



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services

9th September 2026



Agenda

1. March 2026 AMI Incident
2. AMI System Upgrade – October 2026
3. TIBCO Market Activity
4. TIBCO HUB and EMMA Upgrade 2026
5. Tibco Housekeeping Reminder
6. De-Registrations
7. Market Systems Update (Three Month Update)
8. Market Message Owners Guide
9. RMS Market Participant Survey 2025
10. AOB

March 2026 AMI Incident

- These slides provide a consolidated overview of the March 2026 AMI incident, including the background, response and recovery, as well as lessons learned and resilience actions identified following Root Cause Analysis (RCA) and process review.
- This content summarises and builds on the information previously shared through IGG meetings, Market Participant engagement and email communications, and reflects the collaborative input of Market Participants throughout the daily incident calls and recent lessons-learned sessions.
- All previous IGG updates can be found on the RMDS website. Email updates were issued by RMDS to the nominated IGG representatives on behalf of ESB Networks.

March AMI Incident Summary



Incident Background: As part of a planned AMI System upgrade that took place over the weekend of 6th - 8th March 2026, a defect was introduced which resulted in inflated Half Hourly (HH) Interval data being processed for a subset of MPRNs (RM107, RM108, RM305 and RM306).

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 for a subset of MCC12 MPRNs, and the Watt values were issued to Market Participants as kW.

Primary Impacts:

- Inflated MCC12 HH interval import data for a subset of impacted MPRNs was issued to the retail market on 8th March and included in the aggregated dataset for wholesale market settlement.
- A small volume of historic data was also impacted for meters with intermittent GSM coverage which connected and sent data during the weekend of the incident.
- Deemed microgeneration data was issued for a subset of impacted MPRNs.
- Inflated HH interval data was uploaded and visible on the ESB Networks Online Account for all impacted MPRNs.
- A higher than usual number of (valid) estimated periodic reads were issued for a subset of non-interval sites. There was no wholesale market settlement impact for these sites.
- Remote de-energisations and re-energisations were paused while recovery progressed.

ESB Networks Recovery:

- The defect was identified and corrected on Monday 9th March.
- The majority (98.5%) of inflated Half Hourly Interval billing data was corrected by the evening of the 11th March; however the inaccuracies present in the remaining 1.5% required further manual corrections to facilitate wholesale market ad-hoc resettlement on 18th March.
- All remaining billing data was fully remediated from an ESB Networks perspective as of 25th March.
- The ESB Networks Online Account was restored with corrected data on 2nd April.
- All replacement microgeneration data was issued by 7th April
- Remote de-energisation requests for vacant premise were resumed on 18th March and for Smart PAYG on 23rd March in consultation with Market Participants.
- The incident was formally closed by ESB Networks on 10th April.

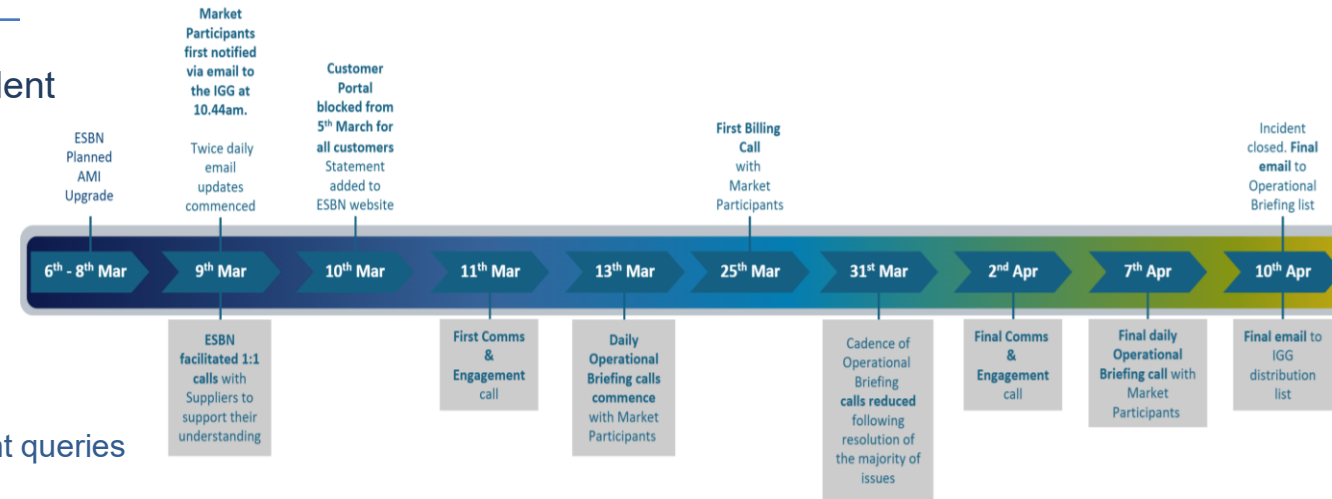
Market Participant Engagement



Various communication channels were put in place during the incident

Between 9th March and 10th April:

