

IGG Conference Call Meeting Minutes

Date:	1 st February 2023	Time & Location	3pm - Conference Call
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Suzanne Hudson, Alice Mooney, Oonagh Delaney, Catherine Keane, Patrick Moran	RMDS	
	Sarah McCauley, Sheena Byrne, Zorah Blok, Sharon Cosgrove, Eoin McCarthy, Shalaka Sapate	CRU	
	Carl Murphy, Siobhan Melvin, Emer Corcoran, Kevin O'Connor, Donal O'Connor, Catherine Leen, Rachel Hassett, Luke Shinnors, Ciaran McCallion	ESBN	
	Robin McLaughlin, Marguerite White	Version 1	
	Jim Long	MRSO	
	Andrew McKinnon, Jack McCarthy	Flogas	
	Ian Mullins	BGE	
	Mary O'Connor, Aine Ni Cheara	SSE	
	Aoife Coppinger	Prepaypower	
	Caoimhe McWeeney, Imelda McCoy, Anca Stanciu	Energia	
	Ceola McGowan	Community Power	
	Desmond McBride, Aine Dorrán	Electric Ireland	
Canice Kenealy, Peter Brett, Sinead Butler	Ecopower		
Apologies:			
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Approval of previous IGG Minutes
3.	IGG Actions
4.	CRU Update
5.	Retail Market Design Update
6.	MRSO Update
7.	ESBN Update
8.	Version 1 Update
9.	Notice Board Planned Maintenance, Reminders from IGG, etc.
10.	AOB

1 – General

J O’Dwyer requested approval of the previous IGG Minutes of 11th January 2023. Minutes v1.0 deemed approved.

2. Actions – Previous Conference Call & IGG

S Hudson provided the Action Item Update:

- **2 – Carried forward Actions from the last IGG.**

1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market.		
Update for CC	▪ S Hudson reported that there is no progress on this action at the moment.		
Discussion at CC	▪ Action to remain open.		
Forum Logged: IGG	Assigned to: RMDS	Status: Action Remains Open	Due Date: 01.03.2023

1161	Energy Poverty Action Plan – Suppliers to feedback to CRU on CRU’s proposal to extend the moratorium on disconnections out until the end of March.		
Update for CC	▪ S Hudson reported that this action was logged at the last IGG. Suppliers were requested to provide a response by 20 th February 2023.		
Discussion at CC	▪ CRU provided an update on this action, See Section 4 CRU update for details. ▪ Action deemed Closed.		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 01.02.2023

3. Actions – New Conference Call Actions

No new Actions were logged at the Conference Call.

4. CRU Update

S McCauley, S Byrne & S Cosgrove provided the CRU update.

Energy Poverty Action Plan

S McCauley reported that with regard to the proposal by CRU to extend the moratorium on disconnections by one month to the end of March (IGG Action 1161), CRU thanks Suppliers for their input on this. CRU

considered the feedback it received and is not recommending an extension to the moratorium. CRU has written to DECC proposing that further inside analysis should be undertaken before concluding to an expanded definition of vulnerability. CRU also highlighted in that letter that any change to the definition will require a programme of implementation. CRU will keep MPs updated when it receives any further update on this piece of work.

A Dorran asked if CRU expects anything to be implemented for this winter.

S McCauley replied that it's hard to tell. CRU has put forward the concerns of Suppliers. CRU has its own concerns about putting in legislation very quickly. ESRI is doing a body of work in terms of the definition of energy poverty. CRU's recommendation to DECC is that it should wait until the piece of work by ESRI is carried out. There was a joint Oireachtas Committee yesterday and the moratorium was raised and discussed. CRU could be asked to do something but she's not sure. The letter has gone back to DECC, and CRU is awaiting a response. Once CRU receives the response, it will keep Suppliers updated.

S Melvin asked if CRU could keep ESNB updated as well, if there will be any update required to the market design.

S McCauley replied yes, it would.

