



Retail Market Design Service

Industry Governance Group

01/03/2023

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 01.02.2023**

IGG Actions

Updated IGG Action List issued in advance of meeting

- **1 action has been carried forward**

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		01/03/2023	23/06/2021

CRU Update

Industry Governance Group

1st March 2023

CRU Policy Update

■ Electricity Costs Emergency Benefit Scheme II

- 2.153 million (99%) of customers credited for **Nov/Dec** government electricity credit.
- 2.155 million (99%) of customers credited for **Jan/Feb** government electricity credit.
- **27 February:** 'Effective Date'
- **1 March:** Suppliers to commence crediting accounts for **March/April** government electricity credit.
- VAT rate to remain at 9% until end of October 2023.

- **Extension to Disconnection Moratorium:** CRU has decided to extend the moratorium on the disconnection of domestic customers for reasons of non-payment of account until 31 March 2023. This is an extension to the original moratorium which came into effect on 1 December 2022 and which was due to end on 28 February 2023.

Supplier Handbook - Updates

- **Cooling off Periods** - The Consumer Rights Act 2022, which came into force on November 29th, 2022, extends the cooling off period for certain “distance” or “off-premises” contracts from 14 days to 30 days.
- **EAB Time of Use Tariffs – CRU 20146 Comparison Tools for Time of Use Tariffs decision paper.** Incorporating the text that was included in the Annex of CRU 20146, to provide clarity to suppliers on the methodology for calculating the EAB for the SST.
- **Customer Messaging Smart Pay As You Go** – In line with CRU General Clarification [CRU2022974](#), published on 3rd November 2022, amending Handbook Section B: 9.3.4 to reflect this.
- **Clarifications** – Other published clarifications will be included as footnotes.
- **EAB/Comparisons for non-domestic Customers** – Amending Handbook requirement 4.6.3 (e) to reflect S.I 20/2022 - No Estimated Annual Bill currently exists for non-domestic customers.
Distribution Groups, and/or the Economic Activity Code and/or other suitable methods could be used to determine same user category.



Retail Market Design Service

Retail Market Design Update

Suzanne Hudson, RMDS

V13.6 MMR Assurance Approach

- The v13.6 MMR Assurance Approach was issued to MPs on Wednesday 22nd February 2023.

Re-Versioned MCR1216 – Smart Metering Remote Operations

MCR1216	Details		
Date Raised	25/06/2021	Date last Approved	02/11/2022
Requesting Organisation	NSMP	Jurisdictional Implementation	ROI
Schema Impacting	Y	Jurisdictional Applicability	ROI
Latest Version	V5.0		
Change Summary	Updated to include MM307 as impacted		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1193 – New 603MM Daily Summary Transaction Details

MCR1193	Details		
Date Raised	07/06/2018	Date last Approved	20/07/2022
Requesting Organisation	SSE	Jurisdictional Implementation	ROI
Schema Impacting	y	Jurisdictional Applicability	ROI
Latest Version	V6.0		
Change Summary	Re-versioned to include Record Count for MP convenience and also to reflect a technical change to draft Schema and Market Schema Guide which reflects the TxRefNum as a nested field to decrease MM size.		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		

Re-Versioned MCR1189 – Additional code in the 017MM to select a de-energisation with a Service Removal

MCR1189	Details		
Date Raised	22/08/2018	Date last Approved	28/09/2022
Requesting Organisation	ESBN	Jurisdictional Implementation	ROI
Schema Impacting	y	Jurisdictional Applicability	ROI
Latest Version	V6.0		
Change Summary	Re-versioned to include addition of Service Removal detail on the Webservice, Extranet and Downloadable files		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as a re-versioned MCR 		

DR1228 - Reconciliation Microgen File

DR1228	Details		
Date Raised	18/01/2023	Date last Approved	
Requesting Organisation	SSE	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V1.0		
Change Summary	<p>SSE Recommend that a reconciliation file is provided to Suppliers to ensure no customer is missed when the CEG payments are applies to customer accounts. The file can be provided via the SFTS as per the current process</p>		
Classification	<ul style="list-style-type: none"> • At Today's Meeting; For Approval as DR 		

CCR018 - New RM305 Code(Re-Versioned)

CCR	Details		
Date Raised	18/11/2022	Date last Approved	30/11/2022
Requesting Organisation	ESBN	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V2.0		
Change Summary	Updated description for the new RM305 code		
Classification	• At Today's Meeting; For Approval as Re-versioned CCR		

