



Retail Market Design Service

Industry Governance Group

11/01/2023

IGG Agenda

Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:55
CRU Update	10:55 – 11:15
Retail Market Design Service Update	11:15 – 11:35
MRSO Update	11:35 – 11:55
ESBN Networks Update	11:55 – 12:15
Version 1 Update	12:15 – 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 30.11.2022**

IGG Actions

Updated IGG Action List issued in advance of meeting

- **1 action has been carried forward**
- **1 new action was logged at the Conference Call.**

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	11/01/2023	23/06/2021
1160	RMDS to provide an update as to when CCR018 (new RM Code 305) and CCR019 (new RM Code 108) will be part of an MMR	RMDS	11/01/2023	30/11/2022

CRU Update

Industry Governance Group

11th January 2023

CRU Policy Update

■ Electricity Costs Emergency Benefit Scheme II

- 2.152 million (99.1%) of customers credited for Nov/Dec.
- When the VAT rate changes from 9% to 13.5% on March 1st, each domestic electricity account will receive an overall credit amount of €208.26 (incl. VAT) instead of €200 which will result in the account still being credited with €183.49 (excl. Vat).

- **Supplier Handbook:** In light of the Consumer Rights Bill 2022 and other possible clarifications/editorial edits we are currently reviewing the Handbook to determine if an update is required.



Retail Market Design Service

Retail Market Design Update

Suzanne Hudson, RMDS

Upcoming Outages

PLANNED OUTAGE NOTIFICATION	
Outage Type	Planned
Start Date of Outage	Sunday 15th January 2023
Start Time of Outage	03:00 hrs
Date of Restoration of Outage	Sunday 15th January 2023
Restoration Time of Outage	05:00 hrs
Duration of Outage	2 hrs Approximately
Jurisdiction Affected	ROI Electricity Market
Reason for Outage	To facilitate Essential Security Patching
MKT Systems Impacted	Retail Central Market System
Backlog Impact / Comments	MPRN Enquiry Web Service
System undergoing Outage	SAP Gateway Server

Upcoming Outages

PLANNED OUTAGE NOTIFICATION	
Outage Type	Planned
Start Date of Outage	Sunday 22 nd January 2023
Start Time of Outage	07:00 hrs
Date of Restoration of Outage	Sunday 22 nd January 2023
Restoration Time of Outage	16:00 hrs
Duration of Outage	9 hrs Approximately
Jurisdiction Affected	ROI Electricity Market
Reason for Outage	To facilitate Essential Security Patching
MKT Systems Impacted	Retail Central Market System
Backlog Impact / Comments	Market Messages inbound to ESB Networks will queue in the central HUB and be processed on resumption of normal service. The facility to book appointments via RMP Extranet shall be unavailable during the outage. Calls to the MPRN Enquiry Web Service will also be impacted as a result
System undergoing Outage	SAP IS-U\SAP PO\SAP NGP



