



# Industry Governance Group

28<sup>th</sup> August 2024

# IGG Agenda



Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:45
CRU Update	10:45 – 11:05
Version 1 Update	11:05 – 11:20
Retail Market Design Service Update	11:20– 11:40
MRSO Update	11:40 – 12:00
ESBN Networks Update	12:00 – 12:20
AOB	12:20 – 12:25
Next Steps	12:25 – 12:30

# Minutes from previous IGG

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## For Approval Today:

- Minutes (v1.0) from meeting on **17<sup>th</sup> July 2024.**

# IGG Actions

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Updated IGG Action List issued in advance of meeting

- Action no 1170 Timeline & Programme for delivery of MCR1208

# CRU Update

## Industry Governance Group

### 28<sup>th</sup> August 2024

# CRU Update

## Enhanced Customer Protections Measures 24/25

- Decision Paper with 2024/25 measures is due for publication today. As previously outlined, majority of measures from last year continue into forthcoming winter. Main changes for 2024/25 are:
  - Reduction in length of disconnection moratoria – vulnerable moratorium will run from 1 November – 31 March, while general moratorium will run from 9 December – 17 January.
  - Reduction in length of minimum repayment plan timeline from 24 months to 18 months (customer can still pay in less time if they wish).

# CRU Update

## Electricity Credits Scheme 2023/24

- Any customers who did not receive a credit (after raising a complaint with their supplier) have until 30 September to escalate the complaint to CRU's Customer Care Team.
- Unallocated credits are to be returned to DECC from suppliers by 11 December.



# Assurance Services for the Retail Electricity Market

**Industry Governance Group (IGG)**

Version 1

28<sup>th</sup> August 2024



# Market Assurance Activity – V14.00.00 Market Release

- **V14.00.00 Assurance: Formal Assessment stage**

- The second stage of Assurance conducted was the Formal Assessment PQ;
- Formal Assessment phase was commenced in May with the final requirements concluded in August;
- All Formal Assessment reports have been completed and issued;
- The preparations for IPT have commenced and the next Assurance stage for the V14.00.00 Market Release will be the assessment and reporting of testing outcomes;
  
- The Assurance Body would like to thank the Suppliers and ESB Networks who participated in the Formal Assessments;
- On the whole there was a high standard of presentations and supporting documentation, the level of preparation effort was noted.

# V14.00.00 Timeline – Next Steps

- **V14.00.00 Assurance - Timeline**
  - All key Assurance milestones have been achieved;
- **IPT - Timeline**
  - The key Assurance Body IPT preparation requirements have been completed;
  - The next step for the Assurance Body will be assessing the IPT testing evidence and outcomes.

Key stage	Date	Status
RMDS Issues IPT plan	10 May 2024	✓
Supplier Formal Assessments performed	13 May - 7 June 2024	✓
Supplier Formal Assessment Finding report issued to CRU	14 June 2024	✓
ESB Networks Formal Assessment performed	17 June - 5 July 2024	✓
ESB Networks Formal Assessment Finding report issued to CRU	12 July 2024	✓
Inter-Participant Testing Preparation	12 July - 23 August 2024	✓
Inter-Participant Testing (IPT) Execution phase	9 September - 18 October 2024	
IPT Findings Report issued to CRU	23 October 2024	
Final Assurance Assessment Outcome Report issued to CRU	25 October 2024	
CRU go/no-go decision	5 November 2024	
Cut over	8 November 2024	
Go-Live	11 November 2024	

# V14.00.00 Timeline – Cyber Security

- **V14.00.00 Assurance - Cyber Security**

- An update to the V13.00.00 Cyber Security Assurance Assessment is required for Smart PAYG Suppliers and ESB Networks;

- **Cyber Security - Timeline**

- RMDS has issued the notification of the Cyber security assessment requirement to respective participants;
- The next step is for the Self-Assessment PQ to be issued;
- A drop-in clinic is being arranged for the 16<sup>th</sup> September to assist with queries completing the return

Key stage	Date	Status
RMDS Issues notification email to Smart PAYG participants	21 August 2024	✓
Market Participant Self-Assessment Questionnaire released	6 September 2024	
Drop in clinic for MP queries	16 September 2024	
Market Participant Self-Assessment Questionnaire response	4 October 2024	
Follow up meetings (where required)	7 – 18 October 2024	
Self-Assessment Findings Report issued to CRU	1 November 2024	
Anonymised Assessment Findings Report issued	TBC	

# Participant Assurance Activity

- **Participant Entry Assurance**
  - A number of new market entry applications are in the initial stages.
- **Participant Requalification and Material Change Assurance**
  - Three material change requests applications are currently being processed.
  - Three further material change requests are in the initial planning stages.
- **Participant Exit**
  - Supplier exit assurance is being performed with one Participant.



