



Retail Market Design Service

Industry Governance Group

26/04/2023

IGG Agenda

Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:45
CRU Update	10:45 – 11:05
Version 1 Update	11:05 – 11:20
Retail Market Design Service Update	11:20– 11:40
MRSO Update	11:40 – 12:00
ESBN Networks Update	12:00 – 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 29.03.2023**

IGG Actions

Updated IGG Action List issued in advance of meeting

- **1 action has been carried forward**
- **1 new action was logged at the IGG 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	26/04/2023	23/06/2021
1163	Electricity Costs Emergency Benefit Scheme II – CRU to investigate the possibility of a lessons learnt exercise for Scheme II	CRU	26/04/2023	29/03/2023

CRU Update

Industry Governance Group

26th April 2023

CRU Policy Update

- **Electricity Costs Emergency Benefit Scheme II** – Third and final payment period almost complete, but customers can still receive any of the three credits they are eligible to by 30 June if not already received. Please make all efforts to contact account holders who have not yet received a credit they are eligible for.
- **Electricity Costs Emergency Benefit Scheme** – Lessons learned workshop for second scheme – August 2023.
- **Customer Protection Measures Review** – Feedback from CSG participants currently being received. Suggested measures to retain at next IGG, 24th May. Suppliers will be given 2 weeks to provide feedback.



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

Presented By: Version 1

Date: 26th April 2023

Company Classification: Confidential


Version 14 Assurance Approach

- **Assurance Approach**
 - v14 - Assurance Approach has been issued for consideration and approval by IGG
- **Assurance Approach alignment with previously approved version**
 - The new approach fundamentally remains the same as previously approved;
 - Single PQ now required as 3 MCRs have been moved to the v13.6 approach;
 - Formal testing approach remains consistent with ESB Networks and SPAYG Suppliers
 - Assurance timeline has been adjusted with the same time periods to accommodate the revised cut over date. Other than the PQ period that has been extended from 2 weeks to 3 weeks for Suppliers to complete
- **Smart PAYG Assurance coverage**
 - IPT for Smart PAYG now includes an additional step, integration between SAP IS-U and the AMI
- **V14 Impact Assessment**
 - Version 1 have conducted an impact assessment for the MCRs contained within the v14.0 Market Release
 - In the aim of transparency to our approach and assessment we want to share our views on the impact to the Market



Market Assurance Activity



- **Ver 13.6 Assurance Approach**
 - PQ assessment date for submission was Friday 21st April
 - PQ responses presently being assessed
 - MCR1227 reversioning advised at TWG – CoLE Matrix Non-Conformance: Impact to be assessed on Assurance Approach (if any)
 - **Six Material Change / Requalification applications being processed**
 - **Gentle reminder – Material Changes require pre notification to the Assurance Body**
- 



VERSION 1

Thank you



Retail Market Design Service

Retail Market Design Update

Suzanne Hudson, RMDS

v13.60.00 MMR Plan Update

- As advised on 13th April 2023, the deployment of 3 Phase MCC01 Smart Meters (MCR1227) will be delayed, and is now forecast to commence no earlier than 20th November 2023.
- The timelines for the go-live and IPT of v13.6 MMR are not affected. Similarly, the deployment of MCC02 Smart Meter Exchanges (MCR1225) and MCC03 Smart Meter Exchanges (MCR1226) are not impacted, and deployment will commence from the 11th September 2023 as planned.
- Market Participants can continue with their own delivery for MCR1227. There is no change to MCR1227 as a result of this delay.
- ESNB will continue to provide updates to market participants at ILG and IGG. Market Participants are invited to submit any queries or feedback via RMDS.

Re-Versioned MCR1221 – Contingency Process For Failure in SPAYG Technology Chain

MCR1221	Details		
Date Raised	02/03/2022	Date last Approved	13/04/2022
Requesting Organisation	RMDS	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	2.0		
Change Summary	This MCR has been re-versioned with changes proposed following TWGs		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1227 – 3 Phase Meter MCC01 Exchanges

MCR1227	Details		
Date Raised	26/10/2022	Date last Approved	30/11/2022
Requesting Organisation	ESBN/SMART	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	3.0		
Change Summary	This MCR has been re-versioned and updated to include impact to MPD05		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

