



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
8th November 2023



Agenda



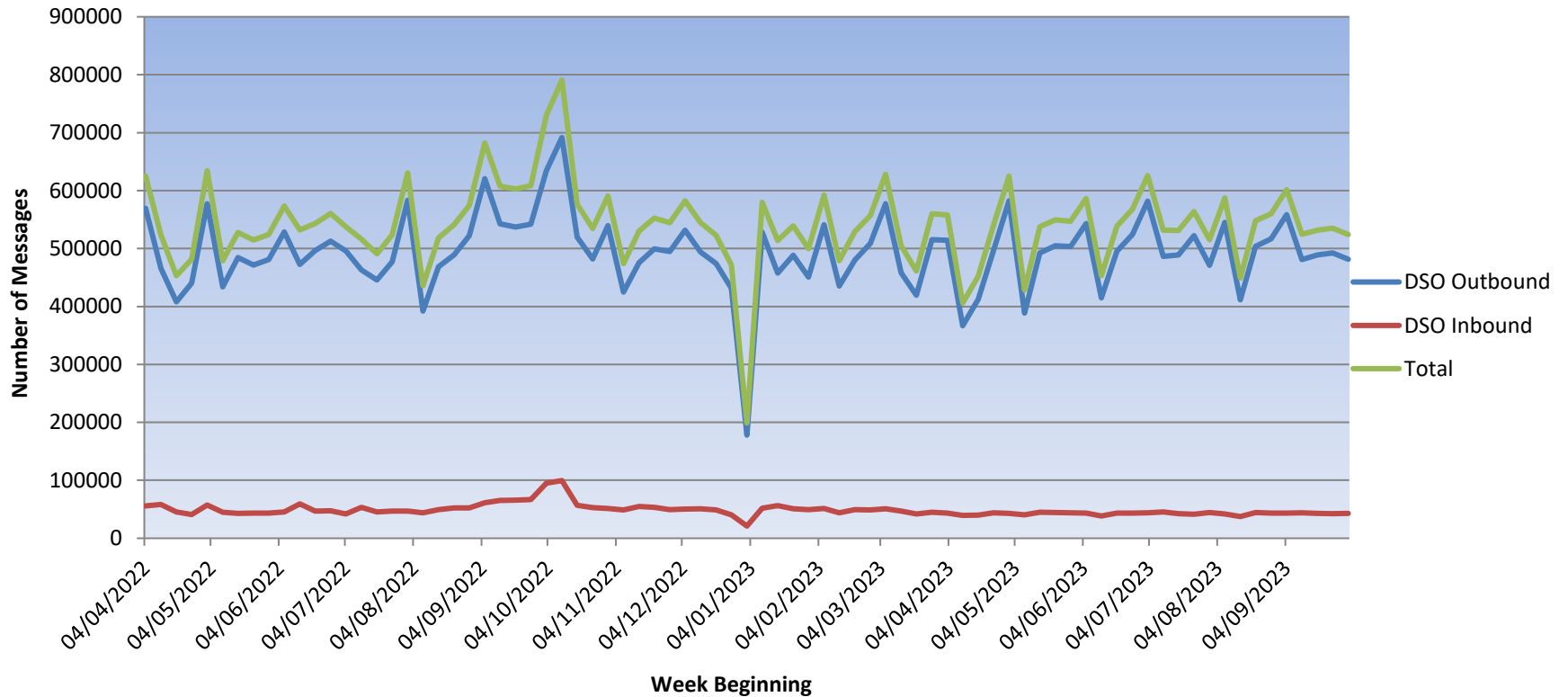
1. ESB Networks Banking update
2. MCC12 Non-Zero Estimates during power outage
3. Tibco Updates
4. Recent Operational Issues
5. Vulnerable Customer Flag Updates On Disconnections (Winter Moratorium)
6. Electricity Cost Emergency Benefit Scheme III

ESB Networks Banking Update



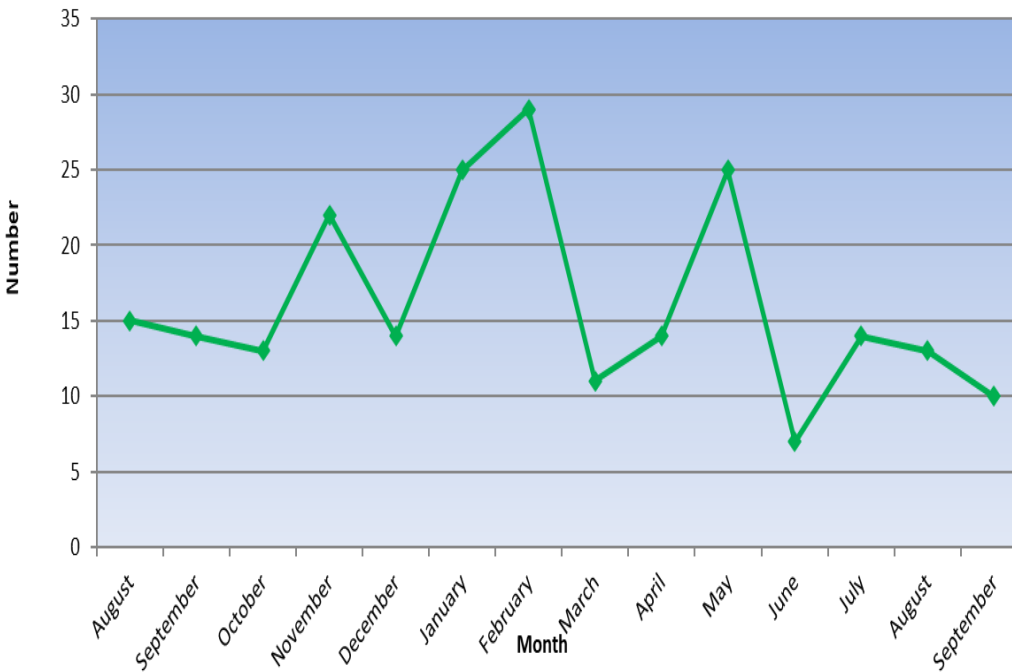
- New Danske bank details issued from ESB Networks DUoS to supplier DUoS contacts.
- Request for suppliers to use these details going forward for DUoS, Transaction and PSO payments.