# Thank you

For more information,  
Please visit [version1.com](https://version1.com)



# Retail Market Design Update

Suzanne Hudson, RMDS

- 1. New Entrant and Market Participant Strategy and Approach Feedback**
- 2. DR1232 - Smart Meter Exchanges for 3 Phase Whole Current Meter MCC02**
- 3. DR1233 - Smart Meter Exchanges for 3 Phase Whole Current Meter MCC03 Cohort 1**
- 4. DR1235 - Estimated Re-Energisation Reading**
- 5. DR/MCR1236 – Amendments to Interim Retail Market Microgen**
- 6. V14.00 Smart Update**

# New Entrant and Market Participant Strategy and Approach Feedback



General comment	Response
Providing a tracked change version of the previous documents would have helped alleviate concerns that the changes were more far-reaching than outlined.	Accepted however given the split between market change and participant change it was not possible to do this. The assurance techniques to be used however are the same, however. We did also highlight the core are of change at the previous IGG slides.
Participants indicated with the volume of activity presently it has been difficult to fully review the document.	An additional time to feedback is being provided.
<i>Most feedback was centred around the balanced scorecard albeit with the majority of responses not adverse to its implementation. Main feedback being:</i>	
Looking at the rationale for the messages selected over others in the scorecard.	Based primarily on a focus of Customer requests.
The potential sanctions where ongoing performance is not considered satisfactory.	There are no sanctions noted in the strategy, rather the CRU will discuss with the Participant. The aim however of the scorecard is to help with improvement.
Timelines for introduction and any grace period.	There is an 18-month grace period noted in the documentation. The implementation will align to the development of the dashboard - tbc.
Parallels to the approach in NI.	The focus is much more onerous and direct in NI, for this market this is not the case, and the CRU is at the core of any decisions as is currently the position.
Potential increase in Suppliers costs.	The proposal is just to supply a dashboard to Participants, the cost of developing this will be via RMDS.



# DR1232 - Smart Meter Exchanges for 3 Phase Whole Current Meter MCC02



DR1232	Details		
Date Raised	31/07/2024	Date last Approved	
Requesting Organisation	ESBN/SMART	Schema Impacting	N
Latest Version	1.0		
Change Summary	<p>The approach consists of replacing the 3-Phase Day/Night meter configured MCC02 with a single SEM configured MCC02 and the exchange will be completed on a like-for-like basis as per MCC02 Single Phase exchanges.</p> <p>CCR for new RM Code will issue in advance of the next IGG.</p>		
Classification	<ul style="list-style-type: none"> <li>• At Today's Meeting; For Approval as DR</li> </ul>		

# DR1233 - Smart Meter Exchanges for 3 Phase Whole Current Meter MCC03 Cohort 1



DR1233	Details		
Date Raised	31/07/2024	Date last Approved	
Requesting Organisation	ESBN/SMART	Schema Impacting	N
Latest Version	1.0		
Change Summary	The approach consists of replacing the 3-Phase 24-hour meter configured MCC03 with a single RM305 SEM and removing the storage heating meter.		
Classification	<ul style="list-style-type: none"> <li>At Today's Meeting; For Approval as DR</li> </ul>		

# DR1235 - Estimated Re-Energisation Reading









DR1235	Details		
Date Raised	22/08/2024	Date last Approved	
Requesting Organisation	ESBN	Schema Impacting	N
Latest Version	1.0		
Change Summary	<p><b>Background</b>                      Re-energisation normally take place to an actual reading. However, there are occasions when re-energisation takes place to an estimated reading. These include:</p> <ul style="list-style-type: none"> <li>• the actual reading returned is deemed implausible</li> <li>• the NT did not gain access to the meter when completing the re-energisation therefore no meter reading was provided</li> </ul> <p>When this occurs an estimated reading is provided to the supplier on the 307MM. However, the estimate is flagged as an Actual as the Meter Works Retail Market Message Guide for the 307MM currently only permits a Read Type of 'A' Actual.</p>		
Classification	<ul style="list-style-type: none"> <li>• At Today's Meeting; For Approval as DR</li> </ul>		

# DR/MCR1236 – Amendments to Interim Retail Market Microgen



DR/MCR1232	Details		
Date Raised	22/08/2024	Date last Approved	
Requesting Organisation	ESBN	Schema Impacting	N
Latest Version	1.0		
Change Summary	<p>The Interim Retail Market Microgeneration (IRMM) Solution, as detailed in Market Change Request 1213 and Working Practice 0031, went live on 28th June 2022. The IRMM Solution gave effect to CRU Decision 21/131 – “Remuneration of Renewables Self-consumers for exported electricity: Interim Clean Export Guarantee”. In short, the interim solution allows for the remuneration of customers in exchange for the export of electricity, generated by their microgeneration equipment to the grid.</p>		
Classification	<ul style="list-style-type: none"> <li>• At Today’s Meeting; For Approval as DR/MCR</li> </ul>		

# v14.00.00 Release – Status

MCR	Version	Description	Completed Milestones	Status
1189	7.0	Additional code in the 017MM to select a de-energisation with a service removal	Schema Draft 2 released	
1193	6.0	New 603MM Daily Summary Transaction Details	Schema Draft 2 released	
1209	7.0	Annual Consumption for HH Sites	Schema Draft 2 released	
1216	6.0	Smart Metering Remote Operations	Schema Draft 2 released	
1219	5.0	SPAYG System and Process changes necessary to deliver policy	Schema Draft 2 released	
1221	3.0	Contingency Process for Failure in SPAYG Technology Chain	MCR Baselined.	

