



# Industry Governance Group

10/01/2024

# IGG Agenda



Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:45
CRU Update	10:45 – 11:05
Version 1 Update	11:05 – 11:20
Retail Market Design Service Update	11:20– 11:40
MRSO Update	11:40 – 12:00
ESBN Networks Update	12:00 – 12:20
AOB	12:20 – 12:25
Next Steps	12:25 – 12:30

# Minutes from previous IGG

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## For Approval Today:

- **Minutes (v1.0) from meeting on 6<sup>th</sup> December 2023**

# IGG Actions

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Updated IGG Action List issued in advance of meeting

- **No Actions were carried forward.**

# CRU Update

## Industry Governance Group

### 10<sup>th</sup> January 2024

## CRU Update

### ■ Electricity Costs Emergency Benefit Scheme III

- CRU gave Go-Decision for Tranche 2 for Effective Date December 20<sup>th</sup>, 2023.
- Reminder that electricity suppliers are required to submit a weekly report to ESNB

### ■ Disconnection Moratorium

- CRU considering extension to Disconnection Moratorium- Decision before end of January 2024



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# Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

Version 1

**Presented By:**

**Date:** 10<sup>th</sup> January 2024

**Company Classification:**  
Confidential

# Market Assurance Activity

- **Electricity Cost Emergency Benefit Scheme III**

- Assurance activities completed in line with the Assurance Approach timeline.
- The Assurance Body would like to thank everyone for working within the tight timescales.

- **V14.00.00 Assurance**

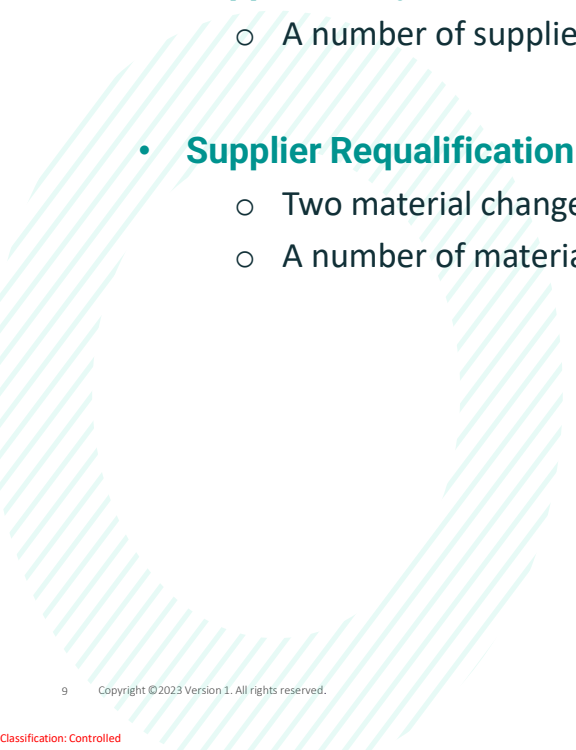
- The first stage of Assurance will consist of a Self-Assessment PQ, this is scheduled to be issued by the 4 March 2024.
- The Assurance Body proposes providing a draft of the PQ in early February for 'information purposes only' to provide Market Participants an early view of the format and structure of the questionnaire. That will assist completion and offer an opportunity to address queries.
- The final version for completion and return will be clearly identified, together with the timescales for return.





# Supplier Assurance Activity



- **Supplier Strategy and process being updated**
    - In line with the Market Assurance strategy and process, an updated Supplier Assurance strategy is being reviewed.
  - **Supplier Entry Assurance**
    - A number of supplier light applications are in the application phase.
  - **Supplier Requalification and Material Change Assurance**
    - Two material change applications are currently being processed.
    - A number of material change, and requalification applications are in the planning phases.
- 



**VERSION 1**

**Thank you**

For more information, please visit  
our website [www.version1.com](http://www.version1.com)



# Retail Market Design Update








Suzanne Hudson, RMDS

# TWG Schedule

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Next TWG is provisionally scheduled for the 24<sup>th</sup> January 2024

# v14.00.00 Release – Status

MCR	Version	Description	Completed Milestones	Status
1189	7.0	Additional code in the 017MM to select a de-energisation with a service removal	Schema Draft 2 released	
1193	6.0	New 603MM Daily Summary Transaction Details	Schema Draft 2 released	
1209	7.0	Annual Consumption for HH Sites	Schema Draft 2 released	
1216	6.0	Smart Metering Remote Operations	Schema Draft 2 released	
1219	5.0	SPAYG System and Process changes necessary to deliver policy	Schema Draft 2 released	
1208	2.0	Smart Metering Default Data	None. Delivery blocked, dependant on the Smart Metering Data Access Code	
1221	2.0	Contingency Process for Failure in SPAYG Technology Chain	MCR Baselined.	

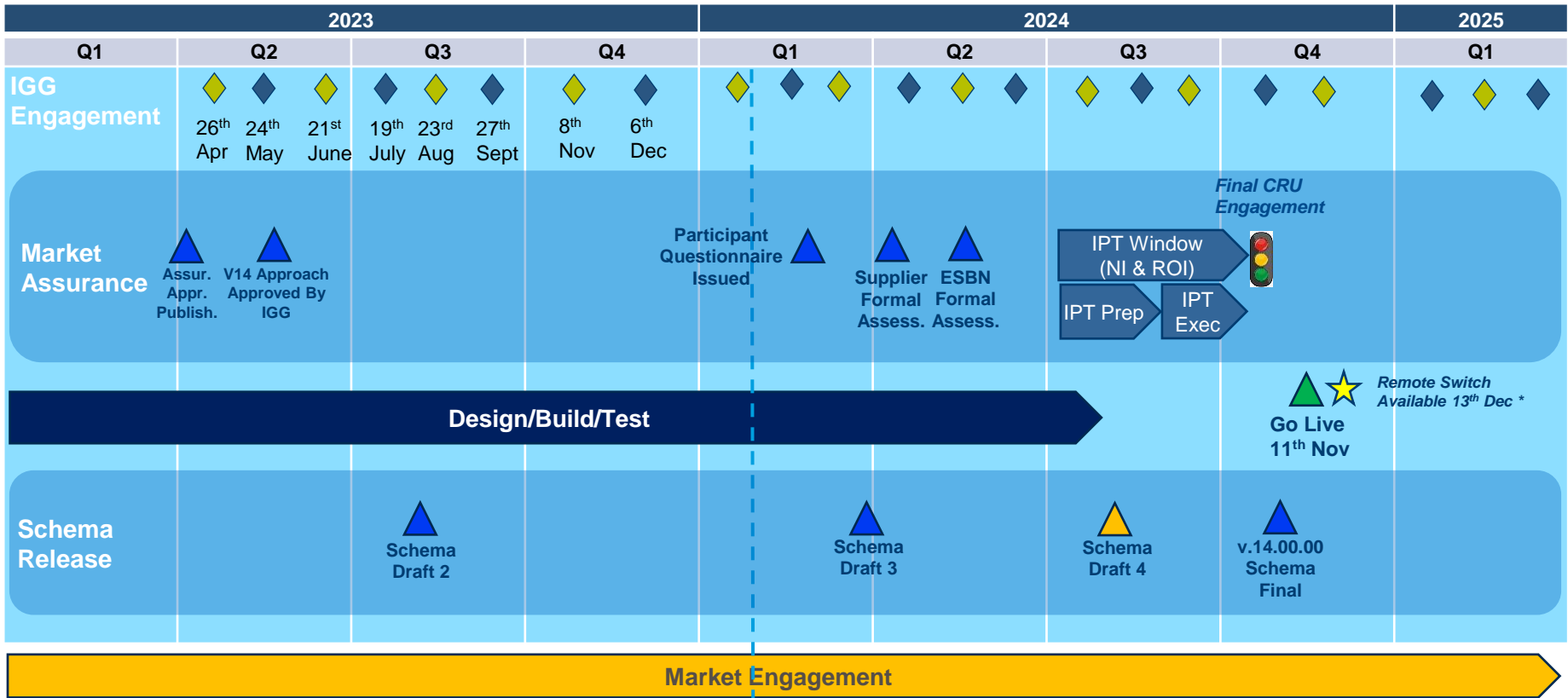
**Note:**

- Central Market Functional Unit Testing complete
- System Testing to complete by 31/01/24
- SIT start date is 08/02/24