Upcoming Outages

There are no outages scheduled for May



Thank You



NETWORKS

MRSO Update

James Long

26th April 2023



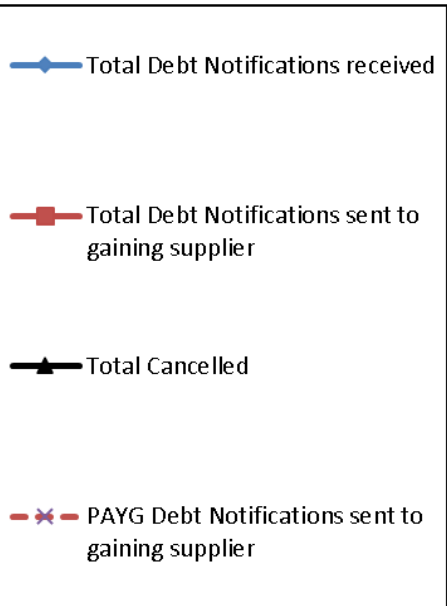
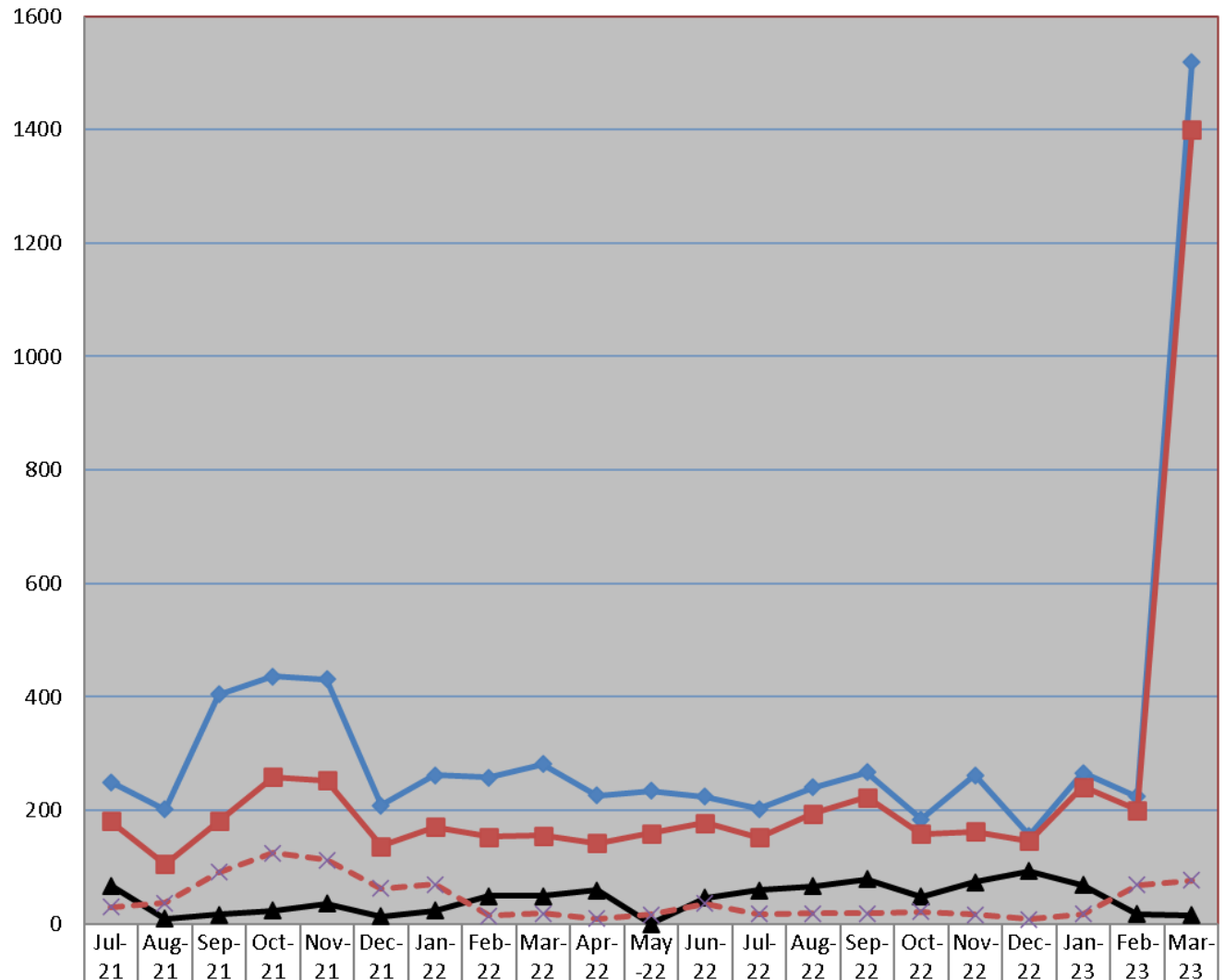
Debt Flagging



