



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
26 April 2023



Agenda

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1. Access Agreement and Data Sharing Agreement Supplier obligations
 2. MCC12 Non Zero Estimates during power outage
 3. Market Activity & TIBCO Outages
 4. PAYG
 5. Updating Customer Information

Access Agreement & Data Sharing Agreement Supplier Obligations



ESB Networks wish to remind Suppliers of the conditions below relating to the Access Agreement and the Data Sharing Agreement:

Access Agreement

- 4.1.1 the Access shall only be used for the use and purpose for which it is intended.
- 4.1.2 information from the Access Systems shall not be passed to any third parties (other than the Market Participant's agents and subcontractors) unless strictly in discharge of the Market Participant's obligations under any applicable law and provided that, unless prohibited by law, prior notice in writing is given to ESN.
- 4.1.3 no information obtained from the Access Systems shall be sold or otherwise transferred on to other parties (other than to the Market Participant's agents and subcontractors)

Data Sharing Agreement

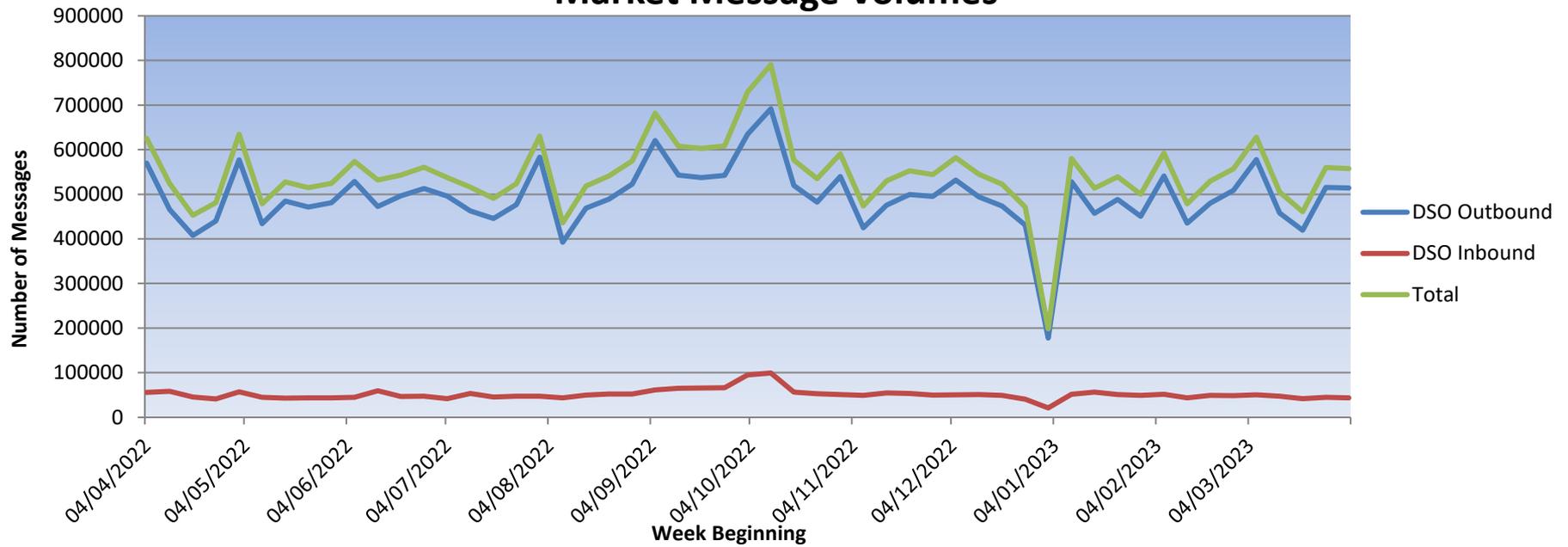
- 3.2. Each of the Market Participants acknowledges and agrees that it is a Controller in respect of all Personal Data transferred or disclosed to it by ESN in the performance of its functions under the DSO License and the MRA with effect from the time that such data is received by its systems, networks, or personnel (including subcontractors)
- 4.2.2.2 It requires the personal data for use in connection with the Market Participant's activities as a Supplier and not further or otherwise.
- 4.2.2.4 It has in place appropriate technical and organizational measures to ensure the security of such Personal Data

