



NETWORKS

# Industry Governance Group (IGG) Presentation V2

ESB Networks Retail Market Services

2 November 2022



1. Hub Relocation project
2. Electricity credits scheme II
3. Market Participant Survey
4. Market Activity and Outages
5. TIBCO Housekeeping

# Hub Relocation Project

---



- All MPs have completed the task of implementing the required firewall rules to connect to the new ROI Test HUB.
- Connectivity checks to MP's Test EMMAs will be performed by the Project Team at the end of November.
- If there are connectivity issues, each individual MP will be contacted to arrange any required fixes. Your support with this would be appreciated (if required).
- MPs are also reminded that if they would like to take part in IPT phase, please send the request to RMDS for inclusion. The IPT phase will take place in early January 2023.

- The Snapshot files for the 27 October Effective Date are available on the SFTS until 29<sup>th</sup> November
- Suppliers are responsible for providing the credit to all MPRNs contained in their Snapshot list
- ESNB is transferring Tranche 2 funds to suppliers today and will confirm via RMDS when the transfers have completed
  - Suppliers are to confirm receipt of funds within 1 working day of receipt of funds using reference 'Confirmation of Receipt of Tranche<number> <Supplier Name> <Supplier ID>'.  
Confirmation of Receipt of Tranche<number> <Supplier Name> <Supplier ID>'
- **Weekly reporting commences this Friday 4<sup>th</sup> November**
  - Please use the template provided by RMDS 14<sup>th</sup> October.
  - This template replaces the template used for the previous scheme.
  - Please refer to the User Guide Tab for instructions as well as MCR1224 & WP0033

## Market Participant Survey – Action Plan

- ESBN previously presented the following actions that we are to focus on:

### 1. Relationship Manager and Formal 1-2-1s

*For liaising on 'bigger issues' & relationship development*

### 2. MP Awareness of RMS Role/Functions

*Improved contact structure & separation from RDMS function*

### 3. Improved Communications with MPs

*Speed of response to be looked at, also ensuring that requests are sent to the right people to allow for a timely response*

RMDS

### 4. New Entrant On-Boarding Process

*Look at training/documents and the use of a 'On-Boarding Manager' to improve this experience*

### 5. Post-Covid 19 Engagement with MPs

*The move to 'remote' sessions may have negatively impacted smaller MPs than larger MPs*

## Market Participant Survey – Action Plan

- **Item 1 - RMS Relationship Manager and Formal 1-2-1s**

- i. Pursuing initiatives to improve our performance delivery is a key objective of RMS. These initiatives are of particular value when resolving escalated wider customer or operational issues.
- ii. If an MP wishes to arrange a 1-2-1 at any time to discuss quality of service, escalated issues which cannot be addressed under BAU, RMS is available to meet upon request by contacting [john.bracken@esb.ie](mailto:john.bracken@esb.ie)

