



Retail Market Design Service

Industry Governance Group

02/11/2022

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 28.09.2022**

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**
- **2 new actions were 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	02/11/2022	23/06/2021
1158	Electricity Costs Benefit Scheme – Suppliers to revert to ESNB via RMDS as to whether they intend or not to use the same Bank Account details going forward.	Suppliers	05/10/2022	28/09/2022
1159	Electricity Costs Benefit Scheme – Suppliers to revert to ESNB via RMDS if they want a MPRN list of DG1 and DG2s.	Suppliers	05/10/2022	28/09/2022

CRU Update

Industry Governance Group

2nd November 2022

CRU Policy Update

- **Electricity Costs Emergency Benefit Scheme II**
 - CRU published a [Guidance Document and FAQs](#) for the scheme on 20th October 2022.
- **CRU Package of Customer Protection Measures for Household Gas and Electricity Customers**
 - Brief monthly report/confirmation by email to retaildata@cru.ie by the second Friday in Nov and Dec
- **Smart Meter Data Access Code:** Consultation closed on **September 21st 2022**. 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), aiming for a consultation by Q1 2023.



Retail Market Design Service

Retail Market Design Update

Suzanne Hudson, RMDS

Re-Versioned MCR1219 – SPAYG , System and Process Changes necessary to deliver policy

MCR1219	Details		
Date Raised	28/02/2022	Date last Approved	25/05/2022
Requesting Organisation	RMDS	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V4.0		
Change Summary	<p>This MCR details changes necessary to deliver policy. It has been re-versioned and updated to include additional changes as part of MCR1219 re-versioning exercise</p>		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1216 – SMART Metering Remote Operations

MCR1216	Details		
Date Raised	25/06/2021	Date last Approved	25/05/2022
Requesting Organisation	ESBN/SMART	Jurisdictional Implementation	ROI
Schema Impacting	Y	Jurisdictional Applicability	ROI
Latest Version	V4.0		
Change Summary	<p>This details the changes required to the Retail Market Design to enable the utilisation of the Remote Switch functionality of the Smart Meter.</p> <p>Updated to reflect re-instatement of ODP validation for V14.00.00</p>		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		

DR1225 – MCC02 Meter Exchanges

DR1225	Details		
Date Raised	26/10/2022	Date last Approved	
Requesting Organisation	ESBN/SMART	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V1.0		
Change Summary	<p>DR1225 proposes that ESB Networks leads the exchange of the current MCC02 meters with Smart Meters.</p> <p>The proposed solution is to install Smart Meters at MCC02 sites which are pre-configured to provide 2 registers (Day and Night) from installation.</p> <p>If approved, meter exchanges would commence in Q3 2023</p>		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a DR 		

DR1226 – MCC03 Meter Exchanges

DR1226	Details		
Date Raised	26/10/2022	Date last Approved	
Requesting Organisation	ESBN/SMART	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V1.0		
Change Summary	DR1226 proposes that ESB Networks leads the exchange of these meters with a single smart meter. Proposal outlined in DR.		
Classification	• At Today's Meeting; For Approval as a DR		

DR1227	Details		
Date Raised	26/10/2022	Date last Approved	
Requesting Organisation	ESBN/SMART	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V1.0		
Change Summary	<p>The proposed solution will adhere to the existing MCC01 exchange process that has been previously rolled out, the only meters in scope are Whole Current MCC01 sites with a 3-phase connection.</p>		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a DR 		

V14.00.00 Assurance Approach

Seeking IGG approval for V14.00.00 Assurance Approach, one supplier requested minor changes to version 0.9 issued to MPs on 21st September:

- Page 42 – TWG added to last bullet point - **Assurance activities will not begin until all v14.00.00 changes have been agreed and finalised by the TWG and the IGG.**
- Page 43 – Milestones:

Footnote 12: (amended)

Date to be determined. If the IPT plan issuance is later than the 1 Oct 2023 date, then all subsequent dates must move in step including the deadline for issuance of the IPT workbooks.