Coppinger stated that she had heard that CRU was going to say to DECC that they would prefer an additional month to the moratorium and not do anything at the moment on vulnerable Customers, but actually, it's the other way. Is that the case?

S McCauley replied no. The extension to the moratorium by one month was what CRU had considered, instead of making massive changes now. But having consulted with Suppliers, and having reviewed the responses it received, CRU came to the conclusion that it wouldn't recommend to DECC on extending the moratorium. Instead in the letter, CRU recommended that DECC carries out further analysis to come to a better decision in terms of putting in place a definition for vulnerable Customers to include financial vulnerability.

VAT Change

S McCauley reported that CRU relayed the concerns of Suppliers to DECC, and it has made the Department of Finance aware also of those concerns. CRU doesn't have any update as of now, in terms of a change to VAT. If CRU hears anything, it will let Suppliers know. The reality of the situation is that CRU probably won't know anything sooner than Suppliers will but if it's made aware of any changes in advance, it will let Suppliers know.

A Coppinger said that at the last IGG, it was said that when VAT changes from 9% to 13.5%, that the €200 Emergency Credit will change to €208.26. Going on the basis that it will change back to 13.5%, is that what Suppliers will get?

S McCauley replied that Suppliers will still get the same payment of €183.49 from ESNB for the third payment period, regardless of any change to VAT. However, if the VAT rate changes back to 13.5%, Customers will gain that extra benefit and will actually receive the €208.26.

A Coppinger asked if this will be the same for PSO as well.

S Byrne replied that it's the same. The payment that will be received by Suppliers from ESNB will be before VAT. As it's going to be before VAT payment, it will be slightly more for the Customer if the Vat rate was changed. She will confirm this and revert.

I Mullins stated that at the last IGG MPs also talked about the format that CRU could give clarity or comfort to Suppliers if the VAT change happened, the level of the change and how that would be applied. CRU was considering an addendum to the previous Guidance paper or an FAQ. Has CRU come to a conclusion as to how that's going to happen and when might Suppliers see this? Suppliers really need clear guidance as to how it's going to land with them so that they have it ready for 1st March 2023 which is twenty-eight days away. Suppliers need the written guidance sooner rather than later.

S McCauley replied that she gets that. CRU was leaning towards an FAQ, but she doesn't have a concrete answer on this today. She will take this away and revert.

PSO

S Byrne reported that as previously communicated through notifications that were sent to Suppliers and at a previous IGG, the target for making PSO payments to Customers is Q1/2023. CRU is quite mindful that it's now the 1st February 2023, so it wants to give a verbal update on it. Currently the PSO order to allow this secondary legislation amendments to allow this to happen is still outstanding. On that basis, at the beginning of next week on Tuesday after the Bank holiday, CRU will publish a very simple PSO Payment paper on its website. This is specifically for the 2022/2023 PSO payment period. What that paper will say, in a very brief summary, is that the Go Live date is 1st March 2023 and that the annual PSO will be prorated over a seven-month period. It will also have some details regarding Prepaid meters. On top of that, CRU has a more detailed paper which it has drafted, which is the Invoicing and Collection paper. CRU was waiting for the legislation to come through as this would have been a more meaningful paper if CRU could have referred it to the PSO order. As CRU is conscious of time, it proposes circulating this paper by email to Suppliers for further information. So, CRU won't be publishing it on its website. Once the PSO order is finalised, CRU will check it to make sure that everything is still as it should be and will then publish it on its website. This will be happening towards the beginning of next week. If there is anyone on this call or if there has been any staff movements and there is anyone who wasn't on the notification email, they should email CRU at PSO@CRU.ie to make sure that they are included on any circulation lists that will be sent next week.

A Dorrان said that the paper next week will be really useful and the other one too. CRU is saying that the Go Live date is 1st March 2023, and the payments are over seven months. The €89 for domestic Customers will be split over seven months. So, the first time the Customer will see it will be on a bill relating to their March usage. Is that the case?

S Byrne replied that's correct. The paper that CRU will publish next week will break down the specific amounts. It's approximately €12 per month when it's prorated across the seven months. This will be in the detail of the Paper.

