

IGG Conference Call Meeting Minutes

Date:	8 th April 2026	Time & Location	10:30 am – Conference Call (Microsoft Teams)
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Patrick Moran	RMDS	
	Jack O'Dwyer, Jack Walsh, Finn Crowe	CRU	
	Jason McKnight, Robin McLoughlin	Version 1	
	Siobhan Melvin, Damien Power, Keith Fitzpatrick, Emma Porter, Emer Corcoran, Paul Harrington, Catherine Leen, Geraldine O'Shea	ESBN	
	James Long	MRSO	
	Angela Duane, Jamie Burke, Darren Dodd	Electric Ireland	
	Ian Mullins, Cormac Mannion	BGE	
	Deirdre Lynn-King, Gerard Taylor	Arden Energy	
	Peter Brett	EcoPower	
	Dee Crosbie, Jyothish Krishna	Flogas	
	Ceola McGowan, Tallis Dixon	Community Power	
	Lyle Scott, Audrey Keogan, Anna Carnduff, Nadine McCrea, Caoimhe McWeeney	Energia	
	Aoife Coppinger, Mark O'Sullivan	PrePayPower	
	Aine Ni Cheara	SSE	
	Jennifer Condron,	Pinery	
	Lauren O'Sullivan, Judit Gal	Orsted	
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CRU Update
5.	Retail Market Design Service Update
6.	MRSO Update
7.	ESBN Update
9.	Version 1 Update
10.	AOB

1. General

J O'Dwyer requested approval of the previous IGG Minutes of 11th March 2026.
Minutes v1.0 approved.

2. Actions – Previous IGG

S Hudson provided the Action Item Update:

- **2 – Carried forward Action from the last IGG**

Action 1182 has been closed.
Action 1183 has been closed.

3. Actions – New IGG Actions

No new actions were logged

1182	Retail Market System Development Plan discussions between CRU & ESNB		
Discussion at IGG	<ul style="list-style-type: none">• ESNB and CRU have been in discussions following PR6 relating to the Retail Market Systems Development Plan and more recently around the March Smart Meter Data issue. ESNB & CRU are due to meet again in the coming weeks, and an update will be provided at the next IGG on 6th May 2026.		
Forum Logged: IGG	Assigned to CRU	Status: Closed	Due Date: 8th April 2026

1183	TWG to be scheduled		
Discussion at IGG	<ul style="list-style-type: none">• A Technical Working Group is to be scheduled to discuss re-versioned MCR1234 and DR1239. Suppliers are dissatisfied with the use of a spreadsheet to determine customer preference on MCC02 or MCC16. A Technical Working Group has been scheduled for 29th April 2026.		
Forum Logged: IGG	Assigned to ESNB	Status: Closed	Due Date: 8th April 2026

4. CRU Update

J O'Dwyer gave the CRU update.

Retail Market Monitoring Report

CRU issued a note through the IGG mailing list on Thursday 2nd April 2026 relating to average annual bills and Parameter 40 of the template. A number of questions were raised and feedback was requested from market participants. The deadline for feedback is Friday, 10th April 2026. If market participants require an extension to this deadline they are requested to contact CRU.

Supplier of Last Resort (SoLR)

CRU published the SoLR proposed decision on 26th March. The consultation is open for five weeks and the deadline for feedback is Thursday, 30th April 2026.

Call for Evidence on Domestic Electricity and Gas Affordability

The call for evidence is currently being progressed and reviewed internally with a view to publication this quarter.

5. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

There is a planned outage for Sunday, 19th April relating to SAP ISU and an email issued to Market Participants notifying them of this on 7th April.

A TWG has been scheduled for 29th April with a view to bringing MCR1234 and DR1239 approved at the May IGG.

6. MRSO Update

J Long advised that there was no update from MRSO.

7. ESB Networks Update

E Porter gave the ESNB update.

March Multiplier Issue

Data remediation has taken place for the impacted MPRNs and various meetings were convened to manage this issue. The customer portal data has been restored and microgeneration data has issued as per the plan advised at the operational briefings. MCR1238 BAU housekeeping activities were paused during this remediation period and it is planned to resume this weekend.

