



Industry Governance Group

23/08/2023

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 19.07.2023**

IGG Actions



Updated IGG Action List issued in advance of meeting

- **1 action has been carried forward**

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	21/05/2023	23/06/2021

IGG Actions – Open



AP No.	Title	Org. Assigned to	Date Due	Date Raised
1165	Suppliers to confirm to ESBN that they have contacted their NTNP Customers by 1st August to advise the potential impact if they don't remove the NTNP flag.	Suppliers	01/08/2023	19/07/2023

CRU Update

Industry Governance Group

23rd August 2023



An Coimisiún
um Rialáil Fóntais
Commission for
Regulation of Utilities



CRU Policy Update

- **Additional Customer Protection Measures Winter 23/24**

A Decision Paper is due to be published on CRU website by the end of August 2023

Any queries to jwalsh@cru.ie & arourke@cru.ie

- **Decision on disconnection moratorium**

Expect decision to be made in September and CRU will keep IGG updated once decision has been made.

- **Cessation of Utility Non-Geographic Numbers (NGNs) (9 April 2024)**

Reminder to network operators & energy suppliers to only advertise the 1800 Freephone emergency/priority contact numbers for ESB Networks. Numbers should be updated online (e.g. websites) and offline (e.g. marketing materials, bills).



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

Presented By: Version 1

Date: 23rd August 2023 Confidential

Company Classification:

Market Assurance Activity

- **V13.60.00 MMR – Assurance Activities**

- IPT will commence on Wednesday 16th August and complete on 18th August.
- Final Assurance Assessment Outcome Report to be issued, for a CRU go/no-go decision scheduled for the 5th September.

- **Supplier Categorisation review and recommendation**

- Subsequent to a review conducted by the Assurance body a DR will be brought to the September IGG to address the Small Supplier category thresholds as recommended in the report outcomes.

- **Market Assurance Strategy and process**

- The Assurance body has drafted an updated Market Assurance Strategy and will be forwarded to all market participants ahead of the September IGG.
- Main difference proposed is to include a high-level Assurance approach within the MCR detail.

- **V14.00 Assurance**

- Feedback of impact assessment – query if this document was considered beneficial for participants?
- The next slide details the amended assurance timeline for approval, updated to coincide with the revised cut over date.

Version 14 Assurance Timeline - Updated

Key stage	V0.6 Assurance Approach Date	Updated Timeline
Assurance approach approved by CRU	18 April 2023	Completed
Assurance approach approved by IGG	26 April 2023	Completed
Market Participant Self-Assessment Questionnaire released	22 January 2024	4 March 2024
Market Participant Self-Assessment Questionnaire response	9 February 2024	22 March 2024
Self-Assessment Findings Report issued to CRU	1 March 2024	12 April 2024
Anonymised Self-Assessment Findings Report issued	13 March 2024	24 April 2024
RMDS Issues IPT plan	31 March 2024	10 May 2024
Supplier Formal Assessments performed	1 – 26 April 2024	13 May - 7 June 2024
Supplier Formal Assessment Finding report issued to CRU	3 May 2024	14 June 2024
ESB Networks Formal Assessment performed	6 – 24 May 2024	17 June - 5 July 2024
ESB Networks Formal Assessment Finding report issued to CRU	31 May 2024	12 July 2024
Inter-Participant Testing Preparation	31 May – 12 July 2024	12 July - 23 August 2024
Inter-Participant Testing (IPT) Execution phase	29 July - 6 September 2024	9 September - 18 October 2024
IPT Findings Report issued to CRU	11 September 2024	23 October 2024
Final Assurance Assessment Outcome Report issued to CRU	13 September 2024	25 October 2024
CRU go/no-go decision	24 September 2024	5 November 2024
Cut over	27 September 2024	8 November 2024
Go-Live	30 September 2024	11 November 2024

Revised Assurance Timeline to align with the revised v14.00.00 Go-Live date.

- Change primarily relates to the realignment of the core activity dates, the scheduled stage duration remain unchanged.
- Approval is sought for the revised timeline.
- On this basis we will issue v1.1 of the Assurance Approach with this updated table.