I Mullins stated that this information is very helpful. The Invoicing and Collection Paper needs to tally with the Payment Paper. Can CRU give an idea as to the timescale for the fund transfers to match up against applications to bills? Much the same way Suppliers see with the Government Electricity Credit, the tranches arrive at certain stages. Does CRU have any idea when that stage will occur?

S Byrne replied that in terms of payments made to retail Suppliers for the PSO amount, that is going to be done on an end of month plus twenty-five business days basis. That is in direct parallel to what is currently happening for the PSO levy when retail Suppliers are due to pay the PSO levy. It's the direct reversal of that so Suppliers will receive the payment on the same date. The procedure paper will outline this step by step. There's also a table included and CRU will circulate the paper as soon as possible next week in conjunction with the publication on its website which is aimed more at Customers as opposed to industry.

A Coppinger said if it's prepay, is it the 1st April 2023 that Suppliers will start paying Customers, or is it the 1st March 2023?

S Byrne replied that it's the 1st March 2023.

A Dorrان said that for the PAYG Customer, the Go Live date is 1st March 2023, the funds will begin to transfer by the end of the month plus twenty-five business days. So that's the end of March plus twenty-five business days, so Suppliers will be crediting Customer accounts before that time. Is that the case?

S Byrne replied that's correct.

Supplier Handbook

S Cosgrove reported that CRU is going to update the Supplier Handbook. It's to include some clarifications most of which have already been published. It's also to clarify any changes as a result of SI 2022 and the Consumer Rights Act 2022. CRU is aiming to publish the revised Supplier Handbook by the end of Q1/2023.

A Dorran asked if Suppliers should expect anything substantive in this, that will require system changes. Could CRU tell Suppliers what changes are going to be in the Supplier Handbook?

S Cosgrove replied that CRU doesn't expect there to be anything substantial and it not planning on going to consultation because it's just edits and clarifications that have been published over the years as well. CRU doesn't expect that there will be anything much in there. Maybe if it's useful, CRU would do a run through of some of the proposed edits and clarifications at the next IGG, if that would be useful for Suppliers.

S Dorran stated that would be great.

5. Retail Market Design Update

A Mooney reported that there is no additional Retail Market Design Update other than the IGG Actions.

6. MRSO Update

J Long gave the MRSO Update.

Resettlement of Microgeneration Data – Supplier Unit

J Long stated that MRSO has been looking for Supplier Unit details as part of the Month+13 Resettlement which is about to start around the Microgeneration Scheme. This is going to start in roughly three weeks' time. MRSO has been looking for information back from Suppliers that have Customers within the scheme. MRSO has a definitive list and is proposing to issue an email to the relevant Suppliers tomorrow giving them details of the actual Supplier unit that MRSO is going to use as part of the Month+13. If there is a difference to the Supplier Unit that is in the email that it sends out, MRSO asks those Suppliers to contact MRSO as soon as possible. If there is no change to the Supplier Unit, then there is no need to contact MRSO. MRSO will go ahead and use that Supplier Unit. But if there is a change or Suppliers are not happy that MRSO is using that particular Supplier Unit, those Suppliers should let MRSO know as soon as possible because MRSO is looking to move onto the next phase of this which is the creation of Sub pods in settlement units. We have a tight window here.

I Mullins stated that MRSO is talking about a tight timeline. If the email goes tomorrow, what's the deadline for Suppliers to get back to MRSO?

J Long replied that baring in mind that a Bank holiday is coming up, it should be by Tuesday or Wednesday of next week. MRSO will put a date on the email that it is sending out. However, if Suppliers are happy with the Supplier unit in the email, they don't have to contact MRSO. It's only for a change that a Supplier wants MRSO to amend the details that it currently has.

7. ESB Networks

S Melvin gave the ESBN update.

Electricity Costs Benefit Scheme.