- Twice daily update emails via RMDS
- Market Participant 1:1s with ESB Networks as required
- Comms & Engagement Calls
- Daily Operational Briefing Calls
- Query management process established and briefed for Supplier incident queries
- Supplier Billing and ESBN Meter Reading calls
- Email escalation process established for Supplier billing queries or concerns
- Messaging on the ESB Networks website



Post-Incident Bilateral Meetings with ESB Networks

- Bilateral meetings with ESB Networks were offered to Market Participants. Seven Market Participants took up this offer and engagement took place across the June/July period.
- ESB Networks sought feedback and perspective from Market Participants in relation to impacts of the incident, as well as 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.

Subsequent Investigation: Root Cause Analysis (RCA)



Root Cause

- Following resolution of the incident on 9th March, ESB Networks carried out prompt investigation into the root cause and identification of associated lessons learned.
- This RCA 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 vendor.
- The technical root cause was identified as a superseded configuration file inadvertently included in the upgrade release, which resulted in the defect.

Corrective Actions

- The following corrective actions will be implemented by ESB Networks in Q32026. These actions will be complete in advance of the planned Q4-2026 AMI upgrade and release:
 - 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.
- This Q4 -2026 AMI release will also include the introduction of a validation to identify spikes in half-hourly interval values.
- The following additional controls are already in place:
 - During issue resolution ESB Networks implemented daily checks in the Central Market System to identify and correct abnormally high HH Interval data values. These checks will remain in place.
 - For NQH sites, ESB Networks have recently implemented a check to detect abnormally high Actual Usage Factors(AUFs), ensuring they are corrected before inclusion in data aggregation.

Subsequent Investigation: Response and Recovery

- Following completion of the RCA, ESB Networks carried out a structured review of its response to and recovery from the incident, with the purpose of defining practical improvements to organisational and industry-wide resilience in the event of any similar future data incidents.
- This review was focused on how the incident was managed and recovered, and how end-to-end continuity can be strengthened as the retail electricity market becomes increasingly dependent on timely, accurate smart meter data.
- The following inputs were considered in this review:
 - Structured internal lessons learned sessions focused on incident response controls and processes, timelines, communications and decisions.
 - Bilateral lessons learned sessions with Market Participants and SEMO.
 - Relevant findings from ESB Networks Root Cause Analysis.
 - A targeted review of peer utilities was undertaken to test the proposed response, recovery and resilience improvements against comparable industry practices.

The following improvement actions were identified during the review and will be progressed by ESB Networks:

1. Internal Incident Runbook

ESB Networks will develop an internal incident “runbook” for smart meter data validation incident response. This will include the development of a continuity process for the provision of an alternative dataset to SEMO if required on D+4 for settlement. The ESB Networks runbook will be implemented by Q4 - 2026.

2. Industry Incident Runbook

ESB Networks will develop an industry runbook for smart meter data validation incident response. ESB Networks will consult with RMDS in the development of the industry runbook and bring to the Industry Governance Group (IGG) for discussion with Market Participants in Q1 - 2027.

3. AMI Resilience Review

ESB Networks are currently undertaking an assessment of overall AMI solution resilience. This assessment will include an investigation of alternative data recovery capabilities and processes to ensure timely and effective resolution of future data issues. This assessment is planned to be completed by Q4 - 2026.

As well as the actions outlined, ESB Networks will commence investigation into the following:

- Additional validation of HH interval data for implausible consumption values.
- The withdrawal of erroneous HH Interval data in the event of any future incident involving large data volumes.

Any future developments will follow the agreed market change control process as required.

- The March AMI incident was caused by a software upgrade issue and was not related to the integrity of smart meters themselves or the way they record energy use.
- ESB Networks recognises the impact on Market Participants and customers and values the strong collaboration and engagement that supported the recovery effort and successful provision of corrected billing data.
- ESB Networks remains responsible for the quality and timely provision of market data within its remit. End-to-end retail market resilience depends on coordinated arrangements across interconnected organisations, systems and governance processes. ESB Networks will therefore continue to engage with Market Participants, SEMO, RMDS and the CRU on appropriate industry-wide resilience arrangements.

AMI System Upgrade - October 2026

- As previously advised at IGG, an additional essential upgrade and release for the AMI system is planned for October this year. The upgrade is planned to take place on **Friday 23rd October – Monday 26th October 2026**.
- This upgrade and release is required to ensure ongoing operations of the AMI system as well as incorporating enhancements such as; the introduction of a validation to identify spikes in half-hourly interval values and the enabling of the P1 Port functionality on smart meters.
- The slides following this update provide detail on the Cutover Approach for this upgrade and release. This Cutover Approach will also be available on the Market Project section of the RMDS website.
- Suppliers are asked to ensure that this Cutover Approach is reviewed and communicated within your internal operational teams that this is relevant for, as it advises important dates/cut-off dates for activities.