Thank You



NETWORKS

MRSO Update

James Long

11th January 2023



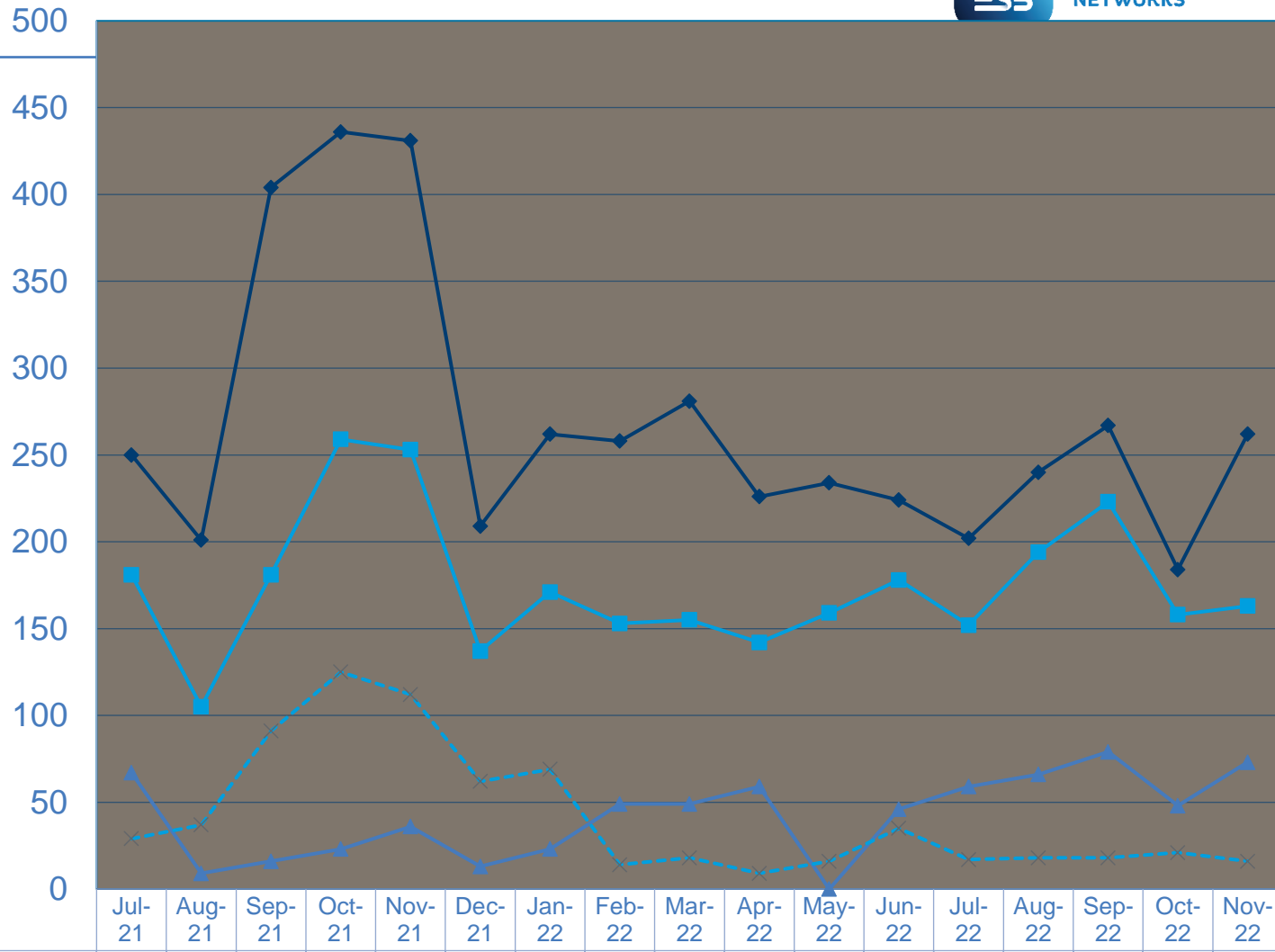
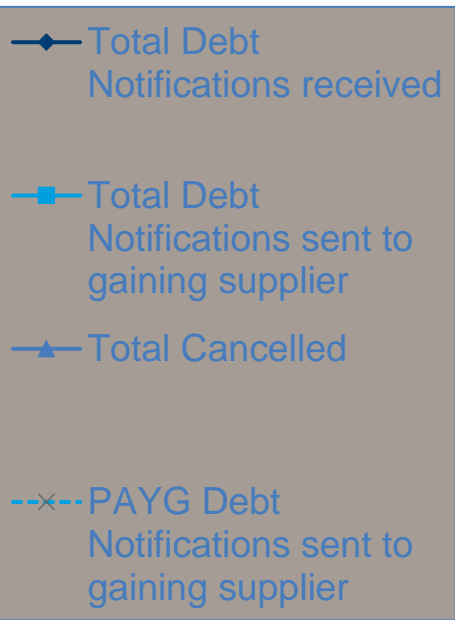
Debt Flagging



