

IGG Meeting Minutes

Date:	24 th August 2022	Time & Location	10:30 Conference Call
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Lindsay Sharpe, Alice Mooney, Catherine Keane, Oonagh Delaney, Patrick Moran	RMDS	
	Zorah Blok	CRU	
	John Bracken, Carl Murphy, Alan Keegan, Ken Murray, Emer Corcoran, Donal O'Connor		
	Jim Long, Marion Otieno	MRSO	
	Sarah Fuller	Gemserv	
	Andrew McKinnon	Flogas	
	Julie-Anne Hannon	BGE	
	Ian Grant	Panda Power	
	Keith Deacon	Axp0	
	Gerard Taylor	Arden Energy	
	Donovan Sheridan, Aoife Coppinger, Anne Hickey	Prepaypower	
	Caoimhe McWeeney, Imelda McCoy	Energia	
	Jessica Gregory	Community Power	
	Desmond McBride	Electric Ireland	
	Odhran Mullan	Cenergise	
Peter Brett	Ecopower		
Apologies:			
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CRU Update
5.	Retail Market Design Update
6.	MRSO Update
7.	ESBN Update
8.	Gemserv Update
9.	Notice Board Planned Maintenance, Reminders from IGG, etc.
10.	AOB

1 – General

J O'Dwyer enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 20th July 2022.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

L Sharpe provided the Action Item Update.

2 IGG actions have been carried forward.

Action Items

1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market		
Update for IGG	<ul style="list-style-type: none"> L Sharpe reported that she has been discussing this action with CRU and hopes to look at it in the coming months as other matters are taking priority at the moment. 		
Discussion at IGG	<ul style="list-style-type: none"> Action to remain open. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action remains Open	Due Date: 28.09.2022

1156	Electricity Costs Benefit Scheme – CRU to look at the possibility of a lessons learnt session		
Update for IGG	<ul style="list-style-type: none"> Action logged at the IGG Conference Call. Z Blok reported that CRU doesn't have an update on this action, it's still working on this. 		
Discussion at IGG	<ul style="list-style-type: none"> Action to remain open. 		
Forum Logged: CC	Assigned to: CRU	Status: Action remains Open	Due Date: 28.09.2022

3. Actions – New IGG Actions

1 new action was logged at the IGG.

1157	TUoS Tariff – CRU to provide an update on the changes to the TUoS structure in the Network Tariff Consultation.		
Discussion at IGG	<ul style="list-style-type: none"> See Section 7 ESNB Update for details. 		
Forum Logged: IGG	Assigned to: CRU	Status: NEW Action	Due Date: 28.09.2022

4. CRU Update

Z Blok gave the CRU Update.

Refer to slide for details.

- Smart Meter Data Access Code Consultation Paper – CRU published the Consultation Paper on 6th July 2022, with the closing date for submissions on 31st August 2022.
- Government's National Energy Security Framework – CRU will publish a package of Customer Protection measures shortly. CRU is working on these at the moment.
- New CRU Approvals Process – From the 15th August 2022, CRU is changing its process to approve certain Supplier documents (codes of practice, customer charter, terms and conditions of supply (domestic general), customer bill and PAYG Statement). The new process requires the Supplier to fill out the templated declaration of compliance. Approval will be based on the Suppliers declaration. Details can be found on the following page: [Notification to Energy Suppliers: CRU Approval of Documents - Commission for Regulation of Utilities](#)

5. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

Refer to slides for details.

MCR1209 – Annual Consumption for HH Sites

L Sharpe reported that a re-versioned MCR was issued to MPs along with the Agenda last week. This MCR was discussed at the TWG a couple of weeks ago. The main update to the MCR was removing the interim solution. During the prioritisation exercise a couple of months ago, it was agreed to just deliver the enduring solution and not the interim solution. The MCR is now updated to reflect that.

L Sharpe sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1209.

MCR1209 approved.

DR/MCR Dashboard

L Sharpe gave an update on the DR/MCR Dashboard.

Refer to slides for details.

V14.00.00 Assurance Approach

L Sharpe reported that RMDS issued the v14.00.00 Assurance Approach three weeks ago, looking for feedback from MPs. Thanks to MPs who provided feedback on this. RMDS sent the feedback it received to Gemserv. Gemserv is going through that feedback at the moment and is making some updates to the Assurance Approach. RMDS hopes to issue the updated Assurance Approach in the next while. RMDS will give a period of time for feedback based on the updates. There is no change to the actual Approach, there is just some details and extra clarifications added. The actual Approach and the different phases of assurance that are outlined in it, and in particular the dates that are associated with them, are not changing in subsequent versions of the Assurance Approach. The baseline for Phase 2 will still be brought to the SSG next week for approval, based on the details that are known in the Assurance Approach and this won't be changing. RMDS will issue the updated Assurance Approach once it receives it and will also get back to each individual MP who provided feedback.