Supplier Assurance Activity

- **Supplier Strategy and process being updated**

- In line with the Market Assurance strategy and process an updated Supplier Assurance strategy and process is being targeted for distribution at the October IGG.

- **Supplier Entry Assurance**

- Two supplier light applications are currently being processed.

- **Supplier Requalification and Material Change Assurance**

- Three requalification and material change applications are currently being processed.



VERSION 1

Thank you

For more information, please visit
our website www.version1.com

or email us/me/the team at:

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Retail Market Design Update

Suzanne Hudson, RMDS

Re-Versioned MCR1189 – Additional Code in the 017MM to select a de-energisation with a Service Removal



MCR1189	Details		
Date Raised	22/08/2018	Date last Approved	01/03/2023
Requesting Organisation	RMDS	Jurisdictional Implementation	Rol
Schema Impacting	Y	Jurisdictional Applicability	Rol
Latest Version	V7.0		
Change Summary	Re-versioned post v14.00 detailed design		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1209– Annual Consumption for HH Sites



MCR1209	Details		
Date Raised	28/07/2020	Date last Approved	24/08/2022
Requesting Organisation	RMDS	Jurisdictional Implementation	Rol
Schema Impacting	Y	Jurisdictional Applicability	Rol
Latest Version	V7.0		
Change Summary	Re-versioned post v14.00 detailed design		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1216 – Smart Metering Remote Operations



MCR1216	Details		
Date Raised	25/06/2021	Date last Approved	24/08/2022
Requesting Organisation	RMDS	Jurisdictional Implementation	Rol
Schema Impacting	Y	Jurisdictional Applicability	Rol
Latest Version	V6.0		
Change Summary	Updated to include MM014R and MM116R as impacted and removal of MM308 as impacted.		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1219 – Changes to CoS process as a result of PAYG SPAYG – System and process change necessary to deliver policy



MCR1219	Details		
Date Raised	28/02/2022	Date last Approved	02/11/2022
Requesting Organisation	RMDS	Jurisdictional Implementation	Rol
Schema Impacting	N	Jurisdictional Applicability	Rol
Latest Version	V5.0		
Change Summary	Re-versioned to document additional changes proposed as part of v14.00.00 detailed design phase		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

V13.6 Minor market Release Go-Live



ESBN would like to advise that the v13.6 Minor Market Release is due go live on Monday 11th September 2023.

Market Participants may experience a slight delay to the processing of Smart MCC changes to facilitate Smart Data Services requests on the morning of Monday 11th September.