**Upcoming Milestones this Month:**

- None

# v14.00.00 Release – Plan



Jan 2024

\*Post Activation of Firmware Switch on SEMs

**Legend**

- ▲ ▲ IGG (Meetings & Calls)
- ◆ ◆ Key Milestone (Confirmed & Draft)
- ▲ Go Live

# Upcoming Outages

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## There are 2 Planned Outages in January:

- Sunday 21<sup>st</sup> January 2024 8am- 2pm - To facilitate Essential Security Patching  
**Retail Central Market System**
- Sunday 21<sup>st</sup> January 2024 2pm-6pm - Essential Security Patching  
**TIBCO HUB System**

All details are posted on the RMDS website.

[RMDS Website](#)



Retail Market Design Service

**Thank You**





NETWORKS

# MRSO Update

James Long

10<sup>th</sup> January 2024

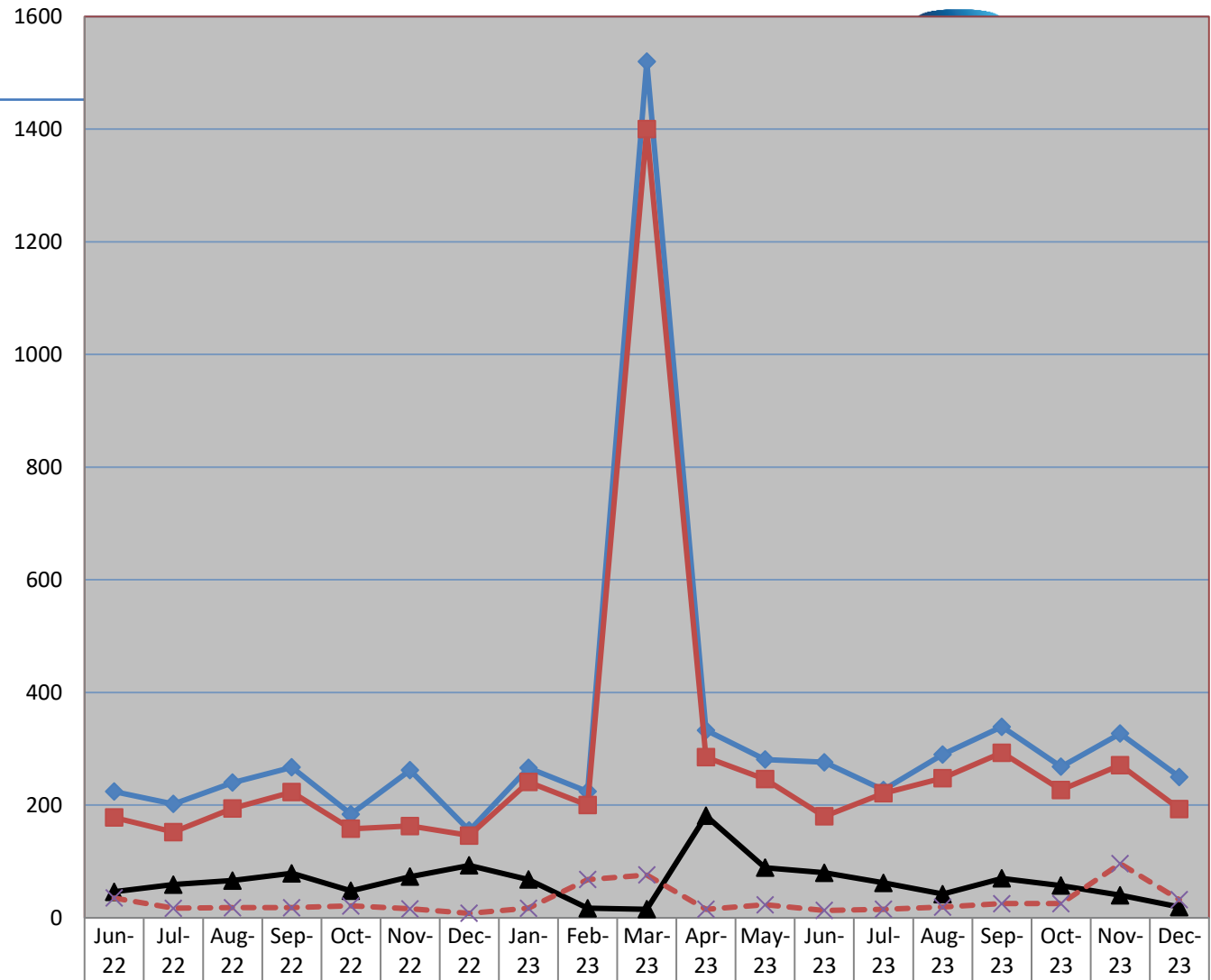
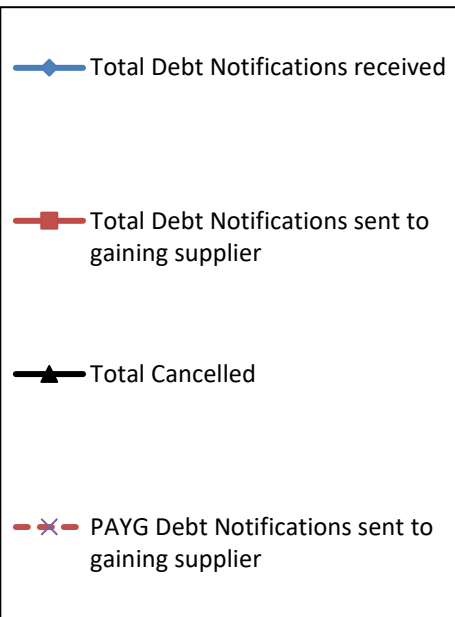


# Debt Flagging

	Oct – 23	Nov – 23	Dec – 23
Total Debt Notifications received (012)	268 (29)	327 (45)	250 (22)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	41 (4)	56 (5)	57 (3)
Total Debt Notifications sent to gaining supplier (112)	227 (25)	271 (40)	193 (19)
Total not cancelled	170 (21)	175 (34)	161 (16)
Total cancelled	57 (4)	96 (6)	32 (3)
Total Debt Notifications sent to gaining supplier as % of total COS	0.69%	0.63%	0.25%

