



NETWORKS

# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services  
27<sup>th</sup> April 2022



# Agenda

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1. Electricity Costs Bill
2. Day/Night meters
3. 2022 EMMA Upgrade Project
4. Automated SFTS
5. TIBCO Outages
6. HUB Relocation Project
7. Interim Retail Market Microgeneration Solution Update
8. Market Participant Survey

## Electricity Costs Bill

- All Exchequer funds have now been transferred by ESNB to suppliers.
  - Remaining suppliers are reminded to confirm receipt of Tranche 4 funds asap.
- Weekly reporting – discrepancies
  - Please use the report format provided via RMDS and only information specified in MCR1220 should be included.
  - ALL MPRNs provided by ESNB in the Snapshot file should be included in the report file by the supplier.
  - A validation discrepancy will occur if an MPRN does not follow the path
    - 0. Yet to Be Credited → 1. Customer Credited → 2. Customer Notified
  - ESNB will be following up with individual suppliers where issues with reporting were encountered.

## Day Night Meter Update

Continuing with like for like meter exchanges

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## 2022 EMMA Upgrade Project

Updates to MP's Test EMMAs progressing well.

MP Project Technical Contacts will be contacted by the TIBCO Application Support team to inform them when this is scheduled for Production EMMAs.

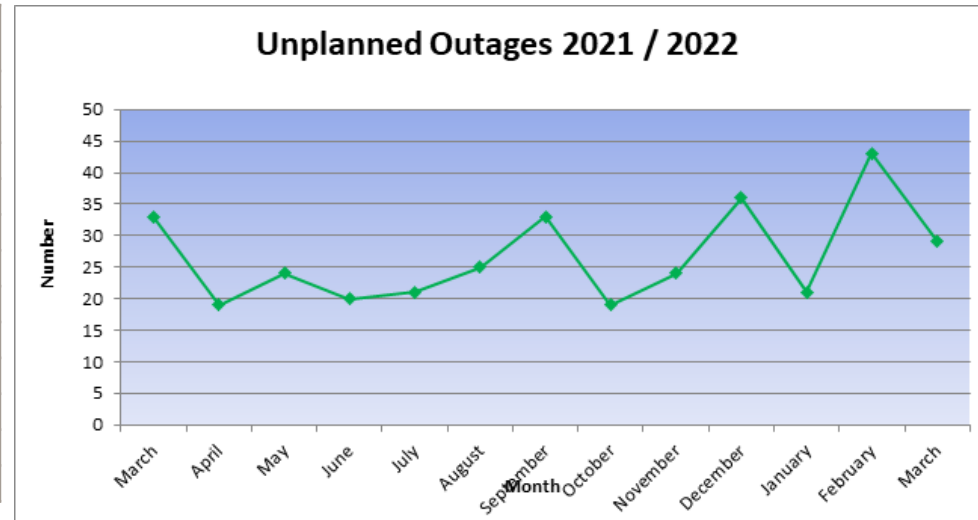
## SFTS Automation

The Automated SFTS Option is now available with GoAnywhere and can be requested via RMDS.

Please see communication from RMDS 21<sup>st</sup> April.

# Supplier Unplanned Outages March 2022

Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	1	Supplier13	0
Supplier2	2	Supplier14	0
Supplier3	0	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	1	Supplier17	0
Supplier6	9	Supplier18	0
Supplier7	5	Supplier19	0
Supplier8	1	Supplier20	3
Supplier9	1	Supplier21	2
Supplier10	0	Supplier22	1
Supplier11	0	Supplier23	1
Supplier12	0	Supplier24	0



- 8 Planned Outages in March
- 27 Unplanned Outages in March
- Planned outages should be notified to [ESBNetworksServiceDesk@atos.net](mailto:ESBNetworksServiceDesk@atos.net)