S Melvin reported in preparation for the next Effective date, which is 27th February 2023, ESBN will be removing the 20th December 2022 snapshot this Friday. Suppliers are encouraged to download it if they haven't already done so. In preparation for that February Effective date, ESBN will upload an MPRN verification file on Monday 13th February 2023 which Suppliers are encouraged to verify and raise any queries through RMDS or the Electricity Costs mailbox. The MPRN verification file will then be removed on Monday 20th February 2023 in advance of the 27th February 2023 Effective date.

Hub Relocation

S Melvin reported that all MPs should have completed the task of implementing the required Firewall rules to connect to the new ROI Production Hub. Connectivity checks are being completed by the Hub Relocation Project to make sure that the firewall rules have been implemented correctly prior to the Cutover weekend. If there are any connectivity issues, each MP will be contacted by the project team to arrange any required fixes. Ongoing support on this would be appreciated. The market Cutover and hypercare plans are due to issue to MPs on 2nd February 2023 and 7th February 2023 respectively. The Cutover weekend is scheduled for 10th to 12th February 2023. There is a new support team that will address post Go live. As the new ROI hub will be hosted on ESBN infrastructure post Go live, a new support email will be used to answer MP queries. This is Retailmarkethubsupport@esb.ie. This will be communicated in the comms plan. The email address will go live on Monday 13th February 2023 and will replace the old support email address which will be retired. The new email address should be used for queries such as technical issues, offline message reconciliation issues, stuck messages on the EMMA, requests to generate a CSR whenever Certs are due to expire and for any ledger file issues.

C Murphy added that there will be a market outage from Friday evening 10th February 2023 to some time on Saturday evening 11th February 2023.

Interim Microgeneration.

S Melvin reported that ESBN has received a number of queries from various external stakeholders in relation to microgeneration payments to Customers. ESBN is not aware of any issues in relation to microgeneration data issuing to Suppliers. ESBN requests that if any Supplier experiences any issues with data, that they notify ESBN through the normal channels. ESBN has also received follow-on queries from Suppliers in relation to microgeneration. ESBN is happy to have a call with Suppliers in relation to operational issues. Any queries in relation to policy should be directed to CRU.

M O'Connor stated that SSE would be more than happy to have a call and she believes some other Suppliers would be happy to do so as well. SSE is more than happy to have a one-to-one with ESBN or a group call. If something was set up, that would be helpful.

S Melvin replied that ESBN can arrange this through RMDS. A group call might be preferable.

C Murphy added that a group call might be the most efficient. If Suppliers have specific queries that they wish to run through at that call, can they send them through to ESBN in advance of the call.

M O'Connor asked that ESBN gives Suppliers a week's notice for the call, SSE will make sure that it sends everything to ESBN.

C McWeeney stated that it would be good to have the call sooner rather than later. Does ESBN think that

it would be able to facilitate the call before the next IGG?

C Murphy replied that he expects so. If there are any burning platforms that Energia has, by all means, send them into ESNB.

C McWeeney added that the queries that Energia sent to ESNB yesterday, were further clarifications on the other queries. If ESNB could come back on those, that would be helpful.

C Murphy agreed to respond to the queries. There were probably some queries in there, that are pointed to CRU.

C McWeeney said that she knows that. She put them in as notes. Energia acknowledges that some of those are policy matters. The areas that Energia has asked for clarification on from ESNB are highlighted.

PAYG – Bank Holiday

S Melvin reported that a briefing note was issued to MPs on Monday with regard to the Bank Holiday on Monday 6th February 2023 not being a Friendly Credit Day. Suppliers are reminded to submit the requested information by CoB tomorrow 2nd February 2023. The requested information is for a Friendly Credit time, and if they are different to the times provided for the hardship working arrangements for the provision of Customer service. The emergency contact number for ESNB' on-call supervisor is included, and the email address is keypadmanagement@esb.ie

MCC12 Non-Zero Estimates

S Melvin reported that ESNB issued a note to MPs in relation to MCC12 Non-Zero Estimates issuing during a power outage. ESNB is continuing to investigate the issue and as soon as it has more information it will let MPs know. Suppliers should submit any questions they have on this through RMDS.