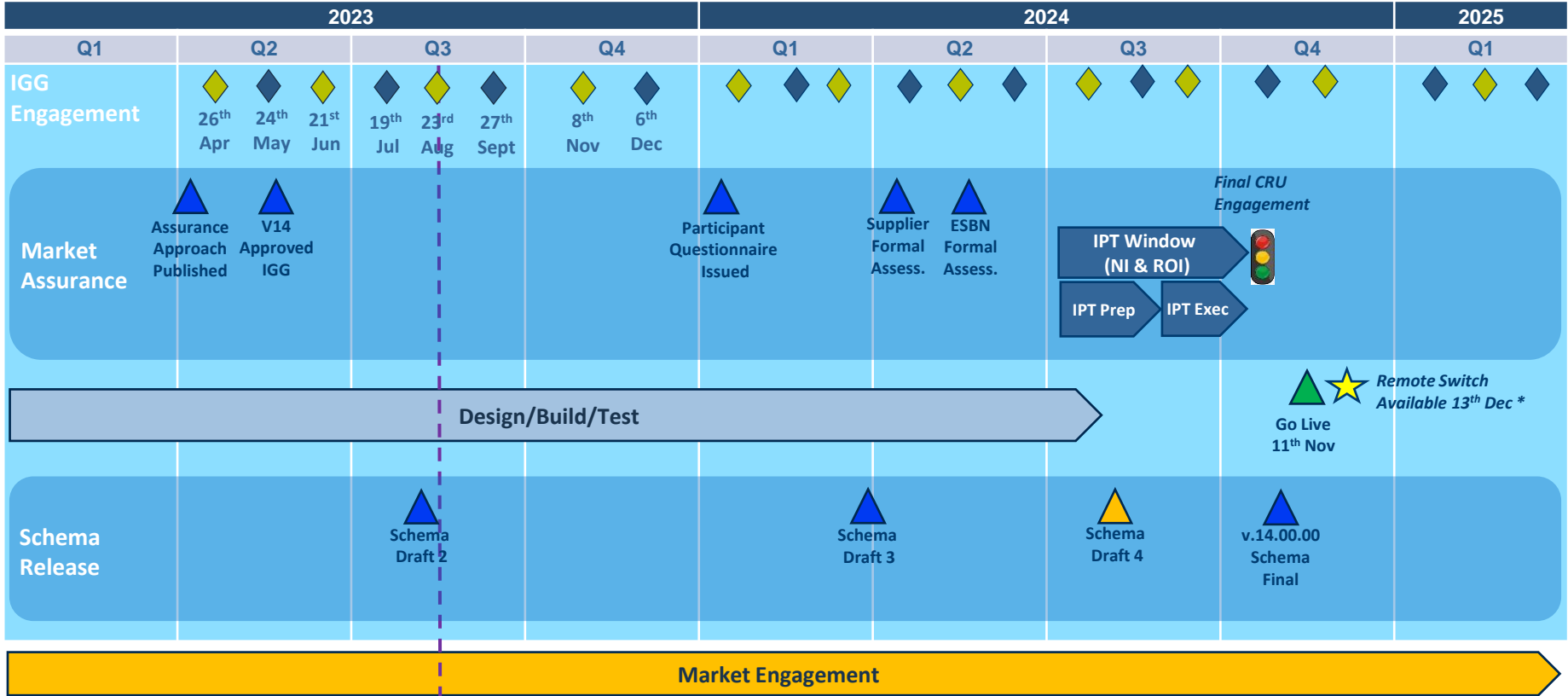
ESBN confirm that MCC02 (RM108) Smart Meter installs are planned to commence from Monday 25th September.

v14.00.00 Release – Plan Update



Following discussion at ILG and subsequent SSG approval, the v14.00.00 release plan has now been updated with the revised Go-Live date of 11/11/2024.

v14.00.00 Release – Plan



August 2023

*Post Activation of Firmware Switch on SEMs

Key

- ▲ ▲ IGG (Meetings & Calls)
- ◆ ◆ Key Milestone (Confirmed & Draft)
- ▲ Go live

MCR Re-Versioning Approval



Approval is sought for the re-versioned MCR's:

MCR	Title	Version
MCR1216	Smart Metering Remote Operations	V6.0*
MCR1219	SPAYG System and Process changes necessary to deliver policy	V5.0*
MCR1189	Additional code in the 017MM to select a de-energisation with a service removal	V7.0*
MCR1209	Annual Consumption for HH Sites	V7.0*

Please note that following Go-Live of V13.6 MMR, the draft V14.00.00 market documentation will be updated to reflect the new V13.6 baseline.