	Dec - 22	Jan - 23	Feb - 23	Mar - 23
Total Debt Notifications received (012)	155 (8)	266 (17)	224 (15)	1520 (15)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	9 (1)	25 (2)	24 (0)	120 (3)
Total Debt Notifications sent to gaining supplier (112)	146 (7)	241 (15)	200 (15)	1400 (12)
Total not cancelled	53 (7)	173 (11)	155 (13)	1324 (11)
Total cancelled	93 (0)	68 (4)	45 (2)	76 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.63%	0.87%	0.75%	4.6%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



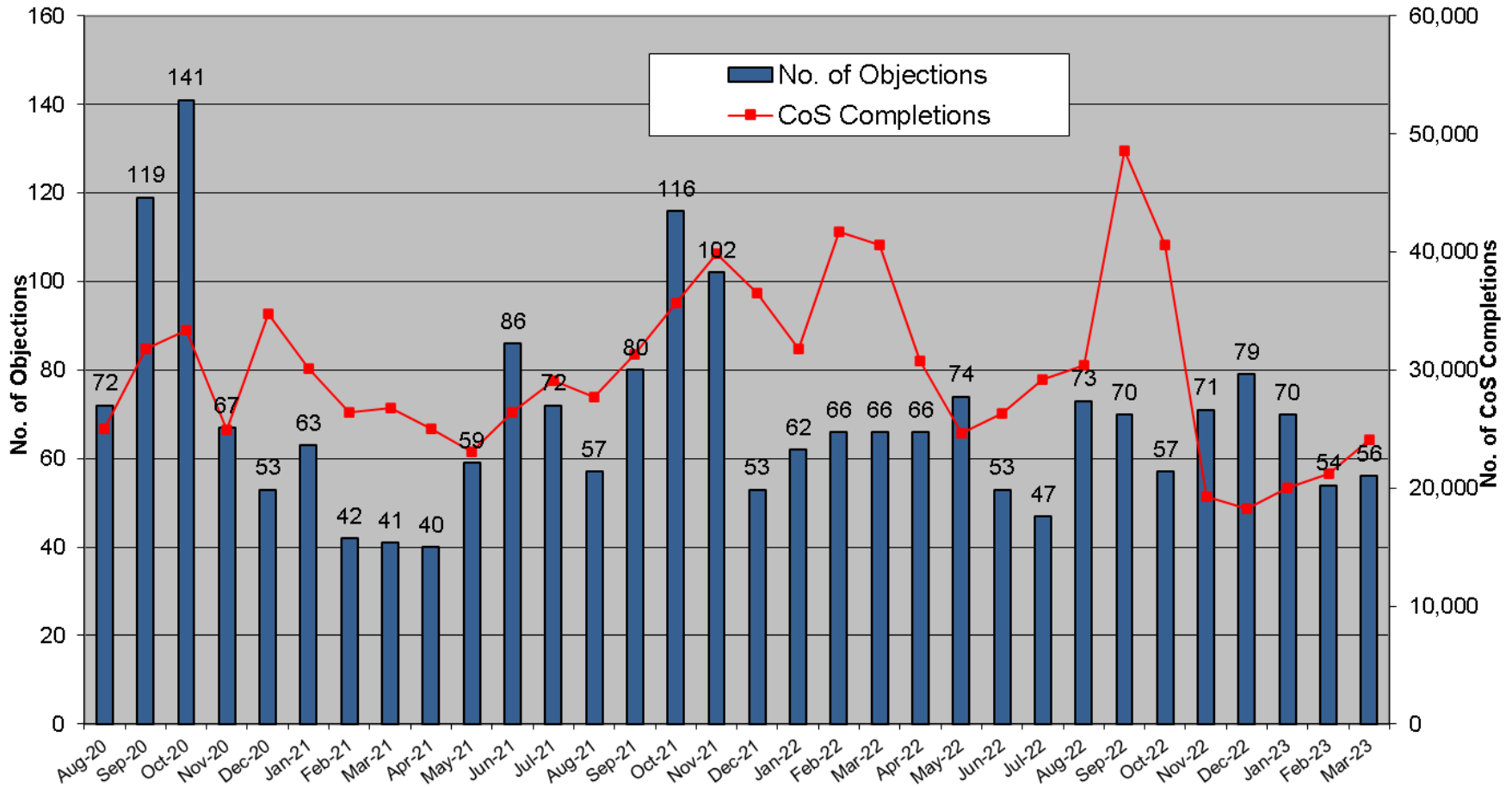
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520
Total Debt Notifications sent to gaining supplier	181	105	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400
Total Cancelled	67	9	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15
PAYG Debt Notifications sent to gaining supplier	29	37	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76

