



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
23rd August 2023

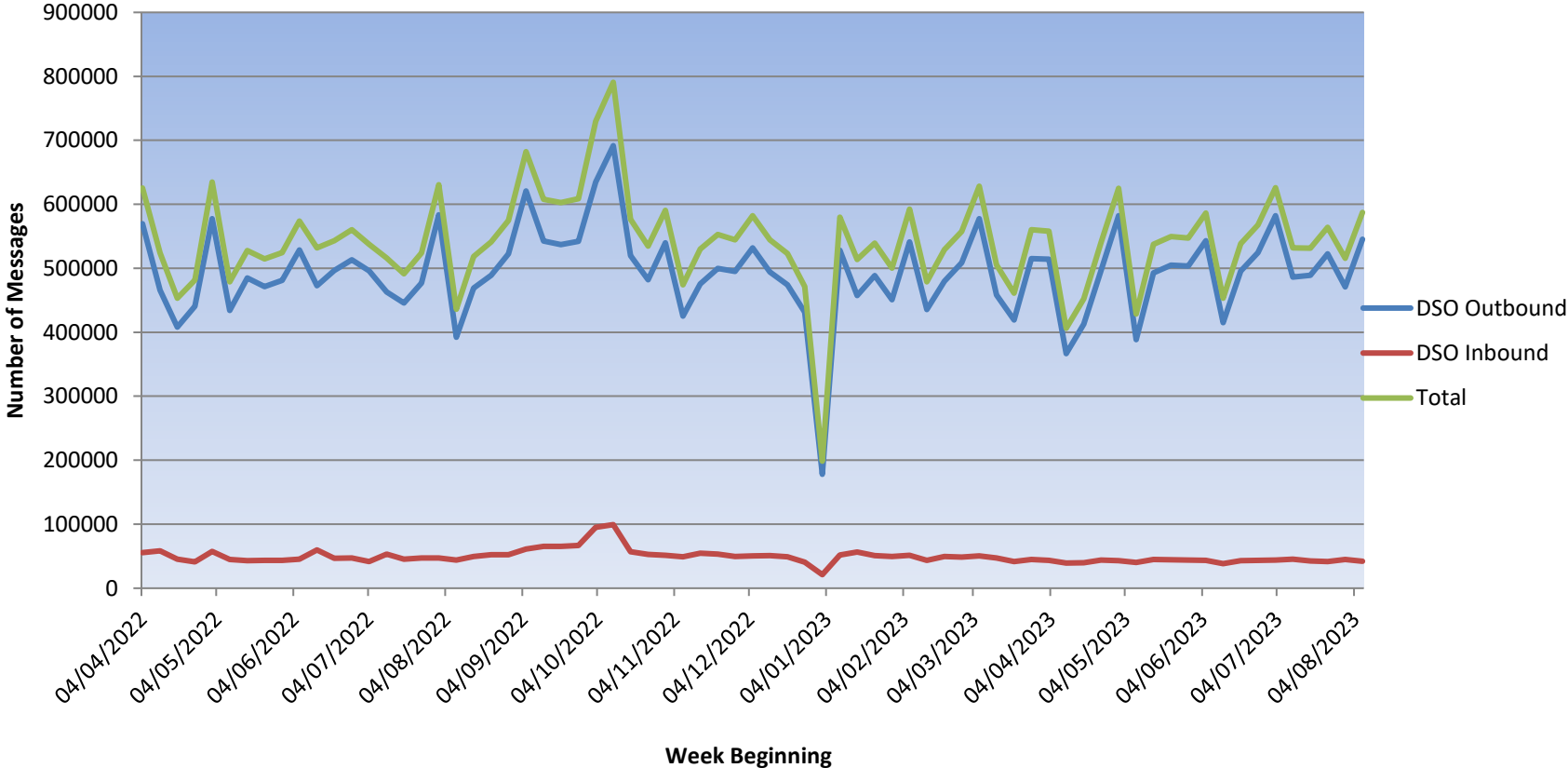


Agenda



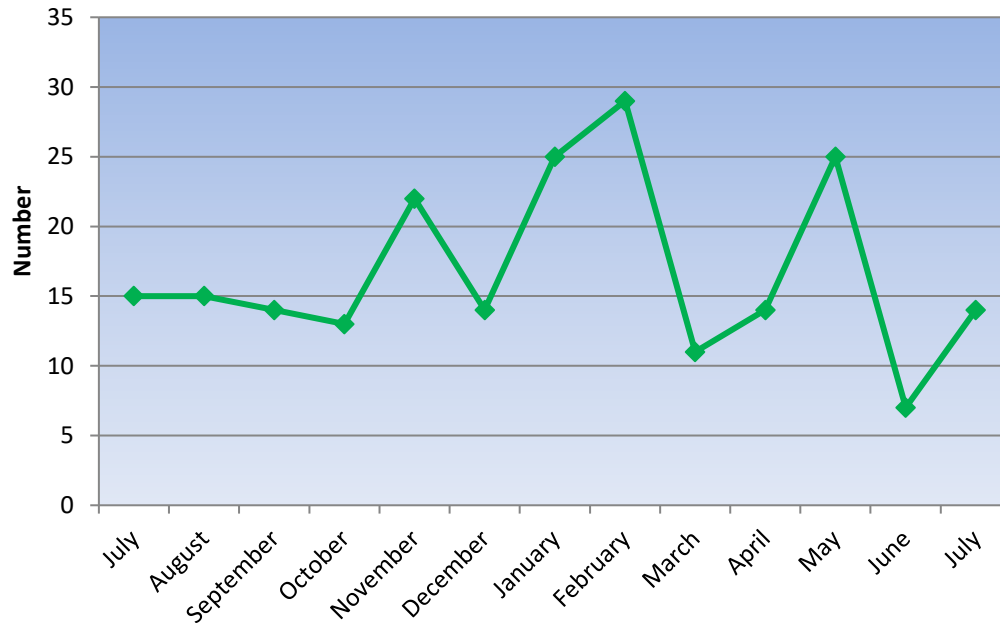
1. Market Activity & TIBCO Outages
2. Other TIBCO Related Updates
3. MCC12 Non-Zero Estimates during power outage
4. Market Participant Survey 2023