**Please note the version numbers above are subject to MCR Re-Versioning approval*

There are no further outages scheduled for August



NETWORKS

MRSO Update

James Long

23rd August 2023



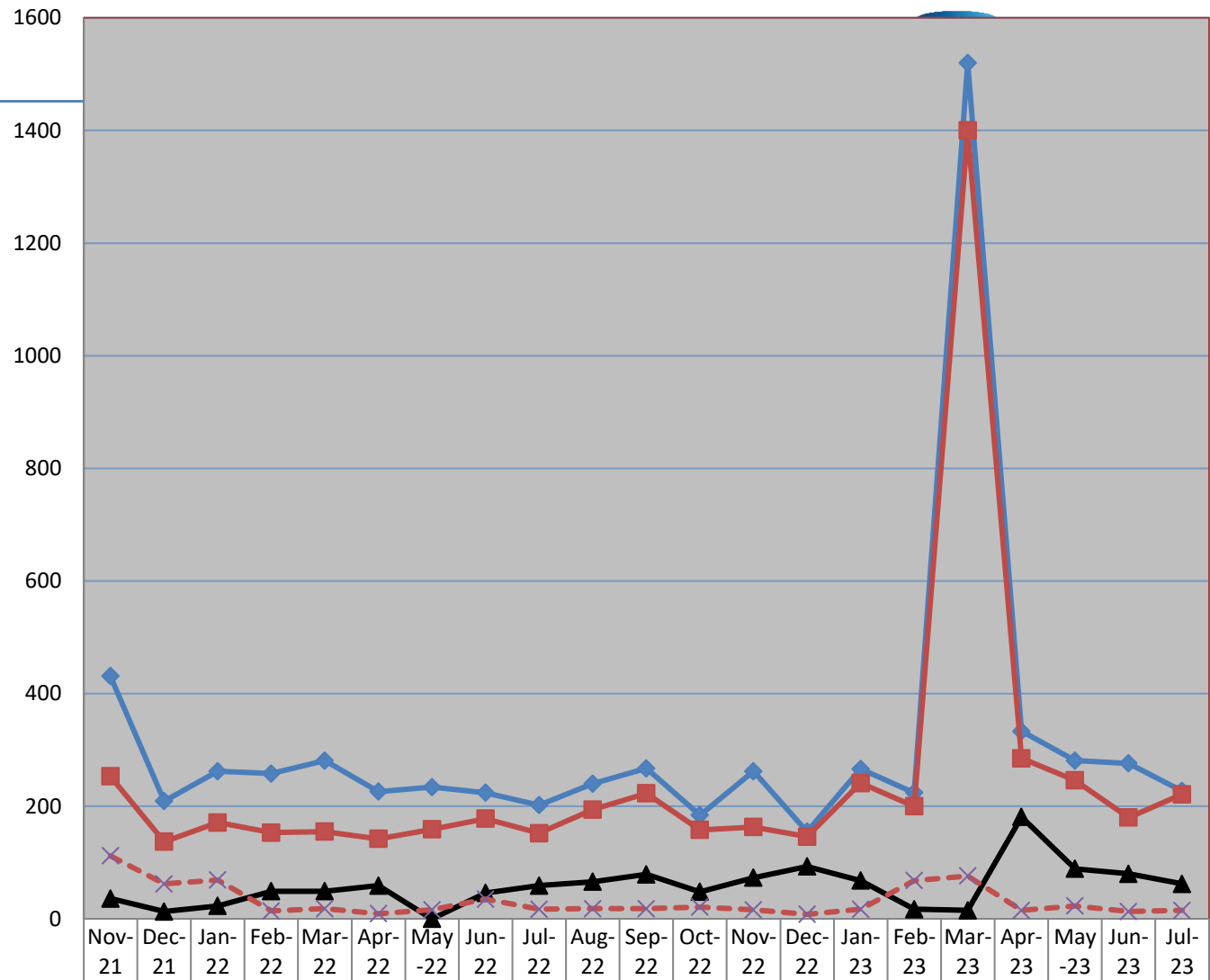
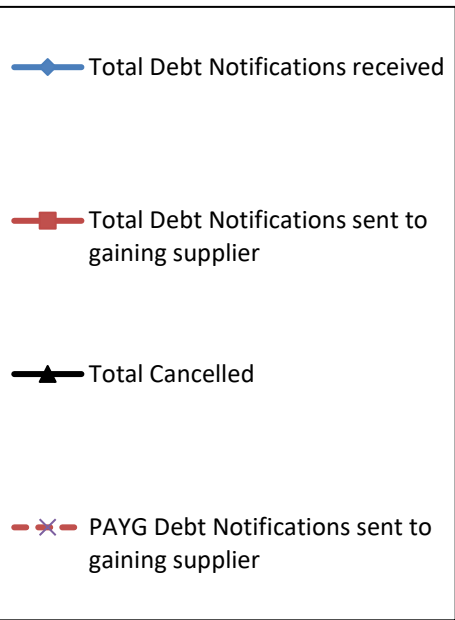
Debt Flagging