	Aug - 22	Sept - 22	Oct - 22	Nov - 22
Total Debt Notifications received (012)	240 (25)	267 (22)	184 (22)	262 (20)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	46 (7)	44 (4)	26 (1)	99 (4)
Total Debt Notifications sent to gaining supplier (112)	194 (18)	223 (18)	158 (21)	163 (16)
Total not cancelled	128 (15)	144 (15)	110 (15)	90 (15)
Total cancelled	66 (3)	79 (3)	48 (6)	73 (1)
Total Debt Notifications sent to gaining supplier as % of total COS	0.79%	0.55%	0.45%	1.36%

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

Debt Flagging



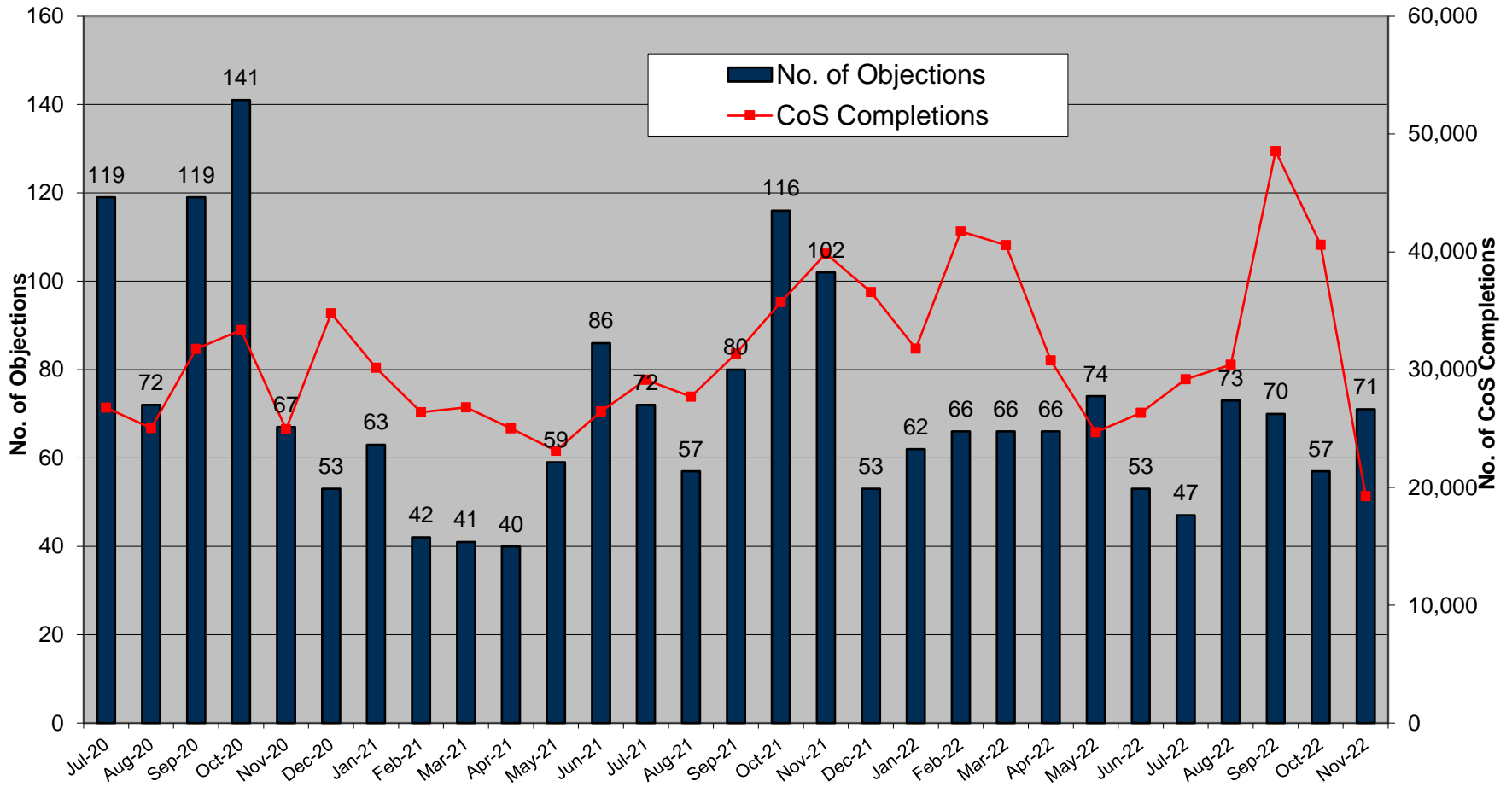
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262
Total Debt Notifications sent to gaining supplier	181	105	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163
Total Cancelled	67	9	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73
PAYG Debt Notifications sent to gaining supplier	29	37	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16