PSO

S Melvin reported that ESNB will be bringing an MDR/MCR to the IGG following the review of the CRU procedures paper referred to earlier. It may possibly require an Extraordinary IGG to approve this. ESNB will liaise with RMDS and CRU because the next IGG is 1st March 2023 and it will need to be approved before then.

8. Version 1 Update

R McLaughlin gave the Version 1 update.

R McLaughlin reported that the v14.00.00 Report will be approved very soon. Version 1 is focusing on two large recertifications and two small self-certifications. Version 1 is also working on the v13.5 Assurance Approach.

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

S Hudson provided the outage update.

Outages

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

10. AOB

Six items were raised in AOB.

Microgeneration – Export Data

I McCoy said that she has already sent in a query to ESBN about this. As a general consensus, is it safe for Suppliers to assume that export data received is accurate? Have Suppliers any reason to think otherwise? Should Suppliers work on the assumption that the data it receives is accurate? Is that fair?

C Murphy replied that the same could be said for any data that ESBN provides to Suppliers. Absolutely, Suppliers should assume that it's accurate. If there is any reason that Energia believes that data is incorrect, and has done its own validation, and Energia thinks that there's something spurious about the data, by all means, let ESBN know.

I McCoy said that's fine. As always, Energia will let ESBN know. To provide some context to the question, Energia had shared its concerns before about missing data. Energia acknowledges that this issue has been corrected. It has been corrected as a result of the data cleanse exercise. There was an exercise completed by ESBN as advised in its response to Energia's queries. ESBN's data cleanse exercise did resolve the issue. Energia is afraid that this could happen again. How do we handle that?

C Murphy replied that ESBN did an exercise in Q4/2022 where it identified 289 MPRNs out of the Microgeneration estate where the MEC End date in the Central Market System was not correctly set. This was a historical issue going back to pre-Microgeneration when the NC6 form, when it was received, had a manual data entry activity. That since has been corrected in that, when the NC6 forms are now received, there's a robotics process that actually updates the market systems, so the chances of data entry being incorrect is lessened. ESBN did a data analysis exercise and found that there were a number of MPRNs where the End date on the MEC wasn't correct. ESBN corrected that. There were 289 MPRN's in question across all Suppliers. Once ESBN corrected that End date, the MPRN was flagged as Microgeneration, and all of the data started to flow. These things can happen and that's the reason for it. ESBN will send the list of the 289 MPRNs to each of the Suppliers in question so that they will have that as a record. This matter would have only impacted the MPRNs in question and wouldn't have had any wider consequences.

I McCoy said that's fine. That was her next question. The data cleanse exercise was notified to the market via the queries tracker, but the market was not officially notified of that. She thanked C Murphy for providing the clarity on this matter.

DRs

M O'Connor reported that she wants MPs to know that SSE has raised two DRs, DR1228 and DR1229. DR1228 is a request for a reconciliation File. DR1229 is about Data Management.

Retail Market Reports

I Mullins said that the Retail Market Reports and looking at monitoring the retail market, does CRU have a plan to start reissuing the reports with a better frequency, and perhaps closer to the periods that are being

looked at, which would be more useful to Suppliers? He's going on the fact that the report issued in December 2022 was looking back at 2021. It's a year out of date and really is not of much use. These reports had previously followed a quarterly publication. Will Suppliers see a plan to return to that?

J O'Dwyer replied that CRU is looking at the process at the minute. They will be more frequent moving forward. CRU was catching up last year, so the last report related to 2021. The Annual Report will issue in Q2/2023 and will then move back towards having a H1 Report for this year and having more frequency with them moving forward. They will as regular with what Suppliers would have expected a year or two ago. CRU expects to publish the 2022 Annual Report in Q2/2023, with the H1 Report in Q3/2023 or early Q4/2023.

I Mullins asked after that, will they return to a quarterly basis?