AMI Essential System Upgrade Cutover Approach



1. High Level Cutover Approach
2. HH Interval and Register Read Date
3. Urgent Re-Energisation requests during Market Outage
4. Smart MCC Changes
5. CoS Completion
6. Supplier Actions

High Level Cutover Approach



ESB Networks cutover activities are planned in three stages:

1. Pre-Outage

- De-Energisations (remote) for reasons Not Non-Payment of Account (Not NPA) (D01) and HH PAYG (D05) will be paused from **16:00 (D01)/17:00 (D05) on Tuesday 20th October**. This is to mitigate the need for urgent re-energisations during the time the business services in AMI are unavailable. Any requests received by ESB Networks from this time until the resumption of normal services will be rejected with the reason code “IA”.
- Re-Energisations for reasons HH PAYG (E05) or Re-Energise Not NPA (E01) will be paused from **Thursday 22nd October at 17:00**. After that, HH PAYG Re-energisations (E05) will be carried out in accordance with WP0035 Contingency Process for SMART PAYG. Re-Energise Not NPA (E01) requests sent after this will queue and will process on resumption of normal services.
- Remote MCC changes to facilitate Smart Data Services changes will be paused from **17:00 Thursday 22nd October** and will resume processing on resumption of normal services.

2. Market Outage (Friday 09:00 to Monday 17:00)

- An outage on certain business services within the AMI system is required from **09:00 Friday 23rd October until approximately 17:00 Monday 26th October**, to facilitate the deployment of changes to the AMI system. Suppliers can expect to continue to receive market messages that are not impacted by the outage during this time.

3. Post-Outage

- Remote De-Energisation and Re-Energisation requests and Remote MCC changes will resume processing on resumption of normal service.
- An email will issue to Market Participants nominated IGG representatives and Market Participant nominated Technical Distribution contacts via RMDS upon completion of the outage.

HH Interval and Register Read Date

The following is the schedule Market Participants can expect to receive their HH Interval (343MM) and Register Read (345MM) Data during the system outage:

- For Read Date **Friday 23rd October**, Market Participants can expect to receive both their **HH Interval (343MM)** and **Register Read (345MM)** Data, as normal on **Saturday, 24th October**.
- For Read Dates **Saturday 24th October** and **Sunday 25th October**, Market Participants can expect to receive their **HH Interval (343MM)** Data on **Monday 26th October**.
- For Read Dates **Saturday 24th October** and **Sunday 25th October**, Market Participants can expect to begin to receive their **Register Read (345MM)** Data from the evening of Monday 26th October.

Urgent Re-Energisation requests during Market Outage



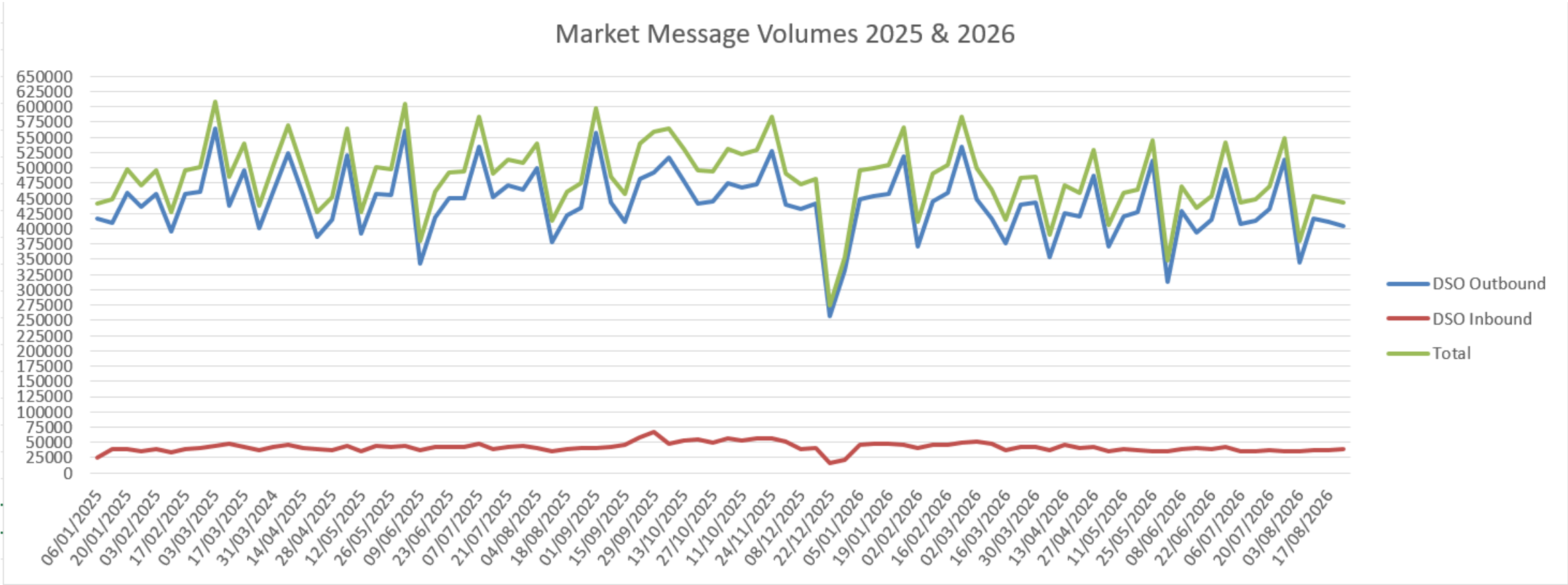
- Market Participants should contact (021) 4844317 during normal working hours (Monday to Friday between 9am and 5pm) or (087) 9982293 outside of normal working hours for queries relating to SPAYG re-energisations as per [WP0035 Contingency Process for SMART PAYG](#) and [Remote Switching Guidance Document](#).

