antoin O'Lachtnain	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 requested approval of the previous IGG Minutes of 8th April 2026.
Minutes v1.0 approved.

2. Actions – Previous Conference Call & IGG

No open actions

3. Actions – New IGG Actions

No new actions were raised.

4. CRU Update

J Walsh gave the CRU update.

Please refer to slides.

C Mannion asked if it would be possible for CRU to arrange a workshop with MPs to align on a solution for Retail Market Monitoring Template – 'B5: Diversity of Contracts' section.

A O'Lachtnain also commented that a model is being built and having separate models does not seem to be the most efficient solution. A full view of impact is only available 90 to 150 days after an incident if the customer is under pressure.

J Walsh advised the first option would be the most favorable if it is something MPs can capture. If a separate call would be beneficial then this could be facilitated.

A Duane stated that an extension may be needed to be given to the CfE on Affordability.
J Walsh advised contacting the CRU to arrange this if required.

5. Version 1 Update

J McKnight gave the Version1 update.
Please refer to slides.

C McGowan asked if the invitation for the Lunch & Learn has been issued.
S McKevitt advised it has been issued to IGG Reps only.

A O'Lachtnain asked if a risk assessment has been carried out in the last 6 months in terms of the Retail Market.

J McKnight advised that the role of the assurance body is outlined in the strategies and would usually be

triggered by a change. Continual assessment is in place, and a review is in process so any feedback could be submitted.

R McLoughlin advised that the current market projects trigger assurance activity, such as the TIBCO Upgrade for which the assurance approach is due to be issued for the next IGG.

6. Retail Market Design Update

S McKeivitt gave the Retail Market Design Update.

Please refer to slides.

I Mullins asked if the forward option on the teams meeting invite would still be available.

S McKeivitt confirmed that it would still be available.

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.

TIBCO Market Activity

E Porter noted an improvement in Supplier EMMA unplanned outages for the month of March and noted thanks to those relevant suppliers regarding the use of the planned outage process.

TIBCO Hub and EMMA Upgrade 2026

E Porter thanked those Market Participants who have completed the test EMMA pre-requisite items and notified RMDS to confirm. E Porter reminded remaining Market Participants of the impending due date for completing these tasks and for notification of same (please refer to the slides for details).

E Porter also reminded those Market Participants that were approached to take part in the performance testing to advise if they are able to partake or not. Thanks was noted to those that had responded back to date.

Market Systems Upgrade - AMI Systems

Please refer to the slide.

Market Systems Update

Please refer to the slide presented.

May update - no outages.

April update

Smart Data Delivery Issue (30th April)

E Porter provided an update on a recent issue on 30th April, which was not included in the presentation due to timing of the slides being finalised.

E Porter advised that Market Participants were notified on the morning of Thursday 30th April of a technical issue impacting data delivery and as a result, a higher than normal volume of estimated reads issued from Thursday 30th April. Actual data began to flow from Thursday evening 30th April until the 5th April for the related read dates of 29th - 30th April and 1st - 4th May. The issue was managed as a high-priority incident to maintain continuity of market operations. A resolution was identified, and remediation activities have been completed. The backlog of interval and register reads have been cleared and systems are operating as normal. Please refer to the latest email issued from RMDS on Wednesday morning (6th May).

E Porter advised that ESB Networks is currently completing a root cause analysis (RCA) and will provide a further update at a future IGG.

I Mullins expressed views and frustration on the frequency of incidents and the impact this has on MPs. I Mullins asked how can MPs get clarity that the Retail Market systems are resilient.

E Porter noted I Mullins comments and assured that ESB Networks act on any issue that arises immediately and the market is notified of any impacts. In this specific incident, data was still flowing and it was managed as efficiently as possible whilst investigating the issue. E Porter mentioned that Market Participants could share their impact to ESB Networks via RMDS if they wished to do.

I Mullins stated that the RCA seems to take some time and before one is issued another incident has occurred. It is not clear how this improves the systems and service MPs are receiving.

E Porter stated that once RCA has completed, an update is brought to IGG with recommendations and mitigations and discussions happen. This has already been done for the January incident, and the March incident review is in progress and that will be brought to IGG in due course.

A O'Lachtnain asked for clarification on what the root cause of the January issue was noting that the root cause provided was a cable issue.

E Porter reiterated that there was a physical cable failure, which was a further update following on from the March IGG and if needed, this April update ,provided at the April IGG, could be shared with A O'Lachtnain if required.

A O'Lachtnain stated that a cable couldn't be a root cause and one cable shouldn't bring down the systems if they are as resilient as stated. He also queried if a risk assessment has been completed.

E Porter stated again that this is the reported root cause. E Porter acknowledged these comments and clarified the January issue in question resulted in a delay to market messages and that the systems were not down.

P Harrington asked for further information on what risk assessment A O'Lachtnain is referencing.

A O'Lachtnain stated that it would be his assumption that a risk assessment has been carried out on the Retail Market and if it has been updated to reflect recent incidents.

S Melvin advised she did not believe there was ever a general risk assessment completed on the retail market and requested A O'Lachtnain to provide more information if he has information on who this would have been completed by in the past.

