



IGG Conference Call Meeting Minutes

Date:

6th December 2023

Time & Location

3pm - Conference Call

Chair:	Jack O'Dwyer, CRU	
Attendees:	Name	Location
	Tracy Caffrey, Suzanne Hudson, Gary McInerney, Sean McKeivitt, Catherine Keane	RMDS
	Jack O'Dwyer, Jack Walsh, Anna Rourke	CRU
	Carl Murphy, Siobhan Melvin, Emma Porter, Emer Corcoran, Rachel Hassett, Kevin O'Connor, Damien Power	ESBN
	Robin McLaughlin, Marguerite White, Jason Mcknight	Version 1
	James Long	MRSO
	Peter Brett, Canice Kenealy	EcoPower
	Ian Mullins	BGE
	Caoimhe McWeeney, Scott Lyle	Energia
	Kathy Callan	Go Power
	Ceola Mcgowan	Oakhall
	Aoife Coppinger	Prepay Power
	Desmond McBride, Catherine Curley,	Electric Ireland
	Andrew McKinnon	Flogas
	Aine Ni Cheara, Declan Hanna	SSE
Jennifer Condron	Pinergy	
Apologies:		
Version Number	1.0	
Status		

Agenda:	
1.	General
2.	Approval of previous IGG Minutes
3.	IGG Actions
4.	CRU Update
5.	Version 1 Update
6.	Retail Market Design Update
7.	MRSO Update
8.	ESBN 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 8th November 2023.
Minutes v1.0 deemed approved.

2. Actions – Previous Conference Call & IGG

S Hudson provided the Action Item Update:

- **1 – Carried forward Action from the last IGG.**

1167	Agreement that any industry communication through the steering group be also shared with the IGG forum.		
Update for IGG	<ul style="list-style-type: none"> ▪ S Hudson 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ S Hudson informed the group RMDS met with CRU on this action to discuss the various elements of the SSG, ILG etc. It was agreed that any MP that wants to receive the minutes of the SSG should contact the IGG Rep for the SSG Caoimhe McWeeney. <p>J O'Dwyer asked if this has been discussed with the IGG Rep for the SSG.</p> <p>C McWeeney asked is the onus on the person looking for the information to contact the IGG Rep?</p> <p>T Caffrey responded if a MP wants to receive this information, they can contact Caoimhe McWeeney. Caoimhe's information will be issued to IGG Reps via email form RMDS.</p> <p>Action 1167 closed.</p>		
Forum Logged: IGG	Assigned to: RMDS	Status: Action Closed	Due Date: 06/12/2023

3. Actions – New Conference Call Actions

No New actions were recorded at the conference call.

4. CRU Update

J Walsh provided the CRU update.

Emergency Credit Scheme III

J Walsh thanked all MPs for confirming receipt of Tranche 1.

J Walsh stated the CRU decision for Tranche 2 has been returned to ESNB yesterday. This tranche should be sent to MPs today. CRU would appreciate if MPs can confirm receipt of Tranche 2 once they receive this.

J Walsh reminded MPs the first weekly reporting from MPs is Due this Friday 8th December. This is outlined in the MCR that was passed at the previous Extraordinary IGG.

J Walsh reminded suppliers about the deadline of November 1st for them to communicate about the vulnerable customer sign up process, nominated representative sign-up process and the level payment plan sign up process and to have information about those three things on their website. He requested that suppliers email him to let him know that this has been undertaken along with proof.

I Mullins asked J Walsh to repeat the three things that he just spoke about, and J Walsh did so.

5. Version 1 Update

R McLaughlin gave the Version 1 update.

R McLaughlin stated Electricity Cost Benefit Scheme Assurance Report was approved and V1 are hoping to get the anonymised version out shortly. It's hoped that the V14 PQ Assessment will be circulated in Q1 2024 and that suppliers will be given an early sight of that to confirm that they understand what is being asked of them. A 'drop in' clinic could be set up to allay any concerns that suppliers may have and make it easier of them to complete the questionnaire.

