



IGG Meeting Minutes

Date:	5 th March 2025	Time & Location	10:30 In Person
Chair:	A Rourke, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Sean McKeivitt, Tracy Caffrey, Rebecca Duggan, Gary McInerney, Patrick Moran, Catherine Keane	RMDS	
	Jack Walsh, Anna Rourke, Finn Crowe	CRU	
	Robin McLoughlin	Version 1	
	Siobhan Melvin, Carl Murphy, Ken Tobin, Damien Power, Rachel Hassett, Paul Harrington, Keith Fitzpatrick, Emer Corcoran, Catherine Leen	ESBN	
	James Long	MRSO	
	Ian Mullins	BGE	
	Deirdre Lynn-King	Arden Energy	
	Alan O'Meara, Sinead Butler, Peter Brett	EcoPower	
	Jyothish Krishna, Jack McCarthy	Flogas	
	Jamie Burke, Amanda Griffin, Catherine Curley, Philip Barton	Electric Ireland	
	Aoife Coppinger, Alexander Rhodes, Alp Caglar	PrePay Power	
	Ceola McGowan, Gregg Allen	Community Power	
	Caoimhe McWeeney, Lyle Scott, Nadine McCrea	Energia	
	Adam Diamond	Go Power	
	Declan Hannah	SSE	
Antoin O'Lachtnain	Pinery		
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

A Rourke enquired if everyone was happy to sign off on v1.1 of the IGG minutes from February 5th 2025.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

One action item has been carried forward.

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:

3. Actions – New IGG Actions

One new action was raised.

One additional action has been included in v2.0 of the minutes.

1174	Communication Review for DR1238		
Discussion at IGG	Market Participants raised that a communication review is needed to assist suppliers in responding to MCC12 customers facing non-zero estimates during a power outage. It has been raised as an action to be brought to the Comms & Engagement group.		
Forum Logged: IGG	Assigned to: ESNB	Status: Open	Due Date:

1175	AMI Patching requested to be scheduled in non-working hours		
Discussion at IGG	Market Participants raised that having an outage during business hours is impacting operations. Smart Team is reviewing this and will provide updates at IGG.		
Forum Logged: IGG	Assigned to: ESNB	Status: Open	Due Date:

4. CRU Update

J Walsh gave the CRU Update.

Please refer to slides.

I Mullins sought confirmation if all suppliers were contacted regarding the Retail Market Monitoring.
F Crowe confirmed all suppliers were contacted.

5. Version 1 Update

R McLoughlin gave the Version 1 update.

Please refer to slides.

Approval was sought for Assurance Approach for Tibco EMS Upgrade – No objections were raised in relation to this. Approved.

A O 'Lachtnain enquired if there would be an assurance outcome provided to MP's on v14.00.00 release in light of new issues raised in hypercare.

R McLoughlin advised a review has been completed prior to hypercare, additionally a retrospective has been completed. If the defect can be provided to Version1 it will be reviewed and a determination made on if an additional report is needed.

C Murphy asked for this defect to be shared with ESNB also.

6. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

Please refer to slides.

A vote was called to approve DR1238 – This DR was approved.

I Mullins asked if the feedback provided so far will feature in the discussions at MCR level?

S Melvin confirms that this is the intention, and comments are still welcome for any MP who has not submitted so far.

J Burke advised Electric Ireland had responded with a number of questions, many of them technical and communications based. TWG may be required.

S Melvin stated today would be a good opportunity to review the DR in full and answer any questions that arise.

A O 'Lachtnain raised concerns that regulatory framework is absent from the document and the proposed solution is not clear based on the information in the document.

C Murphy also proposed a review of the DR today during the ESBN update.

I Mullins advised technical staff would need to be present in order to have a detailed conversation on some elements of the DR and that a TWG would be necessary.

7. MRSO Update

J Long gave the MRSO update.

Please refer to slides.

8. ESB Networks Update

K Tobin gave the ESBN Update.

Please refer to slides.

I Mullins raised that suppliers are dealing with the impact of customers receiving bills with consumption for a period when there was an outage in the market due to a weather event. He requested information on MPRNs affected by an outage to be provided to suppliers for a proactive response.