Market Message Volumes



Tibco Outages (Unplanned)

Unplanned Outages 2022 / 2023



July 2023

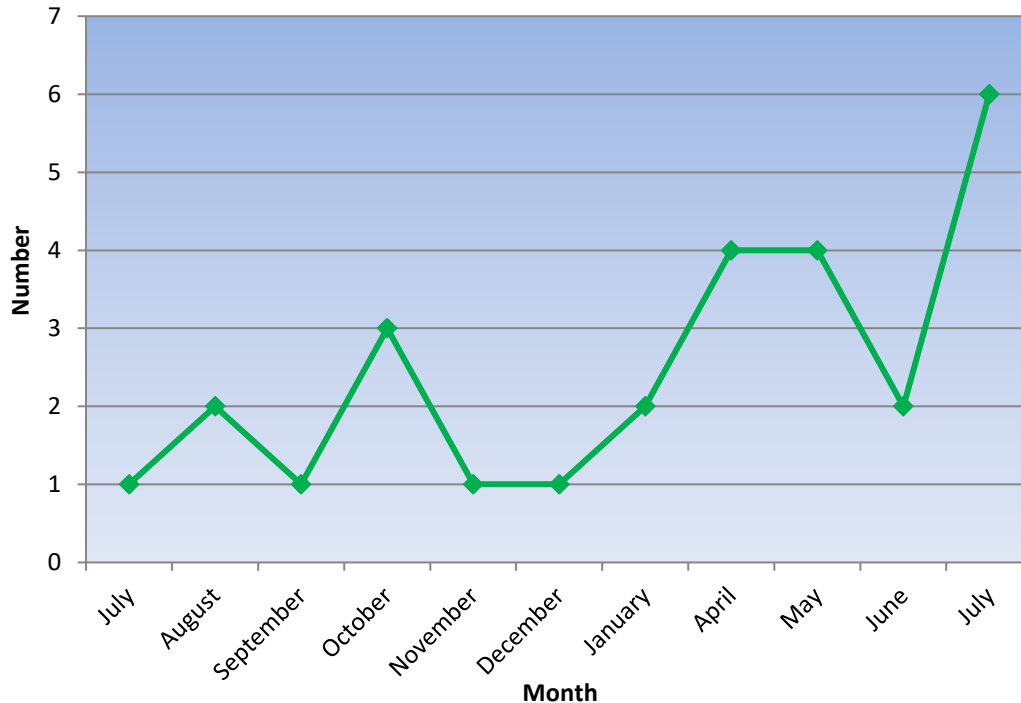
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	1	Supplier14	0
Supplier2	0	Supplier15	0
Supplier3	1	Supplier16	0
Supplier4	0	Supplier17	0
Supplier5	0	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	0	Supplier20	0
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	0
Supplier10	7	Supplier23	1
Supplier11	2	Supplier24	0
Supplier12	0	Supplier25	0
Supplier13	0		

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

Tibco Outages (Planned)



Planned Outages 2022/23



July 2023

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

TIBCO Tomcat Upgrade

- All test EMMA upgrades have been completed.
- Small number of production EMMA's remaining to be upgraded, remainder have completed successfully.

TIBCO Production HUB Certificate Renewal

- The current Hub certificate is due to expire on 11th September, new certificates/keys are required to be updated on the HUB and on all production EMMA's respectively.
- ESB Networks have been contacting Market Participants to arrange access to update the public key for the certificate on each Market Participant's EMMA, this will be complete by 25th August.
- ESB Networks will set the new certificate to come into effect on Wednesday, 30th August at 13:00 and the Retail Market Hub support team will monitor heartbeats at this time.
- As a precaution, Market Participants technical contacts are asked to be available on the 30th August, in the unlikely event that remote access is required to resolve any issues.

Non-Zero MCC12 Estimates during power outage scenarios



- The second fix has been implemented successfully.
- Working with IT to complete the required steps for generating the list of impacted MPRN's for relevant Suppliers.
- ESB Networks via RMDS will reach out to each relevant Supplier with the list of impacted MPRN's.

Market Participant Survey 2023



- Retail Market Services (RMS) aims to provide a high quality service to Market Participants in accordance with the DSO Licence Conditions to support a high quality service to end customers.
- This is the second survey following on from the RMS Market Participant Survey carried out in 2021.
- Behaviour & Attitudes (A third-party service provider) will conduct the survey again on ESB Networks behalf, in order to gather feedback which will help RMS identify what works well and where we can improve our service to the market.
- RMS will shortly be engaging with Market Participants to conduct this survey using the previous method of contacting IGG reps. It is anticipated that the Survey will be available in September.
- We are seeking input from various groups within the Suppliers wider organisation that interact with RMS, this should help to provide the best response to make future improvements.

Thank You