

IGG Meeting Minutes

Date:	26 th April 2023	Time & Location	10:30 Conference Call
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Alice Mooney, Tracy Caffrey, Catherine Keane, Patrick Moran	RMDS	
	Sharon Cosgrove, Jack Walsh, Anna Rourke, Deidre Walsh	CRU	
	John Bracken, Carl Murphy, Siobhan Melvin, Ken Murray, Emer Corcoran, Rachel Hassett, Sinead O'Hagan, Ciaran McCallion, Siobhan Gethings, Catherine Leen, Emma Porter	ESBN	
	Robin McLaughlin, Jason McKnight, Marguerite White	Version 1	
	Jim Long	MRSO	
	Andrew McKinnon	Flogas	
	Ian Mullins	BGE	
	Jessica Gregory, Ceola McGowan	Bord Na Mona	
	Aine Ni Cheara	SSE	
	Aoife Coppinger	Prepaypower	
	Caoimhe McWeeney, Anca Stanciu	Energia	
	Sinead Butler, Peter Brett, Canice Kenealy	Ecopower	
	Jessica Gregory, Ceola McGowan	Community Power	
	Desmond McBride	Electric Ireland	
Apologies:			
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CRU Update
5.	Version 1 Update
6.	Retail Market Design Update
7.	ESBN Update
8.	Notice Board Planned Maintenance, Reminders from IGG, etc.
9.	AOB

1 – General
<p>Firstly, J O'Dwyer reported that the RMDS Presentation was updated this morning before the meeting to v3.0. This presentation is available on the RMDS Website.</p> <p>J O'Dwyer enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 29th March 2023.</p> <p>Minutes Approved.</p>

2. Actions – Previous Conference Call & IGG
<p>S Hudson provided the Action Item Update.</p> <p>2 IGG actions have been carried forward.</p>

Action Items

1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market		
Update for IGG	<ul style="list-style-type: none"> S Hudson reported that she has a meeting next week with CRU to discuss this action again as it's been open for a while. 		
Discussion at IGG	<ul style="list-style-type: none"> Action to remain open. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action remains Open	Due Date: 24.05.2023

1163	Electricity Costs Emergency Benefit Scheme II – CRU to investigate the possibility of a lessons learnt exercise for Scheme II		
Update for IGG	<ul style="list-style-type: none"> S Hudson reported that CRU will give an update on this action. 		
Discussion at IGG	<ul style="list-style-type: none"> J Walsh reported that as there's a demand for another lessons learnt exercise, CRU can accommodate this. CRU will wait until the scheme is fully complete, which will be by 14th July 2023 when all the unallocated credits should be gone back to ESBN, before organising any workshop. CRU will then organise a workshop in August. Action deemed closed. 		
Forum Logged: CC	Assigned to: CRU	Status: Action deemed Closed	Due Date: 26.04.2023

3. Actions – New IGG Actions
<p>1 new action was logged at the IGG.</p>
New Action Items

1164	CRU to investigate the possibility of holding a face-to-face IGG in the future
Discussion	<ul style="list-style-type: none"> See Section 9 AOB for details.

at IGG			
Forum Logged: IGG	Assigned to: CRU	Status: NEW Action	Due Date: 24.05.2023

4. CRU Update

J Walsh gave the CRU Update.

Refer to slide for details.

Electricity Costs Emergency Benefit Scheme II

J Walsh reported that the third and final payment period, i.e., March/April, is almost complete. Any Customers eligible to receive credits that have not yet received them, can do so by 30th June 2023. As was the case with last year's credit, if Suppliers have any details for Customer who has not received the credit yet, but were captured in the snapshots, CRU requests that Suppliers make all efforts to contact them prior to 30th June 2023.

Customer Protection Measures Review

J Walsh reported that in regard to the enhanced Customer Protection measures which have been in place for the wintertime, for which CRU consulted on with Suppliers last year, CRU is currently receiving feedback on how those measures have worked for CSG participants and various NGOs. CRU is going to evaluate that feedback in conjunction with its own monitoring, which has been ongoing over the last few months. CRU has been looking at the effectiveness of the measures. At the next IGG Conference Call on 24th May 2023, CRU will present the suggested measures that it would be looking to retain for winter 2023/2024. CRU will give Suppliers two weeks to provide feedback, to see if there are any other suggestions regarding those measures.

5. Version 1 Update

R McLaughlin gave the Version 1 update.

Refer to slides for details.