## HUB Relocation Project Kick-off

- Following on from the System Separation project the next phase of this programme is to begin with the Hub Relocation Project.
- The HUB Relocation Project aims to commission a new TIBCO HUB on ESBN infrastructure, replacing the existing TIBCO HUB currently hosted on NIEN's infrastructure
- Target timeframe to issue the Market Plan to MPs: **May 2022**
- Target timeframe to cutover to the new TIBCO Hub: **Q1 2023**
- Initial request to MPs will be to respond to RMDS' request to provide your Project Technical Contacts – due to be issued in the coming days

## Interim Retail Market Microgeneration Solution

### Updated draft Market Design Documentation and Extranet screenshots:

- New Working Practice 0031
  - SFTS Job Aid
  - MPRN Enquiry Webservice Guide
  - MPRN Enquiry Webservice metadata file
  - Retail Market Participant Extranet Guide
  - Downloadable Meter Point Files
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- Date of publication now aligned with sample files (**9 May 2022**)

### File structure definitions (sample files):

- 344 xml and 345 xml
  - New Webservice Metadata
  - domS\_CUST file
- 
- Date of publication (**9 May 2022**)

### DLAFs:

- ESB Networks working position is to recommend the application of the LV DLAF values to the microgen export

Gentle reminder: ESBN asks MPs to channel Interim Retail Market Microgeneration queries to ESBN via RMDS



NETWORKS

# RMS Market Participant Survey 2021

Presentation to IGG

27<sup>th</sup> April 2022





# RMS Approach to MP Survey 2021



Market Participants have not been surveyed previously to gain their insights into all aspects of RMS.

The **Overall Aim** of the Market Participant's Survey 2021 was to:

- Share with Market Participants the service presently provided by RMS
- Obtain insights into the performance of Retail Market Services in meeting Market Participant's needs and identify areas which work well and which could be improved
- Define and communicate actions to support improvements based on the survey feedback
- To provide RMS with an opportunity to improve engagement with Market Participants

**Target Audience** of the survey

- Regular users of the services of Retail Market Services (ESBN)
- Those who may play an active role in shaping ESBN's initiatives through the Industry Governance Group (IGG)
- Senior manager which can be designated by the Supplier's CEO

Survey undertaken in confidence by **Behaviours & Attitudes**

## In Scope

- MRSO
- Meter Reading (NQH)
- Profile Data Services (QH)
- Database
- Revenue Protection
- Systems and Regulation
- DUoS Billing
- Meter Operations

## Out of Scope

- RMDS
- Smart Metering Project
- Smart Metering Operations Centre

# Key Insights – RMS Market Participants Survey 2021



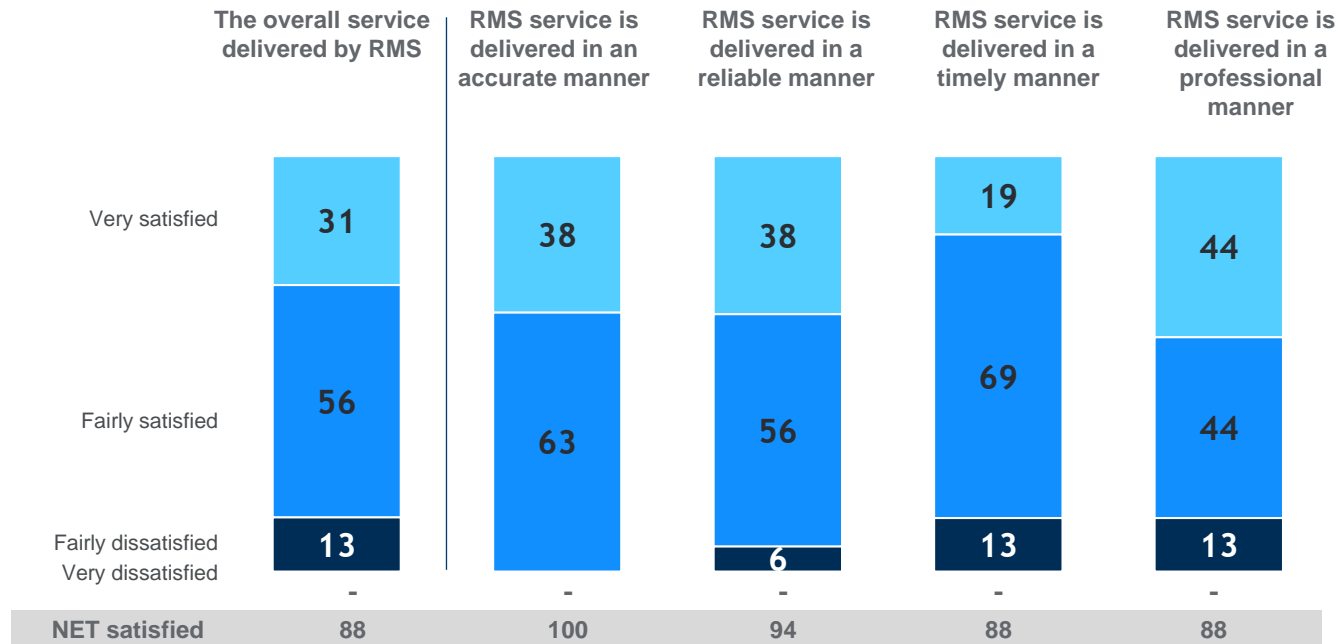
Overall, the message is one of high levels of satisfaction with RMS