- To ensure that no remote MCC changes are in progress at the time the market outage commences, MCC changes required to facilitate a Smart Data Services change (MCC12/MCC16) will be queued from **17:00 on Thursday 22nd October**.
- Any MCC changes to MCC12/MCC16 in progress at this time will be queued and processed on resumption of normal service.
- This applies to MCC changes required to facilitate a Smart Data Services change requested as part of:
 - 010MM (Change of Supplier)
 - 013MM (Change of Customer Details)
 - 016MM (Change of Legal Entity)
- The relevant requesting process (CoS, CoLE, CoCD) will also be delayed until the completion of the MCC change.

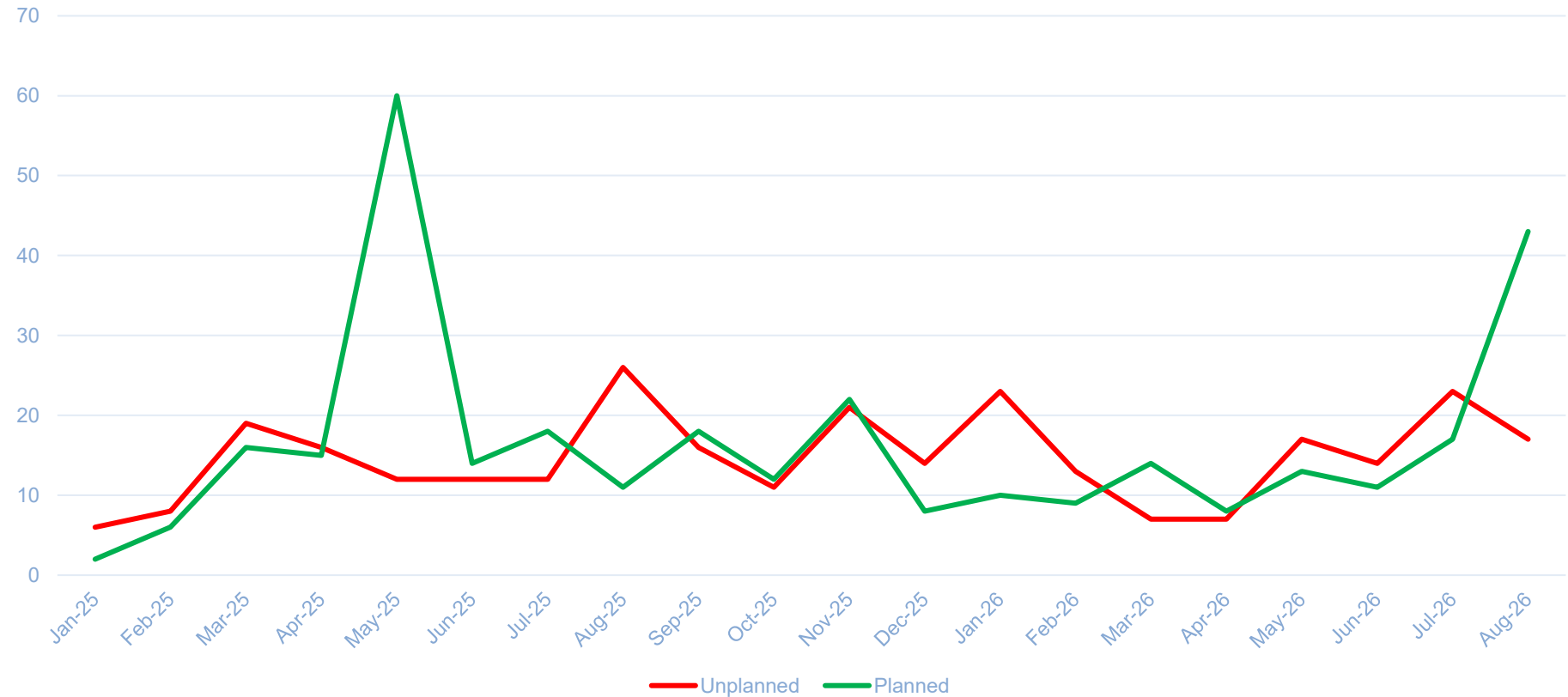
Market Participants are advised that delays in CoS processing will apply where:

- A Remote MCC change is required to complete the CoS and is in progress as at **17:00 Thursday 22nd October**. The MCC change will resume processing on resumption of normal service, and the effective date of the CoS will be the same as the processing date of the MCC change.
- A re-energisation is required to complete the CoS and has not been carried out at the time the market outage commences. The re-energisation will be carried out (either remotely if eligible or via scheduled site visit) on resumption of normal service, and the effective date of the CoS will be the same as the re-energisation date.

- Please ensure that this Cutover Approach is reviewed and communicated within your operational teams that this is relevant to as it advises of important dates/cut off dates for activities.
- If Market Participants have any questions, please submit these to ESB Networks via email to RMDS.
- Please ensure Market Participant nominated contacts on the RMDS Technical Distribution list are up to date. Contact should be made to RMDS regarding this rmds@esb.ie



Outages 2025 & 2026



*Planned outages increased in August due to Production Hub upgrade on 22nd of August.

TIBCO Market Activity



Supplier Planned & Unplanned Outages – July & August

July 2026 - Unplanned Count				July 2026 - Planned Count				August 2026 - Unplanned Count				August 2026 - Planned Count			
Supplier	Unplanned Count	Supplier	Unplanned Count	Supplier	Planned Count	Supplier	Planned Count	Supplier	Unplanned Count	Supplier	Unplanned Count	Supplier	Planned Count	Supplier	Planned Count
Supplier1	3	Supplier13	1	Supplier1	1	Supplier13	0	Supplier1	1	Supplier13	0	Supplier1	6	Supplier13	1
Supplier2	4	Supplier14	1	Supplier2	0	Supplier14	0	Supplier2	3	Supplier14	1	Supplier2	4	Supplier14	1
Supplier3	3	Supplier15	0	Supplier3	0	Supplier15	1	Supplier3	1	Supplier15	1	Supplier3	3	Supplier15	1
Supplier4	2	Supplier16	0	Supplier4	1	Supplier16	1	Supplier4	1	Supplier16	0	Supplier4	3	Supplier16	1
Supplier5	1	Supplier17	0	Supplier5	1	Supplier17	2	Supplier5	0	Supplier17	0	Supplier5	3	Supplier17	1
Supplier6	1	Supplier18	0	Supplier6	1	Supplier18	2	Supplier6	3	Supplier18	0	Supplier6	2	Supplier18	1
Supplier7	1	Supplier19	0	Supplier7	1	Supplier19	1	Supplier7	1	Supplier19	0	Supplier7	2	Supplier19	1
Supplier8	1	Supplier20	0	Supplier8	2	Supplier20	2	Supplier8	1	Supplier20	0	Supplier8	2	Supplier20	1
Supplier9	1	Supplier21	1	Supplier9	1	Supplier21	0	Supplier9	1	Supplier21	2	Supplier9	2	Supplier21	1
Supplier10	1	Supplier22	0	Supplier10	0	Supplier22	0	Supplier10	0	Supplier22	1	Supplier10	1	Supplier22	1
Supplier11	1			Supplier11	0			Supplier11	0			Supplier11	1		
Supplier12	1			Supplier12	0			Supplier12	0			Supplier12	1		
		Total	22			Total	17			Total	17			Total	40