J O'Dwyer replied that CRU is hoping to provide them on a quarterly basis. He's not sure on the frequency but CRU will look to see if it's on a quarterly basis.

LEU Rebalancing Subsidy

I Mullins said with regard to the reports in the media yesterday on the LEU rebalancing subsidy, it talked of redress and compensation. Is there any idea as to when there will be more information made available on it? How will repayments be made to Customers? Is it expected to be rolled into other compensatory or benefits that Suppliers are currently applying, or will it be another repayment system again? We have to be mindful of the processes and systems changes that Suppliers are going through, and there are many now. We need to make sure that we have good sight of it and good time to make it work. If it's going to be different, then Suppliers definitely need to understand it.

J O'Dwyer replied that it wouldn't really land with the Retail team in CRU. It's really the Network Tariff Team in CRU which will be responsible for it. They would be best placed for any of those questions.

S McCauley added that it is the Network Tariff Team in CRU which will look after this. CRU will take BGE's comments away to pass to them on. It's not something that the CRU retail team has been engaged on. CRU will follow up separately with BGE on this.

A Dorran said that it would be great to get even a holding statement on this as there will be calls coming into the Electric Ireland Call Centre. Whether it's going to be included in the DUoS Tariff or if it's going to be €50. If this is known, Electric Ireland can put something up on its website as Customers will be ringing in about it.

Assurance for MCR1225/MCR1226/MCR1227

I Mullins asked when Suppliers will know about the assurance and IPT processes and approaches for MCR1225, MCR1226 and MCR1227. BGE doesn't think they are covered by what it understands as the v14.00.00 Assurance Approach. It's important with the Go Live of September 2023, that this clarity is given very soon.

R McLaughlin replied that Version 1 is working on the approach now for these MCRs. It should be out in the next few weeks.

I Mullins asked if the approach would provide a level of similarity to the v14.00.00 approach for those MCRs.

R McLaughlin replied that the approach will follow similar principles. It will follow the same process. There will be self-assessment and will potentially be looking at some small element of IPT. Version 1 is going through this right now.

I Mullins asked if BGE can ask again for an update if it doesn't hear anything in the next three weeks. Time is short and BGE is looking for the timescale that MPs are looking at.

R McLaughlin replied that Version 1 is working on it now. It has to go through a few levels of approvals. He can't give a definitive date just now, but he appreciates the urgency.

VAT Change

A Dorrان said the uncertainty about the VAT and more clarity just being provided on the PSO, Electric Ireland is preparing for different scenarios, e.g., Vat plus PSO or just the PSO. There's a lot of work that goes into that and MPs might find out about the VAT at a late stage, and whether it's going ahead or not. There was recognition by CRU when this happened last time at short notice for Suppliers. There are lots of moving parts in all of the things that Suppliers have to get ready, whether its price plans, PDF's or information on Suppliers' websites. Trying to line all that up when there is no certainty with different scenarios is difficult. There was recognition from CRU when this happened the last time with the VAT change.

S McCauley replied that she appreciates that. CRU has done what it can in terms of relaying Suppliers' concerns. But if Suppliers wish to engage directly with the Department of Finance, it might be a useful idea to really emphasise that.

A Dorrان said that's probably already happened.

S McCauley added that the Department is very much aware of providing sufficient notice in terms of any changes that are made. CRU will let Suppliers know if it hears anything in advance.

I Mullins added that Suppliers really do need the notice. Questions are being asked by Suppliers as in as many avenues as it can try to get an answer. It's just simply that the plan that has been set out for everybody which has been clear, is that the VAT change will happen. If there is a last-minute change on this, this would cause all sorts of problems. Suppliers need to see confirmation that the plan is going ahead.

S McCauley replied that that's the formal line that CRU has received from the Department of Finance but who knows what will happen. We can't have control on what certain Ministers decide last minute but the formal line that CRU has received is that the VAT rate will be changing back on 1st March 2023. That's what CRU is working towards.

Next Meeting:

- IGG 1st March 2023 at 10:30 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

Retail Market Design Service

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