



Retail Market Design Service

Industry Governance Group

24/08/2022

IGG Agenda

Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:55
CRU Update	10:55 – 11:15
Retail Market Design Service Update	11:15 – 11:35
MRSO Update	11:35 – 11:55
ESBN Networks Update	11:55 – 12:15
Gemserv Update	12:15 – 12:20
AOB	12:20 – 12:25
Next Steps	12:25 – 12:30

Minutes from previous IGG

For Approval Today:

- **Minutes (v1.0) from Conference Call on 20.07.2022**

IGG Actions

Updated IGG Action List issued in advance of meeting

- **1 action was closed since last IGG meeting**
- **1 action has been carried forward**
- **1 new action was logged at the Conference Call.**

IGG Actions – Open

AP No	Title	Org. Assigned to	Date Due	Date Raised
1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market	RMDS	24/08/2022	23/06/2021
1156	Electricity Costs Benefit Scheme – CRU to look at the possibility of a lessons learnt session	CRU	24/08/2022	20/07/2022

CRU Update

Industry Governance Group

24th August 2022

CRU Policy Update

- **Smart Meter Data Access Code Consultation Paper** was published on the 6th July with a closing date for submissions of **August 31st 2022**.
- **National Energy Security Framework - CRU Package of Customer Protection Measures-** to be published shortly.
- **New CRU Approvals Process – Codes of Practice, Customer Charter etc.** - From the 15th of August, the 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. Full details here: [Notification to Energy Suppliers: CRU Approval of Documents - Commission for Regulation of Utilities](#)



Retail Market Design Service

Retail Market Design Update

Lindsay Sharpe, RMDS

Re-Versioned MCR1209 – Annual Consumption for HH Sites

MCR1209	Details		
Date Raised	28/07/202	Date last Approved	3/11/2021
Requesting Organisation	Iberdrola	Jurisdictional Implementation	ROI
Schema Impacting	Y	Jurisdictional Applicability	ROI
Latest Version	V6.0		
Change Summary	Removal of Interim Solution as approved during V14 Prioritisation		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		



Retail Market Design Service

DR & MCR Dashboard

MCR Number	Description	Schema Impacting	Status Update
MCR 1189	Removal of Service Safety Incident (additional code in the 017MM)	Yes	TWG 31st Aug
MCR 1193	New 603MM Daily Summary Transaction Details	Yes	
MCR 1208	Smart Metering Default Data	No	
MCR 1209	Estimated Annual Consumption for HH Sites (enduring solution)	Yes	For re-versioning
MCR 1210	Test Webservice	No	
MCR 1215	MCC02 Smart Exchanges	No	Updated Working Practice issued to the market on 19/08 for approval
MCR 1216	Smart PAYG - Remote Operations	Yes	Further discussion required on proposed reversioned MCR – TWG 7th Sept
MCR 1219	Smart PAYG - System & Process Changes	No	MP feedback requested to be sent through to RMDS – TWG 31st Aug
MCR 1221	Smart PAYG - Contingency Process	TBC	
MCR 1222	Smart PAYG - CTF Algorithm	No	



Retail Market Design Service

Updates

V14.00.00 Assurance Approach

- The V14.00.00 Assurance Approach is being updated following feedback from Market Participants and will be issued out in due course.

Assurance Contract

- The current retail market assurance contract is up in Q3 2022 so RMDS is currently going through a tender process for a new assurance contract.