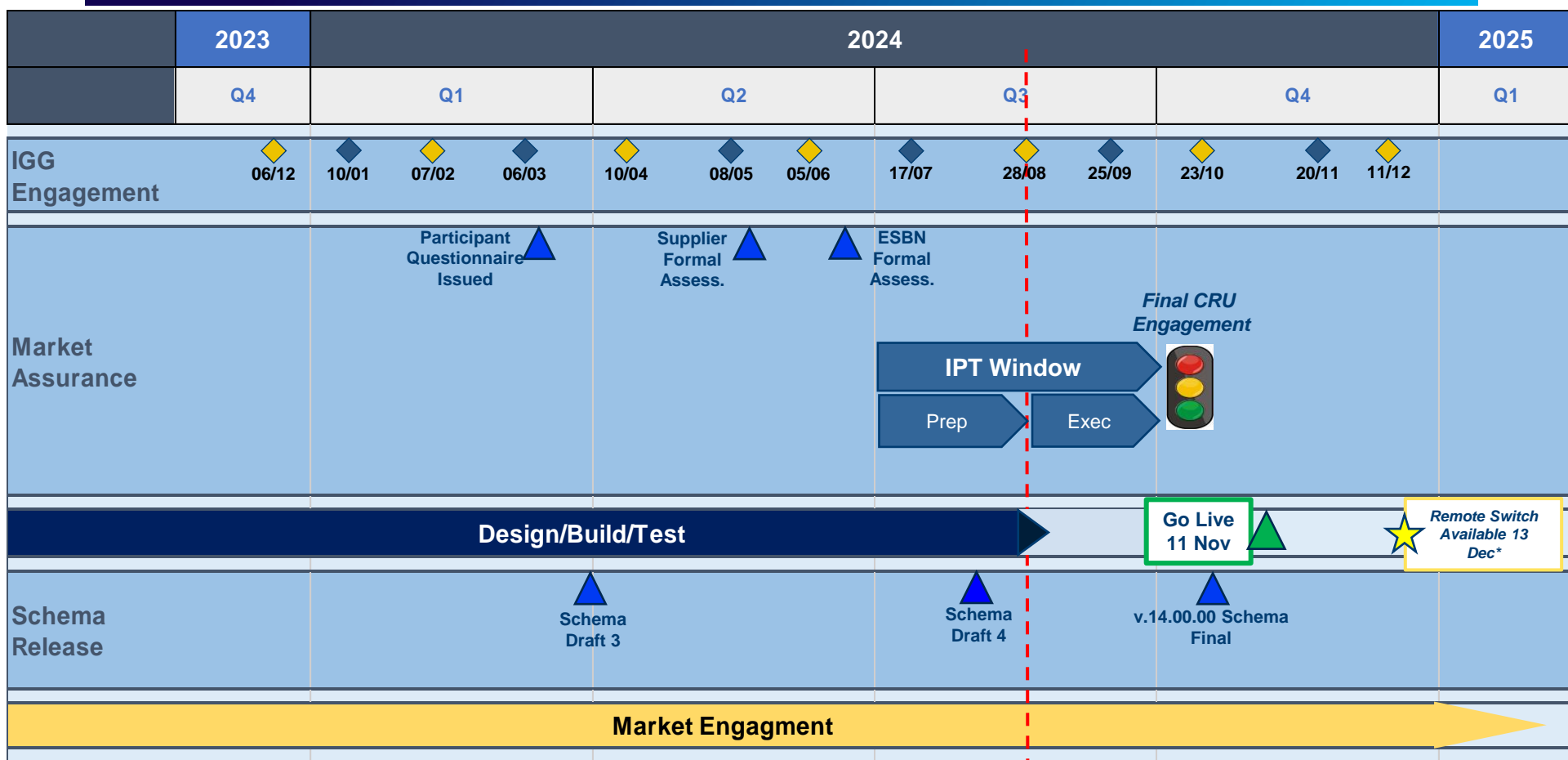
**Note:**

- Regression testing complete.

**Upcoming Milestones this Month:**

- Cutover Execution plan to issue 30/08.
- UAT testing ongoing.
- IPT prep ongoing. Execution to begin 09/09.