CCR019 - New RM Code RM108(Re-Versioned)

CCR	Details		
Date Raised	22/11/2022	Date last Approved	30/11/2022
Requesting Organisation	ESBN	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	V2.0		
Change Summary	Updated description for the new RM108 code		
Classification	• At Today's Meeting; For Approval as Re-versioned CCR		

Upcoming Outages

There are no outages scheduled for March



Thank You



NETWORKS

MRSO Update

James Long

1st March 2023



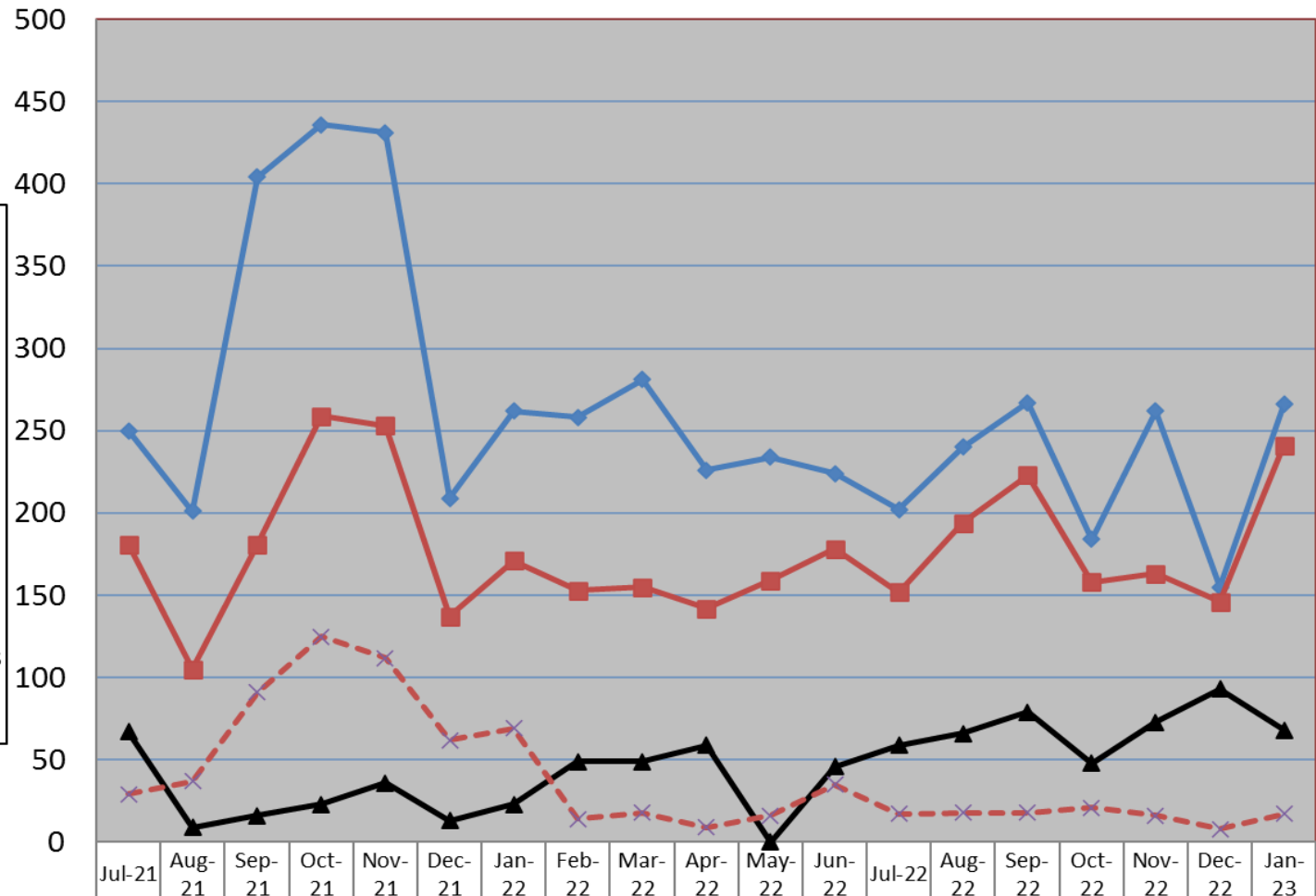
Debt Flagging



	Oct - 22	Nov - 22	Dec - 22	Jan - 23
Total Debt Notifications received (012)	184 (22)	262 (20)	155 (8)	266 (17)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	26 (1)	99 (4)	9 (1)	25 (2)
Total Debt Notifications sent to gaining supplier (112)	158 (21)	163 (16)	146 (7)	241 (15)
Total not cancelled	110 (15)	90 (15)	53 (7)	173 (11)
Total cancelled	48 (6)	73 (1)	93 (0)	68 (4)
Total Debt Notifications sent to gaining supplier as % of total COS	0.45%	1.36%	0.63%	0.87%