<p><b>Coverage</b></p> <p>n=16 companies took part, representing <b>85%</b> market share by vol. of customers in the ROI Market</p>	<p><b>RMS Function Awareness</b> (Mean: MPs aware of 5.3 functions)</p> <table border="0"> <tr> <td data-bbox="454 456 792 742"> <p><b>Highest awareness</b></p> <ul style="list-style-type: none"> <li>• MRSO</li> <li>• RMSR</li> <li>• Meter Reading</li> <li>• DUoS Team</li> </ul> </td> <td data-bbox="792 456 1149 742"> <p><b>Lower awareness</b></p> <ul style="list-style-type: none"> <li>• Database</li> <li>• PDS</li> <li>• Revenue Protection</li> <li>• Meter Operations</li> </ul> </td> </tr> </table>		<p><b>Highest awareness</b></p> <ul style="list-style-type: none"> <li>• MRSO</li> <li>• RMSR</li> <li>• Meter Reading</li> <li>• DUoS Team</li> </ul>	<p><b>Lower awareness</b></p> <ul style="list-style-type: none"> <li>• Database</li> <li>• PDS</li> <li>• Revenue Protection</li> <li>• Meter Operations</li> </ul>	<p><b>RMS Functions Satisfaction</b></p> <table border="0"> <tr> <td data-bbox="1149 456 1477 742"> <p><b>High satisfaction</b></p> <ul style="list-style-type: none"> <li>• Revenue Protection</li> <li>• MRSO</li> <li>• Meter Reading</li> <li>• DUoS Team</li> </ul> </td> <td data-bbox="1477 456 1889 742"> <p><b>Moderate satisfaction</b></p> <ul style="list-style-type: none"> <li>• RMSR</li> <li>• Database</li> <li>• PDS</li> </ul> </td> </tr> </table>	<p><b>High satisfaction</b></p> <ul style="list-style-type: none"> <li>• Revenue Protection</li> <li>• MRSO</li> <li>• Meter Reading</li> <li>• DUoS Team</li> </ul>	<p><b>Moderate satisfaction</b></p> <ul style="list-style-type: none"> <li>• RMSR</li> <li>• Database</li> <li>• PDS</li> </ul>
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<p><b>Operational Service Delivery</b></p> <p><b>88%</b></p> <p>Overall satisfied with RMS' Operational Service Delivery</p>	<p><b>Supplier Engagement</b></p> <p><b>81%</b></p> <p>Overall satisfied with RMS' Supplier Engagement</p>	<p><b>Planning Market Changes</b></p> <p><b>88%</b></p> <p>Overall satisfied with RMS Planning &amp; Communication of Market Changes</p>	<p><b>Implementing Market Changes</b></p> <p><b>81%</b></p> <p>Overall satisfied with RMS' Implementation of Market Changes</p>	<p><b>Larger suppliers</b> experience less operational issues but also want more supplier engagement</p> <p><b>Smaller suppliers</b> want their voices heard more in group settings as a result of moving to Teams conf. calls due to Covid</p>			