# v14.00.00 Release – Plan



\*Post Activation of Firmware Switch on SEMs

### Legend

-   Key Milestone (Confirmed & Draft)
-   IGG (Meetings & Calls)
-  Go Live

Aug 2024



Retail Market Design Service

**Thank You**



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# MRSO Update

James Long

28<sup>th</sup> August 2024



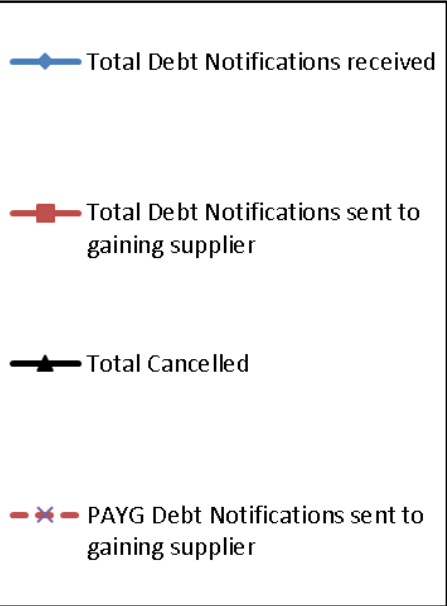
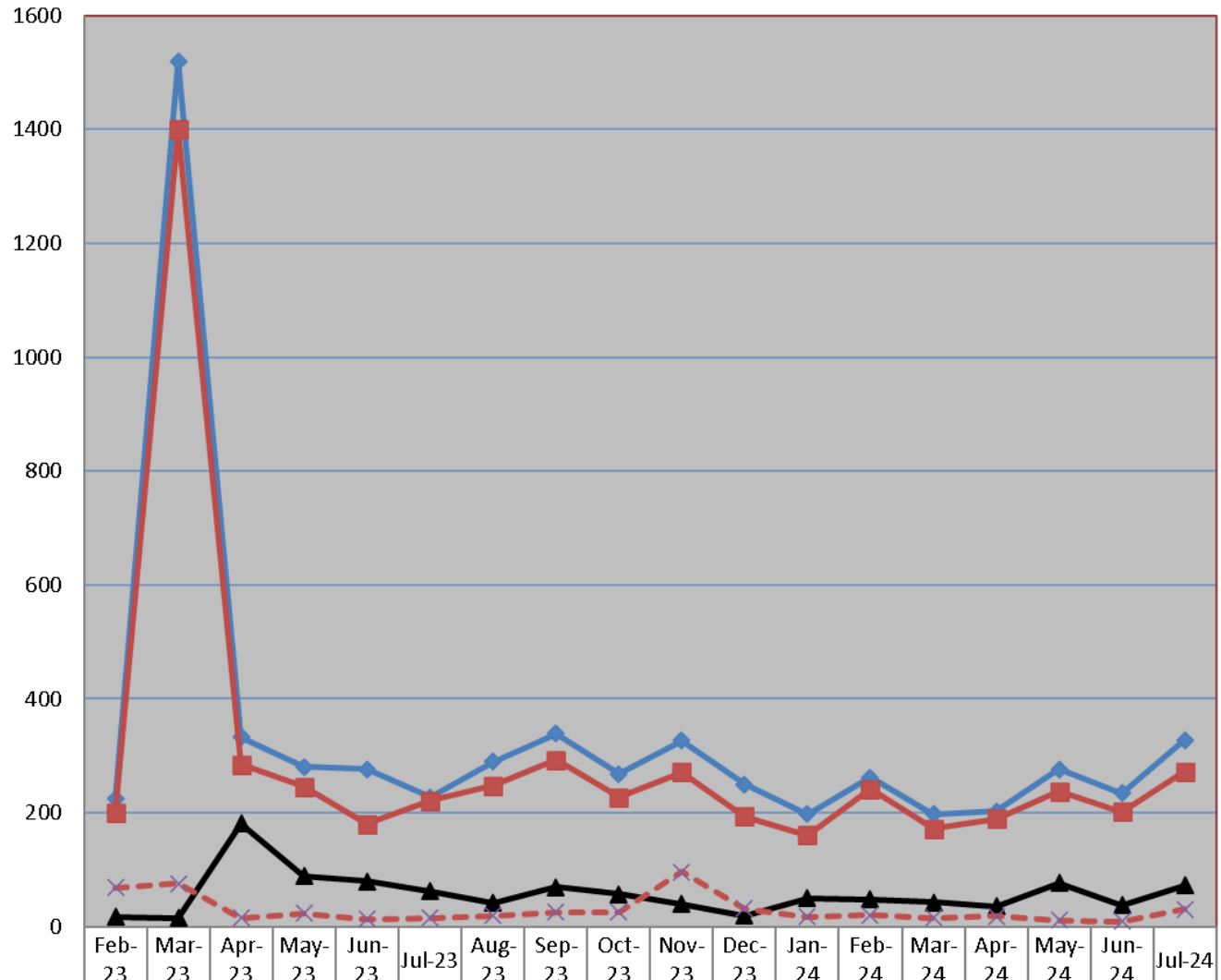


# Debt Flagging

	May – 24	Jun – 24	Jul – 24
Total Debt Notifications received (012)	276 (13)	234 (10)	328 (35)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	39 (2)	32 (1)	56 (4)
Total Debt Notifications sent to gaining supplier (112)	237 (11)	202 (9)	272 (31)
Total not cancelled	160 (7)	164 (5)	199 (23)
Total cancelled	77 (4)	38 (4)	73 (8)
Total Debt Notifications sent to gaining supplier as % of total COS	0.56%	0.53%	0.59%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