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

# Debt Flagging

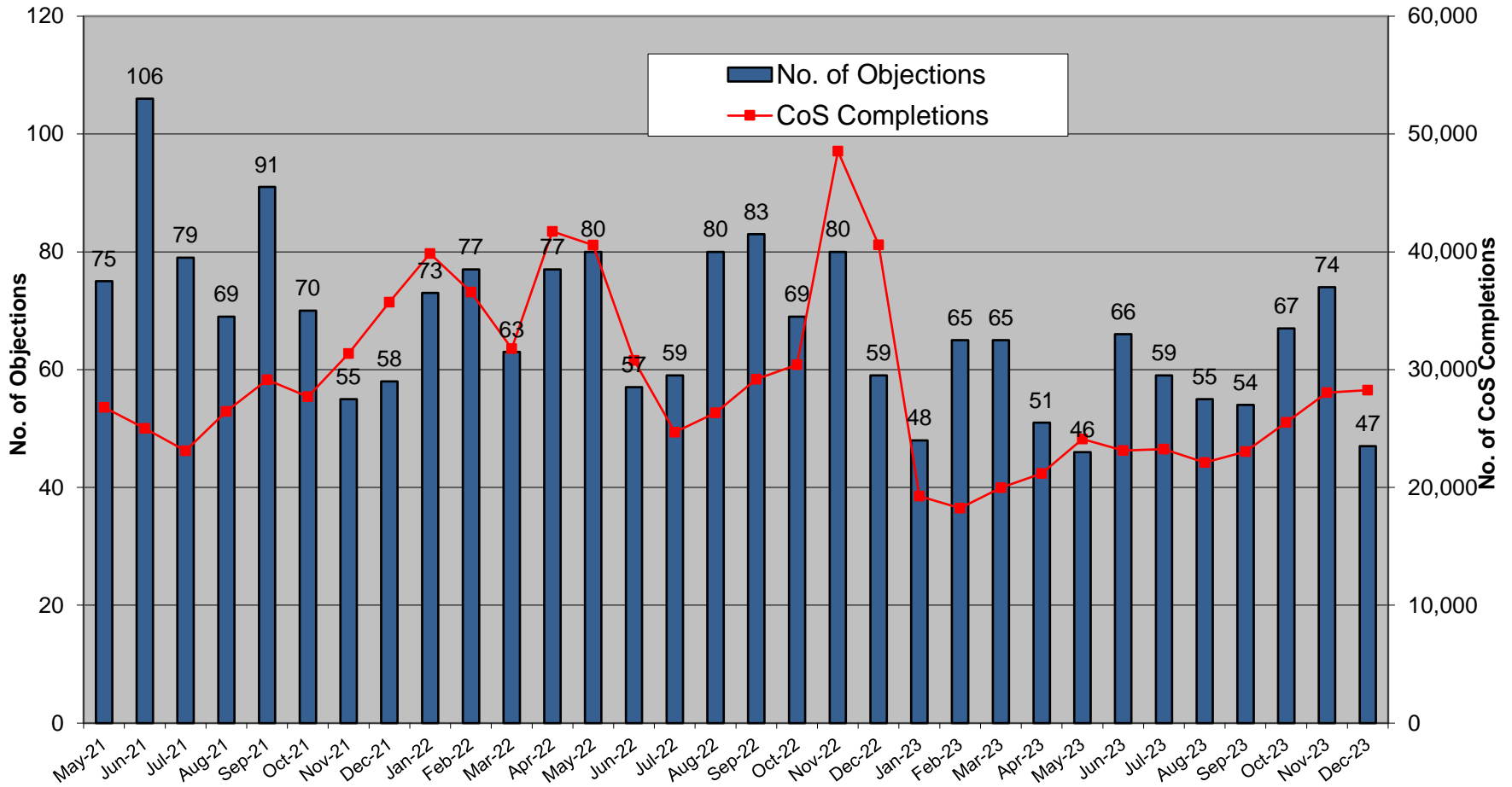


	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Total Debt Notifications received	224	202	240	267	184	262	155	266	224	1520	333	281	276	227	290	339	268	327	250
Total Debt Notifications sent to gaining supplier	178	152	194	223	158	163	146	241	200	1400	285	246	180	221	248	293	227	271	193
Total Cancelled	46	59	66	79	48	73	93	68	17	15	181	89	80	62	42	70	57	40	19
PAYG Debt Notifications sent to gaining supplier	35	17	18	18	21	16	8	17	68	76	15	23	13	15	19	25	25	96	32

# Objections – Erroneous Transfer

	Oct-23	Nov-23	Dec-23
No. of Objections	67	74	47
Cancellations from Objections	11	14	9
Objection emails to MRSO	5	6	9
Reasons:			
Uncontactable by phone	2	1	2
Written communication	1	2	3
COS confirmed	2	3	4
Other			
Escalation emails	1	9	5

# Objections – Erroneous Transfer



# List of new Smart MCC Switches as of 7<sup>th</sup> Jan 2024

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MCC 12 – New Smart HH

Total to date – **263,449**

MCC 16 – New Smart Day / Night / Peak

Total to date – **37,905**



NETWORKS

# Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services  
10<sup>th</sup> January 2024



# Agenda

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1. Retail Market Services Changes
2. Tibco Market Activity
3. MCC12 Non-Zero Estimates During Power Outages
4. Market Participant Survey 2023
5. Microgeneration Contact Information

