

# IGG Meeting Minutes

<b>Date:</b>	22 <sup>nd</sup> June 2022	<b>Time &amp; Location</b>	10:30 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	
	Brid O'Donovan, Sarah McCauley, Jack Walsh, Sharon Cosgrove	CRU	
	John Bracken, Siobhan Melvin, Carl Murphy, Alan Keegan, Ken Murray, Emer Corcoran, Donal O'Connor, Sinead O'Hagan, Catherine Leen	ESBN	
	Jim Long	MRSO	
	Sarah Fuller, Simon Fox- Mella, Harry Rix	Gemserv	
	Andrew McKinnon	Flogas	
	Ian Mullins, Julie-Anne Hannon	BGE	
	Gerard Taylor	Arden Energy	
	Donovan Sheridan, Brigid Reilly, Anne Hickey	Prepaypower	
	Caoimhe McWeeney, Imelda McCoy, Michael MacKenzie	Energia	
	Jessica Gregory	Community Power	
	Desmond McBride	Electric Ireland	
	Odhran Mullan	Cenergise	
Jack Brett, Sinead Butler, Peter Brett	Ecopower		
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
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 25<sup>th</sup> May 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**

<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 IGG</b>	<ul style="list-style-type: none"> <li>L Sharpe reported that she doesn’t have an update on this action at the moment. 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.</li> </ul>		
<b>Discussion at IGG</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 <b>Open</b>	<b>Due Date:</b> 20.07.2022

<b>1154</b>	<b>PAYG Metering for June Bank Holiday 2022 – PAYG Suppliers to provide the relevant details to ESNB Keypad Metering by 1st June 2022</b>		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>Action logged at the IGG Conference Call.</li> <li>L Sharpe thanked MPs who provided feedback for the June Bank holiday which has now passed.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> PAYG Suppliers	<b>Status:</b> Action deemed <b>Closed</b>	<b>Due Date:</b> 01.06.2022

**3. Actions – New IGG Actions**

One new action was logged at the IGG.

<b>1155</b>	<b>Electricity Costs Benefit Scheme – Suppliers to provide a point of contact for unallocated credit queries to ESNB.</b>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>See Section 7 ESNB Update for details.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> Suppliers	<b>Status:</b> <b>NEW</b> Action	<b>Due Date:</b> 30.06.2022

#### 4. CRU Update

S McCauley gave the CRU Update.

- Supplier Handbook Consultation paper – Electricity and Gas Suppliers’ Handbook 2022 decision was published on the 17<sup>th</sup> June 2022. As CRU received a query on this, it wants to clarify that all of the changes except the Smart PAYG changes, are due to be implemented one year from 17<sup>th</sup> June 2022. The changes that relate to Smart PAYG will not have to be implemented until the v14.00.00 Go Live.
- Clean Export Guarantee – CRU approved Gemservs’ recommendation report on this and issued a “Go” decision to ESNB this morning. ESNB can proceed with cutover and Go Live on 28<sup>th</sup> June 2022.
- Smart Meter Data Access Code – Work is progressing towards a consultation on the Smart Meter Data Access Code. CRU is aiming for publication in the coming weeks. There are still ongoing conversations happening and some good progress has happened in the last two weeks.
- Government Electricity Credit – CRU has provided two reports to date to the Minister with a final report due at the end of July. Suppliers have until 30<sup>th</sup> June 2022 to credit all Customers. There are circa 17,000 Customers that have yet to be credited. CRU wants to remind Suppliers of their obligations and to make every attempt possible to credit those Customers. From 1<sup>st</sup> July 2022, any unallocated funds should be returned to ESNB. Suppliers have until 15<sup>th</sup> July 2022 to do that. ESNB will then return that unallocated credit to the Department.
- Government’s National Energy Security Framework – CRU has been doing some work on the Government’s National Energy Security Framework internally. There are a number of deliverables within that report that relate to CRU and that CRU is responsible for. CRU is planning to hold an Extraordinary IGG on Wednesday 29<sup>th</sup> June 2022 to go through those proposals. They predominately relate to the Supplier Handbook and focus on vulnerable Customers and financial hardship Customers, to ensure that protection is put in place for those Customers in advance of the coming winter. CRU Network’s team is also looking at putting in a differential for Day/Night peak. The CRU Network’s team will present a slide on this at the Extraordinary IGG.

#### Supplier Handbook - clarifications

D McBride asked about the Supplier Handbook. When will Electric Ireland get an update on clarifications it raised on the Suppliers Handbook, particularly in the billing space?

S McCauley replied that CRU has been focusing on getting the paper out but will come back to Electric Ireland on the clarifications it raised.