C Murphy discussed that ESBN only knows the data is not being received, not why. Receipt of estimated data could indicate an issue not necessarily power outage related.

I Mullins highlighted that the power check website can identify the number of customers affected, so visibility on those MPRNs should be possible.

S Melvin asked for clarification on the use of the information to suppliers by the time it was issued.

I Mullins stated that a customer could be removed from the billing cycle or contacted to offer support. The DR is the post-event fix rather than an in-progress update for suppliers.

A O 'Lachtnain suggested setting estimates to zero for MPRNs flagged as affected during a power outage.

P Harrington commented that the approach may be coordinated in relation to messaging. This DR should assist with issues around multi-day events and offer assurance to suppliers and customers that bills during a power outage will be corrected. It is not known why data is not being received until the outage event has ended.

C McWeeney commented that effective communication with customers during these events may need to be raised with the Comms & Engagement WG.

C Murphy raised that this DR ties into communicating to customers that bills after a power outage will be amended.

C McWeeney highlighted the importance of ensuring no negative connotations with adopting a smart meter.

A O 'Lachtnain raised issues with the dates on the DR.

J Burke asked for clarification on the timeframe this DR will cover.

C Murphy advised the proposed lookback period starts in 2023 and then will be a rolling 13 month period going forward.

P Harrington advised the fixes for the two earlier storms mentioned in the DR have been successful and reduced the overall number of fixes needed on the data.

S Melvin and C Murphy agreed that more improvements may be needed on communications.

Updated HH Intervals Estimation & Substitution Rules

C Murphy advised on the mechanism for adjustment. J Burke asked for an example of the calculations, and it was proposed to update Updated HH Intervals Estimation & Substitution Rules briefing document. It was highlighted that where a COS is concerned, it would follow the existing process for re-settlement.

I Mullins raised that a difference in the data on the ESB Portal and the customer's bill may drive complaints from customers.

A O 'Lachtnain discussed a scenario where actual reads may be replaced with estimates. Smart PAYG customers may be negatively affected by this, but it is understood as an interim solution.

C Murphy advised the 10-day period can be reviewed and all feedback is welcome.

J Burke asked when the 10-day period starts. C Murphy advised it is 10 days in the past from when the solution is run.

C McWeeney raised the +13-month settlement rules. C Murphy advised if the reads are issued, it's at the discretion of the supplier to use or not use the adjustment.

A O 'Lachtnain raised that the language used in the DR should be the same as the metering code.

S Melvin asked for clarification on what was meant by the regulatory framework in the context of this DR.

A O 'Lachtnain confirmed that the metering code is the regulatory framework.

J Burke asked if the proposed solution was different compared to what was carried out for the Storm Eowyn corrections.

C Murphy advised that at present, identifying and fixing is a manual effort, and this DR should eliminate the manual work.

C McWeeney asked if an action could be taken to raise the communications piece to the Comms and Engagement group.

P Harrington took this action, and it has been logged as action 1174 above.

9. AOB

K Tobin raised that the ESB Networks Website was updated on 25th February. For any questions, contact the DMSO Engagement Team.

J Burke asked for an update on the timeline for Remote De-En NPA. C McWeeney commented that it is indicated in the Smart PAYG Policy and that CRU are reviewing it. No timeline has been indicated.

A O 'Lachtnain asked for an update on DR/MCR1234. R Hassett advised it is due for approval at the April IGG.

C Curley asked for an update on AMI Patching occurring outside of business hours. R Hassett confirmed this action is still open and being reviewed.

A O 'Lachtnain raised issues with market documentation not reflecting timelines essential to Smart PAYG operations from a supplier's perspective. R Hassett advised the remote Re-En window is being extended on weekdays and weekends. Timelines and SLAs are outlined in other documentation.

A O 'Lachtnain advised that timelines are present in the documentation but not for Re-En purposes. R Hassett suggested the documentation issue can be reviewed to determine if a new document may benefit the market to outline these timelines.

Next Steps

A Rourke outlined the following dates in the calendar.

Next IGG Conference Call:

- Wednesday 9th April 2024

A Rourke thanked MPs for attending the meeting.

Retail Market Design Service

www.rmdservice.com