Footnote 15: (amended)

V1.0 IPT workbooks issued to Market Participants by the latest 5th January 2024. The exact date of issue will be included in the RMDS issued IPT Plan.

Upcoming Outages for ROI

There are no outages scheduled for November



Thank You



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 29th 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 4th November**
 - Please use the template provided by RMDS 14th 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

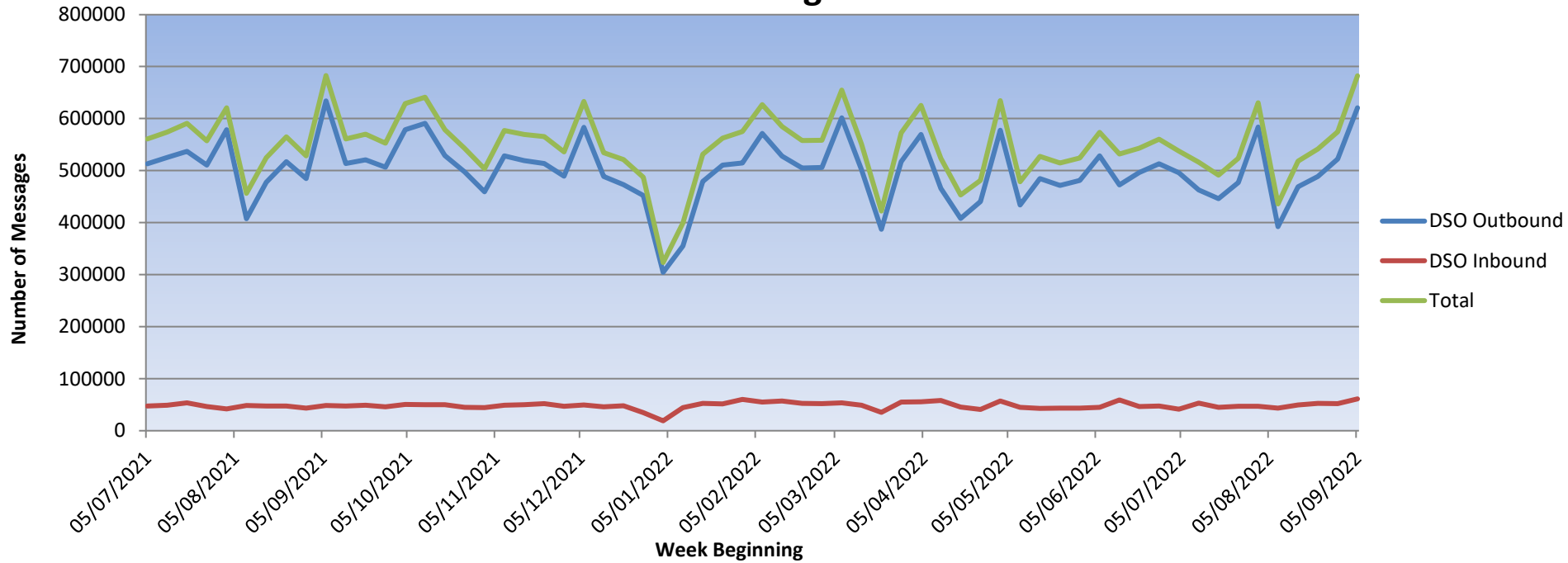
- **Item 2 – MP Awareness of Different RMS Functions**
 - i. A slide deck is being developed by RMS to educate MPs on the different Roles & Responsibilities of each area.
 - ii. A walk through of this slide deck will be available upon request if MPs would like to understand the roles of the various RMS 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