#### Supplier Handbook dates

I Mullins said that CRU has stated that everything will have to be implemented one year from 17<sup>th</sup> June 2022, and the Smart PAYG aspects will be delivered by v14.00.00. Is that the case?

S McCauley replied that the Smart aspects are due to be implemented in advance of v14.00.00 Go Live. All the other Clean Energy Package changes which were decided on last September have to be implemented from one year from 17<sup>th</sup> June 2022.

## 5. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

**Refer to slides for details.**

### DR/MCR Dashboard

L Sharpe reported that there are no changes to the MCR dashboard at the moment. There are no open DRs at the moment. There are 10 MCRs that have been approved for V14.00.00. MCR1213 Interim Retail Market Microgeneration Solution will be delivered on 28<sup>th</sup> June 2022. The Go Live decision for this MCR was issued to MPs this morning.

### Minor Market Release

L Sharpe reported that MMR v13.3 is taking place next Wednesday 29<sup>th</sup> June 2022. Cutover for Microgeneration is due next Tuesday 28<sup>th</sup> June 2022. Following successful cutover, RMDS will have an MMR.

This Release will implement MCR1213 Interim Retail Market Microgeneration Solution and the following associated documents. These documents with the marked-up changes were issued to the IGG Reps a few weeks ago:

- Downloadable Meter Point File Guide
- MPRN Enquiry Webservice Guide
- Webservice Metadata
- Retail Market Participant Website Guide
- Secure File Transfer – Job Aid
- The new working practice to support the Interim Retail Market Microgeneration Solution - WP0031.

This Release also includes updates to the following document:

- MPD04 Supplier of Last Resort (SoLR)

L Sharpe reported that RMDS is also making a couple of changes to MPD04. There have been two SoLR events this year. Through learnings from them, a couple of changes are being made to MPD04. The main one is that in the document it says that the exiting Supplier will receive the 105L MM, but this doesn't actually happen as part of the SoLR process. RMDS has removed this from the document. There are also some non-conformances. RAs are still referenced in the documents instead of CRU, since system separation. RMDS will update this.

### Assurance Contract

L Sharpe reported that the current retail market assurance contract is up in Q2/2022 so RMDS is currently going through a tender process for a new assurance contract. It is continuing on with Procurement at the moment and RMDS hopes to have an update on this shortly.

J-A Hannon asked if it is the intention that the Assurance Contract will be completed by 30th June 2022 or if not, will there be an Assurance Body in place by July if it expires?

L Sharpe replied that RMDS has applied for an extension to the current assurance contract, because either way there will be a handover period needed. This is with RMDS' procurement and financial people

at the moment. There will be no downtime where a contract will not be in place.

J-A Hannon asked if the extension period is for a month or so or is this to be decided?

L Sharpe replied that it's to be decided. The request has gone in, RMDS will give an update on this as soon as possible.

#### **V14.00.00 Timelines**

L Sharpe presented the slides on the V14.00.00 Timelines

- V14.00.00 Release
- Assurance Timelines Draft
- Plan on a Page
- Gemserv Detailed Timelines – Draft
- V14.000 Release - MCRs

#### **Refer to slides for details.**

J Gregory said that the slides are very useful. It's really helpful to be able to plan Supplier projects. With regard to the assurance contract, assuming there is a different assurance body, are these dates static?

L Sharpe replied that if there is a new assurance body, there will be a handover. The new assurance body will be asked to work to the dates outlined in the slides. Whilst the assurance approach is being worked out, the dates once they are locked in, will be locked in.

J Gregory asked if the whole assurance structure will be followed for Phase 2.

L Sharpe replied yes.

D McBride asked about the IPT content. Will Suppliers get an update of what the scope of the IPT will be. Will it be done End to End, or will it just focus on market messages for example?

L Sharpe replied that at the moment, this all has to be worked through as we go along, and more information is known. There will be an IPT phase. There will be testing of market messages similar to previous IPT stages. It will be built into the IPT plan to do Smart PAYG assurance testing. What that looks like yet, RMDS and Gemserv doesn't know yet. It is being worked on and will be built into the date for the timings. What that will entail will come out as we work through the assurance approach over the coming months.

J-A Hannon asked if what's on the slides for v14.00.00 is a statement of intention from ESNB. Are Suppliers being asked to also agree with what's been set out. BGE has a couple of concerns.

L Sharpe replied that ESNB has spoken to RMDS, Gemserv and CRU. RMDS received feedback from MPs also when the date was provisionally put out there at the prioritisation workshop. All of the feedback was set to ESNB and taken onboard. If there is something glaringly obvious that doesn't work or that BGE has concerns about, BGE should send them to RMDS who will pass them on.

