

# IGG Meeting Minutes

<b>Date:</b>	2 <sup>nd</sup> November 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>	
	Suzanne Hudson, Alice Mooney, Catherine Keane, Patrick Moran	RMDS	
	Zorah Blok, Jack Walsh, Sharon Cosgrove	CRU	
	Mary Cotter, Aidan Hogan (Observers)	GNI	
	John Bracken, Carl Murphy, Ken Murray, Emer Corcoran, Rachel Hassett, Siobhan Gettings, Catherine Leen		
	Sarah Fuller, Simon Fox-Mella	Gemserv	
	Andrew McKinnon	Flogas	
	Julie-Anne Hannon	BGE	
	Ian Grant	Panda Power	
	Aaron Currie, Mary O'Connor	SSE	
	Donovan Sheridan, Aoife Coppinger	Prepaypower	
	Caoimhe McWeeney	Energia	
	Sinead Butler, Canice Kenealy	Ecopower	
	Jessica Gregory, Ceola McGowan	Community Power	
	Desmond McBride	Electric Ireland	
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.	ESBN Update
7.	Gemserv Update
8.	Notice Board Planned Maintenance, Reminders from IGG, etc.
9.	AOB

**1 – General**

J O'Dwyer enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 28<sup>th</sup> September 2022.

**Minutes Approved.**

**2. Actions – Previous Conference Call & IGG**

S Hudson provided the Action Item Update.

3 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>S Hudson reported that this action will remain open, she doesn't have an update on it as of yet but will get back to MPs on this.</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> 30.11.2022

<b>1158</b>	<b>Electricity Costs Benefit Scheme – Suppliers to revert to ESBN via RMDS as to whether they intend or not to use the same Bank Account details going forward.</b>		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>Action logged at the IGG Conference Call.</li> <li>S Hudson reported that RMDS is proposing closing this action.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>C Murphy reported that ESBN has no issue with closing this action from an ESBN perspective. However, he wants to remind Suppliers that if they do require to change their Bank account in the next number of months, that they provide ESBN with four weeks' notice.</li> <li>Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> Suppliers	<b>Status:</b> Action deemed <b>Closed</b>	<b>Due Date:</b> 05.10.2022

<b>1159</b>	<b>Electricity Costs Benefit Scheme – Suppliers to revert to ESBN via RMDS if they want a MPRN list of DG1 and DG2s</b>		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>Action logged at the IGG Conference Call.</li> <li>S Hudson reported that RMDS is proposing this action.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>C Murphy reported that ESBN has no issue with closing this action from an ESBN perspective.</li> <li>Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> Suppliers	<b>Status:</b> Action deemed <b>Closed</b>	<b>Due Date:</b> 05.10.2022

### 3. Actions – New IGG Actions

No new actions were logged at the IGG.

### 4. CRU Update

J Walsh gave the CRU Update.

**Refer to slide for details.**

- Electricity Costs Emergency Benefit Scheme II – the new scheme is live at the moment. CRU published a Guidance Document and FAQs for the new scheme on 20<sup>th</sup> October 2022. This document outlines all the procedures and provisions which will guide Suppliers through the next few months regarding the scheme. The FAQs are also live on a separate webpage on the CRU website. The first tranche of money was sent to Suppliers last Thursday and the second tranche will be sent to Suppliers today.
- CRU Package of Customer Protection Measures for Household Gas and Electricity Customers - Brief monthly report/confirmation by email to [retaildata@cru.ie](mailto:retaildata@cru.ie) by the second Friday in November and December. Thanks to those Suppliers who have done that. The report will be due on 11<sup>th</sup> November 2022. If there are any questions regarding the additional protection measures being implemented at the moment, CRU has asked that Suppliers contact CRU with those queries.
- Smart Meter Data Access Code - Consultation closed on 21<sup>st</sup> September 2022. CRU is currently reviewing responses with an aim to publish a proposed Decision by the end of 2022.
- Enduring Microgen - Due to emergency work and awaiting government Microgeneration Support Scheme Final Scheme Design (MSS FSD), CRU is now aiming for a consultation by the end of Q1/2023.

### 5. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

**Refer to slides for details.**

#### **MCR1219 – SPAYG: System and Process Changes necessary to deliver policy**

S Hudson reported that the 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.

S Hudson sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1219.

**MCR1219 approved.**

#### **MCR1216 – Smart Metering Remote Operations**

S Hudson reported that the 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.

S Hudson sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1216.

**MCR1216 approved.**

#### **DR1225 – MCC02 Meter Exchanges**

S Hudson reported that this DR was discussed at a Supplier workshop yesterday where ESNB presented slides on DR1225, DR1226 and DR1227.