Objections – Erroneous Transfer



	Aug - 22	Sept - 22	Oct - 22	Nov - 22
No. of Objections	80	83	69	80
Cancellations from Objections	19	22	16	23
Objection emails to MRSO	6	6	9	8
Reasons:				
Uncontactable by phone	3	5	6	3
Written communication				
COS confirmed	3	1	3	5
Other				
Escalation emails	5	13	7	8

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 9th Jan 2023



MCC 12 – New Smart HH

Total to date – **124,144**

MCC 16 – New Smart Day / Night / Peak

Total to date – **20,612**



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
11th January 2023



Agenda

1. Secure Meters Seamless Solution
2. Electricity Costs Emergency Benefit
3. Market Activity & TIBCO Outages
4. HUB Relocation Project
5. Negative PSO

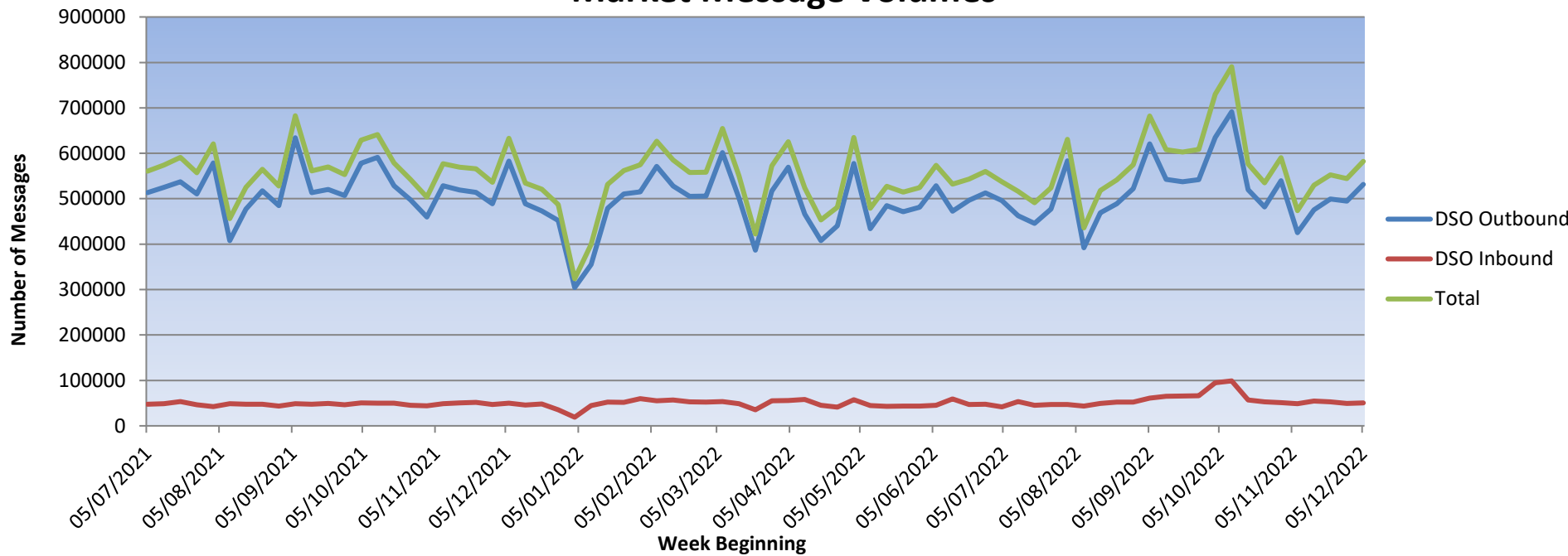
Secure Meters Seamless Solution

- Proof of concept is progressing with volunteer suppliers.

Electricity Cost Emergency Benefit Scheme