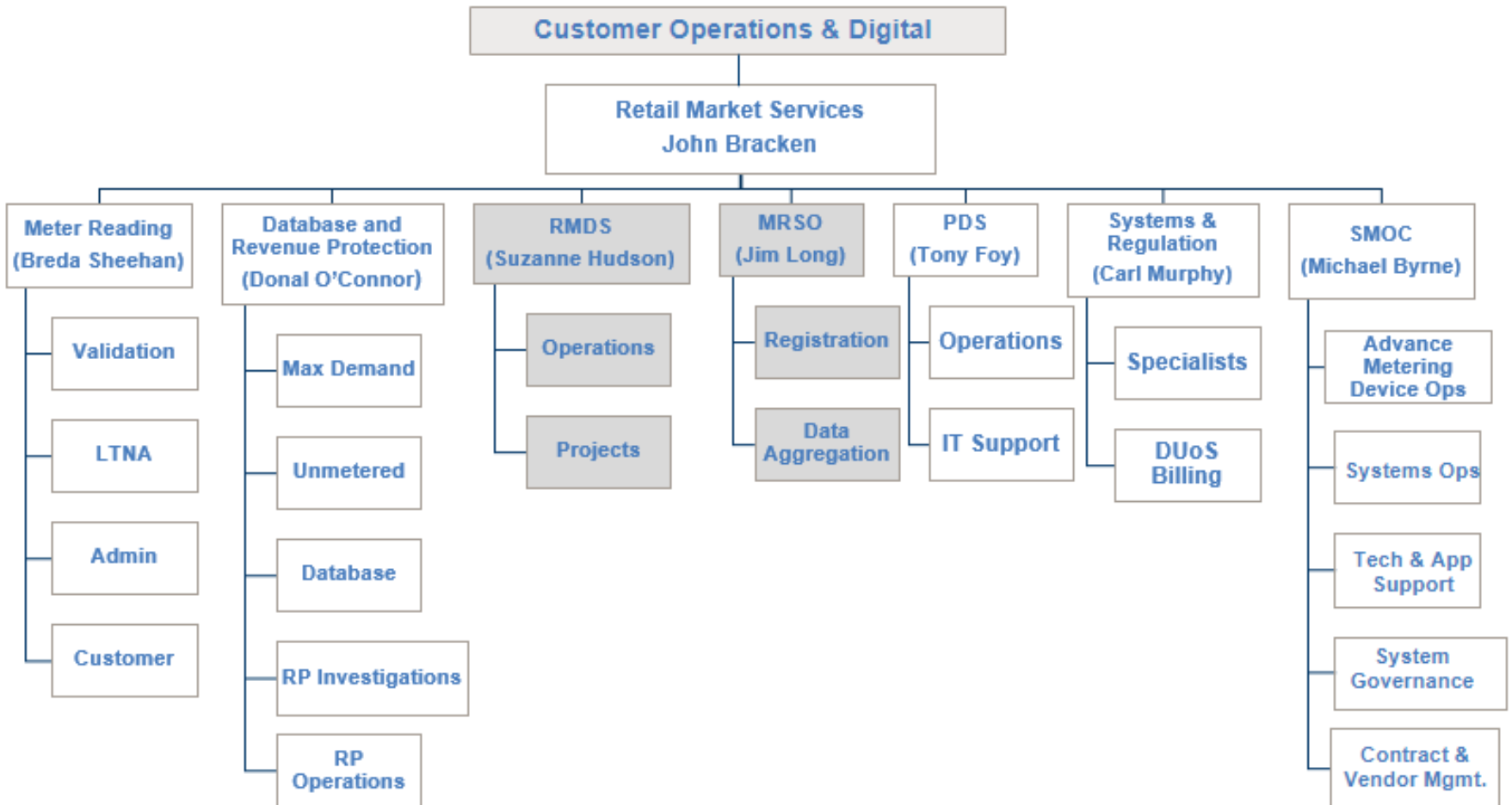


# Retail Market Services Changes *(For information only)*

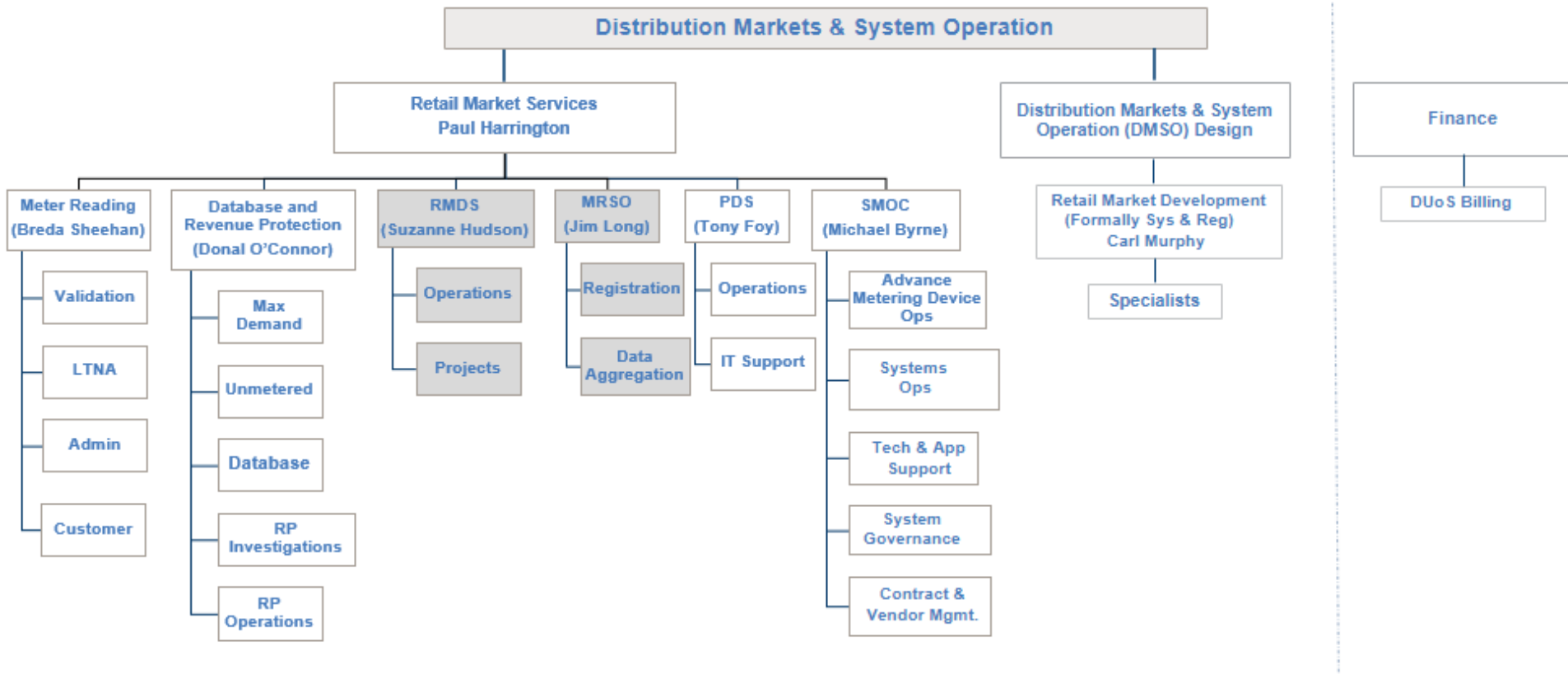


- The ESB Networks business area that contains Retail Market Services, has changed from '*Customer Operations & Digital*' to '*Distribution Markets & System Operation (DMSO)*'.
- Retail Market Services changes:
  - Retail Services Manager has changed from John Bracken to Paul Harrington.
  - The Systems and Regulation team has transitioned from Retail Market Services to DMSO (Distribution Markets & System Operation) Design and will be recognised going forward as the '*Retail Market Development*' team.
  - The DUoS Billing team has transitioned from Retail Market Services to Finance.
  - There are **no changes** to roles or responsibilities and contact details remain the same.

