

IGG Meeting Minutes

Date:	9 th September 2026	Time & Location	11:00 In-Person/Microsoft Teams
Chair:	Jack Walsh, CRU		
Attendees:	Name	Location	
	Sean McKeivitt, Patrick Moran, Kyle Molloy, Suzanne Hudson	RMDS	
	Jack Walsh, Anca Stanciu, Jack O'Dwyer, Finn Crowe	CRU	
	Jason McKnight, Robin McLoughlin	Version 1	
	Siobhan Melvin, Damien Power, Keith Fitzpatrick, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Rachel Hassett, Geraldine O'Shea, Ken Murray	ESBN	
	James Long, Marion Otieno	MRSO	
	Angela Duane, Des McBride, Jamie Burke	Electric Ireland	
	Ian Mullins, Cormac Mannion	BGE	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Peter Brett	EcoPower	
	Dee Crosbie	Flogas	
	Caoimhe McWeeney, Lyle Scott, Nadine McCrea	Energia	
	Declan Hanna, Aine Ni Cheara	SSE	
	Antoin O Lachtnain	Pinergy	
Version Number	1.0		
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 Walsh requested approval of the previous IGG Minutes of 5th August 2026.
Minutes v1.0 approved.

2. Actions – Previous Conference Call & IGG

No previous actions

3. Actions – New IGG Actions

No new actions

4. CRU Update

J Walsh gave the CRU update.

Please refer to slides.

I Mullins noted that if there is a delay to the decision paper on Additional Customer Protection Measures being published then suppliers would be under pressure to implement any additional measures. J Walsh advised that it is likely to be a continuation of the same measures from last year.

S Melvin queried with J Walsh if the winter moratorium dates for disconnections are the same or different to the previous year as ESB Networks need to know dates for internal preparations. J Walsh advised they would be the same.

C Mannion raised the issue of EAI attendance at the Customer Stakeholder in-person meeting on 24th September. J Walsh responded, stating that individual suppliers should advise CRU of their two nominated representatives attending the meeting. C Mannion confirmed that BGE would respond to CRU and confirm attendance by Friday 11th September.

5. Version 1 Update

J McKnight gave the Version1 update.

Please refer to slides.

6. Retail Market Design Update

P Moran gave the Retail Market Design Update.

Please refer to slides.

7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

J Burke asked for confirmation that the incoming supplier is ignoring the debt flag in two thirds of the situations where there is a debt notification to the gaining supplier (142 of 214 CoS not cancelled after debt notification sent to gaining supplier).

J Long confirmed this.

8. ESB Networks Update

C Leen gave the ESNB Smart update on the S/4 HANA Technical Upgrade and P1 Port – Customer Enabled Solution.

Please refer to slides.

S/4 HANA Technical Upgrade

D McBride asked if based on the timelines presented for the S/4 HANA Technical Upgrade if this would result in a freeze being applied to IPT for changes that suppliers may require.

C Leen stated that IPT will continue for other Market Participants and will not be impeded by S/4 HANA. It is expected that the IPT window for S/4 HANA will run during July, August and September 2027. The planned Cutover will be towards the end of October 2027 at which point all platforms will cutover to S/4 HANA.

I Mullins noted that the timeline states that any changes to the CMS should be kept to a minimum and asked if this amounted to a prohibition on any future changes to the CMS during the delivery window or if other planned changes have been abandoned.

C Leen advised that there will be a prioritisation of essential changes that will happen from the end of September 2026 to October 2027 and that there isn't a prohibition on other changes being implemented, however there is an effort to minimise the number of changes due to the risk involved with running two parallel environments and carrying over the changes into S/4 HANA.

P1 Port – Customer Enabled Solution

I Mullins asked if the S/4 HANA upgrade will have an impact on delivery of the P1 Port solution.

C Leen advised that the P1 Port (Customer Name P1 Port) is scheduled to be delivered through SAP by the end of September. Regarding third party enablement she advised that it is unlikely that there will be space in the landscape for this to happen in 2027 and there is a dependency on the Smart Data Access platform going live in April 2027.