# Debt Flagging

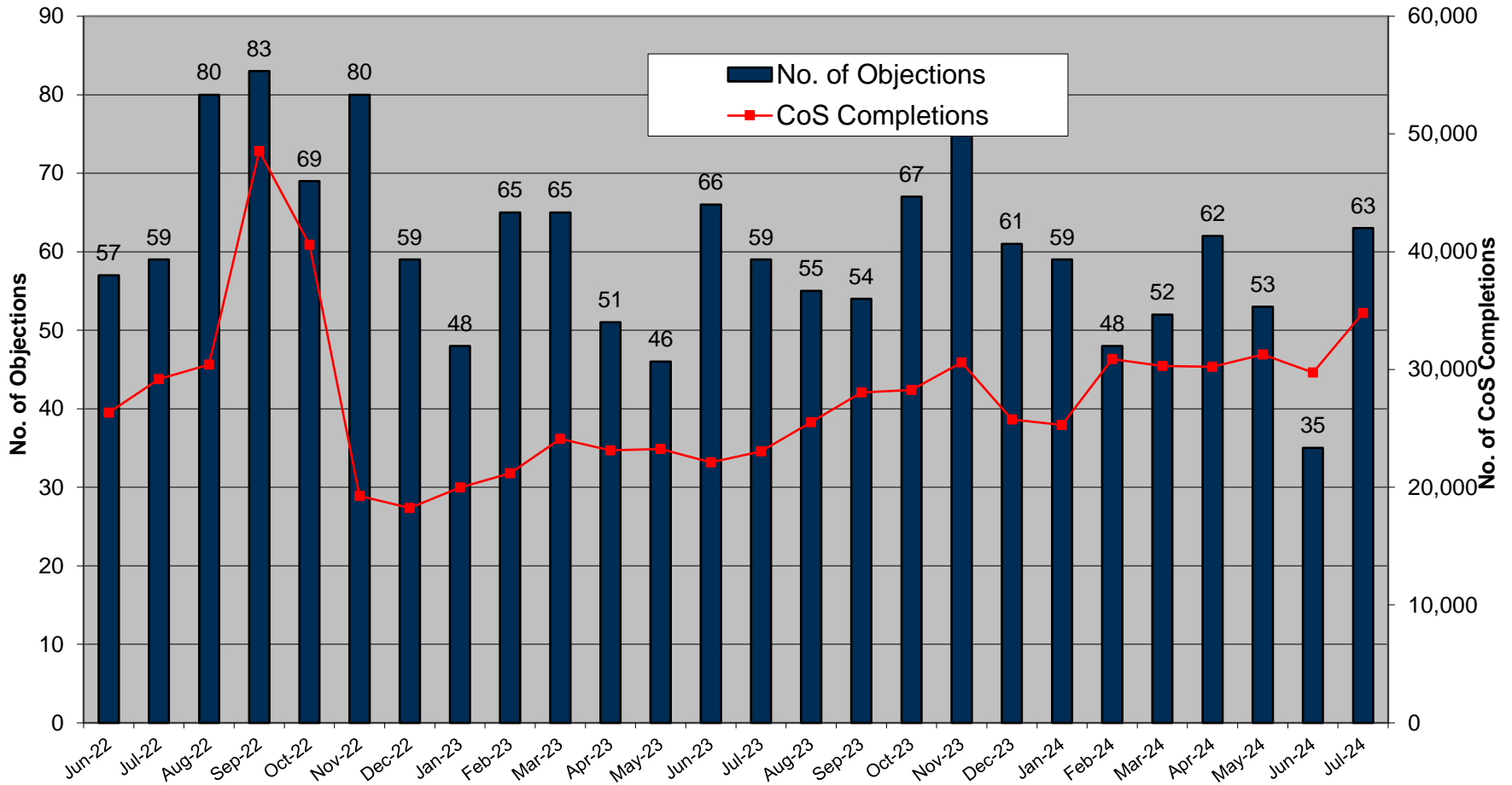


Total Debt Notifications received	224	1520	333	281	276	227	290	339	268	327	250	198	262	198	203	276	234	328
Total Debt Notifications sent to gaining supplier	200	1400	285	246	180	221	248	293	227	271	193	161	242	172	189	237	202	272
Total Cancelled	17	15	181	89	80	62	42	70	57	40	19	50	48	43	36	77	38	73
PAYG Debt Notifications sent to gaining supplier	68	76	15	23	13	15	19	25	25	96	32	17	20	15	18	11	9	31

# Objections – Erroneous Transfer

	May-24	Jun-24	Jul-24
No. of Objections	52	42	56
Cancellations from Objections	7	5	8
Objection emails to MRSO	11	3	7
Reasons:			
Uncontactable by phone	4	2	2
Written communication	4		4
COS confirmed	3	1	1
Other			
Escalation emails	5	2	2

# Objections – Erroneous Transfer



# List of new Smart MCC Switches as of 23<sup>rd</sup> August 2024

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MCC 12 – New Smart HH

Total to date – **352,502**

MCC 16 – New Smart Day / Night / Peak

Total to date – **46,509**



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# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services  
28<sup>th</sup> August 2024