J-A Hannon said that the Phase 2 plan is being brought to the SSG next week, is it the updated Phase 2 plan which was incorporated in the ILG slides issued this week?

K Murray replied that it is the Phase 2 plan which was incorporated in the ILG slides.

J-A Hannon added that Gemserv are updating the Assurance Approach, will MPs see the updated Assurance Approach before the SSG is asked to approve the baseline plan?

L Sharpe replied that she's not entirely sure when the updated Assurance Approach will be available. However, the updates won't affect the overall approach being taken and the dates included in it, that detail won't change from the version that MPs already have and the dates that were proposed back in June.

J-A Hannon asked if there will be changes to the planned IPT dates and timelines.

L Sharpe replied that there will be no changes to the dates in the updated version of the Assurance Approach.

Assurance Contract

L Sharpe reported that we are coming to the end of the assurance contract tender, RMDS hopes to give an update on this in the next couple of weeks.

6. MRSO Update

J Long gave the MRSO update.

He presented the abbreviated version of the MRSO Presentation. This version outlines Debt Flagging, Objections and any other key items that have come to light during the month. The full standardised slide pack is available under the [Reference Section](#) on the RMDS Website and provides the status of Change of Supplier related activity in the ROI Market.

Refer to slides for full details.

SoLR

J Long highlighted the large volume of 010MMs (Change of Supplier) that MRSO received in June which came to over 56,000. For information purposes, these included the sites which moved as part of the SoLR event. The lock in period which is associated with the SoLR is due to finish on 31st August 2022. This

means that the sites which were locked in, will be eligible to move from 1st September 2022 to other Suppliers in the retail market.

Smart Data Services Figures

J Long reported that on the Smart Data Services the following figures are up to date as of 22nd August 2022:

- The figure to date for MCC12 which is the 24-Hour Meter is **82,972**.
- The figure to date for MCC16 which is the Day/Night Meter is **11,881**.

7. ESB Networks Update

A Keegan gave the ESNB Update.

Refer to slides for details.

Secure Meters Seamless Solution

A Keegan reported that the proof of concept is progressing with the volunteer Suppliers.

Electricity Costs Emergency Benefit Scheme

A Keegan reported that the unallocated funds have 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.

RMP Extranet

A Keegan reported that 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 ESNB.

Vulnerable Customer Reconciliation

A Keegan reported that ESNB has been working with Suppliers on the vulnerable Customer reconciliation since mid-June. ESNB thanks Suppliers for participating in this exercise and wishes to remind Suppliers who are reconciled to submit their final numbers to ESNB.

Day/Night Meters

A Keegan presented the following slides on the Day/Night Meters Work Program:

- Background
- Current Status
- Customer Engagement

- Industry Engagement
- Progress Review & Improvements Implemented.
- Next Steps

Refer to slides for details.

A Keegan thanked Suppliers for their support and help during the work program.

Three Piece Network Tariffs DG7 – DG9.

A Keegan reported that the CRU decision is expected on 15th September 2022. Even though the CRU decision is yet to be made, ESBN is in the process of raising a MDR to provide sight to MPs of the potential changes coming down the track to the Retail Market Design if CRU goes ahead with the decision to implement TOU for these tariffs. The publication of the MDR in advance of the CRU decision will try to mitigate some of the risks associated with the short implementation timeline. ESBN is aiming to publish the MDR by the end of this week.

J Gregory reported that one of the proposals in the Consultation was to change the TUoS structure from Day/Night to Day/Night/Peak. She knows this doesn't fall into ESBN's side of the house, but it is something that will require application to Suppliers' systems. How will this be managed? In the same way that you're adding a new structure to the DUoS side, it needs to be considered for TUoS as well. Unit rate changes are one thing but where there is a structural change to the tariff structure, it's something from a design perspective, we all need to be clear about as invoices will change and how Suppliers process their backend systems will be changing. If Suppliers could get a view on how that will be managed from a change control point of view for the design, that would be great.

A Keegan replied that he's not entirely sure from an ESBN point of view, what the latest is on TUoS.

A new action was logged, **Action 1157: TUoS Tariff – CRU to provide an update on the changes to the TUoS structure in the Network Tariff Consultation.**

TIBCO Outages

A Keegan presented a slide on the planned and unplanned outages.

Refer to slide for details.

HUB Relocation Project

A Keegan reported that the technical communication containing all technical details related to tasks as well as timelines involved in each task was issued to MP business and technical reps on 15th August 2022 via RMDS.

8. Gemserv Update

S Fuller gave the Gemserv update.

Refer to slides for details.

Market Assurance Activity

- 1 new Demand Side Unit Market Entry – Approved by CRU.
- 1 Self-Supplier to Small Supplier Requalification – Exited IPT, now at Final Report stage
- 2 Large Suppliers Material Change Requalifications – under assessment.