Upcoming Outages for ROI

There are no outages scheduled for August/September



Thank You



NETWORKS

MRSO Update

James Long

24th August 2022

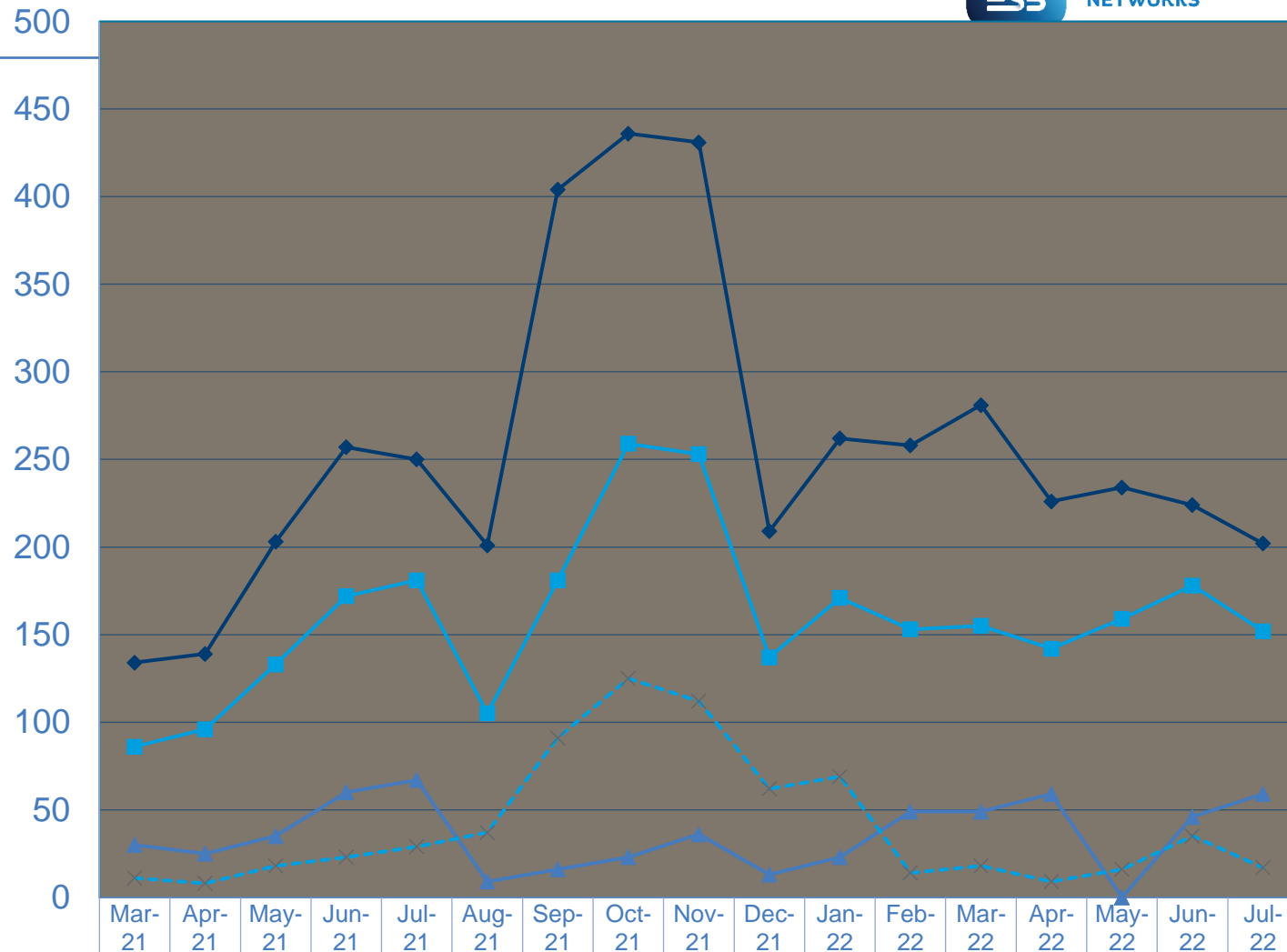
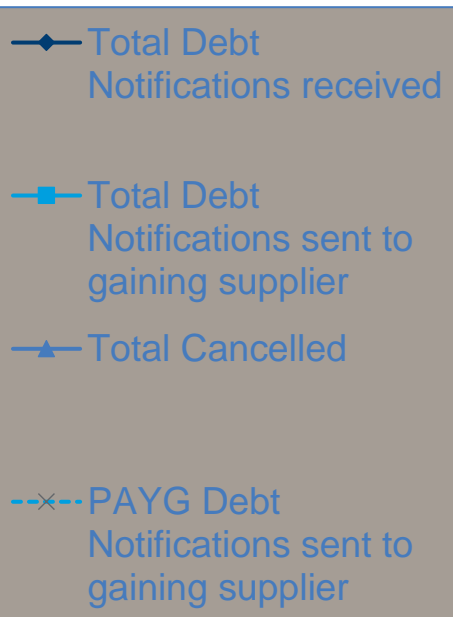


Debt Flagging

	May - 22	June - 22	July - 22
Total Debt Notifications received (012)	234 (20)	224 (36)	202 (24)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	75 (4)	46 (1)	50 (7)
Total Debt Notifications sent to gaining supplier (112)	159 (16)	178 (35)	152 (17)
Total not cancelled	100 (13)	132 (25)	93 (13)
Total cancelled	59 (3)	46 (10)	59 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.48%	0.32%	0.4%