	Apr - 23	May - 23	Jun - 23	Jul - 23
Total Debt Notifications received (012)	333 (20)	281 (27)	276 (19)	227 (16)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	48 (5)	35 (4)	96 (6)	6 (1)
Total Debt Notifications sent to gaining supplier (112)	285 (15)	246 (23)	180 (13)	221 (15)
Total not cancelled	104 (13)	157 (18)	100 (9)	159 (14)
Total cancelled	181 (2)	89 (5)	80 (4)	62 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.98%	0.74%	0.61%	0.71%

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

Debt Flagging



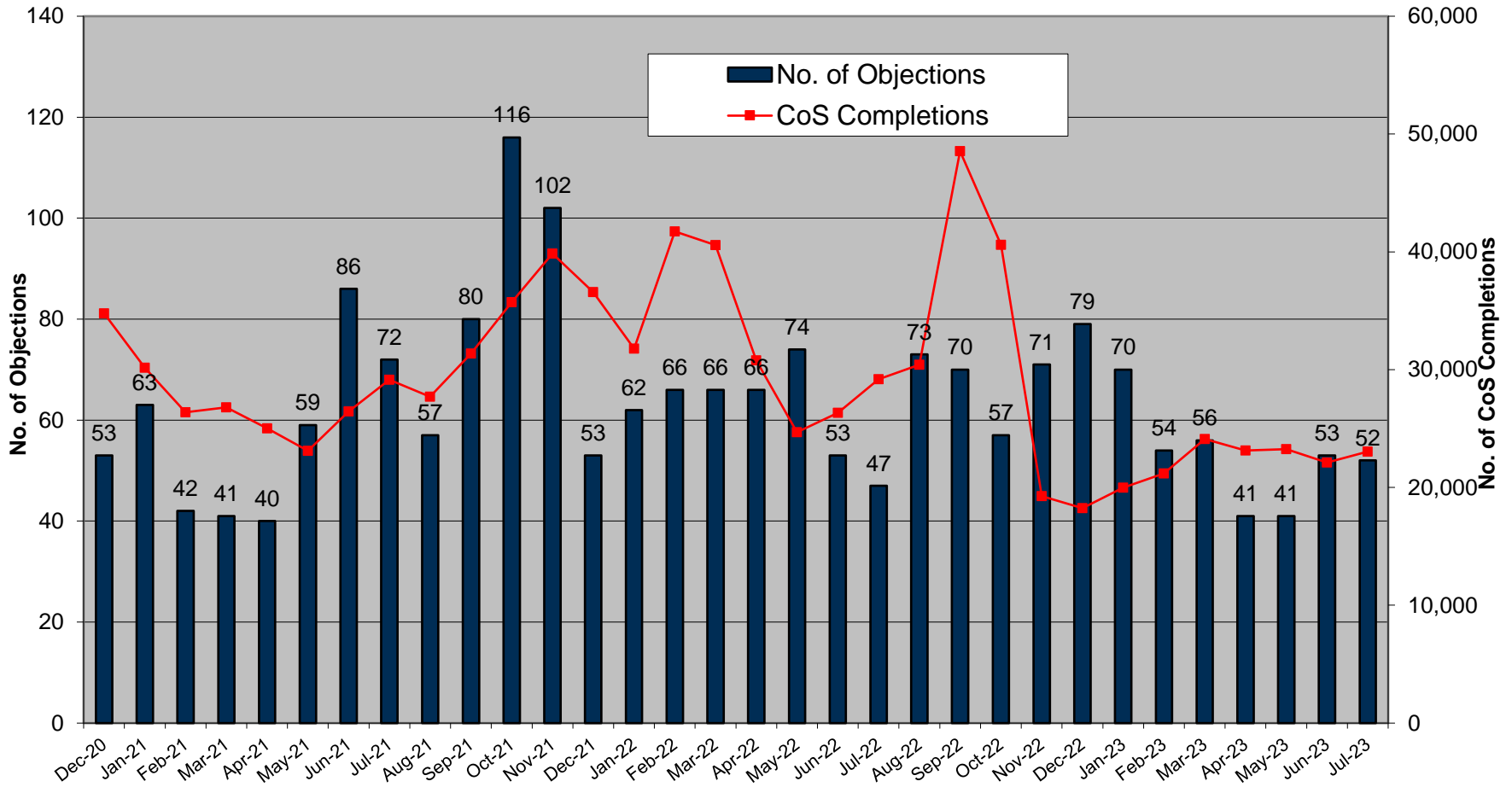
	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Total Debt Notifications received	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266	224	1520	333	281	276	227
Total Debt Notifications sent to gaining supplier	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241	200	1400	285	246	180	221
Total Cancelled	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68	17	15	181	89	80	62
PAYG Debt Notifications sent to gaining supplier	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17	68	76	15	23	13	15

