

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	29 <sup>th</sup> March 2023	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Jack O'Dwyer, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Suzanne Hudson, Alice Mooney, Oonagh Delaney, Catherine Keane, Patrick Moran	RMDS	
	Sarah McCauley, Jack Walsh, Sharon Cosgrove, Eoin McCarthy, Anna Rourke	CRU	
	Carl Murphy, Siobhan Melvin, Emer Corcoran, Kevin O'Connor, Denise Byrne, Ciaran McCallion	ESBN	
	Robin McLaughlin	Version 1	
	Jim Long	MRSO	
	Andrew McKinnon	Flogas	
	Ian Mullins	BGE	
	Aine Ni Cheara	SSE	
	Aoife Coppinger	Prepaypower	
	Caoimhe McWeeney, Anca Stanciu	Energia	
	Ceola McGowan	Community Power	
	Desmond McBride	Electric Ireland	
Canice Kenealy, Peter Brett, Sinead Butler, Jack Brett	Ecopower		
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
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 1<sup>st</sup> March 2023. Minutes v1.0 deemed approved.

**2. Actions – Previous Conference Call & IGG**

S Hudson provided the Action Item Update:

- **2 – Carried forward Actions from the last IGG.**

<b>1147</b>	<b>Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market.</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>▪ S Hudson reported that there is no progress on this action at the moment.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> RMDS	<b>Status:</b> Action Remains Open	<b>Due Date:</b> 26.04.2023

<b>1162</b>	<b>DG Groups Consumption – CRU to investigate if there’s a measure that can be used across industry</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>▪ S Hudson reported that this action was logged at the last IGG.</li> <li>▪ CRU to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ S McCauley reported that CRU discussed this matter internally and is going to remove that requirement in the Supplier Handbook.</li> <li>▪ Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> CRU	<b>Status:</b> Action Deemed Closed	<b>Due Date:</b> 29.03.2023

**3. Actions – New Conference Call Actions**

1 new Action was logged at the Conference Call.

<b>1163</b>	<b>Electricity Costs Emergency Benefit Scheme II – CRU to investigate the possibility of a lessons learnt exercise for Scheme II</b>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ See Section 8 ESNB Update for details.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> CRU	<b>Status:</b> NEW Action	<b>Due Date:</b> 26.04.2023

#### 4. CRU Update

S McCauley, S Cosgrove & J Walsh provided the CRU update.

##### Supplier Handbook

S Cosgrove reported that the Supplier Handbook has just been published this afternoon on the CRU Website.

S McCauley added that CRU will circulate the link to MPs to the Supplier Handbook on the CRU website. Some Suppliers have contacted CRU due to issues with the CRU website at the minute. CRU has re-designed the Website and is migrating old Decision Papers. It's taking time, but CRU is aware of the issues that MPs are having trying to find documents. *(Following the meeting, RMDS issued the link to the Supplier Handbook on the CRU website).*

I Mullins asked if the changes to the Supplier Handbook are the updates that were qualified at the last IGG, and the requirement to get the non-domestic areas.

S Cosgrove replied yes, that's right, more or less. CRU has also published a tracked changes version of the Supplier Handbook so Suppliers will be able to see the exact changes. These changes were covered at the last IGG.

I Mullins said that the requirement on non-domestic bills for putting on some kind of measure for annual usage, if that's coming out for commercial, it will be a big one for BGE's teams waiting to understand what's going to happen on that.

##### Electricity Costs Emergency Benefit Scheme II

J Walsh reported that all four tranches of funds have been transferred to Suppliers. Thanks to Suppliers for that. CRU asks Suppliers to continue to fulfil the reporting obligations so that CRU knows how many Customers are being credited.

#### 5. Version 1 Update

R McLaughlin gave the Version 1 update.

R McLaughlin reported that the PQ assessment for v13.6 is planned to be issued to MPs by the end of this week.

#### 6. Retail Market Design Update

S Hudson gave the RMDS Update.