6. Retail Market Design Update

S Hudson gave the RMDS Update.

S Hudson stated RMDS are hoping to have the ESNB Christmas 2023 – New Year 2024 Working Arrangements document ready to be issued ASAP.

S Hudson indicated there are no remaining Outages for the month of December.

C McWeeney stated she rang the landline number for RMDS and was redirected to the ex-RMDS Manager.

T Caffrey advised that this number should no longer be working as a request was made for this to be removed and that each person on the RMDS team has their own mobile number if they need to be contacted.

T Caffrey stated she will investigate this.

7. MRSO Update

J Long gave the MRSO Update.

J Long informed the group a new category of generator in the electricity market called small scale generators. An email will be issued to suppliers about this via RMDS.

C McWeeney asked J Long to confirm how many connections of small-scale generators there are?

J Long said that there are roughly 50 connections and 240 applications pending at the moment. It's predicted by ESNB that there will be 300-400 applications per annum in the next few years.

C McWeeney asked what the timeline from application to connection is?

J Long responded he will check this out and get back to C McWeeney.

I Mullins asked if all relevant contact details would be included on the small-scale generators email.

J Long responded that they would.

C Murphy asked J Long to confirm that the process for small scale generators is one that is used already for micro generators in WP14 but the thresholds for generation are lower?

J Long confirmed that while the process is well defined, the volume of applications will be a lot bigger than micro generation activity to date.

C Murphy asked J Long to confirm that unlike previous micro generation, the import and export supplier doesn't necessarily have to be the same for the small-scale generators?

J Long confirmed that is correct.

8. ESB Networks

E Porter gave the ESN update.

Emergency Credit Scheme III

- Note of thanks to everyone for their support to date.
- Suppliers will be required to upload their weekly file by 12:00 (midday) Thursday 21st December.
- There is no requirement for suppliers to submit a report on Friday 29th December.
- Normal weekly reporting will recommence on Friday 5th January 2024.
- Reporting on the 5th of January will be for the December payment period and will commence for the January-February payment period. These timelines align to last year's reporting.
- ESB Networks can make available a MPRN verification file for the 20th December snapshot - requests for this must be made via email to the electricity costs bill mailbox by no later than 12th December.
- Suppliers are reminded of the importance to confirm receipt of tranche 2 funds within one working day of receiving the funds.

Non-zero Power Outages

- Lists have now been circulated to suppliers:
 - First list issued on 9th November which was an FYI to the relevant suppliers registered to the impacted site(s) at the time of a power outage.
 - Subsequent list issued on yesterday 5th December, which contains the relevant suppliers MPRNs that we are proposing to carry out a manual adjustment on.
 - The subsequent list contains the MPRN, the date of the outages, meter serial number and the kWh impact on the date of the outage(s).
- The ESB Networks DUoS team will carry out a manual adjustment in line with established adjustment process from the 13th of December, next Wednesday.
- It is important that the list sent yesterday from RMDS titled "List of manual adjustment MPRNs" is shared to your relevant internal teams, for example customer teams dealing with the credit processing/ customer queries.
- Any queries just reach out or refer to the corrective action note that was issued out from RMDS with the lists.

I Mullins drew attention to the fact there were a lot of lines in the MPRN list with the same MPRN and there were in fact less actual MPRNs than first appeared and for other suppliers to be aware of that.

E Porter said that the multiple entries relate to the different outages associated with each MPRN.

D McBride asked about these MPRNs and the low usage customers energy flag with regards to the emergency credit scheme and if it's ok to go ahead and act if that's found

C Murphy stated due to over estimates from ESNB, the customer would be given the benefit of the doubt regarding their usage and not be flagged as low usage.

Non-zero power outages - spanning more than one day.

- An issue remains for non-zero estimates for power outages that span greater than one day on the RM107 meter.
- A new fix will be required to resolve this residual issue.
- ESB Networks continue to work on the route cause and the fix required.
- ESB Networks will undertake a follow-on review into the management of other interval reading estimations.
- ESB Networks will continue to provide updates in this space at the IGG.