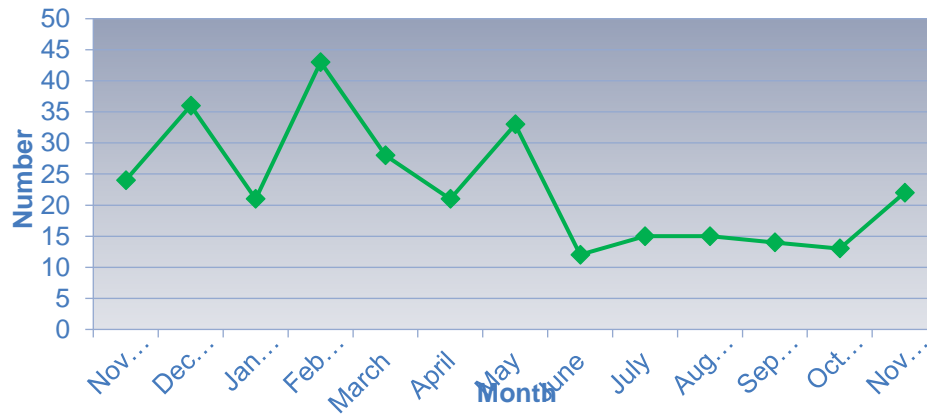
- Reminder to confirm receipt of tranche payments within 1 working day
- Weekly reporting continues with reports being required to be uploaded to the SFTS by 6pm each Friday.
- Reporting has commenced for the 20th December Effective Date as well as continuing for the 27th October Effective Date.

Market Message Volumes



Outages (Unplanned)

Unplanned Outages 2021 / 2022



November Unplanned outages

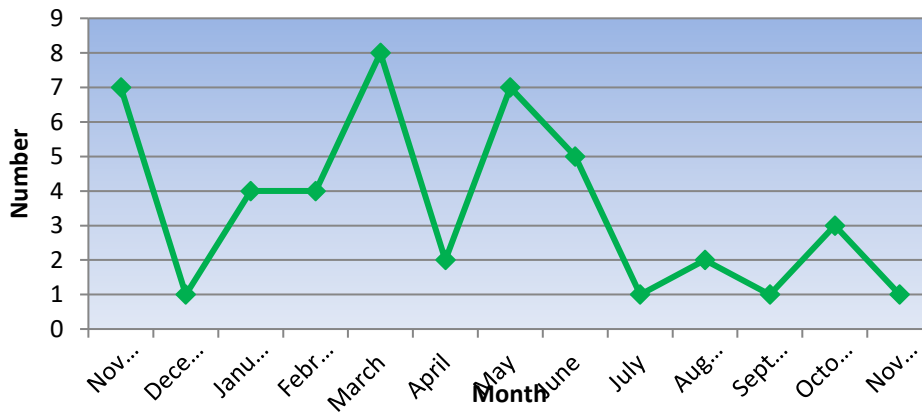
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier 1	1	Supplier 14	3
Supplier 2	0	Supplier 15	0
Supplier 3	2	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	1	Supplier 18	0
Supplier 6	2	Supplier 19	0
Supplier 7	3	Supplier 20	1
Supplier 8	2	Supplier 21	0
Supplier 9	2	Supplier 22	0
Supplier 10	2	Supplier 23	1
Supplier 11	0	Supplier 24	1
Supplier 12	1	HUB	1
Supplier 13	0		