S Hudson sought approval for the DR.

D McBride reported that Electric Ireland would prefer to wait before approving this DR because the Supplier Workshop only took place yesterday. He has been made aware that there wasn't any room for discussion on the DRs. Electric Ireland would like to hold off for the moment on approving this DR.

SSE, BGE, Community Power and Energia added that feel the same as Electric Ireland.

Attendees didn't approve DR1225.

**DR1225 not approved.**

#### **DR1226 – MCC03 Meter Exchanges**

S Hudson reported that this DR was discussed at the workshop yesterday.

S Hudson sought approval for the DR.

SSE, BGE, Community Power and Energia reporting that they would like to hold off before approving this DR.

Attendees didn't approve DR1226.

**DR1226 not approved.**

#### **DR1227 – 3 Phase Meter MCC01 Exchanges**

S Hudson reported that this DR was discussed at the workshop yesterday.

J-A Hannon asked to confirm if this is like for like replacement and an ESNB lead approach that's been proposed.

S Hudson replied that's correct.

S Hudson sought approval for the DR.

SSE, BGE, Community Power and Energia reported that they would like to hold off before approving this DR.

Attendees didn't approve DR1227.

**DR1227 not approved.**

### **V14.00.00 Assurance Approach**

S Hudson reported that RMDS is seeking IGG approval for the v14.00.00 Assurance Approach. One Supplier requested minor changes to version v0.9 which issued to MPs on 21<sup>st</sup> September 2022.

S Hudson sought approval for v14.00.00 Assurance Approach.

J Gregory said that the three new DRs are being introduced, she presumes that they are not going to be included in v14.00.00 assurance and will have their own assurance. Is that the case?

S Hudson replied that as far as she's aware, the three DRs will be included in v13.4 based on the conversation which took place the Supplier Workshop yesterday. So, they won't come in the v14.00.00 Assurance Approach. She will clarify this and come back on it.

J Gregory added that in the v14.00.00 Assurance Approach there are dates and discussion around the content. Presumably with these three new DRs, the proposal to potentially push out v14.00.00 has changed as well.

S Hudson replied that, more than likely the dates will change. ESNB suggested at the Supplier Workshop yesterday, that the dates would be pushed out by six months.

J Gregory said that the Assurance Approach that Suppliers are signing off on, was based on the previous plan and approach. In principle it's fine. Finally, to flag, the assurance handover. It's prudent to mention it now, is there an update on the Assurance body, who's in place?

S Hudson replied that currently Gemserv is in place until 21<sup>st</sup> November 2022. RMDS can't officially announce it at the moment because the contracts are still with legal, but it's imminent. As soon as RMDS knows, it will inform MPs.

J Gregory stated that in terms of the handover, the concern is that the activities that are going on at the moment. Is there a handover taking place at the moment?

S Hudson replied that it's not taking place yet as contracts haven't been signed but it will happen and will be done to the highest standard. There won't be any issues at all between the two participants.

J Gregory said that based on that, she's not sure that Suppliers can sign off on the Assurance Approach yet. Perhaps there can be sign off on condition that Suppliers get updated dates within it.

S Hudson replied that's no problem.

M O'Connor added that further from J Gregory's comments, SSE has no issue with what was presented. However, SSE doesn't feel that it should be signing off on the Assurance Approach at the same time that Suppliers are signing off on DR1225, DR1226 and DR1227. We should have a holistic approach and look at what we're trying to sign off on and do. SSE doesn't feel that this can be signed off because the dates are going to be changing.

J Gregory added that it may be a good idea that MPs sign the Assurance Approach off once the new incumbent is in place, whoever that may be. This is going to lay the foundation on a very significant piece of work. Until Suppliers know who that is and until they are assigned, if it's on 21<sup>st</sup> November 2022,

that's only two weeks away. It may be worth making sure that's done because it's critical to know who's going to be delivering it.

S Hudson reported that RMDS will hold off on the sign off of the Assurance Approach until the Assurance Body is announced.

**V14.00.00 Assurance Approach not Approved.**

## 6. ESB Networks Update

C Murphy gave the ESN Update.

**Refer to slides for details.**

### Hub Relocation Project

C Murphy reported that all MPs have completed the task of implementing the required firewall rules to connect to the new ROI Test HUB. Thanks for MPs for doing this. 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. MPs support with this would be appreciated, but hopefully it won't be 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.

### Electricity Costs Emergency Benefit Scheme II

C Murphy reported that the Snapshot files for the 27<sup>th</sup> October Effective Date are available on the SFTS until 29<sup>th</sup> November 2022. Suppliers are responsible for providing the credit to all MPRNs contained in their Snapshot list.