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

Debt Flagging

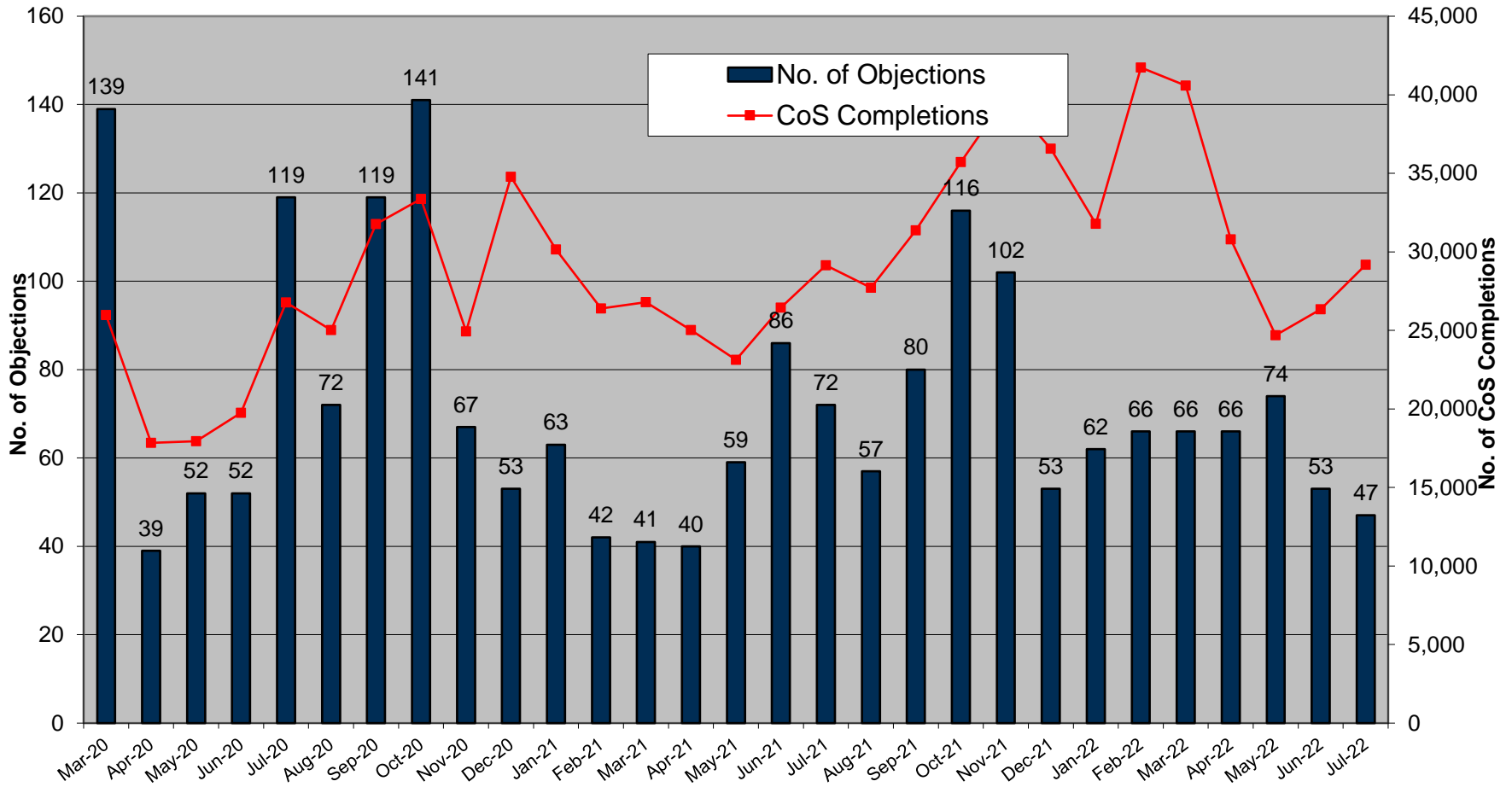


Total Debt Notifications received	134	139	203	257	250	201	404	436	431	209	262	258	281	226	234	224	202
Total Debt Notifications sent to gaining supplier	86	96	133	172	181	105	181	259	253	137	171	153	155	142	159	178	152
Total Cancelled	30	25	35	60	67	9	16	23	36	13	23	49	49	59	0	46	59
PAYG Debt Notifications sent to gaining supplier	11	8	18	23	29	37	91	125	112	62	69	14	18	9	16	35	17

Objections – Erroneous Transfer

	May - 22	June - 21	July - 22
No. of Objections	80	57	59
Cancellations from Objections	21	11	13
Objection emails to MRSO	5	5	11
Reasons:			
Uncontactable by phone	1	2	7
Written communication		2	
COS confirmed	4	1	4
Other			
Escalation emails	8	8	12

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 22nd Aug



MCC 12 – New Smart HH

Total to date – **82,972**

MCC 16 – New Smart Day / Night / Peak

Total to date – **11,881**



NETWORKS

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

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.