# Satisfaction with Operational Service Delivery

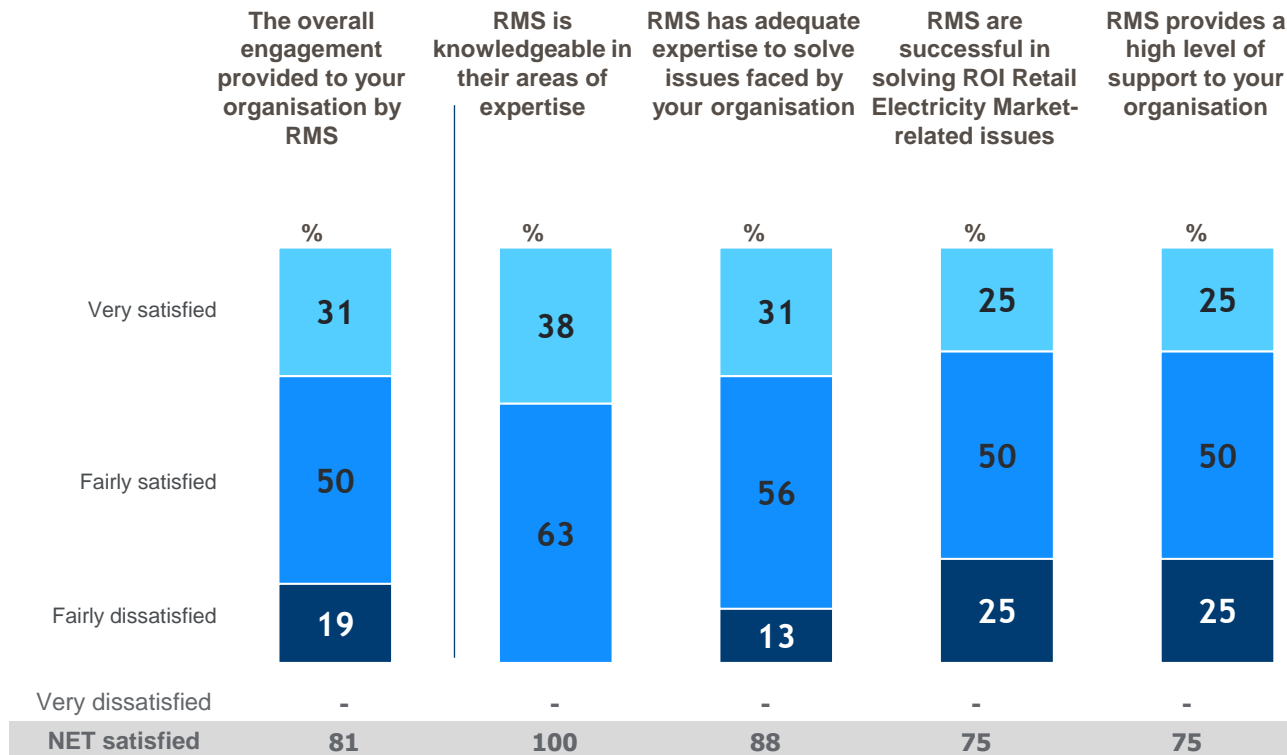
Satisfaction highest for accuracy and reliability.

