



NETWORKS

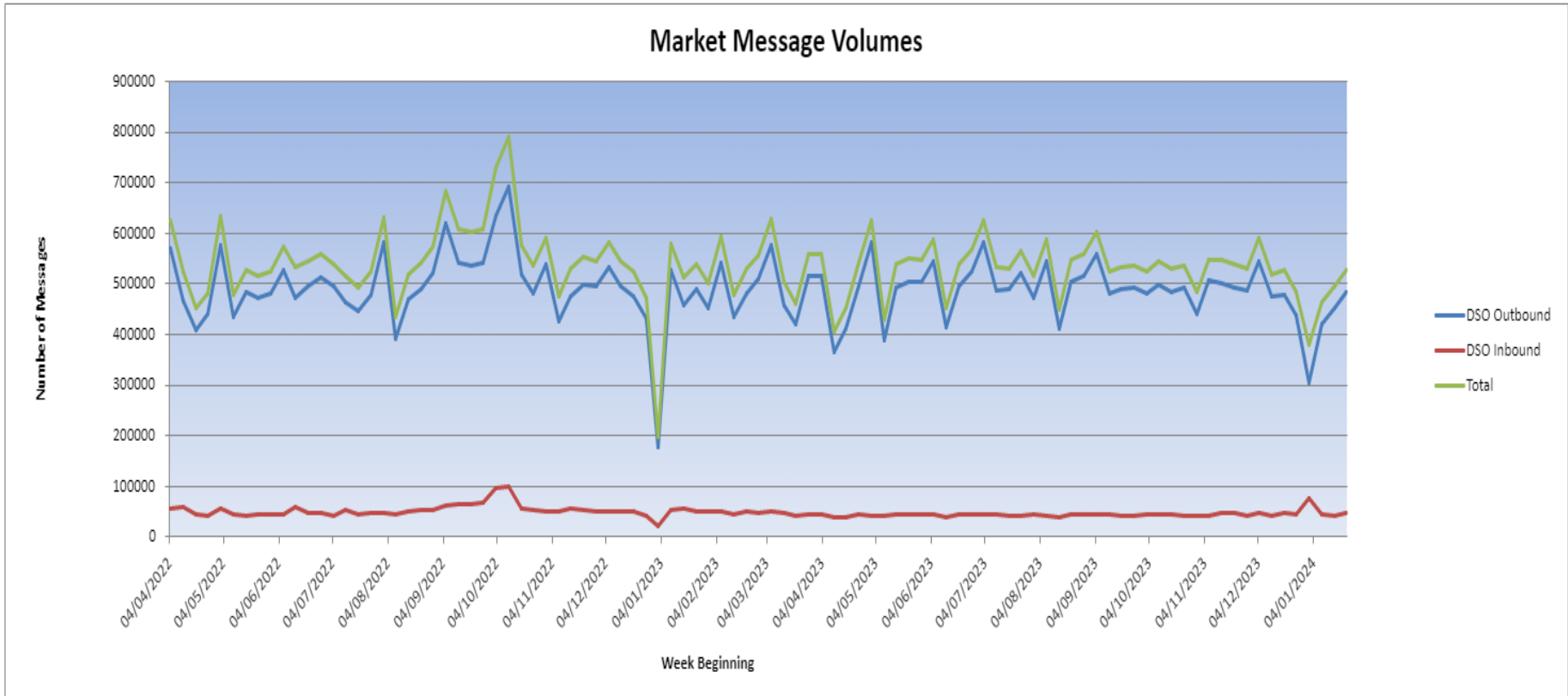
Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
6th March 2024



Agenda

1. Tibco Market Activity
2. Market Participant Survey 2023
3. Special Read Requests
4. Emergency Credit Electricity Benefit Scheme III
5. Update on MCC12 Non-Zero Estimates During Power Outages
6. PAYG Update
7. SMART Update - MCC03



Tibco Outages (Planned and Unplanned 2024)



January 2024 Planned Outages

Supplier	Planned Count	Supplier	Planned Count
Supplier1	0	Supplier14	3
Supplier2	0	Supplier15	0
Supplier3	0	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	1	Supplier23	1
Supplier11	0	Supplier24	0
Supplier12	0	Supplier25	1
Supplier13	0		