Non-Zero MCC12 Estimates during power outage scenarios



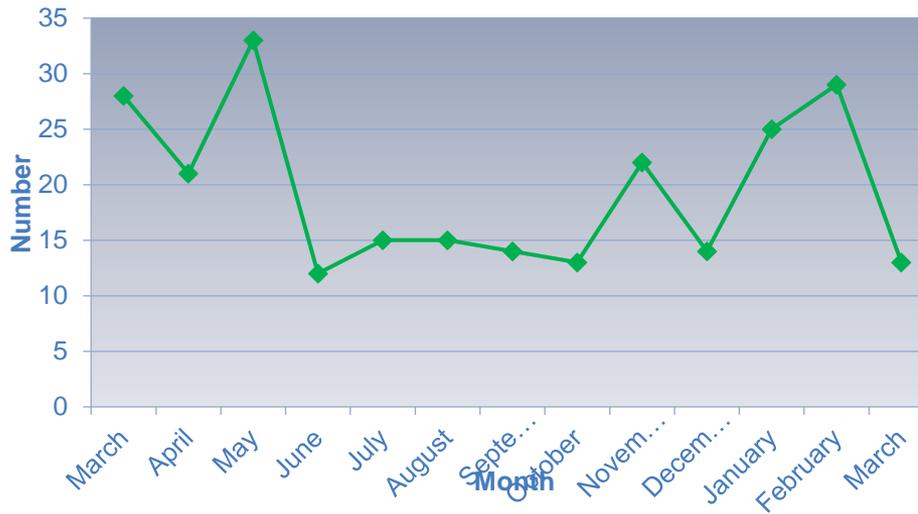
1. ESNB has investigated incidents where a limited number of MCC12 MPRNs have incorrectly estimated non-zero Half Hourly Interval values during power outages.
2. The metrology for both RM106 and RM107 meters has operated as expected in these cases. Both meter types are recording and providing the required Half Hourly Interval data associated with the power outage period.
3. 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.
4. ESNB has identified 9,175 customers (6% of total MCC12s) where this has occurred since February 2021.
5. 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.
6. ESNB will engage with individual suppliers over the coming weeks.

Market Message Volumes



Outages (Unplanned)

Unplanned Outages 2022 / 2023



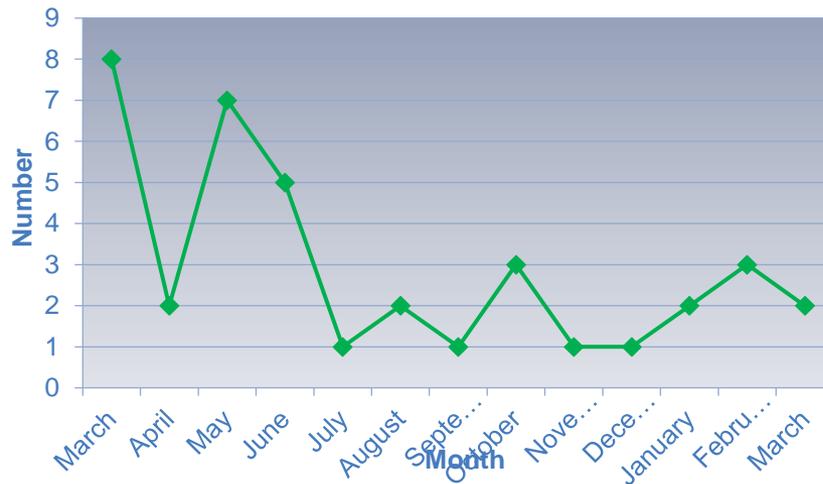
March Unplanned 2023

| Supplier | Unplanned Count | Supplier | Unplanned Count |
|------------|-----------------|------------|-----------------|
| Supplier1 | 1 | Supplier14 | 1 |
| Supplier2 | 0 | Supplier15 | 1 |
| Supplier3 | 0 | Supplier16 | 0 |
| Supplier4 | 2 | Supplier17 | 0 |
| Supplier5 | 0 | Supplier18 | 1 |
| Supplier6 | 0 | Supplier19 | 0 |
| Supplier7 | 0 | Supplier20 | 1 |
| Supplier8 | 0 | Supplier21 | 1 |
| Supplier9 | 0 | Supplier22 | 0 |
| Supplier10 | 3 | Supplier23 | 1 |
| Supplier11 | 1 | Supplier24 | 0 |
| Supplier12 | 0 | Supplier25 | 0 |
| Supplier13 | 0 | | |

Suppliers are reminded to use the outage notification facility to notify ESB Networks of planned outages

Outages (Planned)

Planned Outages 2022/23



March Planned Outages

| Supplier | Planned Count | Supplier | Planned Count |
|------------|---------------|------------|---------------|
| Supplier1 | 0 | Supplier14 | 1 |
| Supplier2 | 0 | Supplier15 | 0 |
| Supplier3 | 1 | Supplier16 | 0 |
| Supplier4 | 0 | Supplier17 | 0 |
| Supplier5 | 0 | Supplier18 | 0 |
| Supplier6 | 0 | Supplier19 | 0 |
| Supplier7 | 0 | Supplier20 | 0 |
| Supplier8 | 0 | Supplier21 | 0 |
| Supplier9 | 0 | Supplier22 | 0 |
| Supplier10 | 0 | Supplier23 | 0 |
| Supplier11 | 0 | Supplier24 | 0 |
| Supplier12 | 0 | Supplier25 | 0 |
| Supplier13 | 0 | | |

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

PAYG

Reminder that Monday 1st May 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.
- ESB Networks will process PMP requests submitted via the extranet up to 5 p.m. on Friday 28th April. Requests submitted after this will be processed on Tuesday 2nd May. Customers can still purchase credit using their old KPN card, to their old supplier until the PMP is processed.

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

Updating Customer Information

Reminder that where suppliers are engaging with customers that the supplier takes the opportunity obtain new/updated customer details such as contact and address information, and to submit any updates through the relevant market messages.

Thank You