Objections – Erroneous Transfer



	Dec - 22	Jan – 23	Feb - 23	Mar – 23
No. of Objections	59	48	65	65
Cancellations from Objections	14	11	13	12
Objection emails to MRSO	11	18	10	4
Reasons:				
Uncontactable by phone	5	8	2	1
Written communication		3	2	1
COS confirmed	6	7	6	2
Other				
Escalation emails	8	9	3	16

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 23rd April 2023



MCC 12 – New Smart HH

Total to date – **153,571**

MCC 16 – New Smart Day / Night / Peak

Total to date – **25,001**



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

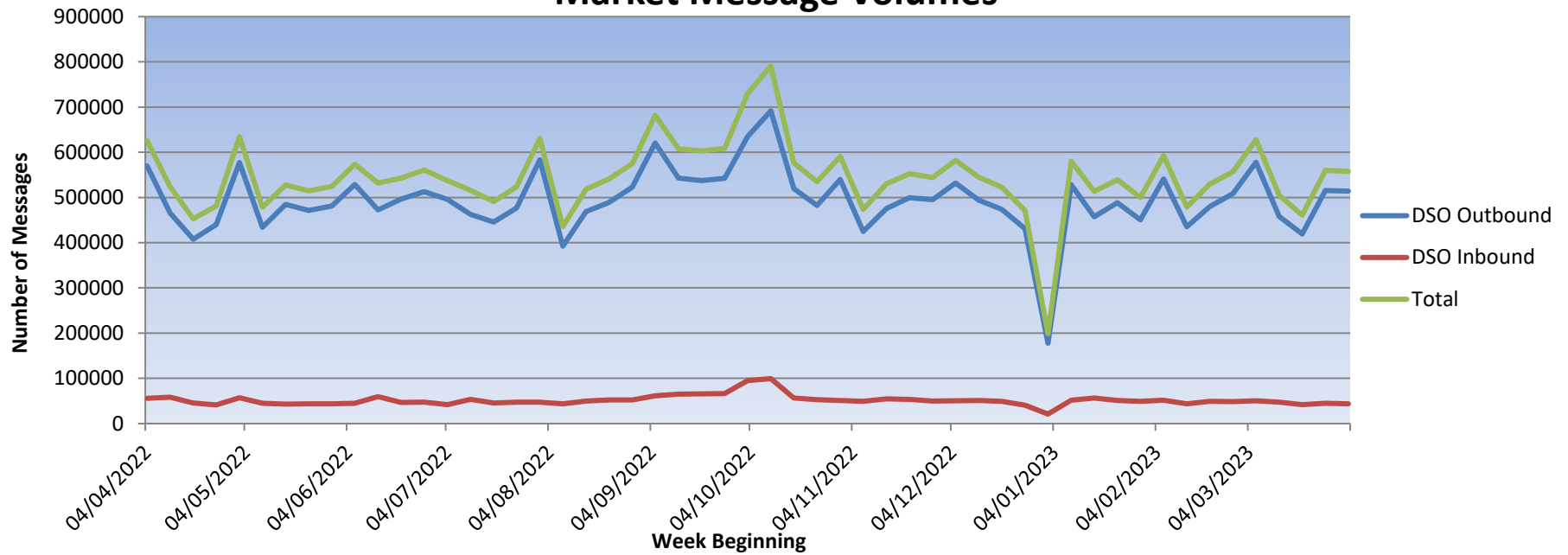
- 3.2. Each of the Market Participants acknowledges and agrees that it is a Controller in respect of all Personal Data transferred or disclosed to it by ESN in the performance of its functions under the DSO License and the MRA with effect from the time that such data is received by its systems, networks, 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