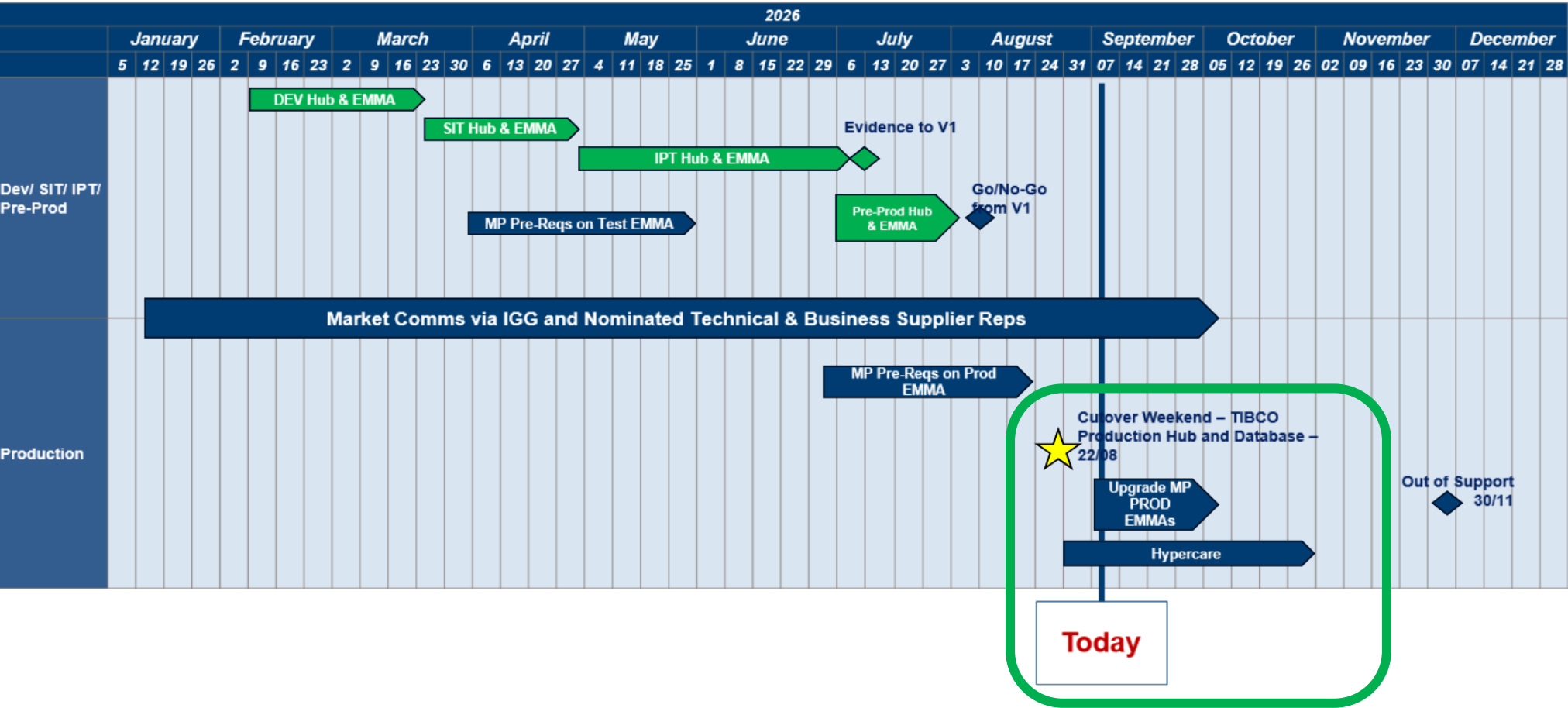
**Planned outages increased in August due to Production Hub upgrade on 22nd of August.*

TIBCO Hub and EMMA Upgrade 2026



- ESB Networks successfully completed the upgrade of the TIBCO Hub on the weekend of the 22nd August. ESB Networks wish to thank Market Participants for their support with the upgrade activities and the performance testing carried out.
- The performance testing undertaken with a subset of Market Participants was a very productive and successful approach. This testing allowed ESB Networks to assess system performance under production scale market message volumes, thereby reducing the risk of issues similar to those encountered following the 2025 Upgrade Project.
- This performance testing was identified as a key enhancement following the TIBCO Upgrade Project 2025 to help mitigate issues encountered in that project. ESB Networks may consider this approach in future TIBCO upgrades where appropriate.
- The TIBCO Hub is continuing to be monitored as part of the Hypercare period to ensure system stability and performance.
- As advised at the August IGG, for Market Participants who have confirmed to ESB Networks that all prerequisite activities have been successfully upgraded within their Production EMMA environment, ESB Networks is liaising with Market Participants Technical and Business reps to schedule a dedicated time slot with each to implement the upgrade on the Market Participant's EMMA environment. These upgrades will commence from Monday, 7th September.
- If there are any specific queries related to the project, please raise these to ESB Networks via RMDS rmds@esb.ie

TIBCO Hub and EMMA Upgrade 2026



TIBCO Housekeeping Reminder



- Market Participants are reminded of the regular housekeeping requirements e.g. database re-orgs which keep EMMAs 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. **Important:** Market Participants EMMAs 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.

TIBCO SSL/TLS Renewal Changes

Market Participants are reminded to note the change in the renewal periods for these certs going forward from March 2026 (Previously advised at the February IGG Concall:[igg-minutes-11th-february-2026-v1-0.pdf](#))

- From March 2026 (15th March), Market Participants are required to update their certs every **200 days**.
- From March 2027, Market Participants are required to update their certs every **100 days**.
- From March 2029, Market Participants are required to update their certs every **47 days**.
- Market Participants are reminded to ensure that correct/updated contact information for receiving notification emails is provided to the Market Message Hub Support team RetailMarketHubSupport@esb.ie. This is important to ensure that notification emails are going to the correct people.
- Infrastructure Changes: Market Participants are requested to advise the Market Message Hub Support team (RetailMarketHubSupport@esb.ie) of any changes that may impact their TIBCO EMMA operations i.e. an IP Address change.
- Please ensure to share this slide update within your internal teams.