##### MMR v13.5

S Hudson reported that MMR v13.5 is taking place this Friday 31<sup>st</sup> March 2023. This release implements two MCRs, i.e., MCR1230 Amendments to PSO process to facilitate negative PSO rate and MCR1223 Peak ToU for DG7 to DG9. Two CCRs are also being implemented, i.e., CCR018 and CCR019 for two new RM codes. The Market Schema Guide will be updated on the RMDS website as well for the two RM codes.

## 7. MRSO Update

J Long gave the MRSO Update.

### Smart Data Services Figures

J Long reported that on the Smart Data Services the following figures are up to date as of 26<sup>th</sup> March 2023:

- The figure to date for MCC12 which is the 24-Hour Meter is **147,011**.
- The figure to date for MCC16 which is the Day/Night Meter is **23,872**.

### Ad hoc Aggregation

J Long stated that MRSO issued a note to MPs on 23<sup>rd</sup> March 2023 in relation to two Ad hoc aggregation it had to run in the market. This was based on an upheld query from a MP in the wholesale market with SEMO. MRSO ran these on Friday 24<sup>th</sup> March 2023. He expects to see more of this in the future as SEMO has caught up with a backlog which it was working through, which meant that previously settlement on M+4 and M+13 would have taken care of any of these particular types of formal query. However now because they are up to date, he expects to see more of these coming through where SEMO won't wait for M+4 and will look for MRSO to run an ad hoc before it gets around to running the M+4 and M+13, depending on the date parameters around the formal query. This is more for information more than anything else.

## 8. ESB Networks

S Melvin gave the ESN update.

### Microgeneration

S Melvin reported that in order to close out a query which was raised at the recent Microgeneration workshop in relation to Hardship PAYG meters, Hardship meters which are in credit mode are being replaced with Smart Meters. This activity has no impact on the ESN led deployment criteria, that microgeneration Customers with a PAYG meter will continue to be deemed. ESN continues to encourage Suppliers to raise any queries in relation to microgeneration data through MRSO.

### Secure Meters Seamless Solution

S Melvin reported that ESN wants to remind Suppliers that Secure Meters host biweekly calls discussing the seamless solution. Secure Meters has asked ESN to encourage Suppliers' technical contacts to attend those calls and to contact Secure Meters directly if they wish to receive an invite.

### PAYG – Easter Period

S Melvin reported that in relation to hardship PAYG over the Easter period, Good Friday 7<sup>th</sup> April 2023 and Easter Monday 10<sup>th</sup> April 2023 are not a friendly credit days. If a Customer loses supply on these dates, the purchase of credit is required to top up the meter and restore supply. ESN will process PMP requests via the extranet up to 17:00 on Thursday 6<sup>th</sup> April 2023. Requests received after this will be processed on

Tuesday 11<sup>th</sup> April 2023. Customers can still purchase credit using their old KPN card to their old Supplier until the PMP is processed. ESNB requests that Suppliers with lifestyle meters provide the following information to it to assist Customers over the Easter period. Suppliers are asked to provide the following information by CoB on Wednesday 5<sup>th</sup> April 2023, i.e., friendly credit times in operation if different to the dates above, working arrangement for provision of Customer service and the Supplier emergency contact number for use by the ESNB 24hr on call supervisor. This information should be sent to ESNB keypad Management Team at [keypadmanagement@esb.ie](mailto:keypadmanagement@esb.ie). A more detailed note will issue to MPs shortly. (ESNB subsequently issued the note to MPs via RMDS).

#### DUoS Agreement Variation Note

S Melvin reported that a DUoS Agreement variation note issued on 9<sup>th</sup> March 2023 relating to amendments to security cover requirements that were previously communicated at IGG.

#### MCC12 – Non zero estimates

S Melvin reported that in relation to MCC12 and the non zero estimates during the power outage, there is no update on this issue. ESNB is continuing to investigate this.

Following the ESNB update, attendees asked the following questions:

#### Moratorium on disconnections

D McBride said that in relation to the moratorium and the requests for disconnections from Electric Ireland, there has been some issues distinguishing between NPA and other disconnections. Could this matter be discussed at future IGGs towards the end of this year?