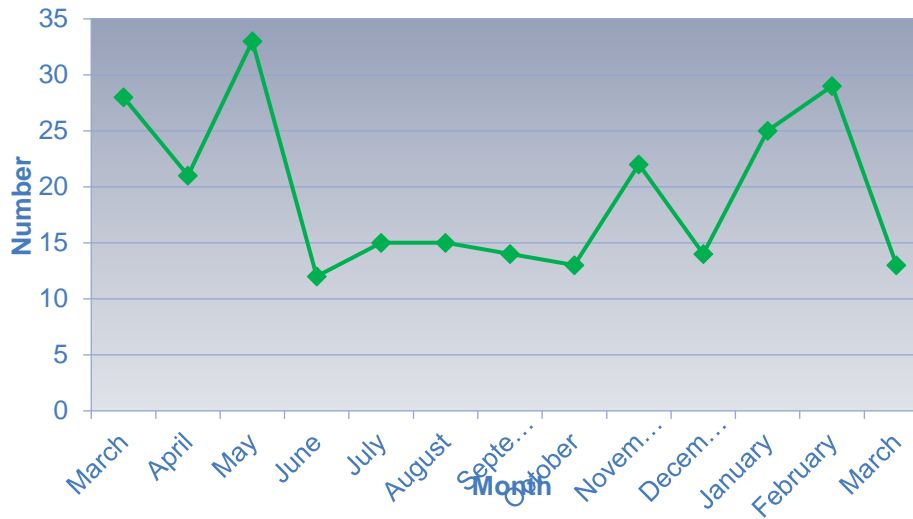
1. ESNB has investigated incidents where a limited number of MCC12 MPRNs have incorrectly estimated non-zero Half Hourly Interval values during power outages.
2. The metrology for both RM106 and RM107 meters has operated as expected in these cases. Both meter types are recording and providing the required 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



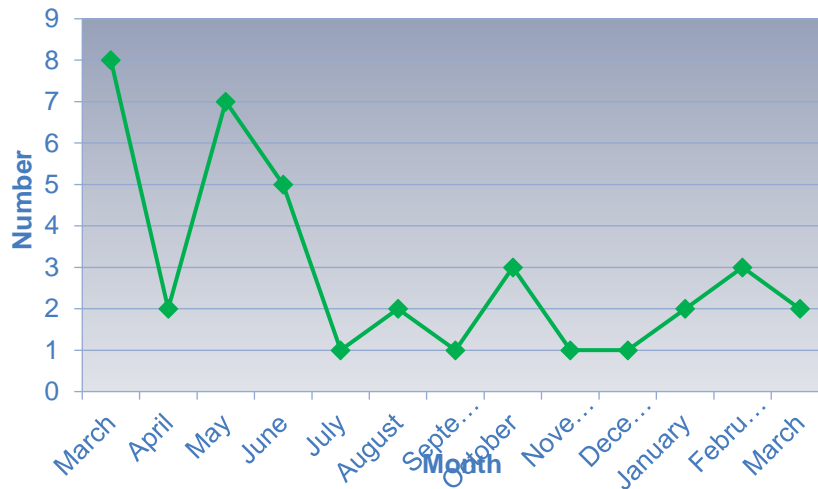
March Unplanned 2023

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.

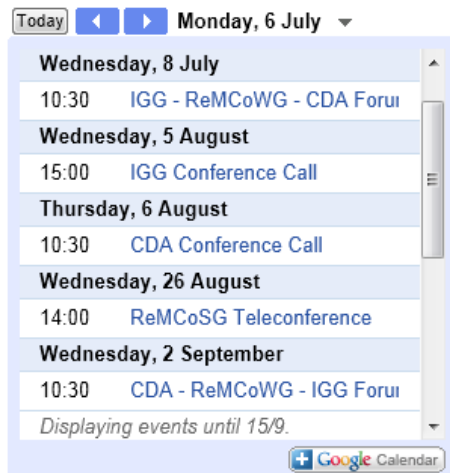
Thank You

AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 24th May 2023**
- **IGG Meeting – Wednesday 21st June 2023**
- Dates for 2023 are on Calendar of Events on RMDS website www.rmdservice.com





Thank You