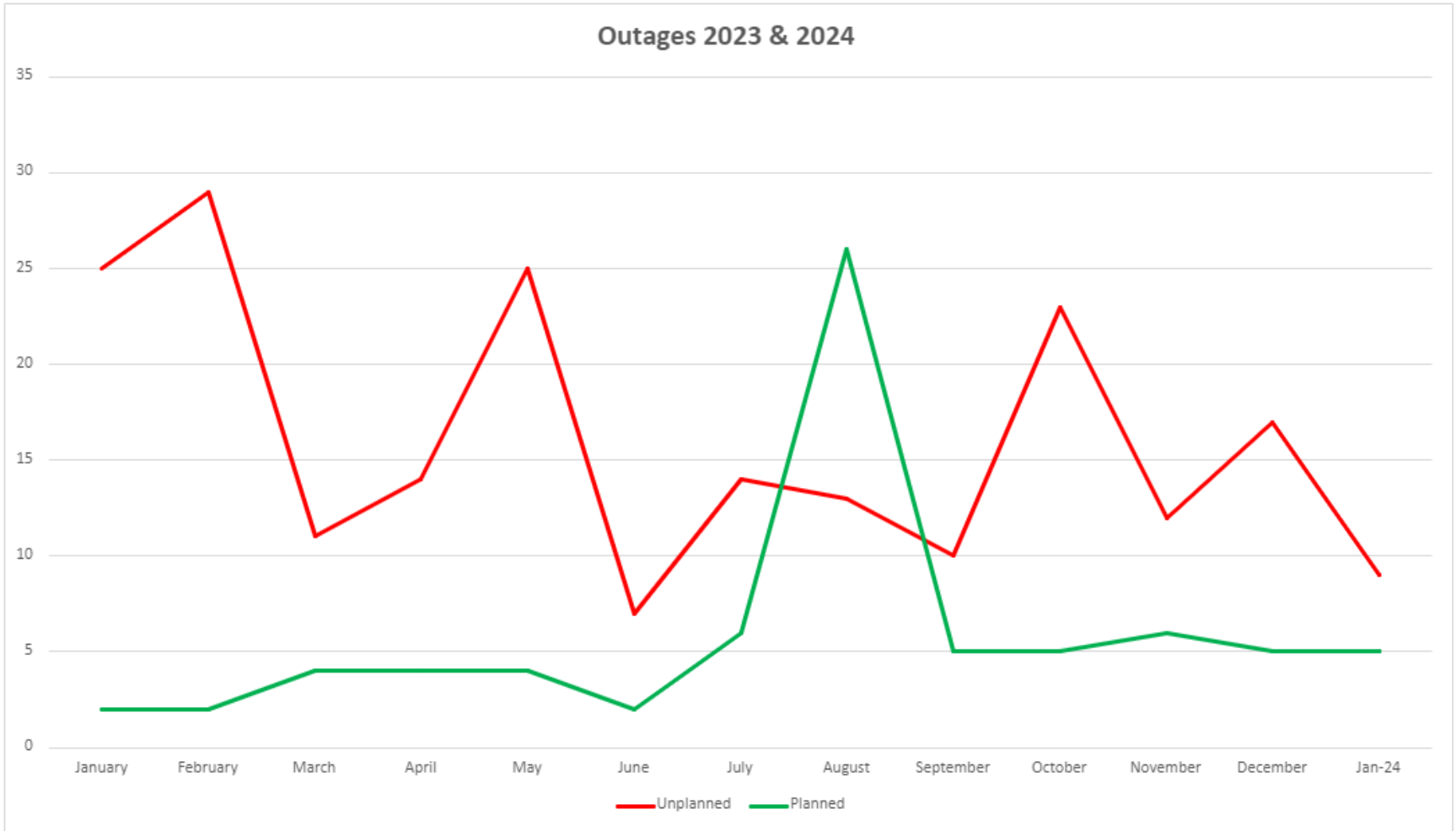
January 2024 Unplanned Outages

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

Tibco Outages (Planned and Unplanned 2023 & 2024)



Outages 2023 & 2024



-
- The 2023 Market Participant Survey results were shared on the 10th January 2024 IGG meeting and details are available on the ESB Networks meeting slides: [Industry Governance Group \(IGG\) Presentation ESB Networks Retail Market Services \(rmdservice.com\)](#)
 - ESB Networks have reviewed the survey results and developed areas for focus based on the feedback (Next slide).

1. Sources of Retail Market Information

Increasing awareness to all Market Participants on the Retail Market information available

2. Market Participant & ESB Networks 1-2-1s to continue

Market Participants are looking to continue their engagement with ESB Networks via these more informal sessions

3. Improved Query Response Times

Market Participants are looking for ESBN's response times to their queries to improve

4. Interim Microgeneration Solution

Better focus on the issues related to the Interim Microgeneration Solution

The RMS Meter Reading Team would like to remind suppliers to only submit a Special Read Request when the Billing Order is not 'open' and where possible to only submit the request if a scheduled Actual Read is not obtained, particularly for DG6 Max Demand sites.