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

Debt Flagging



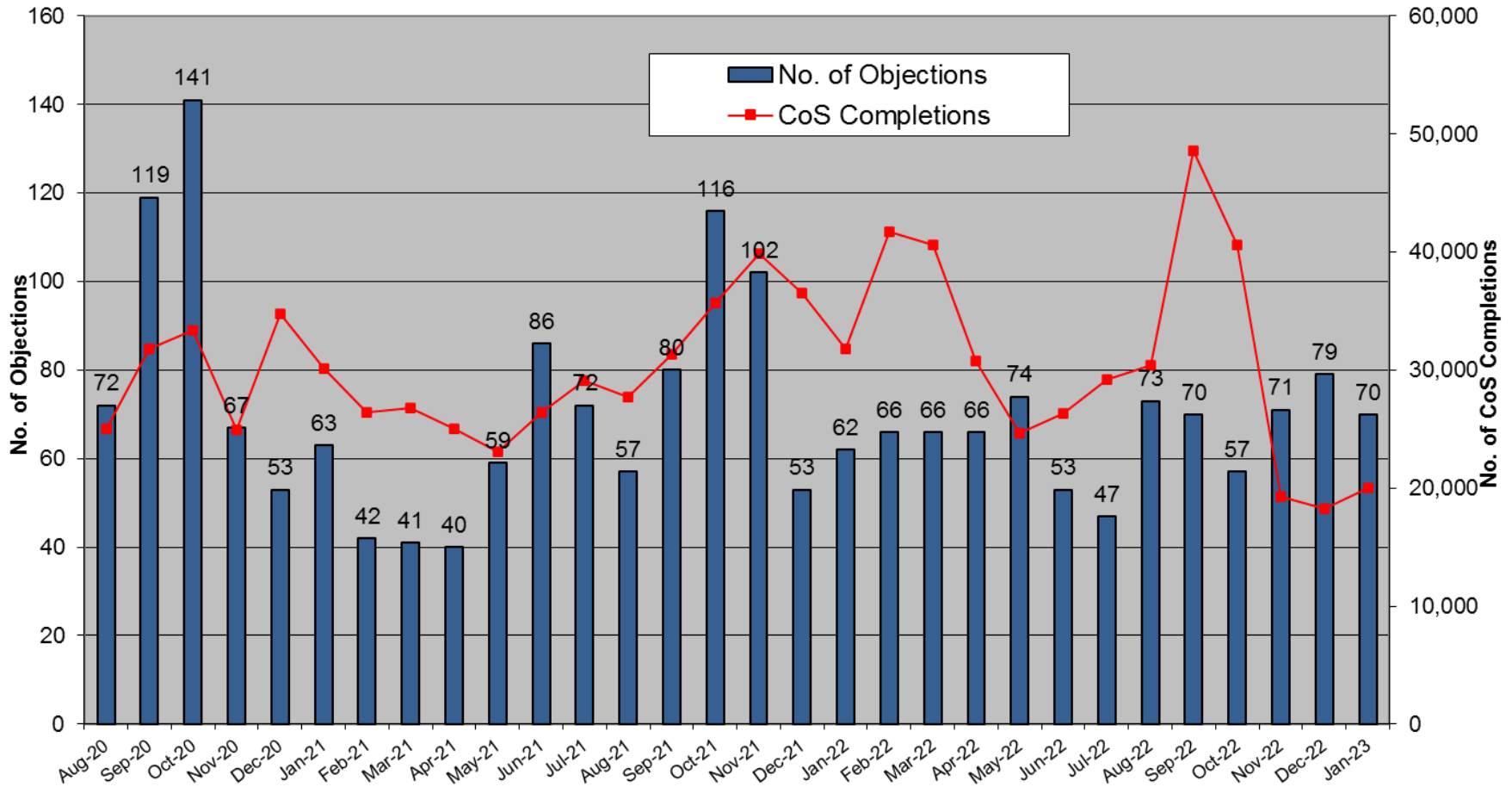
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
Total Debt Notifications received	250	201	404	436	431	209	262	258	281	226	234	224	202	240	267	184	262	155	266
Total Debt Notifications sent to gaining supplier	181	105	181	259	253	137	171	153	155	142	159	178	152	194	223	158	163	146	241
Total Cancelled	67	9	16	23	36	13	23	49	49	59	0	46	59	66	79	48	73	93	68
PAYG Debt Notifications sent to gaining supplier	29	37	91	125	112	62	69	14	18	9	16	35	17	18	18	21	16	8	17

