



IGG Meeting Minutes

Date:	23 rd October 2024	Time & Location	10:30 MS Teams
Chair:	J O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Catherine Keane, Tracy Caffrey, Rebecca Duggan, Gary McInerney, John O'Reilly.	RMDS	
	Jack O'Dwyer, Jack Walsh, Anna Rourke.	CRU	
	Robin McLoughlin, Jason McKnight, Steven Parkhill.	Version 1	
	Siobhan Melvin, Carl Murphy, Ken Tobin, Paul Harrington, Emer Corcoran, Damien Power, Catherine Leen, Rachel Hassett,	ESBN	
	James Long.	MRSO	
	Ian Mullins.	BGE	
	Antoin O'Lachtnain.	Waterpower	
	Deirdre Lynn King, Gerard Taylor.	Arden Energy	
	Canice Kenealy, Peter Brett, Sinead Butler, Alan O'Meara.	EcoPower	
	Jack McCarthy.	Flogas	
	Desmond McBride, Jamie Burke, Amanda Griffen, Catherine Curley	Electric Ireland	
	Aoife Coppinger.	PrePay Power	
	Ceola McGowan, Gregg Allen,	Community Power	
	Judit Gal, Lauren O'Sullivan.	Orstead	
	Tallis Dixon.	Bord Na Mona	
	Caoimhe McWeeney, Chloe Barr.	Energia	
	Declan Hannah,	SSE	
Kim Scullion.	Erova		
Shane Foley.	Cenergise		
Jennifer Condron.	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 Update
7.	MRSO Update
8.	ESBN Update
9.	AOB

1 – General
<p>J O’Dwyer enquired if everyone was happy to sign off on v1.0 of the IGG minutes on 25th September 2024.</p> <p>Minutes Approved.</p>

1170	Timeline and Programme for delivery of MCR1208.		
Discussion at IGG	An update will be provided on this action once prerequisites for delivery of MCR1208 have been updated.		
Forum Logged: IGG	Assigned to: ESNB	Status: Open	Due Date:

2. Actions – Previous Conference Call & IGG
One action item has been carried forward.

3. Actions – New IGG Actions
No new action Items were logged at the IGG.

4. CRU Update
<p>J O’Dwyer gave the CRU Update.</p> <p>Please refer to slides.</p> <p>D McBride verified that customers eligible to be registered as vulnerable can avail of the credit without registering as a vulnerable customer? J Walsh confirmed that this is correct.</p> <p>D McBride also provided a response in relation to the debt recovery process which was backed up by J Burke & C Mc Weeney.</p>

A Rourke advised where the figure came from and advised she would clarify the information.

J O'Dwyer advised that the CRU are reviewing feedback and queries received in relation to the New Entrant and Supplier Strategy document and will have responses issued in due course. The assurance body will present in November at IGG on the changes to the document and introduction of the scorecard.

I Mullins asked would this be circulated in advance of the next IGG?

S Hudson confirmed it would be circulated prior to IGG in November.

5. Version 1 Update

J McKnight gave the Version 1 update.

Please refer to slides.

C McGowan asked who the exiting supplier is?

J McKnight advised this would not be advised at this time.

6. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

Please refer to slides.

A vote was called to approve DR/MCR1237 – This DR/MCR was approved.

A vote was called to approve CCR022 – This CCR was approved.

D McBride asked if more clarity could be provided on the impact to suppliers as a result of the CCR.

S Melvin stated that it is the responsibility of each supplier to assess the changes that need to be made to their own individual systems and ESBN would not be in a position to provide this.

I Mullins asked for more detail in relation to the CCRs when they are being circulated prior to approval as this may alleviate any queries prior to approval being sought.

S Melvin highlighted that the type of meters being installed are multi-function meters and can be installed to the customers required specification.

7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

D McBride stated in relation to SSG that some of the process' are not clear. For example a customer switching to another supplier for export only. The current supplier has no visibility of this.

J Long advised that the SSG Manager John Emmerson would be best placed to answer this query in conjunction with MRSO.

I Mullins stated that it appears as though, based on customer interactions, that there are gaps in the process for the customer and supplier. The owner of the entire process is not clear and cannot be communicated to the customer as a result.

J Long advised that there are multiple parts in the process that lie with different sources, ESNB being the first point of contact in the process, with export and import supplier being the next step, it can appear as being unclear. Another workshop could be held should suppliers find this helpful.

C Murphy also stated that SSG is two processes, i.e Customer & ESNB and WP14.

I Mullins stated that unless all parties within the process are clear on same that it can be difficult to outline to the customer.

J Long advised there is a section on ESNB Website on SSG which may be helpful.

I Mullins stated that given the issues raised with the process there is improvement needed.

C Murphy referred to the ESNB website and the information provided there around WP14 should be enough of a guide for customers.

I Mullins stated that this is not reflected from the supplier perspective.

D McBride also supported the view that customers are not aware of the entire process and can query supplier when supplier may have no knowledge of what has occurred up to this point of contact.

8. ESNB Networks Update

K Tobin & S Melvin gave the ESNB Update.

Please refer to slides.

C McWeeney asked how frequently the secret keys are issued?

K Tobin advised it is an annual process and a similar reminder will be issued next year.

I Mullins asked if the bank holiday PAYG note will be issued separately?

C Murphy advised RMDS would issue.

D McBride asked if the plan on a page for the upgrades was set in stone?

K Tobin advised a more detailed plan would be shared in the coming weeks.

C Murphy advised the plan is essentially correct. ESNB has requested extended support which will be available until the end of June 2025 with the view to complete these upgrades in advance of this date. The upgrade should be straightforward but further updates will be provided should there be any change going forward.

D McBride also asked in regard to the secret keys that they could go to different contacts and why they are being issued to IGG Reps this year when this did not occur in previous years.

C Murphy stated that ESNB will aim to advise well in advance of the secret keys issuing going forward however the responsibility of passing on the information to the relevant teams within each organisation does sit with the IGG Rep.

A O'Lachtnain asked has the reduction in lifetime of certificates been impact assessed? As it is due to reduce to 45 days by 2027.

C Murphy advises that this will be raised with IT and reviewed.

9. AOB

Next Steps

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

Next Conference Call:

- Wednesday 20th November 2024

J O'Dwyer thanked MPs for attending the meeting.

Retail Market Design Service

www.rmdservice.com