Objections – Erroneous Transfer



	Apr-23	May- 23	Jun-23	Jul-23
No. of Objections	51	46	66	59
Cancellations from Objections	9	7	11	8
Objection emails to MRSO	1	11	4	14
Reasons:				
Uncontactable by phone		3	2	6
Written communication		2		2
COS confirmed	1	6	2	6
Other				
Escalation emails	1	9	3	8

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 17th August 2023



MCC 12 – New Smart HH

Total to date – **188,611**

MCC 16 – New Smart Day / Night / Peak

Total to date – **30,858**

Recent Ad Hoc Requests



As previously discussed on the last IGG call MRSO were tasked to provide more information around the recent rise in Ad Hoc Aggregations. Ad Hoc Requests are run at the behest of SEMO, see details below .

1. BAU adhoc runs

- These are weeks SEMO have to run based on upheld formal queries. As per the T&SC and Agreed Procedures, SEMO has 20 working days once a formal query is upheld to resolve and republish it. SEMO has to run a full resettlement for the entire market for these upheld queries. Please refer to T&SC G.3 or Agreed Procedure 15 for more information. Since October 2022, SEMO have been running BAU adhoc based on formal queries we have received.

2. Dispute adhoc runs

- These are weeks SEMO have to run based on upheld disputes. Similar to point two above, SEMO needs to run a full resettlement of the market. We have recently received a dispute which resulted in SEMO needing to run 35+ weeks from August 2021 to April 2022. These weeks are currently being processed and issued in settlement documents.
- SEMO also completed a full rerun of all settlement dates from Oct 2018 to May 2021. This was called iteration 1 and was ran concurrently to fix defects, data issues etc. Iteration 1 was completed in July 2023

SEMO anticipates that they will issue multiple adhoc weeks in each settlement document up to November 2023. After this date, they are hopeful that most disputed adhoc runs will be completed. .