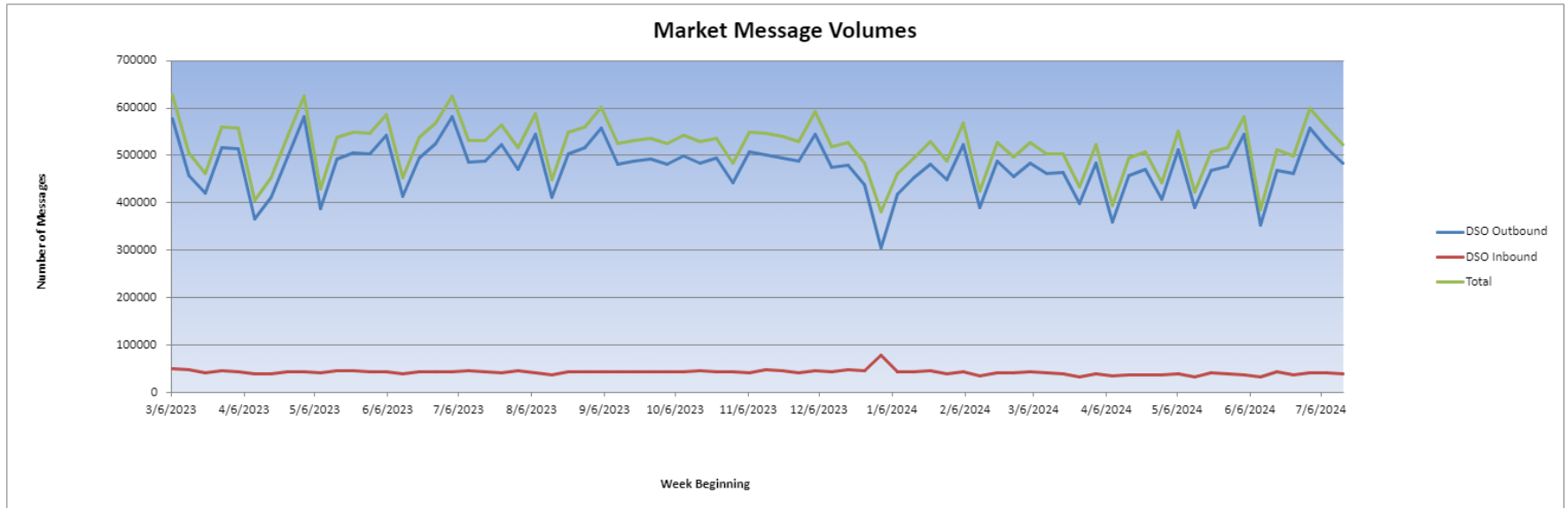


# Agenda

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1. TIBCO Market Activity
2. TIBCO Housekeeping
3. TIBCO EMMA Upgrades
4. SMART Data Provision - Read Date Issue 27<sup>th</sup> and 28<sup>th</sup> June
5. Update - MCC12 Non-Zero Estimates During Power Outages