Tibco Hub Relocation – Self-Assessment will be issued to MPs on Monday 29th August 2022 with a response date back to RMDS by 20th September 2022.

Tibco Upgrades (Material Changes) – 19c Oracle Database upgrades with TIBCO Business Connect is in the final stages.

V14 Release – Gemserv is assessing feedback on the Assurance Approach. Thanks to MPs for providing the feedback. Some of the feedback has been very useful. Gemserv is assessing all of that and is incorporating it into v0.8. Gemserv will send v0.8 to RMDS and CRU first before it is issued to MPs. Gemserv will issue it to MPs as soon it possibly can.

9. Notice Board: Planned Maintenance, Reminders from IGG etc.

L Sharpe provided the outage update.

Outages

- There are no outages planned for August/September as of yet.
- Full outage details are available, as usual, on the [RMDS Website Outages Page](#).

10. AOB

1 item was raised in AOB.

V14.00.00 Assurance Approach

J-A Hannon said that it seems really unusual to bring the Assurance Approach to the SSG when a large part of it hasn't been approved at IGG level. She understands that in Phase 1, the Assurance Approach was brought to at least two IGGs, was approved and signed off in terms of dates and what was doable from a Suppliers' perspective before any baselining was done. Practically speaking, one big concern for BGE is the amount of extra technical detail, which is coming out of the TWGs, in terms of the MCRs which are in the scope for v14.00.00. There are a lot of technical changes happening to them via the TWGs which actually makes it really unclear at present what actually needs assurance at this point of time. MPs need to get comfort around that so they can be sure that they won't need any reassessment of the timelines, and it feels a little bit premature. Maybe this is something that BGE can take offline with Gemserv.

S Fuller replied that she can answer part of the question, she can't speak for the SSG piece as it's totally outside of Gemserv's remit. On the question on the technical detail, Gemserv is going to address this in the reversioned Assurance Approach, Gemserv will provide comfort around how MPs are going to cope with that.

J-A Hannon asked if on the approval side, is there anyone in a position to provide a comment on how this was done in Phase 1 and why we are taking a different approach here. For Phase 1, she saw approval at the IGG level and it went to two IGGs to make sure it was right. Why are we taking a different approach this time?

L Sharpe replied that the Go Live date for Phase 1 was already planned for Easter 2020 and the Assurance Approach did go through a couple of stages. We want to make sure that we're not rushing through the Assurance Approach now. MPs will be given a second opportunity to feed back on it. She understands that the detail that needs to be known to be slotted into the baseline plan, that won't be changing. The detail that was presented at the IGG in June, of the key associated dates for the phases, won't be changing. We're working through the MCRs at the moment and we're still in the design phase. The technical detail will be updated in the Assurance Approach but there is no impact on the phases for assurance.

J-A Hannon added that at the ILG, there was a question about what would be included in the baseline, does that included the Go Live date? She thinks that there was an action for CRU as to what the process and steps were to get it to the approval for a Go Live date. Is this something that is also going to be raised for SSG approval?

L Sharpe replied that yes, she understands that the Go Live date is part of the baseline plan. When the date of Q1/2024 was first proposed at the prioritisation exercise when ESNB presented what MCRs would be included in the V14.00.00 package, MPs were then asked to provide feedback on the timelines, and this was incorporated in the thinking and planning.

K Murray replied that the Go Live date has been discussed at the IGG for a few meetings now. The bit of uncertainty was whether the Assurance Approach would mean that the Go Live date would have to change. That's why the SSG didn't ultimately just baseline that element of the plan. His understanding of what is being said here is that it's being confirmed that the Assurance Approach won't affect any of the dates, therefore the date is as confirmed, and this is what's being taken forward to the SSG for approval.

J-A Hannon said that it just feels a bit like the cart before the horse. BGE 100% agrees with the MCRs in prioritisation and the scope, and it still does in terms of v14.00.00. The technical details are constantly changing, and in some instances, quite fundamentally. It's concerning that we don't know yet the level of technical details. It would be good to have the confidence and the comfort that the Assurance Approach will cover it, before the SSG is asking to approve that the Assurance is fine.

S Fuller added that we can't start the assurance until all of the technical details are agreed and Gemserv will make that clear in the Assurance Approach. Obviously for any project, there is always the small risk that timelines will shift but the Assurance Approach will follow the project plan. If something is wrong or if something has to change, the Assurance Approach is flexible and adaptable to follow that.

J-A Hannon stated that the question is are the relevant dates flexible enough to adapt, but as long as they are then, that seems acceptable. If anything comes up, technical wise that needs to be done for the benefit of the Consumer to make something work properly, as long as it is flexible enough to move and adapt for that, then that will be positive.

Next Conference call:

- IGG Conference Call on Wednesday 28th September 2022.

Next IGG:

- Wednesday 2nd November 2022 – will be a conference call.

Retail Market Design Service

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