K Murray responded that the timeline has extended as the detailed design has not yet been provided by the Digital team. This is not as a result of the S/4 HANA Upgrade project.

Note: An amendment was identified in the slides presented at the IGG. The slides have been corrected and updated on the RMDS website as follows:

“P1 Port access could be interrupted by the CoLE or CoS process(es), but a customer should be able to reactivate quickly where this occurs. This includes scenarios where a **CoLE or a CoS** is cancelled”

This has been corrected to:

“P1 Port access could be interrupted by the CoLE or CoS process(es), but a customer should be able to reactivate quickly where this occurs. This includes scenarios where a **CoLE with a CoS** is cancelled.”

March 2026 AMI Incident

Please refer to slides.

R Hassett gave an update on the March 2026 AMI Incident.

I Mullins requested a close out report be uploaded to the RMDS website. S Melvin advised that the slides presented today give a consolidated overview of all information relating to the March 2026 AMI incident and these slides can be extracted and uploaded to the RMDS website. I Mullins agreed there was a lot of detail in these slides and this action would suffice. A closeout report is not being provided.

E Porter confirmed she would take this action and provide these slides to RMDS after the meeting to upload to the market projects section of the RMDS website.

C McWeeney highlighted that there was an impact to TUoS M+12 settlement as a result of the March 2026 AMI incident and the impact is quite significant.

R Hassett advised that ESNB will be looking at the process and providing an alternative data set in order to avoid this if there was a similar issue arising in the future that could not be resolved in time for D+4 data aggregation.

J Burke asked if the playbook would be converted into a Working Practice document.

R Hassett replied that this is likely the format that it will take, following discussions with RMDS. Market Participants will be updated on this.

E Porter gave the ESNB RMS update.

Please refer to slides.

AMI System Upgrade - October 2026

I Mullins noted there was a slide not included on the published cut-over approach (item 3. Urgent Re-Energisation requests during Market Outage). E Porter advised this was omitted in error and took an action to update the cut-over approach and share the updated version to RMDS after the meeting to replace the previously uploaded version on the market projects section of the RMDS website.

J Burke asked if it was possible to have a communications channel, e.g. MS Teams chat for IGG reps to escalate urgent issues that Market Participants may encounter during the AMI system upgrade.

S Melvin advised this could be reviewed in the Industry Runbook Action for incidents, however for this upgrade and cutover, she confirmed that the normal communication approach will be taken where ESB Networks issue communications via RMDS to the nominated market participant representatives over the weekend.

De-Registrations Overview

D Crosbie asked if there was a solution for multi metering properties where access cannot be gained to disconnect and deregister.

S Melvin advised contacting the Supplier Support team (contact details provided on slides) with details of MPRNs in question.

AOB

ESB Networks Retail Market System Development Plan (2026 – 2030)

Refer to slides.

J Burke noted the deadline for responses and feedback to the Retail Market System Development Plan is 28th September and that feedback to the CRU Handbook consultation is one week later, highlighting that market participants will be under pressure to meet both deadlines considering they are close together.

E Porter advised that ESB Networks would not be proposing to extend the deadline for feedback as it was previously extended from 4 weeks to 5 weeks and it was published in a period when other consultations have closed

SSL Certificates

Refer to slides.

I Mullins asked what are the potential options that are being explored.

E Porter replied that they are looking at potential options around the reduction in renewal periods and are evaluating the options proposed by the for suitability.

S Melvin advised that the dates presented earlier and at previous IGGs remain valid and Market Participants must still continue to monitor and follow these renewal periods. There is ongoing engagement with the vendor, acknowledging it is a long process.

9. AOB

C Mannion asked if there was an update on Section B4, related to the Retail Market Monitoring Template P40.

J Walsh responded saying there was no update.

Next Steps

J Walsh outlined the following dates in the calendar.

Next IGG Conference Call:

- Wednesday 7th October 2026, 10.30am

J Walsh thanked MPs for attending the meeting.