# Tibco Outages (Planned and Unplanned July 2024)



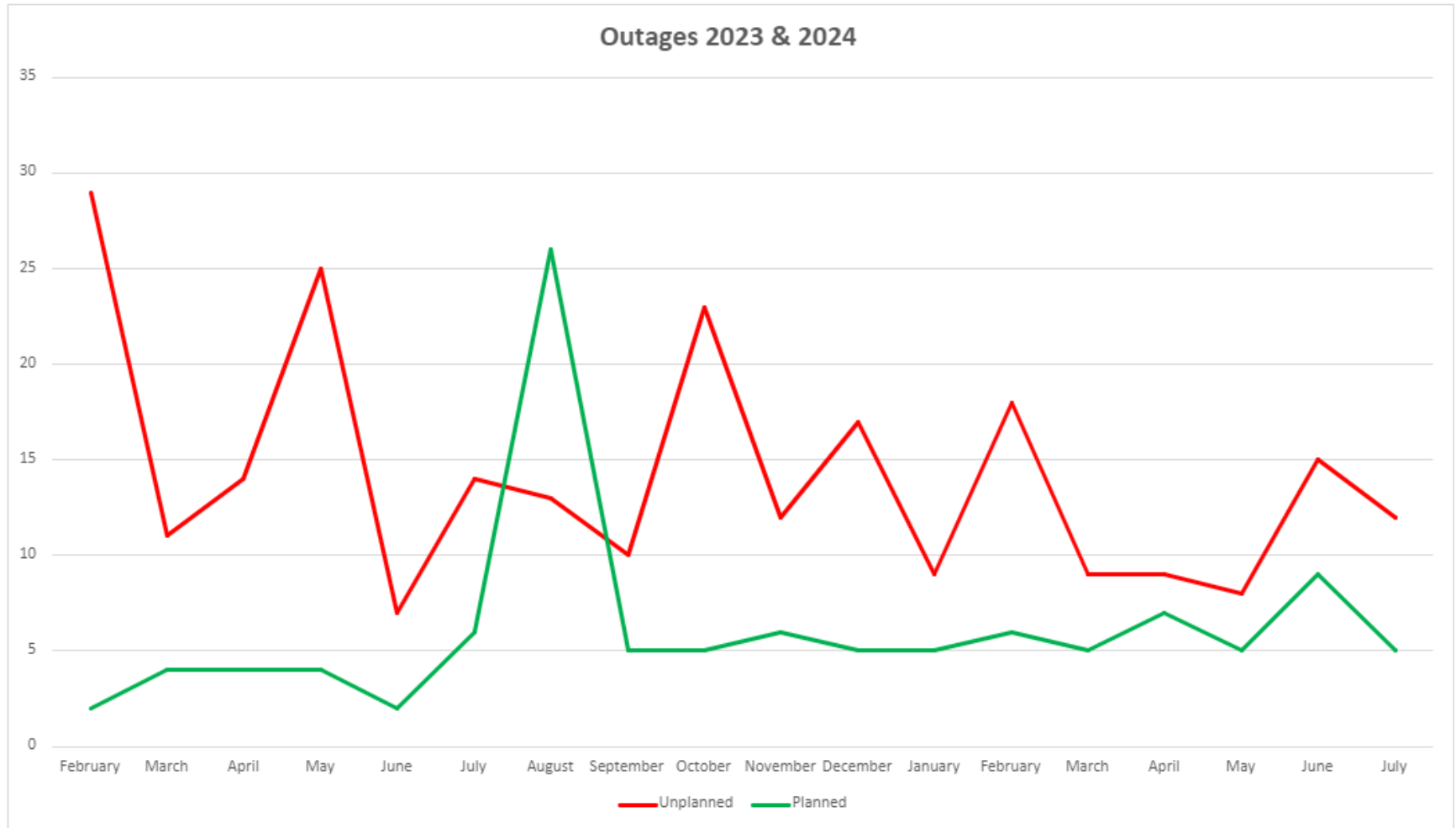
## Planned outages – July 2024

Supplier	Count	Supplier	Count
Supplier1	0	Supplier14	1
Supplier2	0	Supplier15	1
Supplier3	1	Supplier16	0
Supplier4	0	Supplier17	0
Supplier5	0	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	0	Supplier20	0
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	0
Supplier10	0	Supplier23	2
Supplier11	0	Supplier24	0
Supplier12	0	TIBCO Hub	1
Supplier13	0		

## Unplanned outages – July 2024

Supplier	Count	Supplier	Count
Supplier1	1	Supplier14	0
Supplier2	1	Supplier15	0
Supplier3	0	Supplier16	0
Supplier4	1	Supplier17	0
Supplier5	1	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	2	Supplier20	1
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	0
Supplier10	2	Supplier23	3
Supplier11	0	Supplier24	0
Supplier12	0	TIBCO Hub	0
Supplier13	0		

# Tibco Outages (Planned and Unplanned 2023 & 2024)



- Market Participants are reminded of the regular housekeeping requirements e.g. database re-orgs which keep EMMA's 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 otherwise the EMMA 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.
- Market Participants are reminded to ensure that updated contact information for the notification emails are sent to Market Message Hub Support team ([RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie)) to ensure that the notification emails are going to the correct people
- Infrastructure Changes
  - Suppliers are requested to let the Market Message Hub Support team ([RetailMarketHubSupport@esb.ie](mailto:RetailMarketHubSupport@esb.ie)) know of any changes that may impact the TIBCO EMMA e.g. IP Address change.

- In previous IGGs, ESB Networks flagged that we may require access to MPs EMMAs towards the end of this year. This access was required in order to facilitate a technical upgrade..
- ESB Networks is in the process of obtaining extended support which will avoid the need to upgrade MP EMMAs in the short term.
- Upgrades will be required to be made in Q1/Q2, 2025.
- ESB Networks will provide Market Participants with further detail for these upgrades in the coming months.

## Background

- Smart meter reading data (Import Interval Reads, Register Reads, Export Interval Reads plus smart MCC change requests) for read dates 27.06.2024 & 28.06.2024 failed to be issued by the AMI systems to the Market Systems and data hub (customer portal) at D+1.

## Root Cause

- ESB Networks is currently carrying out a root cause analysis.

## Data Recovery

- Recovery of the backlog of data started on Tuesday July 2<sup>nd</sup>.
- Remote Register Reads for non MCC12 sites that would have otherwise missed the 7 day meter reading order window were prioritised.
- The interim microgen solution is designed to “deem” data if data is not available within 7 days so the export microgen data was also prioritised to be recovered within this window.
- All other data was recovered by 12<sup>th</sup> July with batches of data shipping from AMI to SAP IS-U each day.

## Market Communications

- ESB Networks informed the market of the issue on Friday 28.06.2024.
- Further communications were issued on 01.07.2024 with another update provided at the IGG on 17.07.2024.

Disruptions to services can never be totally guaranteed against.

ESB Networks strives to prevent service disruptions and minimise customer and market impact when disruptions occur.

- Over the last number of months, ESB Networks has completed a significant amount of work to identify and resolve different cohorts of meters impacted by Power Outages.
- ESB Networks are working to deliver the preventative system fix required.
- The last cohort of Power Outage corrections was in May. ESB Networks is currently exploring a more efficient way of updating this data and providing to suppliers more regularly.
- ESB Networks will continue to provide updates at the IGG meetings.

Thank You



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# DMSO Transition External Engagement – Industry Governance Group Briefing

Wednesday 28 August 2024





## DMSO Purpose

*The new DMSO organisational structure aims to establish an efficient, effective and unified Distribution Markets and System Operation function within ESB Networks that can best serve customers and industry stakeholders. The overall purpose being to facilitate the transition to a high-renewable, low-carbon energy system with customers at the centre while delivering operational excellence and security of supply*

### Overview

The Distribution Markets and System Operation (DMSO) brings together the current teams from NN,LC, Smart Metering, Network Operations and Retail Market Services.