Objections – Erroneous Transfer



	Oct - 22	Nov - 22	Dec - 22	Jan - 23
No. of Objections	69	80	59	48
Cancellations from Objections	16	23	14	11
Objection emails to MRSO	9	8	11	18
Reasons:				
Uncontactable by phone	6	3	5	8
Written communication				3
COS confirmed	3	5	6	7
Other				
Escalation emails	7	8	8	9

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 27th Feb 2023



MCC 12 – New Smart HH

Total to date – **139,973**

MCC 16 – New Smart Day / Night / Peak

Total to date – **23,045**



NETWORKS

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
1st March 2023



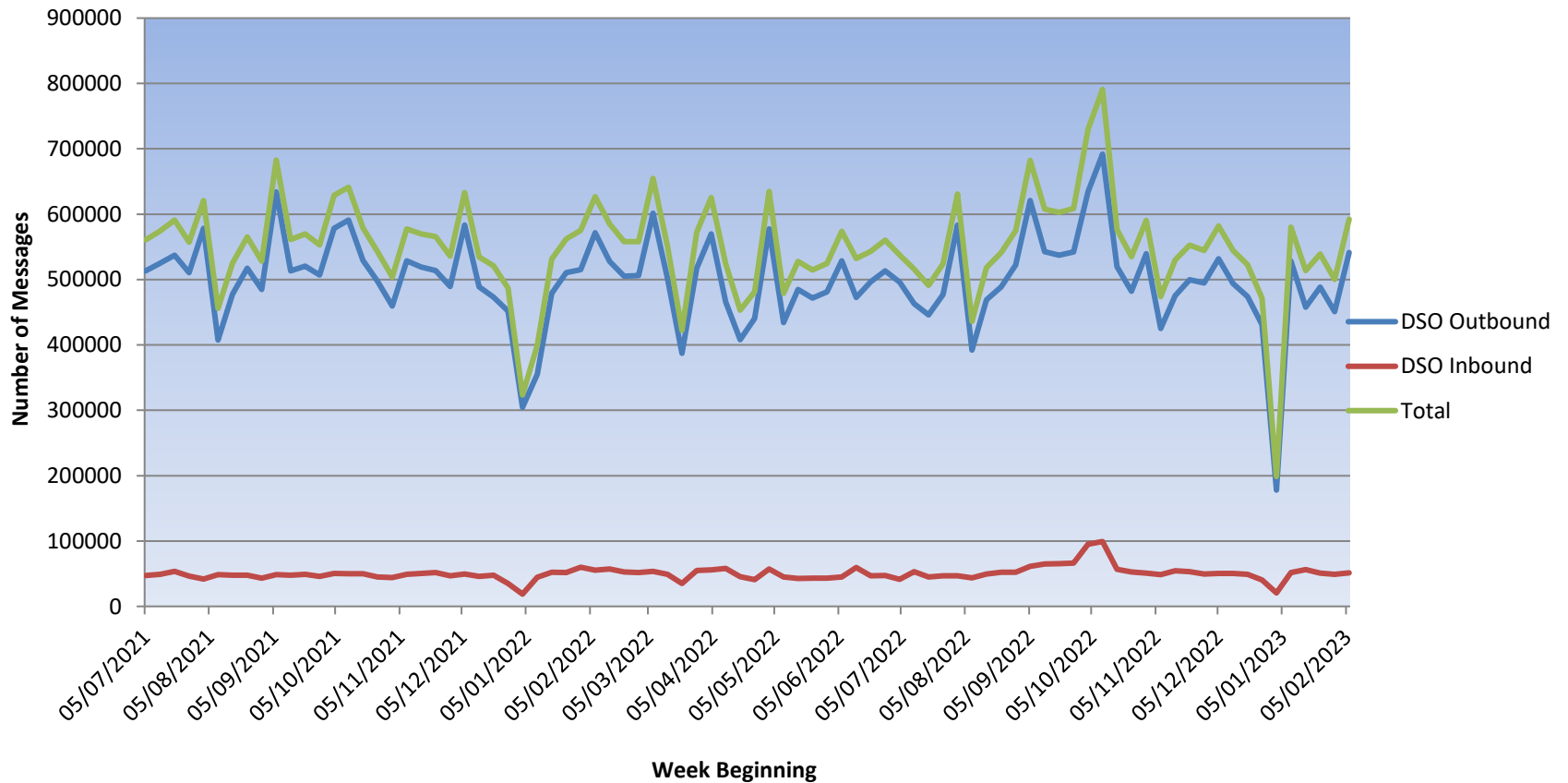
Agenda

1. Electricity Costs Emergency Benefit
2. Market Activity & TIBCO Outages
3. TIBCO Housekeeping
4. HUB Relocation Project

Electricity Cost Emergency Benefit Scheme

- Reminder to confirm receipt of tranche payments within 1 working day