V14 Assurance Approach

R McLaughlin reported that Version 1 issued the v14 Assurance Approach to MPs via RMDS last week. Hopefully MPs will get an overview of this now that they have had a chance to look through it. Essentially it is very similar to the previous version. There's a single PQ now, as three MCRs have been moved to the v13.6 Approach. Formal testing is very similar to how it was before with PAYG Suppliers and ESNB. The timelines and key activities are very consistent to what they have been in the past. Version 1 has however, sought an additional step, when we go into IPT, we are now looking at the link between IS-U and the AMI system. Version 1 has taken the MCRs to see, from an assurance perspective, what the impact will be both to the market, but to Suppliers. Version 1 generally creates its own Impact Assessment. It doesn't have to really share that but felt that it might be useful for participants to look through that. Version 1 is planning to issue that to MPs over the coming days. The Impact Assessment is not for approval, it's just more for information. If there are things that MPs think that Version 1 has missed, it is very happy to take

that feedback. It's quite detailed and will give MPs more flavour.

I Mullins stated that the v14 Assurance went out to Suppliers via RMDS and there was the option for Suppliers to provide feedback. Can Version 1 advise what feedback was received and what changes may occur from that?

R McLaughlin replied that Version 1 only received feedback from ESNB. The changes ESNB suggested were more cosmetic, minor wording changes, there is nothing really material changing. ESNB stated that it was happy to approve the document.

I Mullins added that BGE sent in some feedback via RMDS yesterday by the deadline. He is wondering if that has been received and reviewed?

R McLaughlin replied that Version 1 has not received that feedback yet.

T Caffrey added that RMDS received that feedback from BGE yesterday evening. She will forward this onto Version 1 directly.

I Mullins said that he is very interested to understand the views based on the feedback that BGE sent in. He added that the email that was issued to MPs on the v14 Approach said that Version 1 would be looking for approval of the Approach at this meeting. Is that not the case now?

R McLaughlin replied that from Version 1's perspective, it is seeking approval of it. If people are in the position to approve it at this meeting, that's fine. If they are not, Version 1 was keen to get the approval to MPs, as this task was given to Version 1 at the last meeting. Version 1 has worked very hard to get it out. When MPs see the Impact Assessment, it will show the level of depth and detail Version 1 has done.

I Mullins stated that if not all feedback has been taken on yet, he is wondering how that would work.

J Gregory said thanks very much for all the detail. It's just trying to get through the document and do a full review of it again as a new document in the timelines. She absolutely appreciates that a huge amount of effort from Version 1 has gone into the document, but equally Suppliers have, amongst all the other things, to review the assurance approach in detail. Based on the fact that feedback has gone in, perhaps not being able to approve it today. Suppliers need a fair amount of time to actually review this important document. Approval could be sought at the next IGG Conference Call in May.

S Hudson stated that she agrees with this. RMDS will bring the Approach to the IGG Conference Call on 24th May 2023 for approval.

R McLaughlin added that unfortunately Version 1 couldn't get the document out any sooner. It was working very hard to get the document out and is trying to work as best as it can to the timescales it was given.

J Gregory added that she appreciates the Impact Assessment that Version 1 has done and added to it. It will give Suppliers more clarity to have a look at that as well in conjunction with the Approach.

R McLaughlin reported that Version 1 is not seeking approval of the Impact Assessment. Version 1 doesn't normally send this out, but he felt it might help as this is what Version 1's view is of what it thinks is changing from an ESNB perspective and a Supplier perspective.

V13.6 Assurance Approach

R McLaughlin said that with regard to the PQ Assessment, thanks to those Suppliers who have responded. There are still a couple of PQs that Version 1 is waiting on. If those Suppliers could send them in, that would be great, to keep Version 1 on track with the timelines.

Additional Updates

R McLaughlin reported that there are six Material Change/Requalification applications are being processed. He also reminded Suppliers that if they are making a material change, can they let Version 1 know, so Version 1 can plan accordingly.

6. Retail Market Design Update

S Hudson gave the Retail Market Design Update.

Refer to slides for details.

V13.6 MMR Plan Update

S Hudson reported that as advised on 13th April 2023, an email was sent out by RMDS in relation to the deployment of 3 Phase MCC01 Smart Meters (MCR1227) informing everyone that this will be delayed and won't commence any earlier than 20th November 2023.

The timelines for the go-live and IPT won't be affected. Similarly, the deployment will commence from the 11th September 2023 as planned.

MPs can continue with their own delivery for MCR1227. There is no change to MCR1227 as a result of this delay.

ESBN will continue to provide updates to MPs at the ILG and IGG. MPs are invited to submit any queries or feedback via RMDS.