# Retail Market Services - Prior to Changes

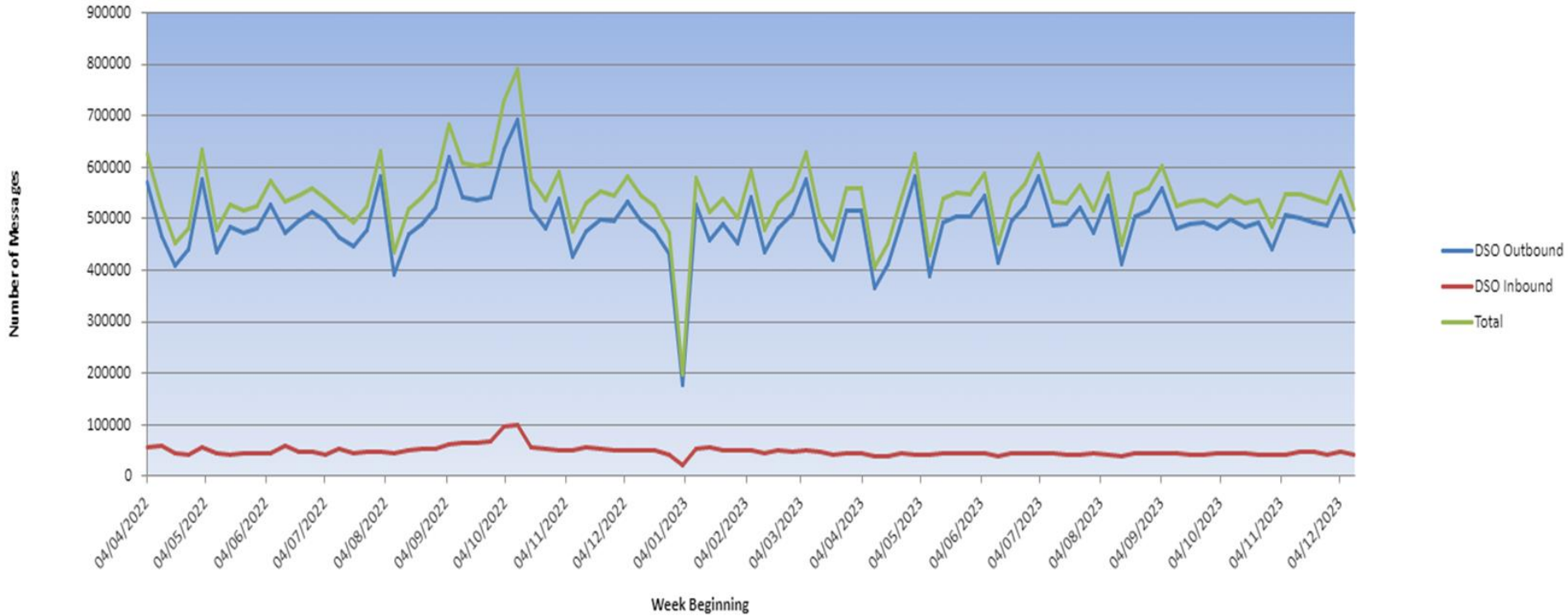


# Retail Market Services - Post Changes

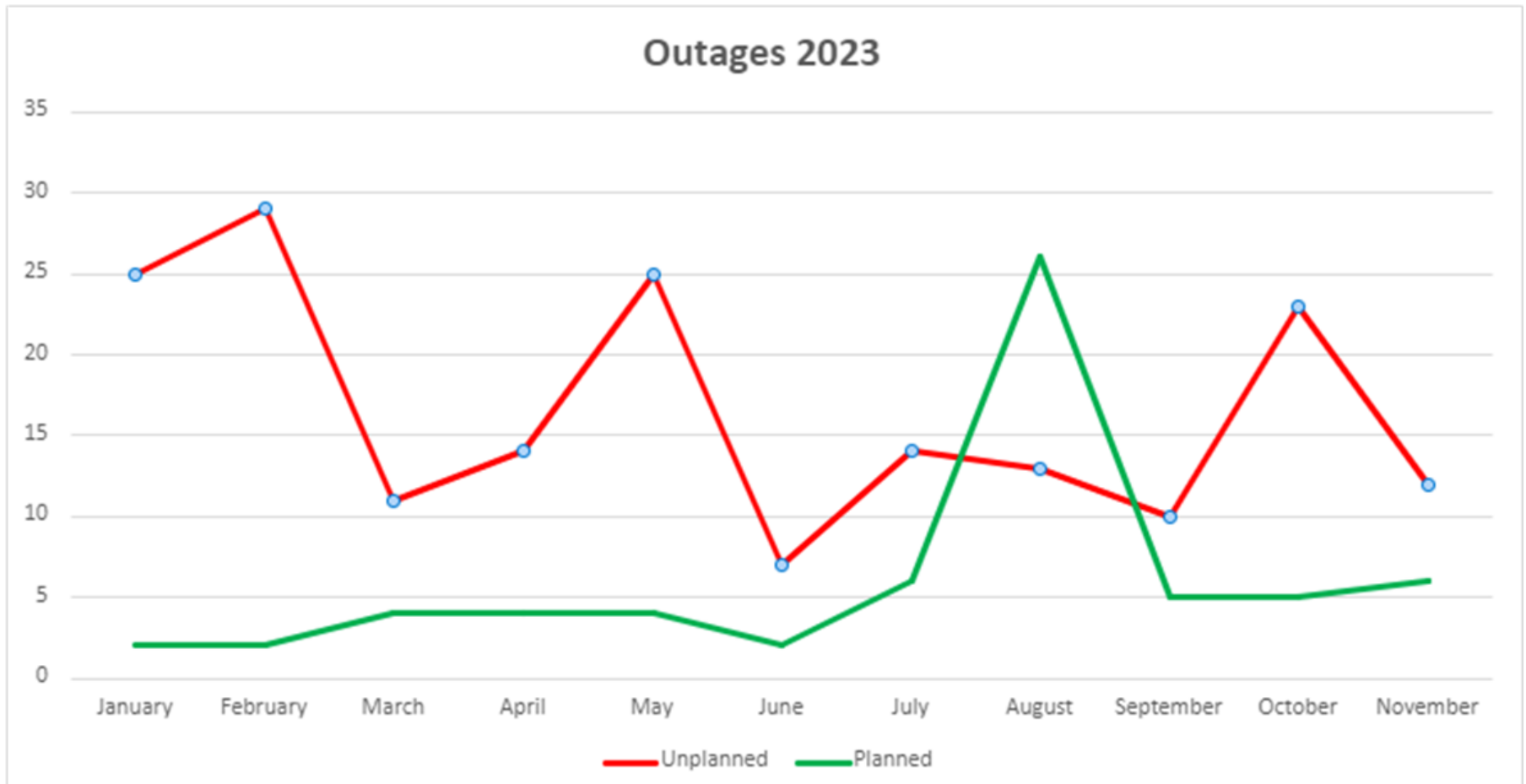


# Tibco Market Activity

## Market Message Volumes



# Tibco Outages (Planned and Unplanned 2023)



# Tibco Outages (Planned and Unplanned 2023)



## December 2023 Planned Outages

Supplier	Planned Count	Supplier	Planned Count
Supplier 1	0	Supplier 14	1
Supplier 2	0	Supplier 15	1
Supplier 3	2	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	2
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	2
Supplier 13	0		

## December 2023 Unplanned Outages

Supplier	Unplanned Count	Supplier	Unplanned Count
Supplier 1	0	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	0	Supplier 19	0
Supplier 7	0	Supplier 20	1
Supplier 8	0	Supplier 21	0
Supplier 9	1	Supplier 22	0
Supplier 10	4	Supplier 23	0
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	0
Supplier 13	0		

# MCC12 Non-Zero Estimates during Power Outage Scenarios

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- Corrective action completed by ESB Networks DUoS Billing (Relevant MPRNs >20kWhs of impact) for a power outage than spans within the same day.
- Residual issue for MPRNs where a power outage spans more than one day.
- ESB Networks will investigate the root cause and identify a fix to resolve the issue.
- ESB Networks will undertake a follow-on review into the management of other interval reading estimations.
- Updates will continue to be provided at the IGG meetings.

# Market Participant Survey 2023



Market Participants were last surveyed in 2021 to gain their insights into all aspects of RMS.

This process was repeated for 2023 and additional sections added to account for new groups created within RMS (i.e. SMOC), as well as gaining insights on key initiatives delivered to the retail market since the last survey in 2021 (i.e. Energy Credit Scheme, Hub Relocation Project and the Interim Microgeneration Solution).

The **Overall Aim** of the Market Participant Survey 2023 was to:

Share with Market Participants the service as presently provided by RMS.

Obtain insights into the performance of Retail Market Services in meeting Market Participant's needs and identify areas which work well, and which can be improved.

Define & communicate actions to support these improvements based on the feedback.

Provide RMS with an opportunity to improve engagement with Market Participants.

The **Target Audience** of the survey were:

The regular users of the services provided by Retail Market Services.

Those who may play an active role in shaping ESB Networks initiatives through the Industry Governance Group (IGG).

The survey was undertaken in confidence by **IPSOS B&A** in collaboration with ESB Networks.