- Weekly reporting continues with reporting commencing for the 27th February Effective Date as well as continuing for some suppliers for the 27th October and 20th December Effective Dates
- Reports should be submitted by 6pm on Fridays however suppliers can run their reports from Wednesday to Wednesday or Thursday to Thursday etc and then submit them on Fridays i.e. there is no set reporting period.
- Reports submitted late may not be included in the consolidated report to CRU.

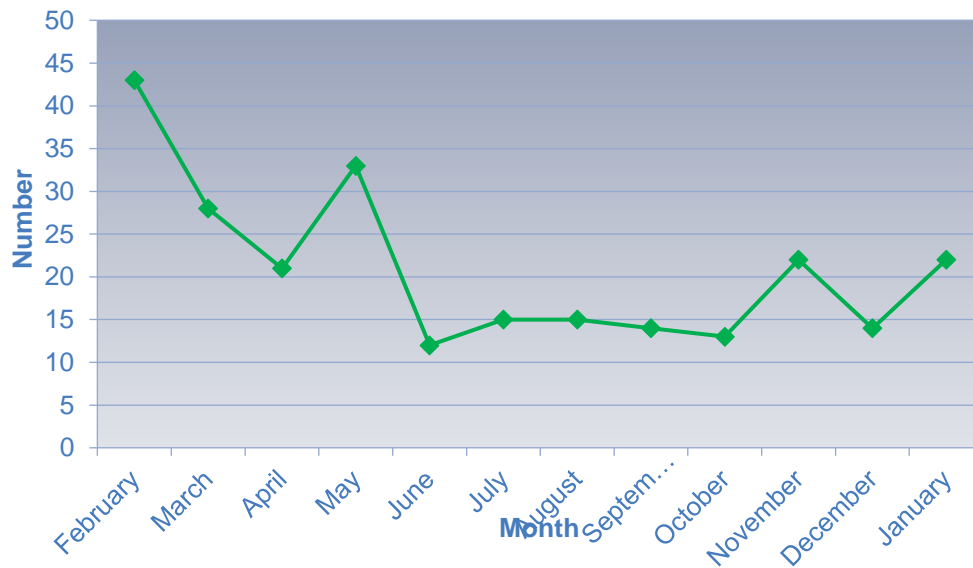
Market Message Volumes



Outages (Unplanned)

January Unplanned 2023

Unplanned Outages 2022 / 2023



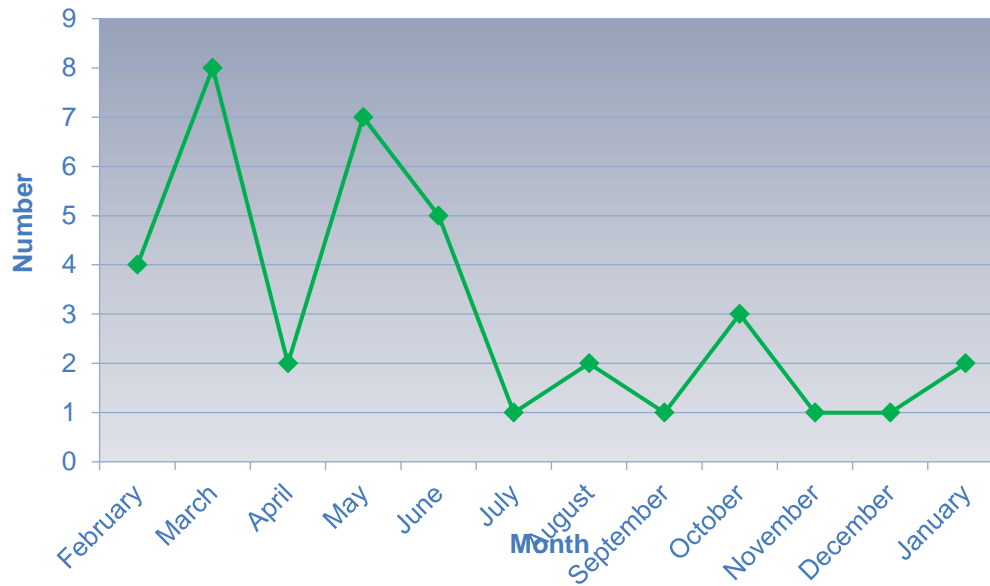
Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier1	0	Supplier14	4
Supplier2	0	Supplier15	1
Supplier3	1	Supplier16	0
Supplier4	2	Supplier17	0
Supplier5	1	Supplier18	0
Supplier6	0	Supplier19	1
Supplier7	0	Supplier20	0
Supplier8	1	Supplier21	3
Supplier9	1	Supplier22	0
Supplier10	4	Supplier23	2
Supplier11	0	Supplier24	0
Supplier12	0	Supplier25	0
Supplier13	0		