## Operational Service Delivery – Satisfaction



# Satisfaction with Supplier Engagement

Highest satisfaction for knowledge and relevance. 1 in 4 are dissatisfied with level of support from RMS

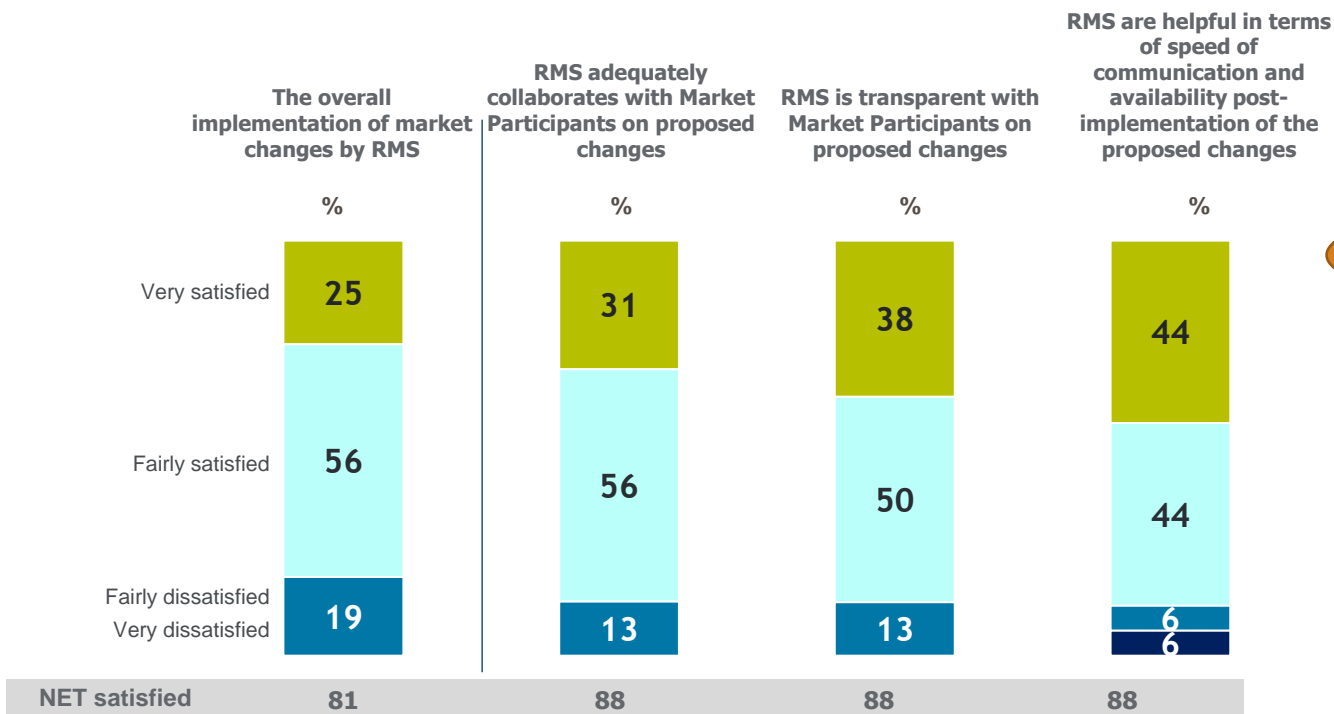


**Larger suppliers** are solely responsible for the dissatisfaction with RMS solving market-related issues and level of support provided to Market Participants.

# Implementation of Market Changes

Satisfaction high across all statements

## RMS Implementation of Changes in ROI Retail Market – Satisfaction



Qualitative

From the qualitative in-depths, satisfaction was also high with RMS communicating and implementing market changes.

# Samples from Improvement Plan

## Relationship Manager and Formal 121s

*For liaising on 'bigger issues' & relationship development*

## Improved Communications with MPs

*Speed of response to be looked at, also ensuring that requests are sent to the right people to allow for a timely response*

## Education about RMS Role/Functions

*Improved contact structure & separation from RDMS function*

## New Entrant On-Boarding Process

*Look at training/documents & resourcing to improve this experience*

## Post-Covid 19 Engagement with MPs

*The move to 'remote' sessions may have negatively impacted smaller MPs than larger MPs*

Thank You