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 ESN

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 ESNB 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**

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

Day/Night Meters Work Program Update



- Progress review & improvements implemented
 - ESN 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

- ESNB will continue to attempt to visit outstanding meters.
- ESNB can share an updated list with suppliers at any time.
- As always suppliers can escalate any priority calls to ESNB.

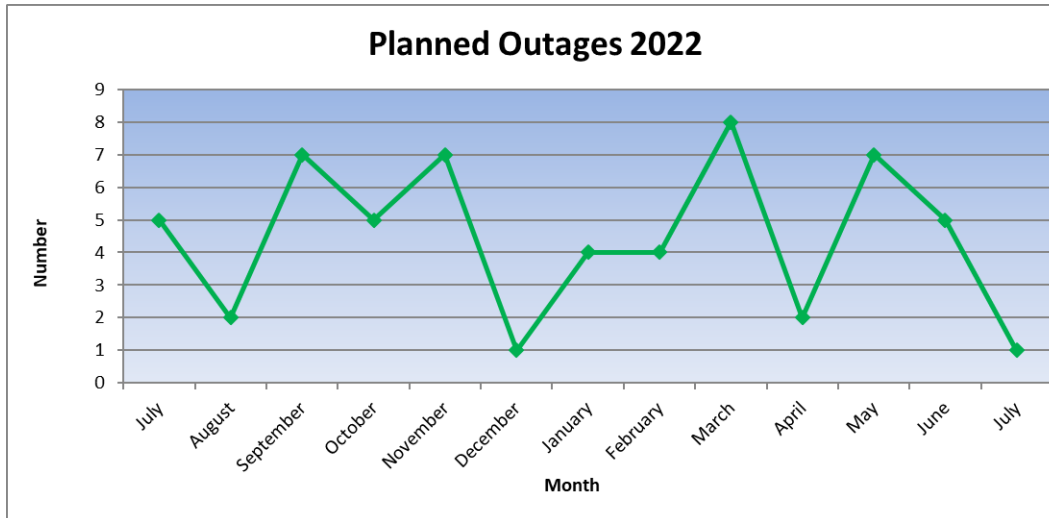
ESNB wishes to thank suppliers for their support and patience during the work program.

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)

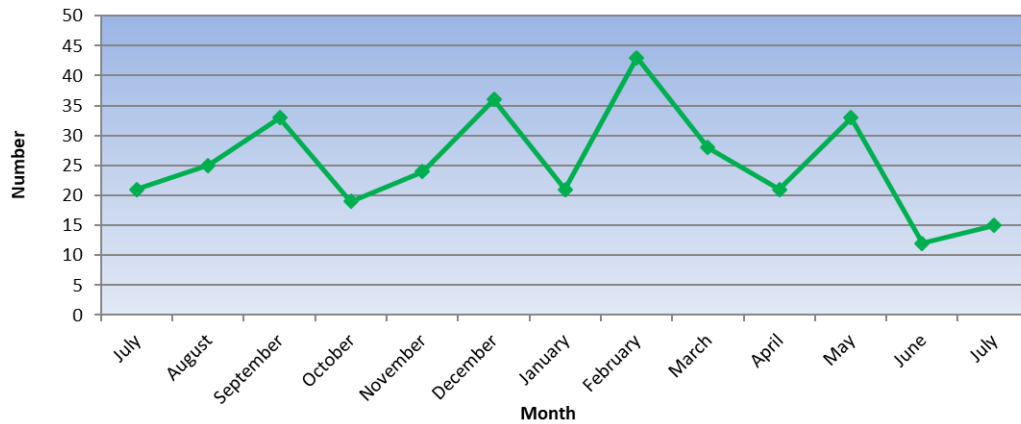


Supplier	Planned Count	Supplier	Planned Count
Supplier1	0	Supplier13	1
Supplier2	0	Supplier14	0
Supplier3	0	Supplier15	0
Supplier4	0	Supplier16	0
Supplier5	0	Supplier17	0
Supplier6	0	Supplier18	0
Supplier7	0	Supplier19	0
Supplier8	0	Supplier20	0
Supplier9	0	Supplier21	0
Supplier10	0	Supplier22	0
Supplier11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

