Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
24th August 2022

Agenda

1. Secure Meters Seamless Solution

2. Electricity Costs Emergency Benefit

3. RMP Extranet

4. Day/Night Meter Work Program

5. Three piece network tariffs for DG7-DG9

6. TIBCO Outages

7. HUB Relocation Project

IGG Presentation

Secure Meters Seamless Solution

- Proof of concept is progressing with volunteer suppliers.

Electricity Cost Emergency Benefit Scheme

- Unallocated funds has been returned to DECC

- The Electricity Costs Mailbox has been retired. The CRU Guidance Document gives guidance on what a customer should do if they did not receive the credit.

IGG Presentation

RMP Extranet

- RMP Extranet is now compatible with the Microsoft Edge browser.

- The RMP Extranet will continue to be compatible with Internet Explorer for the time being but will no longer be supported by ESBN

Vulnerable Customer Reconciliation

- ESB Networks has been working with suppliers on the vulnerable customer reconciliation since mid-June

- Thanks to suppliers for participating in this exercise and ESB Networks wishes to remind suppliers who are reconciled to submit their final numbers in to ESB Networks

Day/Night Meter Work Program Update

- **Background**
  - Q4 2020 identified 12.5k Meters/time switch stopped on day/night register

- **Current Status**
  - 91% of calls have been actioned. 71% complete

- **Customer Engagement**
  - Following work program initiation impacted customers were notified by ESBN via letter
  - Following completion of the site visit customers were also notified where a credit adjustment was calculated as being due was due (number of units only)
  - No access cards were left at premises where access to the meter could not be obtained

- **Industry Engagement**
  - ESBN informed the IGG of the issue in Q1 2021 and has kept IGG informed of progress
  - ESBN facilitated 1-2-1 meetings with suppliers when requested
  - ESBN shared MPRNS lists with suppliers
  - Copies of customers communications were also shared

Day/Night Meters Work Program Update

NETWORKS

- Progress review & improvements implemented
  - ESBN reviewed the end-to-end process and identified the following improvements which have been implemented

Improvement	Date Implemented
New customer letter where a credit adjustment has been processed	Q2 2021
A new webpage specifically on timeclock issues and related consumption adjustment created on ESB Networks website Traditional Meter Timeclock Issues & Resolution (esbnetworks.ie)	Q3 2021
Materiality threshold level applied processing refunds was amended to 20 units. All adjustments over 20 units are now processed as normal. Adjustments of 20 units or less are advised to the Supplier by email.	Q2 2022
Where historic consumption information cannot be used to calculate a consumption adjustment i.e. there is no obvious equipment failure date, ESB Networks uses consumption data from the new meter and/or timeclock to calculate the adjustment. If no actual read received within 4 months then a 62:38 ratio is used to calculate adjustment in-line with Supplier Handbook.	Q2 2022

Day/Night Meters Work Program Update

Next Steps

- ESBN will continue to attempt to visit outstanding meters.

- ESBN can share an updated list with suppliers at any time.

- As always suppliers can escalate any priority calls to ESBN.

ESBN wishes to thank suppliers for their support and patience during the work program.

Three piece network tariffs for DG7-DG9

- CRU decision expected 15 September 2022

- Although a CRU consultation decision is yet to be made, ESB Networks will raise an MDR to provide visibility to Market Participants of the changes to be expected to the Retail Market Design if CRU's decision on the 15th September is to implement peak time of use tariffs from 1st October 2022

- The publication of the MDR in advance of the CRU decision is expected to mitigate some of the risks associated with the short implementation timeline

- ESB Networks is aiming to publish the MDR by end of this week

Outages (Planned)