Re-versioned MCR1221– Contingency Process for Failure in SPAYG Technology Chain

S Hudson reported that this MCR has been reviewed at various TWGs over the last number of weeks.

S Hudson sought approval for the re-versioned MCR.

I Mullins said that on the face of it, the intent of the MCR seems pretty sensible. The additions are definitely useful and represent the discussions at the TWG. Is now the right time to look for approval of the MCR considering the additions are headlines that are yet to be developed and detailed procedures and aspects that will feed into this? Would it be more beneficial to seek approval once the detail behind this and additions have been put into it and worked out, so that we would be looking at this on a holistic basis as opposed to approving headlines that we don't know the details behind?

S Hudson said that in terms of that level of detail, at what point will ESBN be able to give RMDS that?

J Gregory stated that, perhaps what would be very useful if that we can just have a signoff of the processes at the point when they are released. Understanding that those are going to be drafted. It's difficult to sign off on something that doesn't exist yet. She understands that ESBN needs time to go and draft them and to release them, very much like Briefing documents. If we could just bring those processes back for discussion and perhaps approval IGG, she imagines that may suffice in terms of closing out this.

I Mullins added that he agrees with this. It makes sense. It's at this point now, where we have headlines

without details but if it's the case that the headlines make sense, and the details will come later for approval, that's also an alternative which could work.

R Hassett reported that she agrees with that point. If the headlines make sense then the Working Practice will be developed and will obviously have to come back for approval also. From an ESNB perspective, that would be its proposal. The headlines that were agreed at the TWG, that this direction for the MCR is agreed now and then the Working Practice with the detail is developed according to the baselined MCR.

D McBride stated that Electric Ireland supports the views of J Gregory and I Mullins in terms of waiting for the other documents to be available before approving the MCR.

S Hudson asked attendees if they agreed to approve the headline piece of the MCR with the detail to follow, or would they rather wait until they get the detail.

J Gregory said that she's happy to approve the MCR on the basis that the detail is going to follow and MPs will approve the detail subject to approving the overall bucket of the MCR.

I Mullins said that he agrees with that. That's a fair compromise. If it's agreed now that when the details are developed, that they will be subject for approval at IGG as well so this just doesn't disappear without the detail being known about. That seems fair enough alternative.

S Hudson asked if the headlines of the MCR are approved by MPs.

Attendees agreed to approve the headlines of MCR1221.

MCR1221 approved.

Re-versioned MCR1227– 3 Phase Meter MCC01 Exchanges

S Hudson reported that the re-versioned MCR was discussed at the last TWG where MPs saw the impact on MPD05.

S Hudson sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1227.

MCR1227 approved.

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. As MRSO wasn't at the last IGG, this presentation contains information over the last four months. 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.

Smart Data Services Figures

J Long reported that on the Smart Data Services the following figures are up to date as of 23rd April 2023:

- The figure to date for MCC12 which is the 24-Hour Meter is **153,571**.
- The figure to date for MCC16 which is the Day/Night Meter is **25,001**.

7. ESB Networks Update

S Melvin gave the ESBN Update.

Refer to slides for details.

Access Agreement and Data Sharing Agreement Supplier Obligations.

S Melvin reported that ESBN wishes to remind Suppliers of the following conditions relating to the Access Agreement and the Data Sharing Agreement. She outlined the conditions detail.

Refer to slide for details.

MCC12 – Non-zero estimates during Power Outage Scenarios

S Melvin reported that ESBN has investigated incidents where a limited number of MCC12 MPRNs have incorrectly estimated non-zero Half Hourly Interval values during power outages.

The metrology for both RM106 and RM107 meters has operated as expected in these cases. Both meter types are recording and providing the required Half Hourly Interval data associated with the power outage period. The validation of intervals recorded during power outages has, in some cases, resulted in estimation of those intervals as non-zero. Two validation routine issues have been identified; one has been resolved with the other to be resolved in Q2/2023. ESBN has identified 9,175 customers (6% of total MCC12s) where this has occurred since February 2021. The volume of consumption estimated is low and is not expected to result in significant correction of data. The average adjustment per MPRN is 2.96 kWh. ESBN will engage with individual Suppliers over the coming weeks in relation to this.

I Mullins said with regard to ESBN getting in contact with Suppliers affected, how will that contact be handled? Will it be through RMDS, or will it be directly to particular teams?

S Melvin replied that ESBN will reach out to the IGG contacts for the first cause of action. If there is any specific contact Suppliers would like ESBN to make, send them to ESBN via RMDS.

J Gregory asked if this has had any impact on Microgeneration data or not.