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



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

24 August 2022

Sarah Fuller



Market Assurance Activity (1 of 2)

- 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 Supplier Material Change Requalifications
 - Under assessment



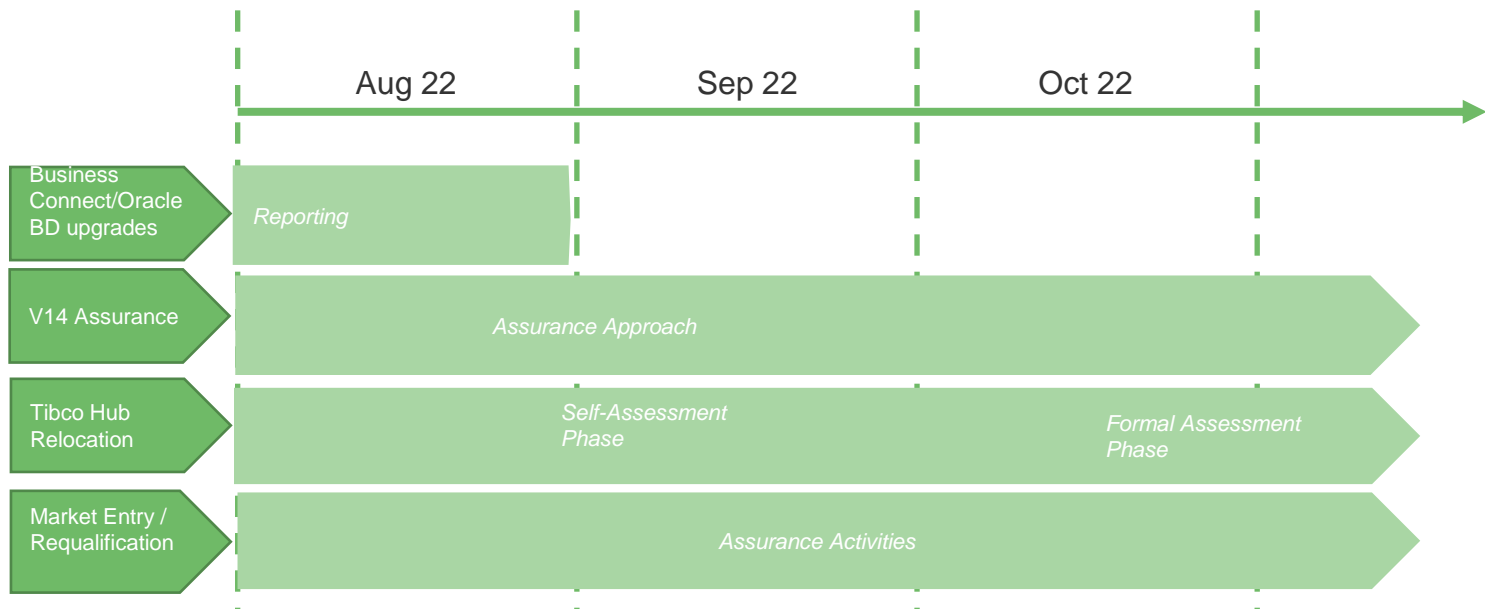
Market Assurance Activity (2 of 2)

- Tibco Hub Relocation
 - Self-Assessment phase Aug 29 – Sept 20

- Tibco Upgrades (Material Changes)
 - 19c Oracle Database Upgrades
 - Tibco Business Connect

- V14 Release
 - Assessing feedback on Assurance Approach; v0.8 to issue shortly.

Forward Work Plan



Questions



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Thank you

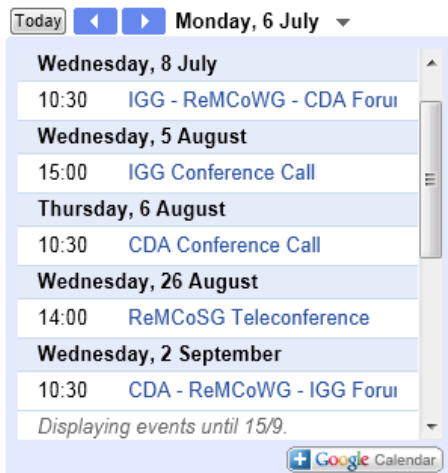


AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 28th September 2022**
- **IGG Meeting – Wednesday 2nd November 2022**
- Dates for 2022 are on Calendar of Events on RMDS website www.rmdservice.com





Thank You