J-A Hannon outlined a few points BGE has. Initially it seems unusual that there could be a different assurance body in place, as they could have different assumptions and views on timelines. BGE would like to see Smart PAYG built in contingency plans and assessments timelines are as important as the

assurance part. RMDS is stating that the assurance for Smart PAYG hasn't been finalised. This will be a very big-ticket item in terms of understanding the scope for the assurance for the Smart PAYG piece. To make sure that lessons learned, such as in Phase 1, the hypercare issue 28, where meter readings were stopped and anything that relied on remote reads. This is a really public facing schema upgrade. If this goes wrong on day 1, it will very public and could be a really poor experience for Customers. We need to make sure that contingency plans are built into it and timelines are in there as well. For example, the one and a half days effectively assigned for Supplier assessments in Gemserv's timelines set out in slide 19, seems fairly tight in terms of what exactly can be assessed. BGE is really conscious that there has been no official formal feedback on assurance and contingency planning to make sure that Customers get the best possible experience from Day 1, aside from feedback through RMDS. BGE is expecting and hoping that the assurance body will talk to MPs, on ESNB's point, that all MPs are confident that they can do the assurance, and that there are no contingencies that should be thought of that aren't assessed. MPs haven't had formal engagement with Gemserv.

L Sharpe thanked J-A Hannon for her feedback and said that there are some very valuable points raised. The scope and the strategy of the assurance approach will be developed. On the plan on a page, you can see that there is a significant period of time between when it is published and when it gets approved by the IGG. There will be plenty of time for feedback and engagement on it. There was a stage where MPs were asked to feedback on what they would envisage Smart PAYG assurance looking like. This was received by RMDS and sent onto Gemserv. This was taken onboard with the timings and what Gemserv is working on. That approach is being developed at the moment and is being refined as more and more information is known. There is a sizeable window between Q3 and Q4 this year to put the approach out there and get it approved by IGG.

J-A Hannon added that for the Go-Live for all MPs, is the takeaway today that the aim is for March 2024? What is the takeaway from this in terms of the Go Live because at the last ILG, it was her understanding that CRU was going to update the indicative Phase 2 plan that we have in terms of milestones. CRU's view was that it would probably take discussions over the course of the whole summer to decide on an appropriate Go Live date. Is that still the case? Is March 2024 locked in, or do we still have to discuss it?

L Sharpe replied that March 2024 is out there as the proposed date. Unless there is anything new that comes back from MPs over the coming weeks that would change that. This was from initial feedback that RMDS received from MPs, from the Gemserv assurance timelines, with discussions with CRU and looking at the work involved, that this date has been brought to the table. It has taken onboard all of those different factors. That's the working date that MPs should be working towards, and the project is working towards at the moment.

J-A Hannon reported that she will provide her feedback on the contingency concerns to RMDS.

L Sharpe replied that RMDS will follow up on this feedback once it receives it from BGE.

## 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.

J Long reported that on the Smart Data Services the following figures are up to date as of 20<sup>th</sup> June 2022:

- The figure to date for MCC12 which is the 24-Hour Meter is **70,337**.
- The figure to date for MCC16 which is the Day/Night Meter is **9,417**.

For information purposes, these represent a figure against the total number of Smart Meter installs of approximately 840,000.

### SoLR

J Gregory reported that a SoLR event has been underway. She wants to take the opportunity to thank MRSO, Electric Ireland, BGE and GNI, on behalf of Oakhall who was appointed on behalf of Iberdrola, for the amazing collaboration and support through it all. It's been a tricky experience. It's important to call it out for everyone to know that. There are obviously some improvements that are needed to the process but there's been an immense amount of work that was involved in getting it over the line.

J Long thanked J Gregory. MRSO is only one small cog in a much larger wheel. There has been great interaction between the different stakeholders. There are still a few little nuances that MRSO needs to look at and address. Hopefully there won't be another SoLR in the distance future. MRSO will take the nuances away and get them rectified.

## 7. ESB Networks Update

S Melvin gave the ESBN Update.

**Refer to slides for details.**

### V14.00.00

S Melvin reported that assumptions and risks that ESBN communicated at the Prioritisation Workshop 27<sup>th</sup> April 2022 still remain.

### Day/Night Meters

S Melvin reported that ESBN is continuing with like for like meter exchanges. Less than 2,700 calls remain open.

### Secure Meters Seamless Solution

S Melvin reported that the proof of concept is progressing with the volunteer Suppliers. ESBN will keep the IGG updated on progress.

### 2022 EMMA Upgrade Project

S Melvin reported that the project is nearing completion. ESNB thanks MPs for their assistance and support.

#### HUB relocation project

S Melvin reported that a request has been issued via RMDS to all MPs to provide their Project Technical and Business Contacts. Suppliers should respond to this request if they have yet to do so.