P Harrington stated that the RCA is ongoing in relation to the March incident and also a wider review in terms of impacts. ESBN is also engaging with CRU on the Retail Market Systems development plan. Risks are managed across the business to include risk registers.

A O'Lachtnain asked if these risk registers have been updated.

P Harrington stated that all risk registers are actively monitored and updated as information comes to light.

A O'Lachtnain stated that it seems like issues are more frequent now than in the last 3 years.

P Harrington stated again that incidents assist in identifying risks from different perspectives. As incidents arise, they are dealt with and learnings are taken from each with additional changes implemented where required.

A O'Lachtnain stated that it appears as though these high impact incidents are being taken lightly.

P Harrington stated that this was not the case and all incidents are taken extremely seriously.

A O'Lachtnain stated upon review of the minutes it appears there is an issue with the architecture and the concern is that systems are under invested. Can reasons be provided why ESNB feels it is not under invested in any areas. The January cause was only advised in April and it appears as it is being taken lightly. A O'Lachtnain stated that he does not feel that root cause has been identified where the January incident is concerned. Answering a question is not a substitute for providing a root cause analysis.

P Harrington again re-stated that in no way is any incident taken lightly and all are thoroughly investigated and reviewed.

E Porter did not agree that the update on the January issue was only advised in April. It was on the IGG agenda from January for discussions and it was previously asked (by a market participant) following the March IGG update if the issue was a hardware issue or a configuration issue, to which it was advised the issue was a hardware fault that subsequently impacted a physical server. The April update was subsequent to the March update in which it was advised that the hardware fault previously advised was a physical cable failure.

A O'Lachtnain then enquired about the ESNB definition of a root cause analysis.

E Porter advised this could be confirmed later however the root cause of update of the January issue is as it was provided

P Harrington asked for further information on why the response is not satisfactory.

A O'Lachtnain asked why a singular cable fault would cause a failure in a resilient system, one component failure should not have the impact it did. The question of under capitalization was brought up again.

P Harrington advised this would be taken away to determine if any other issues contributed.

J O'Dwyer advised it would be best for A O'Lachtnain to provide the relevant information he had separately to ESNB so that the call can move forward.

A O'Lachtnain stated that there will be a similar situation with the March incident and that it was mentioned on another forum that the March incident communications was not handled well by ESNB.

P Harrington asked for further clarification on this and A O'Lachtnain advised he would review his notes and revert.

Multiplier Issue – March 2026

Refer to the slides

E Porter emphasized that ESB Networks understands the significant impact the issue had on both Market Participants and customers and reiterated a note of thanks to Market Participants for their support and engagement during the incident and in the weeks that followed.

I Mullins commented that MPs are still dealing with the long-term issues around this incident, customers are querying and are likely to continue highlighting that its mostly very unhappy customers.

E Porter thanked Ian for his feedback and acknowledged that the post incident queries may still be ongoing and advised that ESB Networks are here to support supplier billing concerns and reminded that single MPRN

billing queries or concerns can be sent to the ESB Networks NQHDC mailbox. Please include the multiplier issue in the subject line to ensure it gets picked up as urgent.

MEC Sharing

Refer to slides.

E Porter advised that this item would be included within the Retail Market System Development Plan pertaining to the Retail Market.

A O'Lachtnain asked for an indicative timeline on the Retail Market System Development Plan.

P Harrington advised it would be shared and go out for consultation prior to publishing.

S Melvin advised that the expectation would be that an update would be provided at the next IGG dependent on CRU review.

AOB

E Porter referred to SSL Certificates and noted the concerns raised by Market Participants around reduced timespans for renewals have been raised with the vendor. ESB Networks are continuing to engage on this and an update will be provided at IGG when available.

G O'Shea gave the Smart ESN update.
Please refer to slides.

A O'Lachtnain asked if the CTF Briefing document would be updated to reflect this information.

G O'Shea advised this would be reviewed and updated if necessary.

9. AOB

A O'Lachtnain raised the topic of risk assessment again and stated his opinion that RMDS are spending time assessing things that are low impact and there seems to be less effort being put into larger scale issues.

J O'Dwyer re-iterated that ESN are engaging with CRU around the Retail Market Systems development plan and the impact assessment on the March issue. Any learnings from this will be incorporated into the plan and any discussion going forward around risk would also inform any decisions made.

A O'Lachtnain asked if there was a change in risk does this not become a more urgent issue.

J O'Dwyer stated that the impact assessment of the March issue has not been completed yet and once it is it will be reviewed. CRU are mindful of the impact. Further updates will be provided at the next IGG.

A O'Lachtnain stated that he felt this is an operations issue and should not impact the plan in that way, resources in RMDS should be redirected towards current risks.

J O'Dwyer advised A O'Lachtnain to send in comments to CRU to give a clearer picture of his issues.

A O'Lachtnain stated he would not be sending in comments but that other participants may be writing formally either next month or the following month. A O'Lachtnain re-stated his opinion that the Retail Market is taking this lightly.

Next Steps

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

Next IGG Conference Call:

- Wednesday 3rd June 2026, 10.30am

J O'Dwyer thanked MPs for attending the meeting.