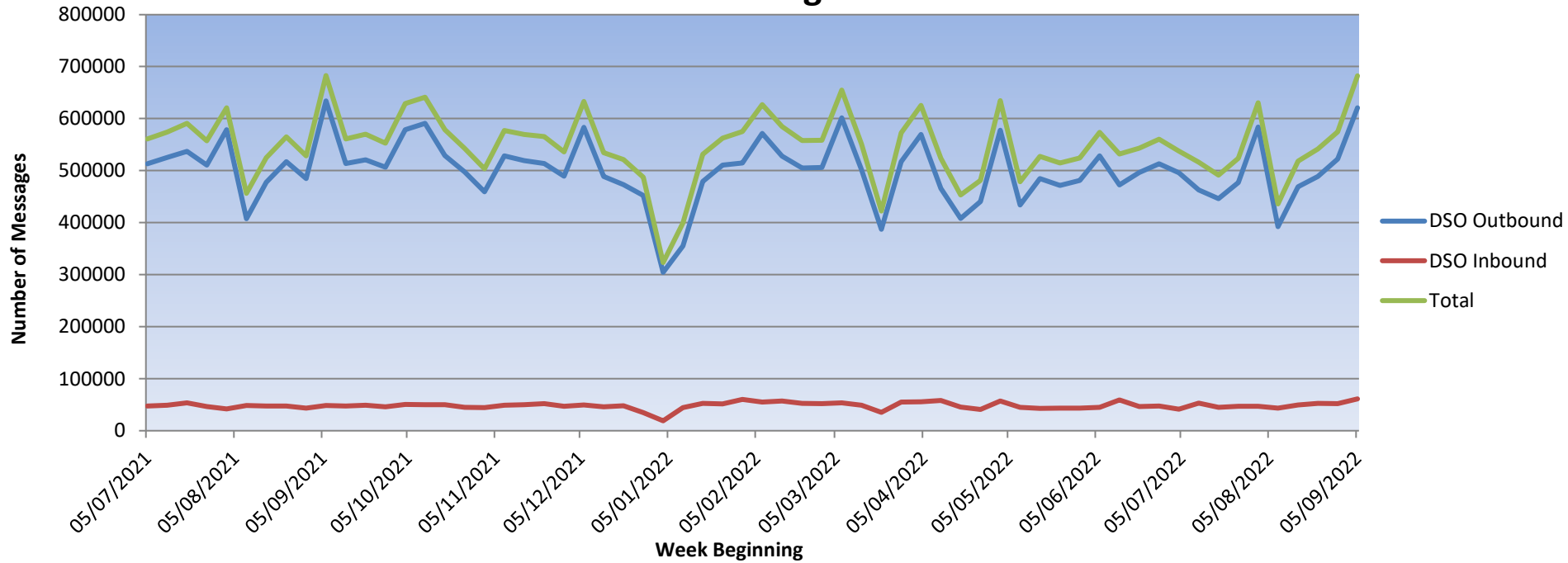
- **Item 2 – MP Awareness of Different RMS Functions**

- i. A slide deck is being developed by RMS to educate MPs on the different Roles & Responsibilities of each area.
- ii. A walk through of this slide deck will be available upon request if MPs would like to understand the roles of the various RMS functions.
- iii. Please send the request to attend a session with RMS to RMDS and a call will be arranged

## Market Participant Survey – Action Plan

- **Item 3 - Improved Communications between RMS and MPs**
  - i. Successful operations and high quality service delivery to the customer requires excellent communication channels.
  - ii. In order to improve communications with MPs, we believe a key action is to ensure that each MP understands where they should be directing their queries to in RMS. Note: list of Market Message owners within ESB Networks is available on the RMDS private website.
  - iii. If you would like to learn more about each function within RMS, please attend an optional session where the Roles & Responsibilities of each area can be briefed
  - iv. We also ask MPs to please continue to use Group Mailboxes where available
  - v. This will ensure that a query is answered in a timely manner and by the most suitable resource
  
- **Items 4 and 5** will be taken on board by RMDS as these are related to their responsibilities in the retail market

