

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	20 <sup>th</sup> July 2022	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Jack O'Dwyer, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney, Catherine Keane, Oonagh Delaney, Patrick Moran	RMDS	
	Sarah McCauley, Jack Walsh, Sharon Cosgrove, Zorah Blok	CRU	
	Siobhan Melvin, Alan Keegan, Emer Corcoran, Donal O'Connor, Catherine Leen, Rachel Hassett	ESBN	
	Simon Fox-Mella	Gemserv	
	Jim Long	MRSO	
	Ian Grant	Panda Power	
	Ian Mullins	BGE	
	Aaron Currie	SSE	
	Caroline Connaughton	Prepaypower	
	Caoimhe McWeeney	Energia	
	Patricia Ventura	Community Power	
	Mark Phelan, Desmond McBride	Electric Ireland	
Canice Kenealy, Sinead Butler, Peter Brett	Ecopower		
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
1.	General
2.	Approval of previous IGG Minutes
3.	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

<b>1 – General</b>
J O’Dwyer requested approval of the previous IGG Minutes of 22 <sup>nd</sup> June 2022. Minutes v1.0 deemed approved.

<b>2. Actions – Previous Conference Call &amp; IGG</b>
L Sharpe provided the Action Item Update: <ul style="list-style-type: none"> <li>• <b>2 – Carried forward Actions from the last IGG.</b></li> </ul>

<b>1147</b>	<b>Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market.</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that RMDS has been working with CRU on reviewing the criteria for a small Supplier. She hopes to come back to this group with an update in the next few months.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> RMDS	<b>Status:</b> Action Remains Open	<b>Due Date:</b> 24.08.2022

<b>1155</b>	<b>Electricity Costs Benefit Scheme – Suppliers to provide a point of contact for unallocated credit queries to ESNB.</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe asked ESNB if it is happy to close this action.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ S Melvin reported that this action can be closed.</li> <li>▪ Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> Suppliers	<b>Status:</b> Action deemed Closed	<b>Due Date:</b> 30.06.2022

<b>3. Actions – New Conference Call Actions</b>
1 new Action was logged at the Conference Call.

<b>1156</b>	<b>Electricity Costs Benefit Scheme – CRU to look at the possibility of a lessons learnt session</b>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ See Section 10 AOB for details.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> CRU	<b>Status:</b> NEW Action	<b>Due Date:</b> 24.08.2022

#### 4. CRU Update

S McCauley & J Walsh provided the CRU update.

##### Time of Use Primers

S McCauley reported that the CRU Compliance & Enforcement Team recently carried out an Audit on Time of Use primers. The outcome of the Audit is published in a report which is now available on the CRU Website.

##### National Energy Security Framework

S McCauley thanked MPs for their feedback on the National Energy Security Framework measures. CRU is going through that feedback internally. CRU received a lot of really good information. CRU also received feedback from a number of NGOs, e.g., SVP and MABS. CRU will come back to MPs once it has some further information and aims to get a paper out in August.

I Grant asked if as of now, the measures are still being consulted on, is this correct? These measures have not been actively enforced at the moment.

S McCauley replied that CRU is not enforcing the measures but is currently going through the feedback. There was a lot of feedback with regard to the technical implications of those measures, the timelines and feasibility of those. CRU received a lot of very good feedback from Suppliers and is taking this into account.

##### Electricity Credit Benefit Scheme

J Walsh reported that the Scheme ended on 30<sup>th</sup> June 2022. Once the scheme ended, any unallocated credits were to be transferred onwards to ESNB by 15<sup>th</sup> July 2022. ESNB has received the funds and is currently doing a validation before handing the unallocated credit funds back to the Department. There were a couple of slight discrepancies between what was transferred back. Any queries on the unallocated credit will be dealt with by ESNB.

##### Quarterly Report

J Walsh reported that CRU's Customer Care Team will be publishing a quarterly report in the next fortnight. The Customer Care Team previously only published Annual reports but will publish quarterly reports going forward. These reports will be a stripped-down version of the annual report and will focus on the contacts and complaints volumes. It won't include any cases or complaints which were upheld or not upheld which MPs would have seen previously in Annual Reports. It will be more granular in terms of the level of detail published on the contacts for each Supplier.

#### 5. Retail Market Design Update

L Sharpe gave the Market Design Update.

##### MCR1193 – New 603MM Daily Summary Transaction Details

L Sharpe reported that a re-versioned MCR was issued to MPs along with the Agenda last week. ESNB took MPs through the changes at the TWG two weeks ago.

L Sharpe sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1193.

**MCR1193 approved.**

Assurance Approach for v14.00.00.

L Sharpe reported that the Assurance Approach for v14.00.00 is being finalised at the moment. RMDS is working with Gemserv on this. RMDS hopes to issue it to MPs in the next couple of weeks.

Assurance Contract Procurement Process

L Sharpe reported that the Assurance contract procurement process is ongoing and is coming to an end. RMDS hopes to have an update on this shortly.