NETWORKS

ESBN Networks Update

Emma Porter

ESB Networks Retail Market Services

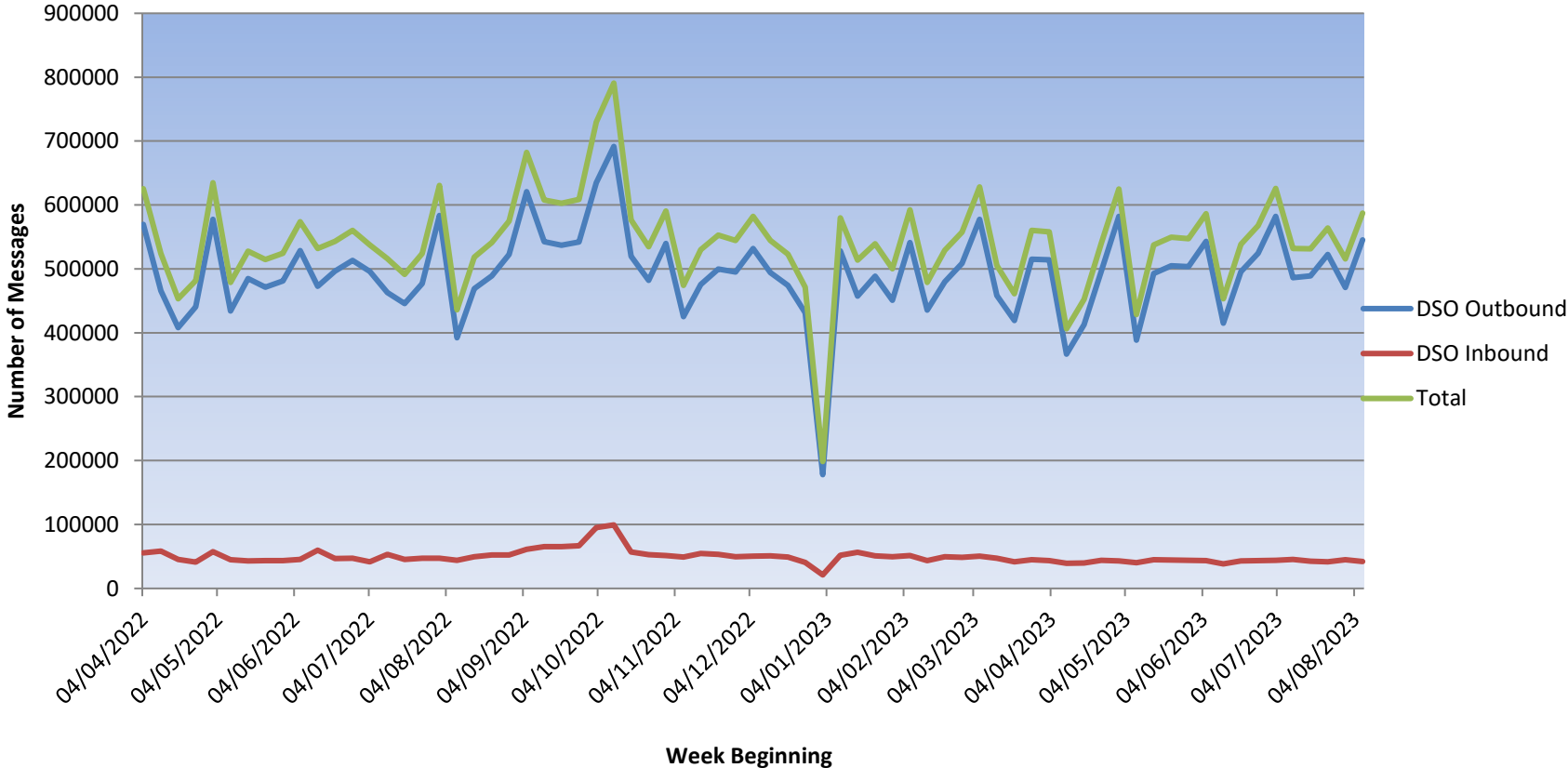
21st June 2023



Agenda

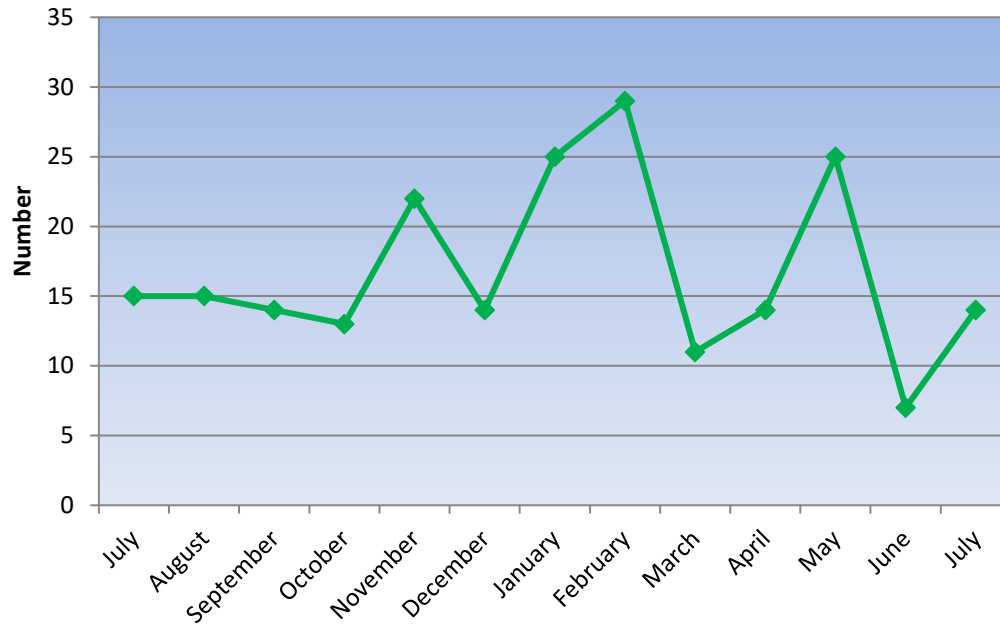
1. Market Activity & TIBCO Outages
2. Other TIBCO Related Updates
3. MCC12 Non-Zero Estimates during power outage
4. Market Participant Survey 2023