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

Outages (Planned)



Planned Outages 2022/2023



January 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	0	Supplier23	0
Supplier11	0	Supplier24	0
Supplier12	0	Supplier25	0
Supplier13	0		

- Suppliers are reminded of the regular housekeeping requirements e.g. database re-orgs which keep EMMA's running more efficiently.
- Digital Certificates:
 - Suppliers are reminded to check their Production EMMA and Test EMMA Certificates to ensure they are kept up to date otherwise the EMMA will not work if the digital cert expires.
 - A notification issues to advise when a digital certificate is due to expire, usually approx. 60 days before expiry. Additional notifications issue as the expiry date moves closer.
 - Suppliers should ensure that they take action on receipt of the notifications as it can take time to get the cert procured and installed.
- Suppliers are reminded to ensure that updated contact information for the notification emails are sent to Market Message Hub Support team (RetailMarketHubSupport@esb.ie) to ensure that the notification emails are going to the correct people
- Infrastructure Changes
- Suppliers are requested to let the Market Message Hub Support team (RetailMarketHubSupport@esb.ie) know of any changes that may impact the TIBCO EMMA e.g. IP Address change

HUB Relocation Project



- The hub relocation project successfully went live 11th February and our thanks to all Market Participants for their support during the project and cutover.
- A reminder to use the new support email which is RetailMarketHubSupport@esb.ie

Thank You



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

Presented By: Version 1

Date: 1st March 2023

Company Classification: Confidential

Market Assurance Activity

- **Ver 13.6 Assurance Approach -**

- 3 MCR's included in approach (MCR1225, MCR1226 & MCR1227);
- 3 MCR's originally part of Version 14 now included in this approach (MCR1210, MCR1215, MCR1222);
- Small level of IPT, focusing on algorithm change and IA code rejection.

- **Ver 14 Assurance –**

- Update required to the approved Assurance Approach given changes to timelines and MCR's.

- **Two Material Changes**

Assurance Team



Audrey D'Arcy
Key Account Relationship
Manager
Commercial & Customer
Satisfaction



Robin McLaughlin
Principal Assurance Consultant
for RMDS
RMDS Assurance
Lead



Jason Mcknight
Senior Assurance Analyst
Assurance Analyst for
RMDS Assurance



Marguerite White
Assurance Analyst
Assurance Analyst for
RMDS Assurance



VERSION 1

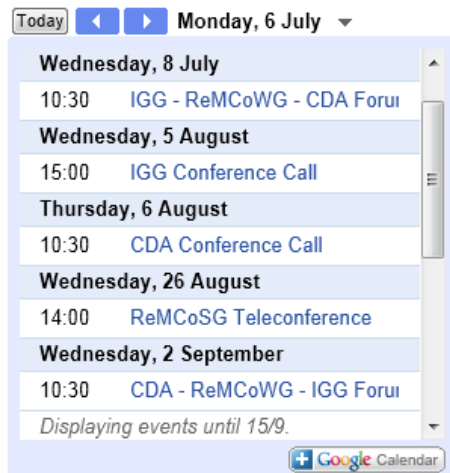
Thank you

AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 29th March 2023**
- **IGG Meeting – Wednesday 26th April 2023**
- Dates for 2023 are on Calendar of Events on RMDS website www.rmdservice.com





Thank You