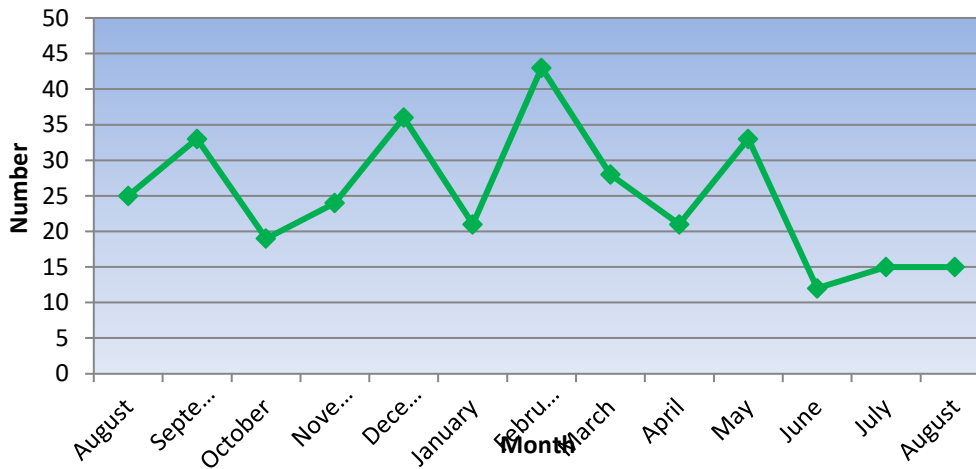
- **Items 4 and 5** will be taken on board by RMDS as these are related to their responsibilities in the retail market

Market Message Volumes



Outages (Unplanned)

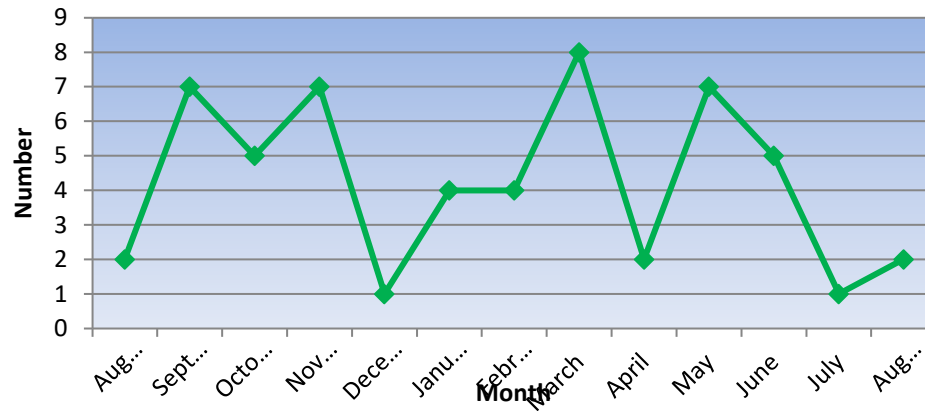
Unplanned Outages 2021 / 2022



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 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) 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) know of any changes that may impact the TIBCO EMMA e.g. IP Address change



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

2 November 2022

Simon Fox-Mella



Market Assurance Activity



- Government Emergency Electricity Credit (Scheme 2)
 - Approved by CRU
- 1 Large Supplier Material Change Requalification
 - For CRU approval
- Tibco Hub Relocation
 - Self-Assessment Report with the CRU for approval.

Questions



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Thank you

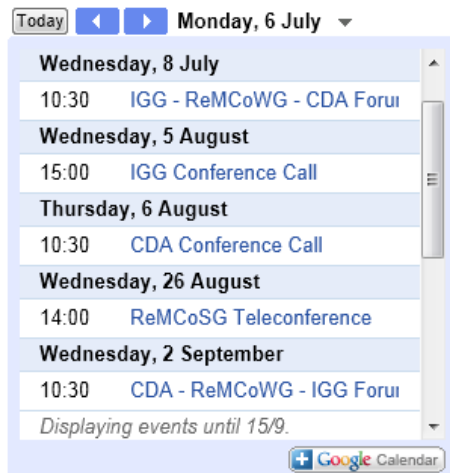


AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 30th November 2022**
- **IGG Meeting – Wednesday 11th January 2023**
- Dates for 2022 are on Calendar of Events on RMDS website www.rmdservice.com





Thank You