ESB Networks would please remind IGG reps of the importance to continue to share the IGG updates on the power outage issues internally to their relevant teams, for example the customer teams dealing with the credit processing/customer queries. It is Important that the latest updates are getting back to suppliers' relevant internal teams to deal with related queries or credits etc.

Emergency contact details for the keypad management team.

ESB Networks may receive customer calls to our Emergency 24/7 number over the Christmas period in relation to supplier's lifestyle meters.

The keypad management team have requested for suppliers confirm:

- An emergency out of hours contacts for the ESB Networks on-call supervisor
- Suppliers Customer service working arrangements.

Please provide these details to the keypad management team mailbox: keypadmanagement@esb.ie by 19th December.

Market Participant Survey

Behaviour & Attitudes have completed the survey and will share results of this with ESB Networks in advance of Christmas.

Thanks for those market participants who took part and give their time.

ESB Networks would like to thank you all for your efforts and participation through the year. We wish you and your families a happy, safe and quiet Christmas holiday period.

I Mullins questioned the government credit scheme, if there is a low usage customer with an MPRN and asks that they should be eligible for the credits as a microgeneration account holder, could he reconfirm the contact details that the customer should be given?

S Melvin responded the general ESNB enquiries number should be used in this case and this number can be found on the ESNB website under the 'contact us' section. It was re-iterated that if the NC6 form wasn't submitted and processed by the effective date then the customer won't qualify for the government credits.

S Melvin also mentioned that in the first instance, suppliers should perform checks at their side to see if the customer is registered for microgeneration i.e., check if the customer has an MEC.

C Murphy confirmed that the general enquiries number is 1800 372 757.

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

- No items were raised for the notice board.

10. AOB

Items raised in AOB:

A Coppinger drew attention to the number of complaints that have been received by Prepay Power already and whether these will be classed as complex complaints? I Mullins asked this question at the last IGG.

J Walsh asked A Coppinger to send the query to CRU and they will get back with a response.

I Mullins asked will the complaints that relate to the government credit scheme be treated as separate to the normal business as usual complaints?

J Walsh understands that the complaints related to the government credit scheme are being ring fenced but will check with the customer care team to confirm and respond accordingly.

D McBride asked that if a customer calls in to complain that they are considered low usage based on estimate reads on the effective date and produce actual reads to prove otherwise, are the estimate reads the ones that will be considered valid for the purposes of the government credit scheme?

S Melvin responded that it'll depend on the consumption pattern and whether the actual read has been validated as to whether the actual reads can be accepted for the second wave of credits.

A Coppinger asked if the actual reads are received from customers, can they be sent on to ESNB for the payment of the credits for the second and third waves?

S Melvin confirmed that this is correct, and that historic consumption of the customers will be considered when assessing customers' current reads.

C McWeeney asked that in relation to the snapshot date of June 30th, will ESNB consider other criteria like LTNA to assess the reads?

C Murphy responded that when ESNB get a new read, existing workflows and algorithms say whether an adjustment is to be made to previous estimates, then an adjustment will take place if appropriate.

C McWeeney asked that if there is LTNA, can you send a meter reader out to the property?

C Murphy confirmed that would be done on a business-as-usual basis, but it may not be possible for meter readers to gain access to a building.

S Melvin advised that suppliers should be submitting 210MMs as part of business as usual and that customer readings should be submitted in the first instance for long term estimates. Suppliers should validate readings received from customers where this is possible and satisfy themselves that the reading is correct.

C McWeeney asked for reconfirmation that those customers who missed out on tranche 1, could qualify for tranche 2 and 3 credits but are not guaranteed.

S Melvin responded to say that it depends on the validation of the reads.

A Coppinger asked if a picture of the customer's meter would be sufficient evidence to prove their usage?

C Murphy responded to say that if the reading received by ESNB is implausible following a 210 MM, then a photo could be sent in to ESNB as proof.

Next Meeting:

- IGG 10th January 2024 at 10:30 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

Retail Market Design Service

Email: rmds@esb.ie | **Web:** www.rmdservice.com