#### TIBCO Outages

S Melvin reported that the slide hasn't been updated yet with the TIBCO Outages. ESNB will send through the updated slide to RMDS. There were seven planned outages in May and two so far in June. There were thirty-two unplanned outages in that period.

Suppliers should use the EMMA Webform notification facility when there is a planned outage as this ensures that EMMAs come back online more easily whenever the outage is complete.

#### TIBCO Housekeeping

S Melvin reported that Suppliers are reminded of the regular housekeeping requirements e.g., database re-orgs which keep EMMAs running more efficiently. In relation to Digital certs, Suppliers are reminded to check their Production EMMA and Test EMMA Certificates to ensure they are kept up to date otherwise the EMMA will not work if the digital cert expires.

**Refer to slides for full details on the Digital Certs.**

#### Extranet

S Melvin reported that ESNB communicated via RMDS on 15<sup>th</sup> June 2022, that it is working on making the Extranet fully compatible with the Edge Web browser. ESNB expects to be in a position to confirm in the coming days when Edge will be fully compatible. It will continue to work on Internet Explorer.

#### Interim Retail Market Microgeneration Solution Update

S Melvin presented a slide on the following points for the Cutover plan which was issued to MPs on 13<sup>th</sup> June 2022 for the Interim Retail Market Microgeneration Solution:

**Refer to slides for details:**

- Provision of global list of MPRNs with an MEC (completed).
- Suppliers to check their connectivity and access to SFTS microgeneration folder and confirm same to RMDS by 16:00 tomorrow 23<sup>rd</sup> June 2022.
- 301MM rounding issue will be completed today 22<sup>nd</sup> June 2022.
- Webservice updates are expected to be done by 28<sup>th</sup> June 2022.
- Extranet updates are expected to be done by 28<sup>th</sup> June 2022.
- Provision of xml files – including backdated export data to 15<sup>th</sup> February 2022 will also be available on 28<sup>th</sup> June 2022.
- ESNB will issue a communication to MPs via RMDS when the Cutover activities are complete.
- Changes to the DOMS\_CUST and COMM\_CUST files will be visible to Suppliers on 2<sup>nd</sup> July 2022.

### Call Centre Referrals:

S Melvin added that ESBN has received a small number of queries from Customers related to payment. In some instances, these queries are being referred to ESBN by Suppliers. ESBN asks Suppliers to refrain from referring queries pertaining to payment for export to ESBN.

### Electricity Costs Emergency Benefit Scheme

S Melvin presented slides on the Electricity Costs Emergency Benefit Scheme.

These slides are available on the RMDS private website on the following page [Electricity Costs Bill 2021 | RMDS Private \(wordpress.com\)](#)

During the presentation S Melvin requested that a new action be logged for Suppliers to provide a contact for unallocated credit queries to ESBN.

**New Action 1155: Electricity Costs Benefit Scheme – Suppliers to provide a point of contact for unallocated credit queries to ESBN by 30<sup>th</sup> June 2022.**

## **8. Gemserv Update**

S Fox-Mella gave the Gemserv update.

**Refer to slides** for details.

### **Market Assurance Activity**

- 1 new Self-Supplier market entry – Approved by CRU.
- 1 Self-Supplier to Small Supplier Requalification – Preparing for IPT.
- 2 Large Suppliers Material Change Requalifications – under assessment.

**Tibco Hub Relocation** - Assurance Approach approved by CRU. Self-Assessment phase will take place from 29th August 2022 –20th September 2022.

**Tibco Upgrades (Material Changes)** – 19c Oracle Database upgrades. TIBCO Business Connect is also being upgraded.

**V14 Release** – Gemserv is preparing the Assurance Approach.

**Interim Retail Market Microgen Solution** – was approved by CRU.

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

L Sharpe provided the outage update.

### Outages

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

## 10. AOB

1 item was raised in AOB.

### Go-Live/Feedback

J-A Hannon said that L Sharpe mentioned the feedback that RMDS received which fed into the proposed Go Live. BGE can't agree to it without seeing the contingency assurance timelines. Would it be possible, for transparency, for RMDS to share MPs views that fed into the proposal for a Go live of March 2024? BGE is comfortable for its comments to be shared.

L Sharpe replied that she will have to reach out to MPs as the feedback was given without the assumption that it would be shared. This wasn't the proposal when MPs were submitting feedback. She will take this away and look at it.

### **Extraordinary IGG:**

- Extraordinary IGG on Wednesday 29<sup>th</sup> June 2022 – Government's National Energy Security Framework. *(The details were issued to MPs following the meeting).*

### **Next Conference call:**

- IGG Conference Call on Wednesday 20<sup>th</sup> July 2022.

### **Next IGG:**

- Wednesday 24<sup>th</sup> August 2022 – will be a conference call.

**Retail Market Design Service**

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