ESBN 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>'.

Weekly reporting commences this Friday 4<sup>th</sup> November 2022.

Suppliers should use the template provided by RMDS on 14<sup>th</sup> October 2022. This template replaces the template used for the previous scheme.

MPs should refer to the User Guide Tab for instructions as well as MCR1224 and WP0033.

### Market Participant Survey

C Murphy presented slides on the RMS market participant survey and action plan.

**Refer to slides** for details.

#### Market Activity and Outages

C Murphy presented a slide on the planned and unplanned outages.

**Refer to slide for details.**

C Murphy reported that there were fifteen unplanned outages in the last period. ESNB wants to remind Suppliers that if they plan on taking their EMMA off the air, they should use the heartbeat function on the EMMA to more appropriately manage that outage, so that it doesn't appear as an unplanned outage. All unplanned outages take time and resources to follow up on.

#### TIBCO Housekeeping

C Murphy presented a slide on TIBCO Housekeeping.

**Refer to slide for details.**

C Murphy reported that Suppliers are reminded of the regular housekeeping requirements e.g., database reorgs which keep EMMAs 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 approximately sixth 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) to ensure that the notification emails are going to the correct people.

#### Infrastructure Changes

MPs are requested to let the Market Message Hub Support team (esbnetworksservicedesk@atos.net) know of any changes that may impact the TIBCO EMMA e.g., IP Address change.

#### Microgeneration

Following the presentation, C McWeeney reported that she had a question on Microgeneration. Suppliers are in the process of rolling out their Clean Export Guarantee solutions. At the ILG, there was a request from SSE for a meeting on Microgeneration. Could ESNB add a section to its Agenda on Microgeneration queries that are coming through while Customers are getting paid and things like that. Any queries that are coming back from Suppliers to ESNB, if there are similar ones so that Suppliers could get visibility of those.

C Murphy replied that with regard to the ILG, he wants to remind Suppliers that the ILG is not the correct forum to raise Microgeneration queries. If there are Microgeneration queries, they should be raised through the channels which were advised at a previous IGG. Failing that, queries can be raised via RMDS. The market design documentation is quite good with regard to microgeneration. The solution is live since 28<sup>th</sup> June 2022, so there should be a good level of understanding of how the solution works based on the



fact that it has been live for a number of months. If there is something that Suppliers need on microgeneration, ESNB can facilitate that, but ESNB would probably prefer if MPs submitted queries that they have, that they submit them via RMDS. ESNB will collate those queries, respond to those queries individually but will also look to see if there is a wider theme. ESNB will then report at the ILG as to what the actual theme is and if there are common issues across the board, ESNB will report back on that. If Energia still wants something after that, ESNB will look into this.

C McWeeney said that's great, that's exactly what she thinks would be useful.

J Gregory stated that a note was issued about three weeks ago which stated that all microgeneration queries were to be raised to MRSO. Is that not the case then? It's really important that we need to be clear because there are a number of queries which have been raised through different channels. It would be really good to have a clear view. There could be ad hoc queries as to why someone is not getting data on certain days, or what do Suppliers do if they have missing data. Although it's bedded in and Suppliers are very comfortable with the process to a large extent, there are still going to be support issues that Suppliers need help on.

C Murphy replied absolutely. ESNB wanted to make this as business as usual as possible, a bit like the different market messages having different owners. ESNB took that path and basically put together a slide and shared it with MPs and said where different queries should be directed to. If it's anything to do with the NC6 Form, ESNB has advised as to where that should be directed. If there's anything to do with the provision of data or settlement, that should go to MRSO. ESNB can look to recirculate that slide again to MPs to show where ESNB advises Suppliers to contact.

J Gregory said then it's not RMDS that Suppliers should send queries to. In some ways it would be good to have a central body to send the queries to.

C Murphy added that there is a business as usual to advise where to send the different queries to. If Suppliers have a meter reading issue at the moment, they should send it to Meter Reading mailbox. If Suppliers have service order issue, they send it to another area. Revenue protection issues should go to a different area. There are different teams responsible for microgeneration at different points along the Customer journey.

J Gregory said that she gets that but what would be useful for a Supplier point of view, and it's just a suggestion, is to have a single point of contact in ESNB to deal with the interim microgeneration solution, then that could be fielded to the correct area. Sometimes queries cover a number of different teams which C Murphy has mentioned. It may be useful to have this approach for the next six months because we're going to have settlement happening next year and there may be a whole raft of questions coming in. There could be FAQs with that group, and these would be experts that Suppliers go to. That may be RMDS, she doesn't know. It's just a suggestion.