- The purpose of the De-Registration Message is to enable a Supplier to de-register an MPRN where the site has been de-energised and there is no longer a customer or premise to be supplied.
- De-Registration Market message (021MM) is sent by a Supplier and market message De-Registration Confirmation (122MM) or De-Registration Rejection (122R MM) will be issued in response.
- ESB Networks encourages Suppliers to de-register eligible MPRNs by sending an 021MM and to indicate one of the following de-registration reason codes:
 - **CUS** – Customer is no longer present at Meter Point
 - an MPRN must be de-energised for at least 3 months before it is eligible for de-registration for CUS reason code
 - **PRM** – Premise no longer exists at Meter Point (e.g for reasons of demolition) or connection has been permanently removed at Meter
 - – the 021MM can issue *before* three months of de-energisation
 - Supplier will have previously submitted a de-energisation with service removal request (D04)
- Standing charges and any relevant capacity charges will continue to be invoiced to the supplier until de-registration has been completed.
- Suppliers should refer to the Market Process Design [mpd-21-de-registration_v14.pdf](#) and [Market Message Implementation Guide - Meter Registration](#) when sending a de-registration market message to ensure it populated correctly.

De-Registration Rejections Overview

The most common rejection codes for a de-registration market message are CIP, IDT, IMS and SNR

Code to identify why Data was Rejected	Reason for Rejection	Suggested action to be taken by supplier
CIP	A registration from another supplier is being processed for this MPRN	Monitor for completion of the CoS. If CoS is cancelled then supplier should resubmit 021MM
IDT	The required date is in the past or is within agreed de-energisation timelines	Ensure the date of submitting the 021MM is 3 months after de-energisation effective date before resubmitting 021MM
IMS	A de-registration request is received and the MPRN status is not de-energised	Check MPRN is correct
SNR	The supplier requesting de-registration is not registered to this MPRN	Check MPRN is correct

Market Systems Update (Three Month Update)



- August: There were no unplanned market systems outages during the month of August.
- September: There are no market system impacting issues this month (as of 4th September).

Market Message Owners Guide

- Reminder: This important guide includes the point of contacts for each market message, as well as a named escalation points.
- 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.

RMS Market Participant Survey 2025



- The third RMS Market Participant Survey was conducted over the period October 2025 - March 2026 with a third party provider Ipsos B&A. The survey was made up of a questionnaire as well as follow on 1:1 interviews with a cohort of Market Participants.
- The purpose of the survey is to seek feedback from Market Participants and their wider teams that interact with Retail Market Services on what is working well and what could be improved.
- Based on the common theme of feedback received, two areas have been identified for the Areas of Focus.
- Feedback received has been shared internally within the RMS/relevant ESB Networks teams.
- We reiterate thanks to Market Participants who took the time to respond to the questionnaire and for those that participated in the follow on 1:1 interviews with Ipsos B&A.

RMS Market Participant Survey 2025

Comparisons on Key Indicators: 2025 & 2023

Survey Key Indicators - 2025

Coverage n=12 companies took part, representing a market share of circa 99%	RMS Functions Awareness (mean: 8.0 functions)		RMS Functions Satisfaction	
	Highest awareness MRSO, Retail Market Development, DUoS Billing Team, Meter Reading, Revenue Protection and Meter Operations	Lower awareness Profile Data Service (PDS), Smart Metering Operation Centre (SMOC) and Database	High satisfaction: MRSO, DUoS Billing Team, Profile Data Services (PDS), and Revenue Protection	Medium/lower satisfaction: Retail Market Development, Meter Reading, Smart Metering Operations Centre (SMOC), Database and Meter Operations
Operational Service Delivery 83% Overall satisfied with RMS' Operational Service Delivery	Supplier Engagement 58% Overall satisfied with RMS' Supplier Engagement	Planning Market Changes 75% Overall satisfied with RMS Planning & Communication of Market Changes	Implementing Market Changes 75% Overall satisfied with RMS' Implementation of Market Changes	Recent Initiative High satisfaction with the delivery of the Electricity Costs Benefit Schemes III and IV. Lower satisfaction with the delivery of the Non-Smart MCRs (over the past 2 years).

Survey Key Indicators - 2023

Coverage n=10 companies took part, representing a market share of circa 84%	RMS Functions Awareness (mean: 6.6 functions) Highest awareness Meter Reading, Meter Registration Service Operator (MRSO), Retail Market System & Regulation, DUoS Billing Team, and Meter Operations. Lowest awareness Profile Data Service (PDS), Smart Metering Operation Centre (SMOC), Database, and Revenue Protection.		RMS Functions Satisfaction High satisfaction: Profile Data Services (PDS), Revenue Protection, Database, Smart Metering Operations Centre (SMOC), Meter Registration Service Operator (MRSO), DUoS Billing Team, Retail Market Systems & Regulation, Meter Reading Medium satisfaction: Meter Operations.	
Operational Service Delivery 80% Overall satisfied with RMS' Operational Service Delivery	Supplier Engagement 90% Overall satisfied with RMS' Supplier Engagement	Planning Market Changes 100% Overall satisfied with RMS Planning & Communication of Market Changes	Implementing Market Changes 100% Overall satisfied with RMS' Implementation of Market Changes	Recent Initiatives High level of satisfaction with Customer Credit Initiatives and the Hub Relocation Project. Less satisfaction with the Interim Micro-Generation Solution.