## In Scope

- MRSO
  - Meter Reading (NQH)
  - Profile Data Services (QH)
  - Database
  - Revenue Protection
  - Systems and Regulation
  - DUoS Billing
  - Meter Operations
- Smart Metering Operations Centre

## Out of Scope

- RMDS
- Smart Metering Project

Overall, the message is one of high levels of satisfaction with RMS

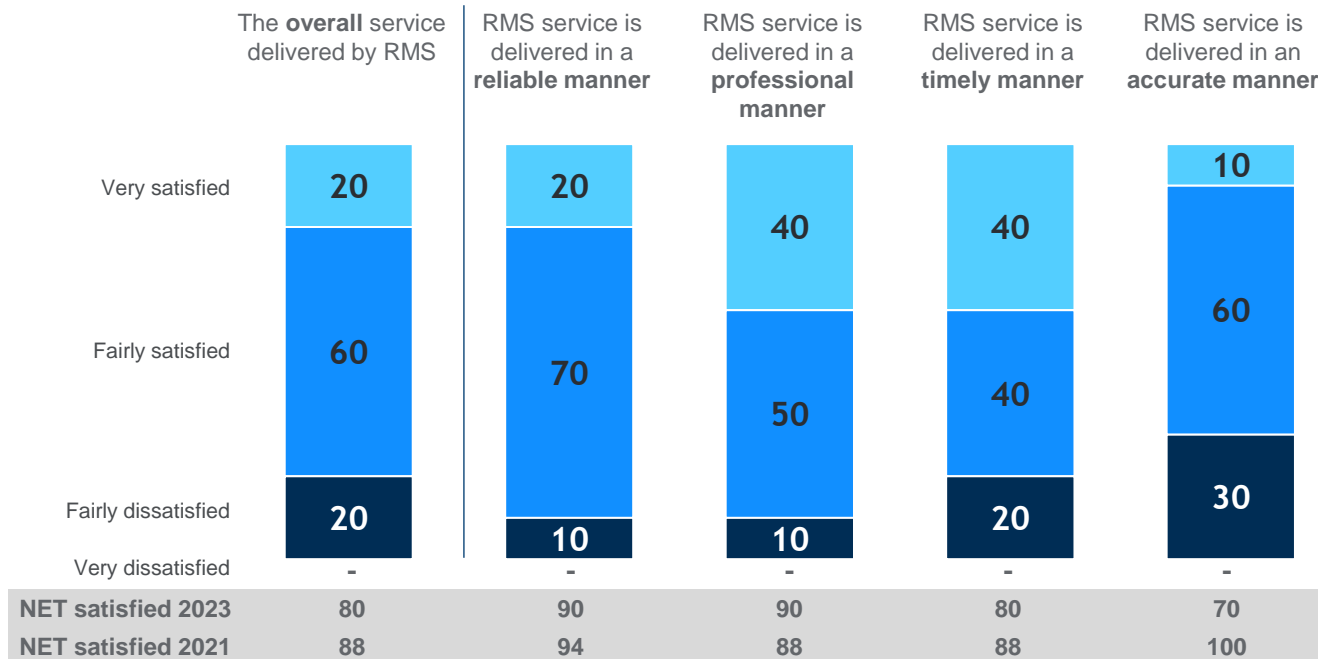
## Key Indicators – RMS Market Participants Survey 2023

<p><b>Coverage</b></p> <p>n=10 companies took part, representing a market share of circa</p> <p><b>84%</b></p>	<p><b>RMS Functions Awareness (mean: 6.6 functions)</b></p> <p><b>Highest awareness</b> Meter Reading, Meter Registration Service Operator (MRSO), Retail Market System &amp; Regulation, DUoS Billing Team, and Meter Operations.</p> <p><b>Lowest awareness</b> Profile Data Service (PDS), Smart Metering Operation Centre (SMOC), Database, and Revenue Protection.</p>		<p><b>RMS Functions Satisfaction</b></p> <p><b>High satisfaction:</b> Profile Data Services (PDS), Revenue Protection, Database, Smart Metering Operations Centre (SMOC), Meter Registration Service Operator (MRSO), DUoS Billing Team, Retail Market Systems &amp; Regulation, Meter Reading</p> <p><b>Medium satisfaction:</b> Meter Operations.</p>	
<p><b>Operational Service Delivery</b></p> <p><b>80%</b></p> <p>Overall satisfied with RMS' Operational Service Delivery</p>	<p><b>Supplier Engagement</b></p> <p><b>90%</b></p> <p>Overall satisfied with RMS' Supplier Engagement</p>	<p><b>Planning Market Changes</b></p> <p><b>100%</b></p> <p>Overall satisfied with RMS Planning &amp; Communication of Market Changes</p>	<p><b>Implementing Market Changes</b></p> <p><b>100%</b></p> <p>Overall satisfied with RMS' Implementation of Market Changes</p>	<p><b>Recent Initiatives</b></p> <p>High level of satisfaction with Customer Credit Initiatives and the Hub Relocation Project. Less satisfaction with the Interim Microgeneration Solution.</p>

# Satisfaction with Operational Service Delivery

There is room for improvements for RMS being delivered in timely and accurate manner.