Planned Outages 2022
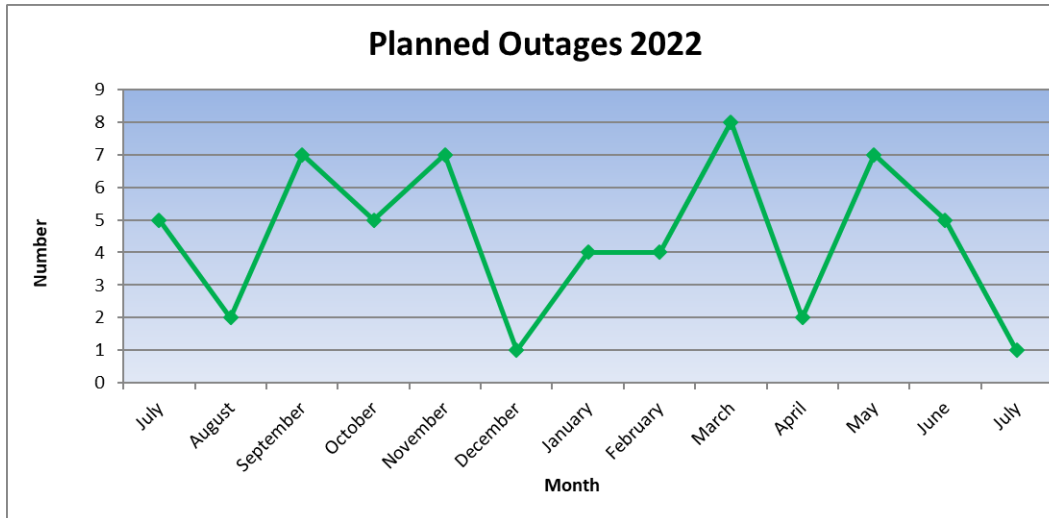
Supplier	Planned Count	Supplier	Planned Count
Supplier1	0	Supplier13	1
Supplier2	0	Supplier14	0
Supplier3	0	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0
Supplier7	0	Supplier19	0
Supplier8	0	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	0	Supplier22	0
Supplier11	0	Supplier23	0
Supplier12	0	Supplier24	0

- Suppliers are reminded of the regular housekeeping requirements e.g. database re-orgs which keep EMMAs running more efficiently.

- Reminded also to use the Planned Outage Notification facility

Outages (Unplanned)

ESB NETWORKS

Unplanned Outages 2021 / 2022
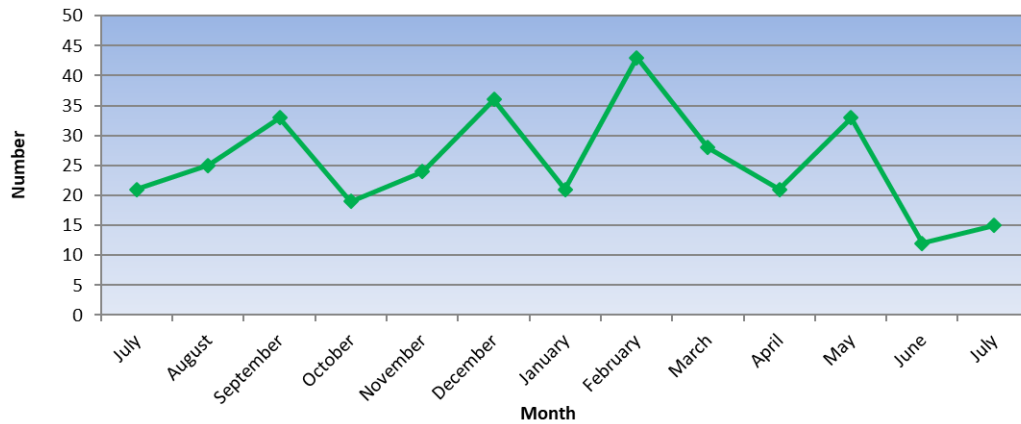
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	1	Supplier13	1
Supplier2	1	Supplier14	0
Supplier3	1	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	2	Supplier17	1
Supplier6	1	Supplier18	0
Supplier7	0	Supplier19	0
Supplier8	1	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	2	Supplier22	2
Supplier11	0	Supplier23	0
Supplier12	2	Supplier24	0

HUB Relocation Project

- Technical communication containing all technical details relates to tasks as well as timelines involved in each task issued to MP business & technical reps. (Issued on 15 August 2022 via RMDS)

Thank You