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

Outages (Planned)

November Planned Outages

Planned Outages 2022



Supplier	Planned Count	Supplier	Planned Count
Supplier 1	0	Supplier 14	1
Supplier 2	0	Supplier 15	0
Supplier 3	0	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	0	Supplier 18	0
Supplier 6	0	Supplier 19	0
Supplier 7	0	Supplier 20	0
Supplier 8	0	Supplier 21	0
Supplier 9	0	Supplier 22	0
Supplier 10	0	Supplier 23	0
Supplier 11	0	Supplier 24	0
Supplier 12	0	HUB	0
Supplier 13	0		

HUB Relocation Project



- All MPs have completed the task of implementing the required firewall rules to connect to the new ROI Test HUB and all required connectivity checks have been performed by the Hub Relocation Project Team.
- Where connectivity issues arose, the relevant MPs have been contacted to arrange the required fixes. Your ongoing support with this would be appreciated.
- All MPs are also reminded that the firewalls to be implemented for the ROI Production Hub can be complete now. The deadline to have these firewall rules in place is the **27th January 2023**. Connectivity checks from MP's Production EMMAs to the ROI Production Hub will begin **30th January 2023**.
- IPT is due to begin on the 9th January for all MPs that are included in this test phase.
- The Cutover and Hypercare plans are due to issue to all MPs the first week of February.

Negative PSO

- ESNB would like to thank suppliers for submitting their bank details. ESNB will shortly commence verifying bank details where required. ESNB is still waiting on bank details for a handful of suppliers and we request that this information is provided to ESNB asap.
- ESNB will bring a Market Discussion Request to the IGG in relation to changes to the PSO process in due course.

Thank You



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

Robin McLaughlin

Presented By:

11th January 2023

Date:

Company Classification: Confidential

Assurance Team



Audrey D'Arcy
Key Account Relationship
Manager

Commercial & Customer
Satisfaction



Robin McLaughlin
Principal Assurance Consultant
for RMDS

Overall responsibility for RMDS
Assurance



Jason Mcknight
Senior Assurance Analyst

Assurance Analyst for
RMDS Assurance



Marguerite White
Assurance Analyst

Assurance Analyst for
RMDS Assurance

Market Assurance Activity

- **TIBCO Hub Relocation**
 - Formal Assessment Report has been approved.
 - IPT started on the 09/01/23.
- **V14 Assurance**
 - Approach has been approved and circulated.
- **Two Material Changes in progress**
- **Two Self-Suppliers application are awaiting approval**



VERSION 1

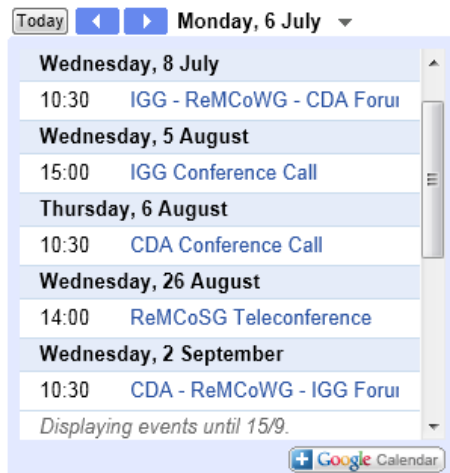
Thank you

AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 1st February 2023**
- **IGG Meeting – Wednesday 1st March 2023**
- Dates for 2023 are on Calendar of Events on RMDS website www.rmdservice.com





Thank You