C Murphy reported that if there are business as usual type of queries, they should be sent to the contacts that ESNB advised. But because this is being raised at the IGG, he is suggesting that this list of queries that Suppliers have at the moment, can Suppliers send them to RMDS. ESNB will then disseminate them and will come back with individual responses and will look at the common issues across the board and will report back to the IGG on them. If ESNB then needs to, it will reiterate or strengthen communication as to where issues should be directed as part of the follow up. If Suppliers could come back by Friday week 11<sup>th</sup> November 2022 to RMDS. ESNB will then disseminate this using the various teams within ESNB and come back with answers and the way forward.

J Gregory said in relation to all the slides that ESNB has gone through with RMS, this is perhaps one area that is practically going to help Suppliers now, in having that single point of contact for communication. Let's go with ESNB suggestion for now and see how it unfolds.

## 7. Gemserv Update

S Fuller gave the Gemserv update.

**Refer to slides** for details.

### Market Assurance Activity

- Government Emergency Electricity Credit (Scheme 2) – Assurance has been completed. Thanks to MPs for their engagement at short notice. This has approved by CRU.
- 1 Large Supplier Material Change Requalification – is going for CRU approval.
- TIBCO Hub Relocation - Self Assessment Report is now with the CRU for approval.

S Fuller added that, as confirmed by RMDS, Gemserv is in contract until 21<sup>st</sup> November 2022. As this is the last IGG until then, she thanked MPs for their fantastic engagement over the last fifteen years that Gemserv has been doing this, six years that she has been doing this role. There have been some great relationships. She will really miss working with MPs.

MPs thanked S Fuller.

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

S Hudson provided the outage update.

### Outages

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

## 09. AOB

One item was raised in AOB.

DR1225/DR1226/DR1227.

R Hassett said in relation to the three DRs which were not approved at this meeting, what do Suppliers need in relation to additional time for these DRs.

D McBride replied that as the workshop just took place yesterday, he wasn't there, but from information he received, there wasn't much room for discussion. It was more of a one-way presentation. There isn't any clarification as how much time Electric Ireland would need but there was concern around the Customer journey and things like that. As soon as he has an update, he will share it with ESBN.

R Hassett replied that it would be good to get that understanding. There is a TWG scheduled for 9<sup>th</sup> November 2022 to allow for more discussion on the three DRs. ESBN is also keen to get feedback from Suppliers on the DRs.

S Hudson reported that RMDS will ask Suppliers to come back with feedback. The next is TWG on 9<sup>th</sup> November 2022. These DRs don't necessarily sit under the TWG because they are not part of v14.00.00. However, RMDS could ask Suppliers to come back with a suggested timeframe of how long they need to impact assess the DRs with a view to a suggested timeframe. ESN suggested at the workshop yesterday that this would be three weeks.

R Hassett stated that ESN suggested at the Supplier Workshop yesterday, a three timeframe from yesterday for feedback.

J-A Hannon said that as it's not part of v14.00.00, it won't be part of the TWG. BGE thinks it would benefit from a TWG, maybe after everyone's comments are in so that they can be best trashed through in collaboration with others.

J Gregory added that there may be different approaches to the rejection of messages. On the comments made earlier on the Customer journey, it's looking at the technical implications as proposed, especially on DR1225. MPs can have an open discussion at the TWG on options around perhaps different rejections there are in different stages of the journey.

R Hassett replied absolutely. ESN heard the feedback at the workshop yesterday about the Change of Supplier and the re-energisation. ESN is keen to get a view across Suppliers on that. As soon as ESN gets these, it will address that.

J Gregory added that, something that may be useful in advance of the TWG next week, is to get a view on the statistics over the last six months on the number of switching and the number of cancellations that actually happened. One of the views is, from a Suppliers' point of view, is that Suppliers need to encourage sales of Smart services. It's all very well having a Smart meter on the wall, but Smart services and the Time of Use Tariff is key. To try to enhance that journey rather than reject that journey is something that Suppliers would definitely be looking at. This would perhaps inform the conversation, to understand the level of cancellation that we're dealing with because the current approach is to reject on the basis of cancellation. Individual Suppliers could look at their own statistics as well to compare to the national average.

#### Next Steps

J O'Dwyer outlined the following dates in the calendar.

#### **Next Conference call:**

- IGG Conference Call on Wednesday 30<sup>th</sup> November 2022.

#### **Next IGG:**

- Wednesday 11<sup>th</sup> January 2023 – will be a conference call.

J O'Dwyer thanked MPs for attending the meeting.

**Retail Market Design Service**

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