



NETWORKS

# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services  
27th September 2023



# Agenda

---



1. PSO Update
2. TIBCO Related Updates
3. PAYG Update
4. MCC12 Non-Zero Estimates during power outage
5. Market Participant Survey 2023

# PSO Update

---

- In line with CRU decision - CRU202405, PSO will be zero from 1st October 2023.
- The normal 4-month adjustment process will continue in relation to PSO payments.
- Invoices received by Suppliers in relation to the 4-month adjustment process will require to be settled within the normal payment terms.

## TIBCO Related Updates

---

- TIBCO Tomcat Upgrade - All scheduled upgrades for Suppliers test and production EMMA's completed successfully.
- TIBCO Production HUB Certificate Renewal - Certificates updated successfully.

# PAYG Update

---



- Reminder that Monday 30<sup>th</sup> October 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 5pm on Friday 27<sup>th</sup> October. Requests submitted after this will be processed on Tuesday 31<sup>st</sup> October.
- Customers can still purchase credit using their old KPN card for their old supplier until the PMP is processed.
- ESB Networks will use the contact details provided by suppliers previously. Any updates required for these contact details should be provided to [keypadmanagement@esb.ie](mailto:keypadmanagement@esb.ie)

# PAYG Update - Tariff Changes



- Suppliers are requested to communicate to customers on the steps involved to make effective a PAYG tariff change i.e. Customers are advised of and understand the sequence of codes to be entered on the meter to complete the tariff change.
- ESB Networks are unable to assist customers who are without supply as a result of codes being entered in the incorrect sequence.
- ESB Networks ask that Suppliers have sufficient support in place for customers around the time of tariff changes, particularly if a tariff change coincides with non-friendly credit days.

# MCC12 Non-Zero Estimates during power outage scenarios

---



# Market Participant Survey 2023

---



- The Survey is in progress with Behaviour & Attitudes (Third-party working on behalf of ESB Networks) and has been issued to IGG reps.
- Gentle reminder that Market Participants feedback is welcomed from those teams engaging with Retail Market Services.
- The closing date for this survey is **Friday 6<sup>th</sup> October** and responses must be submitted to Behaviour & Attitudes before this.

Thank You