S Melvin replied that MCR1189 is coming in for v14.00.00 which is splitting out the non NPA requests, so ESNB can uniquely distinguish between the Customer requested de-energisations, if there's a service removal, if it's Supplier requested, or if there's a vacant premise or no contract. This MCR is not coming in until v14.00.00 Go live as it's a Schema change.

D McBride asked if it could be managed daily by excel with a list or something like that. He knows it can't be distinguished on a market message level but is there any other option that MPs can discuss?

S Melvin reported that she will discuss this with the Supply Support team and see what they can do if anything. ESNB will come back with an update on this at a future IGG.

I Mullins stated that with regard to MCR1189 happening in v14.00.00, is the date for v14.00.00 September 2023?

S Melvin replied that she's not close enough to the ESNB Smart project to give the date. She will confirm this and come back to him on it.

#### Electricity Costs Emergency Benefit Scheme II

D McBride reported that Electric Ireland has had a big spike in complaints with regard to various Customer queries. He's sure that other Suppliers have had the same. Will there be a lessons learnt exercise on the scheme looking ahead potentially towards another credit scheme towards the end of this year? Could MPs take some actions to see what we could do to mitigate those complaints. A lot of them are not being upheld because Customers who were delayed during registration, unfortunately weren't done in time.

S Melvin replied that this request is more for CRU. There was a lessons exercise after the first scheme.

S McCauley replied that there was a lessons learnt exercise after the first scheme but we sort of jumped

into the second scheme. CRU will take this request away and discuss it internally and see if it can set something up in case there is another scheme.

A new action was logged, **Action 1162: Electricity Costs Emergency Benefit Scheme II – CRU to investigate the possibility of a lessons learnt exercise for Scheme II.**

LTNA – Smart Meter rollouts

D McBride said in relation to LTNA for the Smart meter rollouts for MCC02, it has been flagged to him that some work has been done to mitigate for those meters that were older. A lot of meters were faulty which possibly needed a recharge. He wants to understand was there a view on any of these that are still existing and if during the rollout, what course of action should be taken to reduce any additional expected workload.

S Melvin replied that she will follow this up separately with D McBride to understand exactly what he is looking for. She asked that D McBride sends her email on this matter and she will discuss it with ESNB Smart.

D McBride agreed to do this.

Microgeneration for MCC02

D McBride stated that in relation to microgeneration for MCC02, how will be comms be managed? He thinks there will be some sort of pause on deemed payments. It's not going to a nice message for Customers as the amounts they were getting will be suddenly stopped. He's curious as to how this will be managed.

C Murphy replied that the way it's been designed for microgeneration, is that if there is a change to the NSMP criteria, e.g., MCC02 now becomes part of the eligibility criteria, if you're MCC02 and you're now eligible for a Smart meter, if you had been getting deemed payments you will continue to get deemed payments. ESNB will continue to send Suppliers the deemed data. It's only in the case if you're MCC02 for example, and you are NTNP, when the criteria changes, ESNB will stop sending data for NTNP Customers.

D McBride said thanks, that's clear.

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

S Hudson provided the outage update.

**Outages**

- There are no outages for April as of yet.
- Full outage details are available, as usual, on the [RMDS Website](#).

**10. AOB**

One item was raised in AOB.

Microgeneration Questions

D McBride reported that he sent feedback yesterday on the recent microgeneration questions. Electric Ireland received feedback from CRU and he's going to check with one of the teams internally on the responses sent. Electric Ireland's view is that the data will be better coming directly from ESNB rather than Suppliers themselves because they have all the data. That could be one snapshot to Suppliers rather than asking Suppliers to send it themselves.

E McCarthy replied that CRU is reviewing Electric Ireland's emails that it sent in on this. CRU is going to consider the reporting needs and see what ESNB can provide and what Suppliers can provide as well. CRU just required the information for the interim review of the CEG. That's the reason for the reporting requirements. CRU will consider what needs to be reported by Suppliers and will get back on this.

I Mullins asked if a pause could be put reporting until Suppliers get clarity on this matter.

J Walsh replied that's fine.

I Mullins said that BGE will pause for now until it hears a further update.

**Next Meeting:**

- IGG 26<sup>th</sup> April 2023 at 10:30 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

**Retail Market Design Service**

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