I Mullins asked if the assurance contract extension that was requested was granted and how long was it for.

L Sharpe replied that the assurance contract extension was approved. It's for three months.

I Mullins asked if it's three months from the end of the current Gemserv contact and the current procurement process is expected to finish at the end of the three months, is that the case?

L Sharpe replied yes.

## 6. MRSO Update

Smart Data Services

J Long reported that on the Smart Data Services the following figures are up to date as of 19<sup>th</sup> July 2022:

- The figure to date for MCC12 which is the 24-Hour Meter is **76,393**.
- The figure to date for MCC16 which is the Day/Night Meter is **10,618**.

J Long added that these figures are from an overall total of approximately 850,000 Smart Meters that are installed countrywide. He will pass these figures to RMDS for publication.

## 7. ESB Networks

S Melvin gave the ESNB update.

Secure Seamless Solution

S Melvin reported that there is no new update. The concept is progressing with the volunteer Suppliers.

### Day & Night Meters

S Melvin reported that ESBN is continuing with the like for like exchanges. There are under 2,600 calls outstanding.

### Hub Relocation

S Melvin reported that the HUB relocation project is working in accordance with the Hub Relocation Market Plan which is on the RMDS Website. ESBN will be issuing the first technical communication to all project business and technical contacts next month. This will include the IGG Reps. MPs are asked to read and understand the instructions and guidance with this technical communication. MPs should submit any queries on the document to ESBN via RMDS.

### RMP Extranet

S Melvin reported that ESBN is completing final tasks on making the RMP Extranet fully compatible with the Edge Web Browser. ESBN will inform MPs shortly when this will be compatible. In the meantime, the RMP Extranet continues to work on Internet Explorer.

### Microgeneration

S Melvin reported that the Interim Microgeneration solution went live on 28<sup>th</sup> June 2022 as planned. ESBN would like to thank all MPs and RMDS for all of the work and constructive interaction throughout the implementation period. The hypercare period will conclude as planned on 27<sup>th</sup> July 2022. Suppliers are reminded that in most instances, they should be able to assist with Customer queries pertaining to the MECs as the MEC value is now available on the access systems as well as the inbound market messages. ESBN asks Suppliers, in these instances, to refrain from referring Customer queries to ESBN. It might be useful for Suppliers to update their respective websites to link to the relevant Microgeneration section of the ESBN site, which might be of benefit to Customers. Please see the following link [Micro-Generators \(esbnetworks.ie\)](https://esbnetworks.ie) for details.

### Electricity Costs Benefit Scheme

S Melvin reported that ESBN is validating the unallocated credit reports and the amounts of funds refunded at the moment. ESBN is currently liaising with a few Suppliers. ESBN thanks Suppliers for their support during the scheme. It was a great achievement getting that much money out to Customers. If there are any further Customer queries in relation to the scheme, the Customer should always contact the Supplier that they were with on 29<sup>th</sup> March 2022. They can contact the CRU Customer Care Team if an issue is still unresolved once the Customer has completed the Supplier's complaints process. This is all set out in the CRU Guidance document.

### National Energy Security Framework

S Melvin reported that ESBN is assessing the impacts of the measures set out by CRU at the last Extraordinary IGG. ESBN will engage with the IGG in relation to any market changes once the CRU decision is published in August. ESBN is potentially looking at MDRs in relation to the peak rate as well as a negative PSO, once the details are known.

### MCC12

S Melvin reported that ESBN wants to remind Suppliers that where a Customer is on MCC12, which is the half hourly data, and the CTF value is reduced to one or two, actual half-hourly readings cannot be guaranteed. Estimated half hourly readings will be provided where no actual reads can be collected. The

onus is on the Supplier to request a change to non-interval Smart data services to change the MCC to MCC16. ESNB will not change the MCC of the Customer unless instructed to do so by their Supplier. This is all set out in the Comms Technical Feasible Briefing Document.

### 8. Gemserv Update

S Fox-Mella reported that there was no Gemserv update.

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

L Sharpe provided the outage update.

#### Outages

- There are no outages for August as of yet.
- Two outages took place last weekend.
- Full outage details are available, as usual, on the [RMDS Website](#).

### 10. AOB

1 Item was raised in AOB.

#### Electricity Costs Benefit Scheme – Lessons Learnt Session

C McWeeney asked in relation to the Electricity Costs Benefit Scheme, if CRU has any plans for a lessons learnt session. If this is a mechanism that the Government could use again, it's not clear yet what's planned for the winter ahead but if the Government looks to use this scheme again this winter, are there any learnings or improvements to the process for next time?

S McCauley replied that this is not something that is on CRU's agenda right now, because it is busy with other matters. It is something that CRU will definitely take away. There has been some reports of the scheme being used again but CRU doesn't have any further updates on this from the Department at this point in time.

A new action was logged: **Action 1156 Electricity Costs Benefit Scheme – CRU to look at the possibility of a lessons learnt session.**

#### **Next Meetings:**

- IGG 24<sup>th</sup> August 2022 at 10:30 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

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