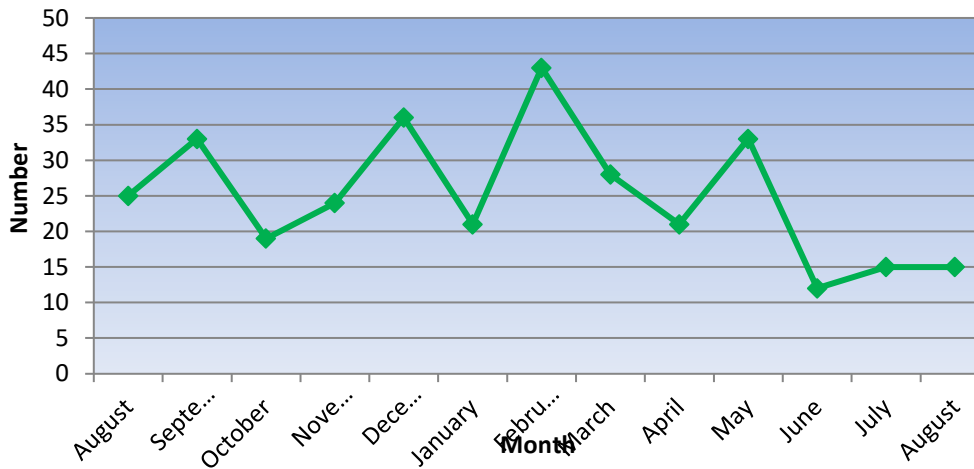
## Market Message Volumes





# Outages (Unplanned)

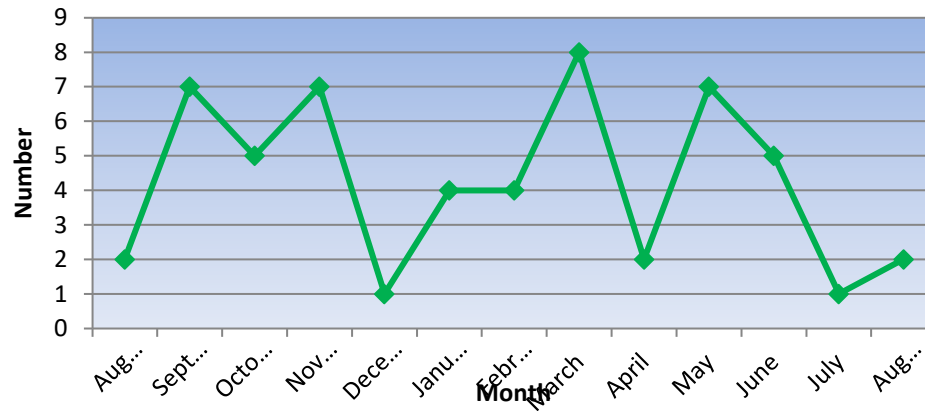
## Unplanned Outages 2021 / 2022



Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier 1	2	Supplier 14	0
Supplier 2	0	Supplier 15	0
Supplier 3	0	Supplier 16	1
Supplier 4	0	Supplier 17	0
Supplier 5	1	Supplier 18	0
Supplier 6	0	Supplier 19	0
Supplier 7	1	Supplier 20	1
Supplier 8	0	Supplier 21	0
Supplier 9	3	Supplier 22	0
Supplier 10	4	Supplier 23	0
Supplier 11	0	Supplier 24	0
Supplier 12	1	Supplier 25	0
Supplier 13	1		

# Outages (Planned)

## Planned Outages 2022



Supplier	Planned Count	Supplier	Planned Count
Supplier 1	0	Supplier 14	1
Supplier 2	0	Supplier 15	0
Supplier 3	1	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	0	Supplier 18	0
Supplier 6	0	Supplier 19	0
Supplier 7	0	Supplier 20	0
Supplier 8	0	Supplier 21	0
Supplier 9	0	Supplier 22	0
Supplier 10	0	Supplier 23	0
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	0
Supplier 13	0		

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

## Digital Certificates:

- 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
- A notification issues to advise when a digital certificate is due to expire, usually approx. 60 days before expiry. Additional notifications issue as the expiry date moves closer.
- Suppliers should ensure that they take action on receipt of the notifications as it can take time to get the cert procured and installed
- Suppliers are reminded to ensure the updated contact information for the notification emails are sent to Market Message Hub Support team ([esbnetworksservicedesk@atos.net](mailto:esbnetworksservicedesk@atos.net)) to ensure that the notification emails are going to the correct people

## Infrastructure Changes:

- Suppliers are requested to let the Market Message Hub Support team ([esbnetworksservicedesk@atos.net](mailto:esbnetworksservicedesk@atos.net)) know of any changes that may impact the TIBCO EMMA e.g. IP Address change