Market Message Volumes



Tibco Outages (Unplanned)

Unplanned Outages 2022 / 2023



July 2023

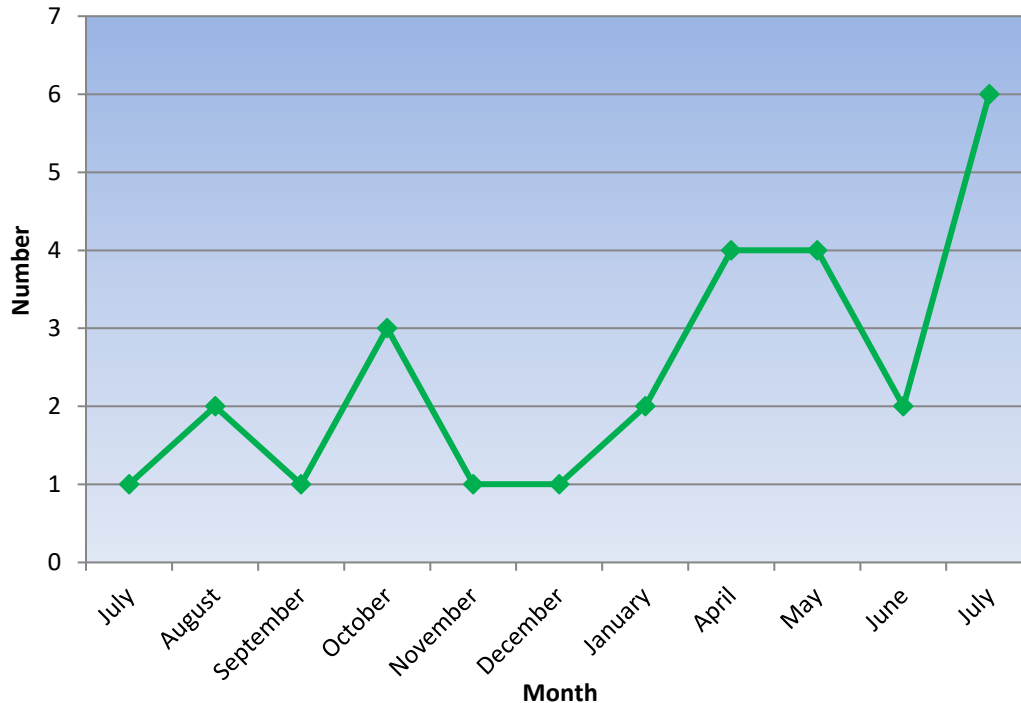
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	1	Supplier14	0
Supplier2	0	Supplier15	0
Supplier3	1	Supplier16	0
Supplier4	0	Supplier17	0
Supplier5	0	Supplier18	0
Supplier6	0	Supplier19	0
Supplier7	0	Supplier20	0
Supplier8	0	Supplier21	0
Supplier9	0	Supplier22	0
Supplier10	7	Supplier23	1
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 EMMAs 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 EMMAs 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.

AOB

Next Steps



Diary dates for next meetings:

- **IGG Conference Forum (In Person) – Wednesday 27th September 2023-Louis Fitzgerald Hotel.**
- **IGG Meeting – Wednesday 8th November 2023**
- Dates for 2023 are on Calendar of Events on RMDS website www.rmdservice.com

Thank You