## Operational Service Delivery – Satisfaction

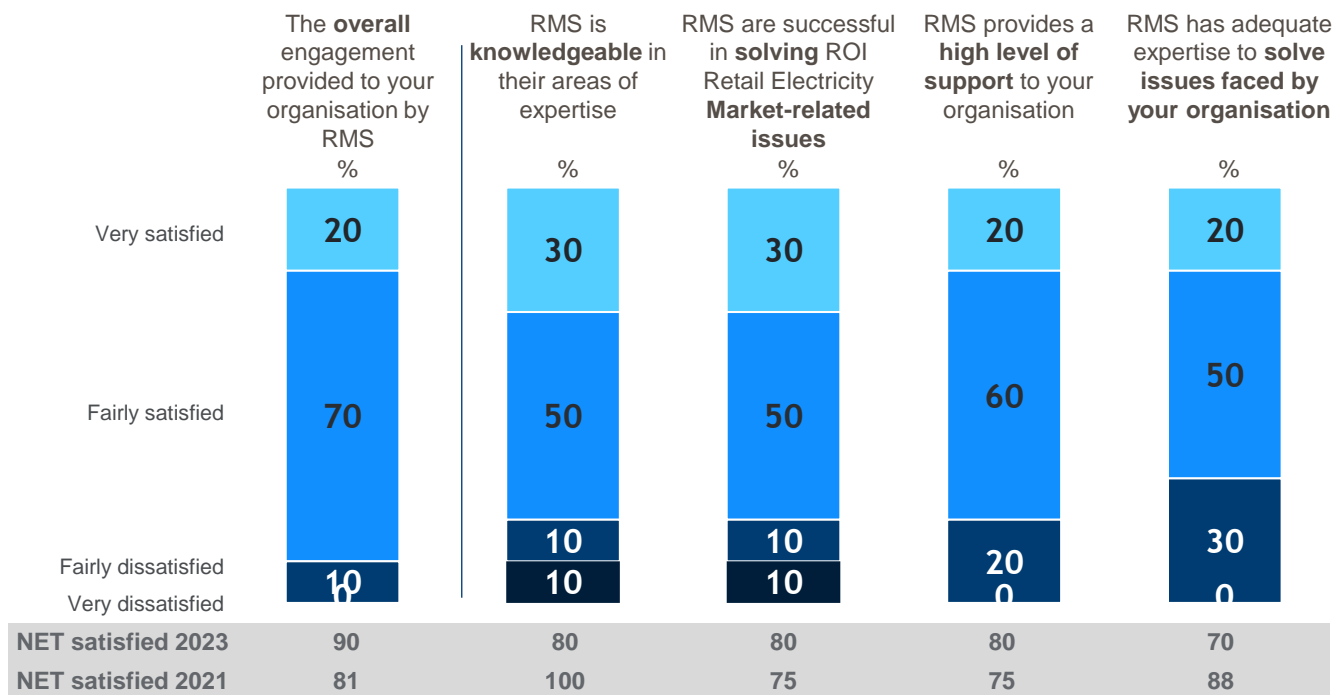


# Satisfaction with Supplier Engagement

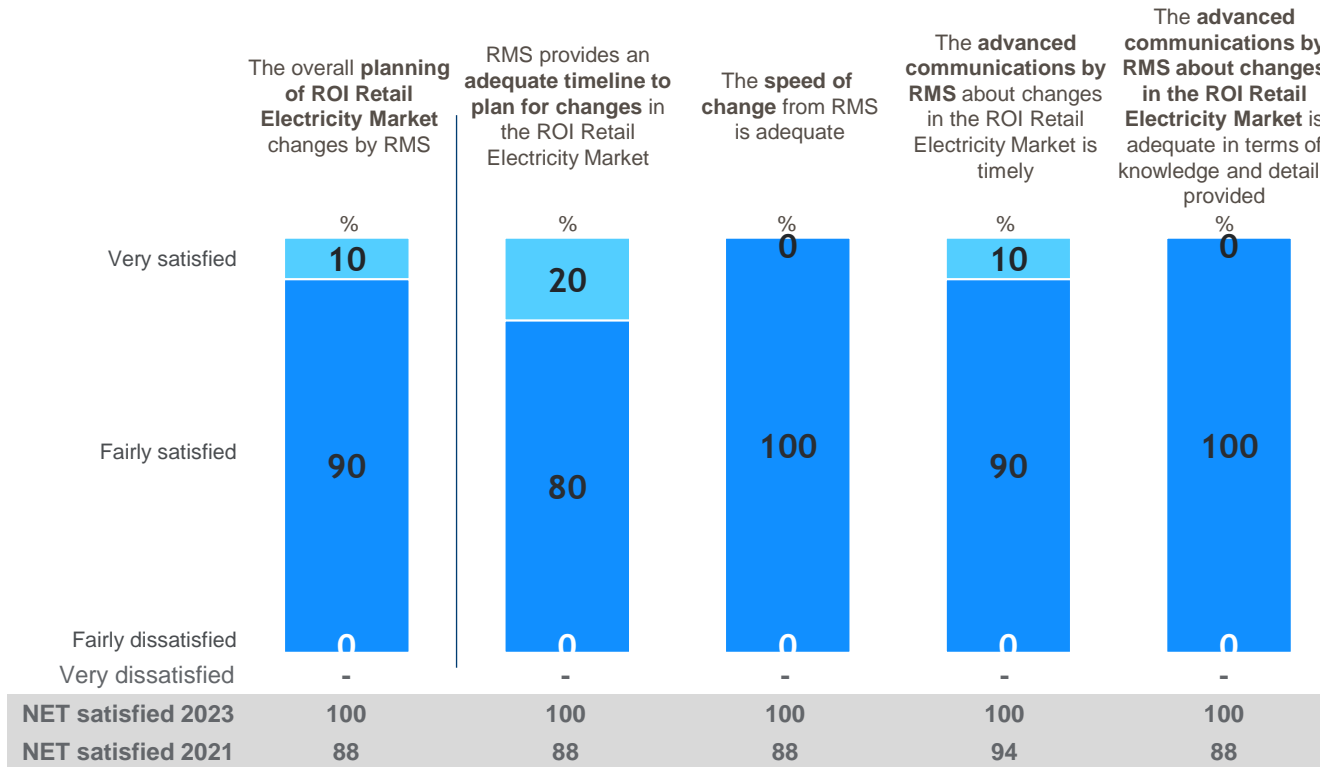


While satisfaction is up vs. 2021, there is room for improvements in terms of expertise.