E Porter thanked Market Participants for their cooperation over the past few weeks and ESNB understands the significant impacts on Market Participants and customers. ESNB will commence work on the incident review and lessons learned which include timelines for the data remediation. Updates will be provided at future IGGs. ESNB are available to engage with Market Participants if they have any concerns or queries as they commence their billing activities. Market Participants are reminded of the escalation path through the NQHDC mailbox for any MPRN queries.

Market Message Delay Issue

An update was provided at the March IGG regarding the market message delay issue in January. At this time a further clarification was requested as to whether the delay was as a result of a configuration issue or a hardware fault. ESNB advise that the root cause was a hardware fault of a physical cable failure which impacted the servers.

Market Participant Survey

Market Participants are advised that ESNB are reviewing the final report from IPSOS. The review has been impacted by the March Multiplier Issue, but ESNB will be commencing their review and will provide an update at the next IGG in May.

Supplier One to One Meetings

These meetings will be starting at the end of April and invites will issue to supplier IGG representatives. These invites can be shared internally within supplier organisations.

SSL TIBCO Certificates

ESNB confirms that they are working with the vendor to look at options for the SSL certificates for TIBCO. An update will be provided at the May IGG following on from the vendor conversations.

TIBCO HUB and EMMA Upgrades

An email issued via RMDS to technical business contacts on 2nd April regarding prerequisite EMMA items to be completed by Market Participants. The scope of the upgrade for these prerequisites include upgrades to Windows Server 2022 and upgrades from Oracle 19C to Oracle 19.13 or later. ESNB confirms that Market Participants can begin these upgrades on **Test EMMAs ONLY**. These upgrades should be completed by Friday, 22nd May. ESNB is proposing that Market Participants install these prerequisite items in situ on their Test EMMAs. Market Participants are requested to confirm via RMDS that they will be able to facilitate an in-situ upgrade by COB on Thursday, 16th April. Thanks was noted to those suppliers that have responded to date.

I Mullins asked if confirmation should be provided by the technical project contacts.

E Porter advised that the initial email issued to the technical and business project contacts so they should provide confirmation to RMDS. IGG reps are asked to remind the technical and business project contacts of this task.

Once confirmation is received from Market Participants that the upgrades have been applied to their Test EMMAs then further communication will issue from RMDS as to when the upgrades should be applied to the Production EMMAs. If Market Participants have any questions or concerns, these should be raised through the Retail Market Hub Support mailbox (RetailMarketHubSupport@esb.ie) for technical related queries and RMDS for non-technical queries.

AMI Systems Upgrade

An AMI Systems Upgrade will be required later in 2026. Exact dates are not known yet but Market Participants will be informed of the dates and approach. Any lessons learned from the previous upgrade in March will be applied to the future planned upgrade.

J Burke asked if there will be a CRU and ESNB review of the March Multiplier Issue.

J O'Dwyer advised that ESNB will be discussing the lessons learned with CRU but that in the first instance ESNB will need to conduct a review and lessons learned.

P Harrington advised that ESNB will be updating the IGG throughout and sharing their findings with the IGG. This will also remain open as an agenda item for forthcoming IGGs.

C McWeeney stated that it would be good to see the review and lessons learned as a standalone action item for the IGG so that it can be tracked and addressed going forward.

E Porter agreed and advised that the review would be a standing IGG agenda item.

8. Version 1 Update

J McKnight provided the Version1 update.

Version 1 will be conducting assurance for the TIBCO EMS and Windows Server upgrade. An assurance approach has been drafted and this will be circulated for Market Participants review this week. Approval of the assurance approach will be sought at a future IGG once the test successful exit criteria have been finalised and defined.

There are two new suppliers currently going through the new entrant assurance process and several material change assurance projects.

Information is being finalised for the Balance Scorecard lunch and learn sessions and Version 1 will be in contact with Market Participants in advance of the next IGG to advise when the lunch and learn sessions will be held.

9. AOB

J Burke advised that it may be difficult to meet the SoLR response deadline at the end of April as the Energy Sharing and Multiple Supplier call for evidence deadline is the same day. There may be a request for an extension of one or two weeks to the SoLR deadline.

J O'Dwyer advised that if an extension is required then that is not an issue and to request this via the normal channels.

Next Steps

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

Next IGG:

- Wednesday 6th May 2026, 10.30am

J O'Dwyer thanked MPs for attending the meeting.