RMS Market Participant Survey 2025

Two areas for focus have been identified based on the common themes of feedback: Query Handling Review and Improvements & RMS Team Structures Overview.

RMS Market Participant Survey Areas of Focus 2026/2027



RMS Market Participant Survey 2025

The following items of feedback are outside of the ‘Areas of Focus’ plan, actions to address are noted below.

Feedback	Action to address
IGG/RMDS related feedback	Feedback collated and passed on to RMDS.
1:1 Engagements	- Market Participant 1:1s are in the process of being scheduled. - ESB Networks and Market Participants can discuss individual survey feedback at these sessions as well as any other agenda items. - The relevant escalation points of contact as noted in the Market Message owners guide can be contacted to discuss queries or concerns pertaining. - RMS Manager/RMD Manager are available to meet with Market Participants outside of the schedule to discuss any particular items of concern.
Disconnections Challenges	- ESB Networks Scheduling Support Centre has been meeting recently with Market Participants on a 1:1 basis in relation to disconnections. - Any Market Participants who wishes to avail of direct 1:1s to discuss disconnection challenges can reach out directly to maureen.ocallaghan@esb.ie (ESB Networks Scheduling Support Centre) to discuss and arrange.
Long Term Consumption Adjustments	- ESB Networks presented an agenda item for discussion at the March 2026 IGG “Long Term Consumption Adjustment; Address >13 month Settlement Gap”. - Link: ESBN RMS Presentation IGG 11th March 2026
Long term No Access (LTNA)	- ESBN presented an agenda item for discussion at the March 2026 December 2025 IGG: - Link: ESBN RMS Presentation IGG 10th December 2025 - Each Supplier is in receipt of a quarterly LTNA report of their LTNA sites for review and feedback to ESBN.

Market Participant Survey 2025 - Next steps



- RMS/RMD will continue to develop the 'Areas of Focus' plan. Updates will be provided at future IGG meetings.
- Individual feedback can be discussed at the upcoming Market Participant 1:1s.

Retail Market Systems Development Plan

- The ESB Networks Retail Market System Development Plan (2026 – 2030) was published on 24th August for consultation. (Please refer to email sent on behalf of ESB Networks via RMDS on Monday 24th August).
- Link: [Retail Market System Development Plan 2026 – 2030](#).
- As advised previously, a Stakeholder Insight Session is taking place after the September in-person IGG meeting at 12:35 – 13:30. (Separate meeting invite issued).
- ESB Networks welcomes feedback from Stakeholders by 16:00 on 28th September.



ESB NETWORKS

Retail Market System Development Plan 2026 - 2030

Consultation
Date: 24th August 2026
DOC-160726-IMV

Overview

License condition 38 of the Distribution System Operator (DSO) Licence requires that The Licensee shall prepare and submit to the Commission for approval a plan to be known and referred to as the Retail Market System Development Plan, for the development of the retail market systems over the following five calendar years. This plan sets out ESB Networks' five-year development of the retail market systems, in accordance with the DSO licence and obligations as Distribution System Operator (DSO). It outlines the direction required to maintain robust market operations while enabling the transformation of the retail market systems over the 2026 - 2030 period. The information contained within this Retail Market System Development Plan is of interest to the DSO and Market Participants in the Irish Retail Electricity Market who will be familiar with the retail market design, as well as the government and change management processes that support the operation and development of the retail market. ESB Networks welcomes feedback from interested stakeholders. Feedback received will be reviewed following the closure of the consultation.

Consents

- Purpose of this consultation
- Downloads
- How to make a submission

Purpose of this consultation

Following the consultation closing date, all feedback received will be reviewed.

Downloads

 **ESB Networks Retail Market System Development Plan 2026 - 2030**

[Download \(PDF, 172.06MB\)](#)

How to make a submission

You can make a submission via email. Unredacted stakeholder views are welcomed. Please email your submission to consultation@esbnetworks.ie and clearly include "Retail Market System Development Plan 2026-2030 Consultation Feedback" in the subject title.

Track this consultation

- **Open**
24 August 2026
This consultation is open for contributions.
[Contact us](#)
- **Closing**
28 September 2026
- **Closed with our response**

ESB NETWORKS

SSL Certificates

- ESB Networks are continuing to actively engage with the vendor (TIBCO).
- Potential options have been identified by the vendor. ESB Networks is evaluating these options.
- Updates will continue to be provided at future IGG meetings.

Thank you