Market Message Volumes



Outages (Unplanned)

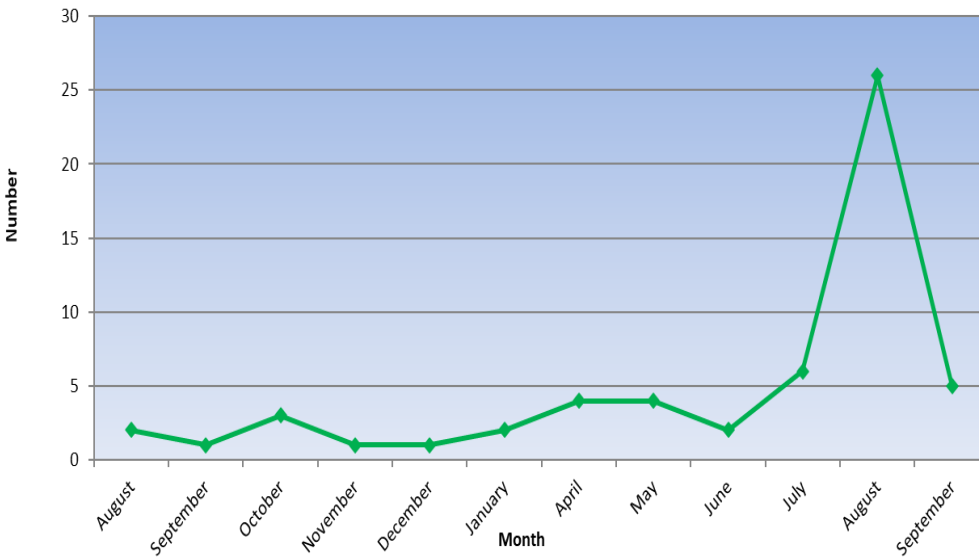
September 2023 unplanned outages



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

Outages (Planned)

September 2023 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	3	Supplier23	0
Supplier11	0	Supplier24	0
Supplier12	0	Supplier25	0
Supplier13	0		

MCC12 Non-Zero Estimates during power outage scenarios



- For power outages within the same day, relevant supplier lists are currently being finalised for circulation along with a corrective action note.
- Suppliers will receive a list of MPRNs, read dates and kWh impact where the supplier was the registered supplier at the time of the power outage.
- ESB Networks will send a subsequent list of MPRNs, read dates and kWh impact where ESB Networks are proposing to perform a manual billing adjustment. Note: ESB Networks will adjust list to take account of CoLE and CoS to ensure the correct supplier receives the adjustment.
- ESB Networks proposes to make manual adjustments for cases in excess of 20kWhs only.
- Fix required for residual issues for RM107 meters for power outages spanning more than one day. Root cause is being investigated for fix to resolve.

Recent Operational Issues



Tibco Hub Issue

- Inbound and outbound market messages were impacted from late afternoon Saturday 7th October to Monday morning, 9th October.
- Hardware issue which impacted comms between the hub servers.
- Issue was resolved early Monday afternoon and the backlog cleared.

Issue on 19th October for Smart Meter data retrieval

RM106

- Issue with processing reads for RM106 meters for the read date of 19th October.
- Issue resolved and reads started to process again on 20th October, completed by morning of 22nd October.

RM107/RM108

- For RM107/RM108 meters, there was a backlog of data being processed on 19th October.
- Backlog cleared by morning of 20th October.
- Root cause being investigated for above issue.

Recent Operational Issues



DST Clock change

- For winter DST, ESB Networks issued a higher number of estimates on 30th October for read date 29th October for MCC12 MPRNs with RM107 meters installed.
- Firmware changed required to resolve this issue around the winter clock change, working to resolved ahead of the next winter clock change in 2024.

Scheduling failure for 29 & 30th October

- Incorrect entry in scheduling table which prevented reads processing on the 29th and 30th October overnight as normal.
- Read data was recovered by read date + 1 i.e. Read Data for 29th October issued on 30th October, Read Data for 30th October issued on 31st October.
- Issue rectified and measures in place to mitigate going forward.

Vulnerable Customer Flag Updates – Disconnections (Winter Moratorium)



- Since 1st October, ESB Networks have had recent examples where vulnerable customer flags were updated afterwards when sites were being scheduled for NPA disconnections.
- When the Vulnerable customer flag is updated, ESB Networks does not have a view of see open disconnections against the sites.
- Request for suppliers to check for any in progress disconnections for NPA when updating the vulnerable customer flag.
- Suppliers should send in a 017w mm to cancel the disconnection.

Electricity Cost Emergency Benefit Scheme III



Refer to separate slides presented.

Thank You