C Murphy replied that it did impact microgeneration. In this particular case, ESBN would deem it. Where ESBN doesn't have actual data for Microgeneration, ESBN deems that data.

Market Activity and TIBCO Outages

S Melvin presented a slide on the planned and unplanned outages.

Refer to slide for details.

S Melvin reported that there were thirteen unplanned outages in March. ESNB reminds Suppliers to use the outage notification facility to notify it of any unplanned outages. There were two planned outages in March. ESNB wants to remind Suppliers to do the regular housekeeping requirements, e.g., database re-orgs which keep EMMAs running efficiently .

PAYG

S Melvin reported that Monday 1st May 2023 is not a credit friendly holiday. If a Customer loses supply on this date the purchase of credit is required to top up the meter and restore supply. ESNB will process PMP requests submitted via the extranet up to 5 p.m. on Friday 28th April 2023. Requests submitted after this will be processed on Tuesday 2nd May 2023. Customers can still purchase credit using their old KPN card, to their old supplier until the PMP is processed.

ESNB will use the contact details provided by suppliers for Easter. Any change to those details should be provided to keypadmanagement@esb.ie.

I Mullins asked if a formal note on this matter will be going out to MPs via RMDS.

S Melvin replied that ESNB can issue a note to MPs via on this. It will be similar to the one which was issued to MPs at Easter. *(This note was subsequently issued to MPs via RMDS)*

I Mullins said that the note is the normal trigger and is easy to pass onto teams.

Updating Customer Information

S Melvin reported that ESNB wants to remind Suppliers that when they are engaging with Customers, they take the opportunity obtain new/updated Customer details such as contact and address information, and to submit any updates through the relevant market messages to ESNB.

Go Live Date for v14.00.00

S Melvin reported that a question was asked at the last IGG as to when the Go Live date for v14.00 will be. In the meantime, and at the ILG before the last IGG, it was communicated that the Go Live date is 30th September 2024.

Following the presentation, an attendee raised the following question:

Outage Notifications.

I Mullins reported that with regard to outage notifications, one was issued to MPs yesterday that was a very short-term notification. It was for an outage that was brought forward by three hours. Was this an exception or are Suppliers going to see very short-term notification of outages going forward? Also, the level of detail that impacts from the outages, could this be examined to make sure that there is granularity for all the teams which might be impacted?

S Melvin stated that RMDS manages the outage notifications and provides the level of detail to MPs.

S Hudson asked I Mullins what level of detail he is looking for.

I Mullins replied that some of BGE's teams have been coming back to him saying that the retail market is impacted but does that impact such and such a system. He doesn't know as it's not in the Outage notification note. If a review could be done to see if any extra granularity of different systems impacted rather than outages listed under the general outage umbrella description . If it's humungous and it's four hundred systems, that defeats the purpose.

C Murphy reported that ESNB provided that information late to RMDS yesterday. ESNB endeavours to do any outages to minimise as much impact as possible for the market perspective. ESNB looks to utilise the third Sunday of each month as much as possible. On occasions that can't always be possible and ESNB tries to execute outages after 20:00 and before 08:00 in the morning. Unfortunately, yesterday, this wasn't something that ESNB could facilitate, and it did need to get it done as soon as possible. With regard to the detail of the systems impacted, as far as ESNB can go, is the detail of the market systems impacted and beyond that is for Suppliers to deduce what the impacts are from their side. Say the Webservice is not available for a period of time, that's as far as ESNB can go.

I Mullins said thanks for that update. He realises that there are some situations forced on ESNB and it has to deal with them at short notice. He was just wondering if Suppliers are going to see more short terms ones.

C Murphy added that we're all subject to the same cyberthreats and other things so he can see more pressure coming as we move into the future. ESNB is very conscious of minimising the impacts to MPs.

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

S Hudson provided the outage update.

Outages

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

9. AOB

1 item were raised in AOB.

Face-to-Face IGG

C McWeeny reported that a GMARG took place last week and it was a face-to-face meeting. It was great to see everyone in person. She asked if CRU has any plans to hold a face-to-face IGG over the next few months.

J O Dwyer replied that CRU will certainly consider this. He will discuss this with RMDS.

S Melvin added that ESNB supports holding a face-to-face IGG. It would be good to meet in person after all this time.

A new action was logged: **Action 1164: CRU to investigate the possibility of holding a face-to-face IGG in the future.**

Next Steps

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

Next Conference call:

- IGG Conference Call on Wednesday 24th May 2023.

Next IGG:

- Wednesday 21st June 2023.

J O'Dwyer thanked MPs for attending the meeting.

Retail Market Design Service

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