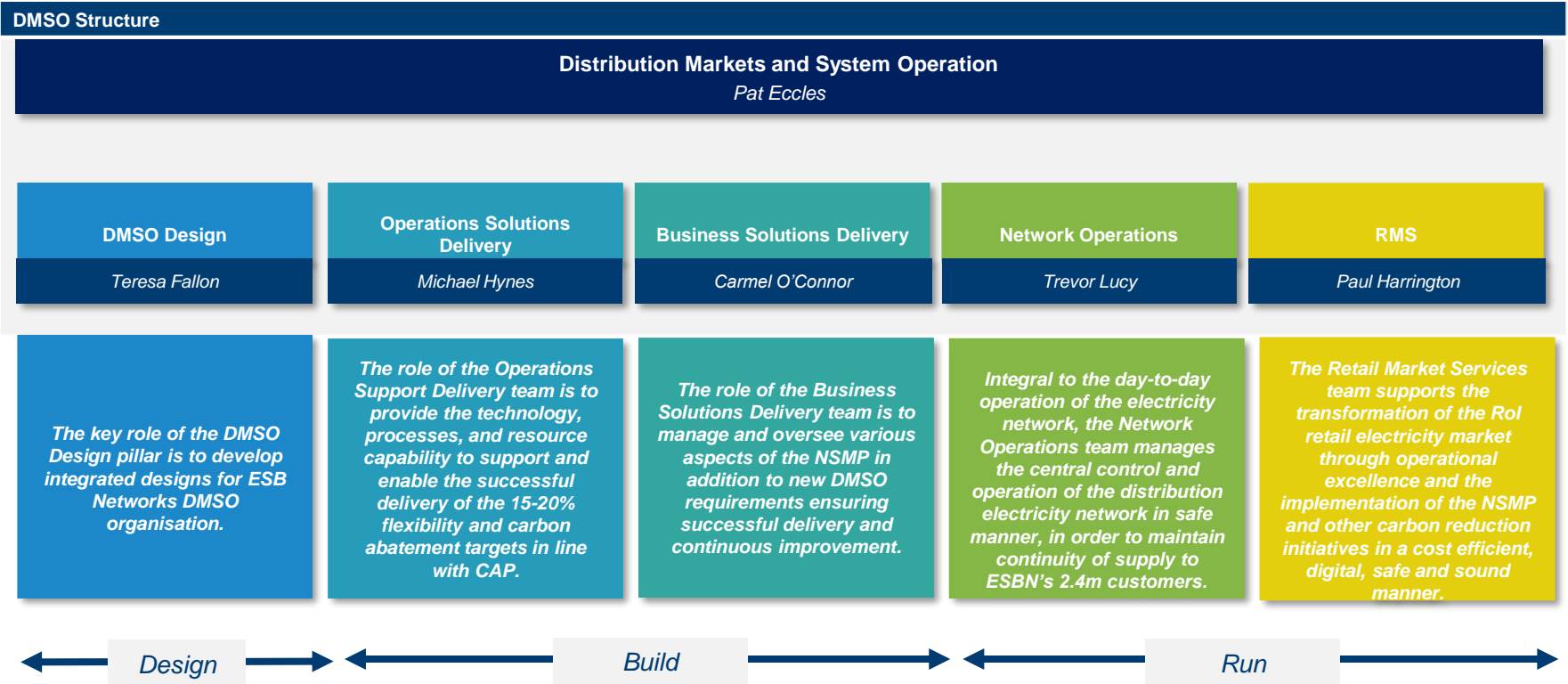
### Goal

The goal of the DMSO is to facilitate the implementation of the initiatives stemming from the Clean Energy Package which will support Ireland's Climate Action Plan. These will radically impact distribution network operations and planning, introduce flexible demand markets and make a shift towards renewable energy system with a focus on customers. Our challenge is to do all of this efficiently while also maintaining operational excellence and ensuring a secure energy supply.

### Why are we changing?

#### Benefits:

- Leveraging the skills and capabilities from across our DMSO design, build and run teams to ensure a holistic approach is adopted to delivering on our climate action targets and our regulatory requirements.
- Identifying synergies across our teams to ensure a clear and consistent message for our external stakeholders.
- Ensuring we are efficient and effective in delivering for our customers and our external stakeholders.



## People



- There will be minimal impact to our external stakeholders.
- The same teams will continue to support established forums and existing work programs.
- A new Regulatory & Stakeholder hub has been established which merges the two, respective teams carrying out this function on both the NN, LC programme and the NSMP.
- The responsibilities of the Retail Market Development team continue to include the management of ESB Networks activities in the Retail Market.
- There will be no change to our existing ringfenced functions (RMDS and MRSO) within the DMSO Run pillar.

## Regulatory and Stakeholder (R&S) Hub



- The R&S will coordinate engagement with all external stakeholders on behalf of the DMSO.
- It is a resource for information and engagement on DMSO activities.
- The hub manages interactions with our external stakeholders and will build upon the experience of the Smart Metering Programme & NN, LC.

Questions?

Thank you!

# AOB

# Next Steps

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Diary dates for next meetings:

- **IGG Conference Call: Wednesday 25<sup>th</sup> September 2024**
- Dates for 2024 are on Calendar of Events on RMDS website [www.rmdservice.com](http://www.rmdservice.com)

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**Thank You**