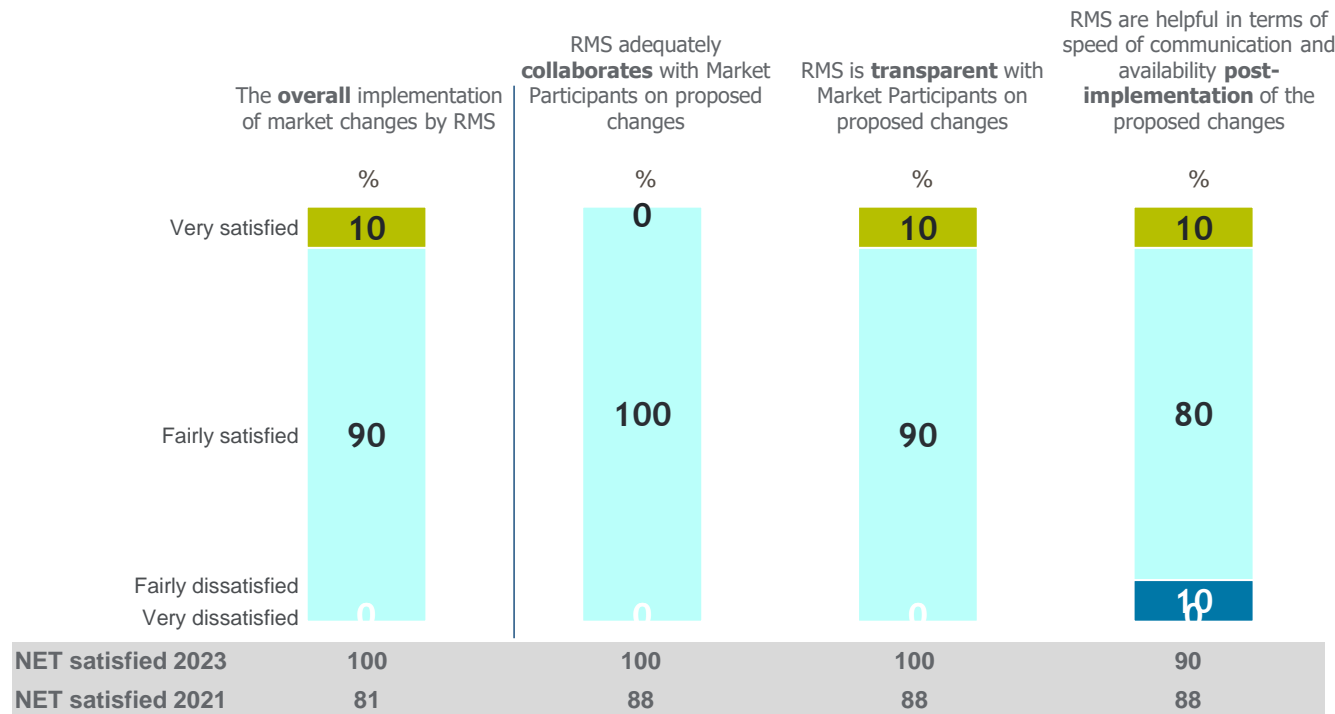
## Supplier Engagement – Satisfaction



## RMS Planning & Communicating Changes in Retail Market – Satisfaction



## RMS Implementation of Changes in Retail Market – Satisfaction

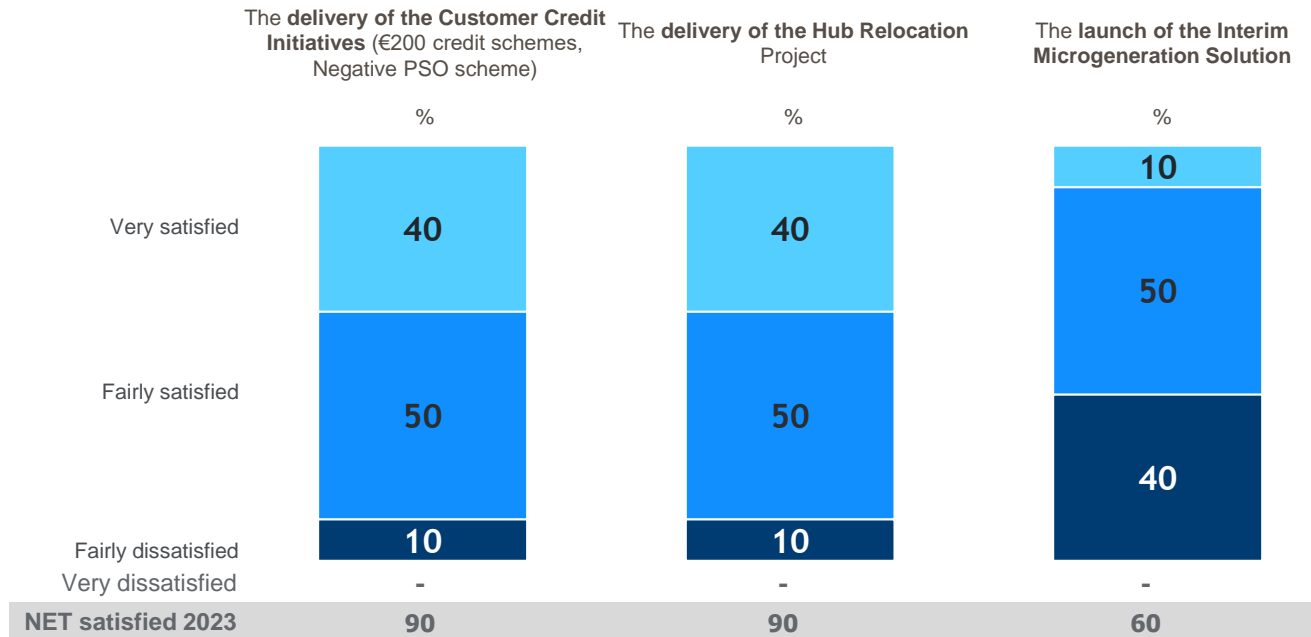


# High levels of satisfaction with the delivery of the various RMS-lead Initiatives

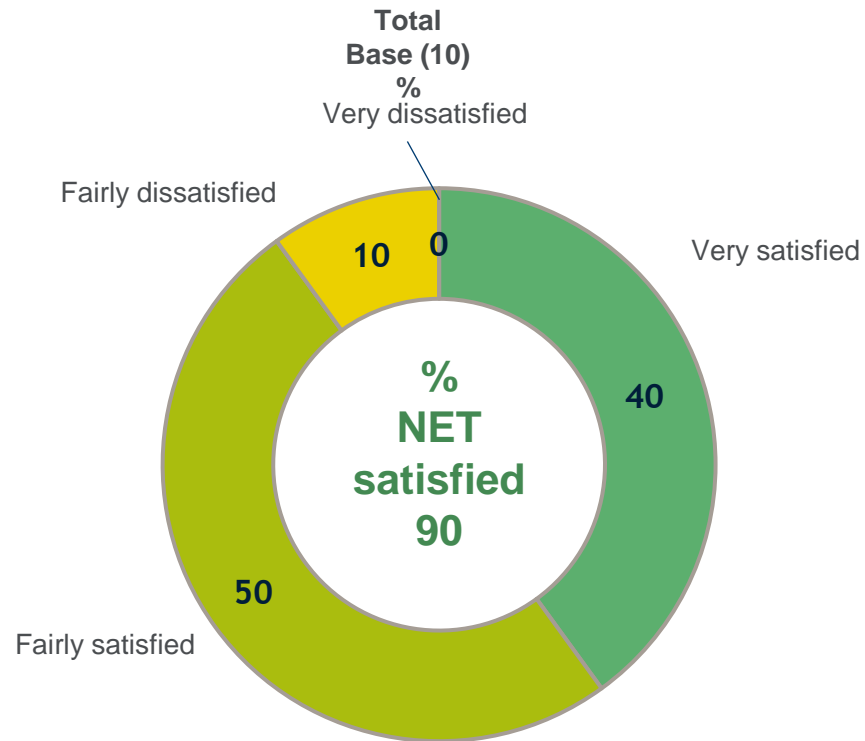


However, satisfaction is lower for the launch of the Interim Microgeneration Solution.

## Recent urgent mandatory initiatives– Satisfaction



9 in 10 are satisfied with the communication on the last market participant survey



Communications on the last Market Participant Survey 2021 – Satisfaction



# Next Steps

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- ESB Networks will develop actions following on from the survey results.
- Updates will be provided at the IGG meeting in March.
- Early analysis indicates that a specific workshop focusing on Microgeneration would be beneficial.

# Microgeneration Contact Information

## Market Participant Updated Contact Information

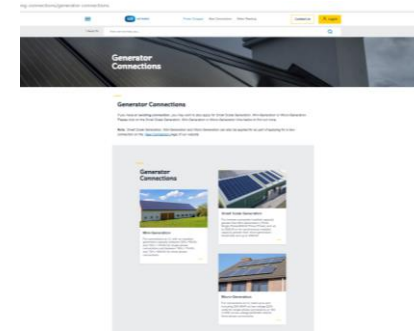
### BAU Contact Update – Data Provision

IRMM Solution Component	ESB Networks Business Team	Mailbox
301MM	Supplier Support Centre	<a href="mailto:meterop.esbnetworks@esb.ie">meterop.esbnetworks@esb.ie</a>
Fieldworks (deployment of smart meters. In-flight orders / exchanges ONLY)	Supplier Support Centre	<a href="mailto:meterop.esbnetworks@esb.ie">meterop.esbnetworks@esb.ie</a>
System Updated and Supplier Notification	RMDS (Extranet)	<a href="mailto:rmds@esb.ie">rmds@esb.ie</a>
	RMDS (Webservice)	<a href="mailto:rmds@esb.ie">rmds@esb.ie</a>
	RMDS (Downloadable Files)	<a href="mailto:rmds@esb.ie">rmds@esb.ie</a>
Data Collection & Data Provision	Data Collection	<a href="mailto:exportdc.esbnetworks@esb.ie">exportdc.esbnetworks@esb.ie</a>
Settlement	MRSO	<a href="mailto:mrso@esb.ie">mrso@esb.ie</a>

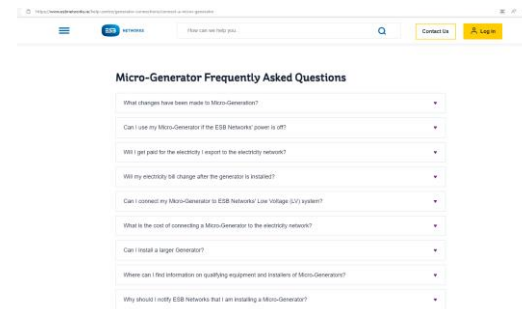
For any other IRMM related queries, please contact RMDS at [rmds@esb.ie](mailto:rmds@esb.ie)  
**Note** [exportdc.esbnetworks@esb.ie](mailto:exportdc.esbnetworks@esb.ie) is for suppliers use only and is not to be shared directly to customers

## Customer Contact Information

ESB Networks generator connections web page  
<https://www.esbnetworks.ie/existing-connections/generator-connections>



ESB Networks microgeneration FAQ web page  
<https://www.esbnetworks.ie/help-centre/generator-connections/connect-a-micro-generator>



Queries in relation to NC6 can be submitted to:  
[networkservicesbureau@esb.ie](mailto:networkservicesbureau@esb.ie)

Thank You

# AOB

# Next Steps

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Diary dates for next meetings:

- **IGG Conference Call: Wednesday 7<sup>th</sup> February 2024**
- Dates for 2024 are on Calendar of Events on RMDS website [www.rmdservice.com](http://www.rmdservice.com)

**Thank You**