- Suppliers can check when the MPRN is due to be read by viewing the Market Participant Extranet/ Webservice for the 'Next Read Date'. The Billing Order is 'open' 3 days prior to the 'Next Read Date' and for 7 days after.
- The 'Read Cycle Day' which is contained in the 105MM/321MM and displayed on the Market Participant Extranet/Webservice/Downloadable file can also be checked against the Meter Reading calendar published in the [Guidance Documents \(rmdservice.com\)](http://rmdservice.com) section of RMDS website to determine when an MPRN is due to be read.

Where a supplier wishes to proceed with a Special Read request then sufficient contact information should be provided so that access can be arranged, if required.

- Where a 252MM Special Read Request is being submitted then the supplier should ensure that a contact name and mobile phone number for a person who can provide access is included in the Access Arrangement field, an email address is not sufficient.
- Where a Special Read is being requested as part of a Change of Supplier then a customer contact number, preferably a mobile phone number, should be included in the 010MM, an email address is not sufficient.

Please note:

- Appointments cannot be arranged between Suppliers and customers for Special Read requests.
- Where an actual read cannot be obtained, an estimate will be provided.
- A charge may be incurred for a Special Read request where there is no issue with access for scheduled reads or where insufficient access details are provided.

Confirmation of receipt of transfers

- ESB Networks would like to remind suppliers to confirm receipt of Tranche transfers within one working day of receipt. Failure to confirm receipt of funds may impact on future transfers.

Weekly reporting

- For the Easter weekend suppliers are requested to submit their weekly report on Thursday 28th March.
- Weekly reporting will continue until Friday 28th June 2024.
- A final weekly report will be required on Friday 13th December 2024 in order to provide updated information to CRU on the low usage queries accepted/ rejected following completion of the review period.

Supplier Bank Account

- Should a supplier wish to change the bank account used for the scheme, please notify electricitycostsbill@esb.ie as soon as possible with a minimum of 4-6 weeks notice so that Penny Testing can be successfully completed before Unallocated Funds are due to be returned.

Snapshot

- Suppliers are reminded to use the Snapshot when addressing customer queries and to submit MPRN specific queries to the electricitycostsbill@esb.ie only.

Update on MCC12 Non-Zero Estimates during Power Outage Scenarios



- As per previous IGG communications, a residual issue remains for MCC12 MPRNs (RM107 and RM108) where a power outage spans more than one day.
- ESB Networks is continuing to work with the vendor on a release date for the preventative fix required. Recent engagement indicates that a solution may be at least 12 months away. ESB Networks continues to engage with the vendor to see if this period can be reduced.
- ESB Networks is proposing the following approach in the interim:
 - A retrospective data fix is carried out on a phased basis.
 - Initial focus for the data fix to be applied to MPRNs impacted by storm Isha and Jocelyn in January 2024:
 - ESB Networks is working on generating lists of impacted MPRNs for relevant suppliers.
 - Data is expected to be corrected in the Central Market System and market messages issued.
 - Further consideration to be given on frequency of retrospective data fix.
- ESB Networks will continue to keep the IGG updated on progress.

- Reminder that Monday 18th March is **not** a credit friendly holiday.
- If a customer loses supply on this date the purchase of credit is required to top-up the meter and restore supply.
- ESB Networks will process PMP requests submitted via the extranet up to 5pm on Friday 15th March. Requests submitted after this will be processed on Tuesday 19th March.
- Customers can still purchase credit using their old KPN card for their old supplier until the PMP is processed.
- ESB Networks will use the contact details provided by suppliers previously. Any updates required for these contact details should be provided to keypadmanagement@esb.ie



NETWORKS

ESB Networks - SMART Metering Update



- ESB Networks received a query via the Industry Liaison Group (ILG) in the context of Smart meter exchanges for MCC03 customers. This was around whether MCC03 connections were still possible.
- ESB Networks confirmed that it is **technically** possible, but the service is not being offered. To further clarify on this, please refer to below scenarios where an MCC03 connection can occur.
- ESB Networks will not create brand new MCC03 connections, however, if a supplier requests:
 - A re-registration for a previously de-registered MCC03 site,
 - Registration of a terminated site that was previously MCC03,
 - An MCC change to MCC03 on the MM030, then
- All of these will result in an MCC03 configuration at the MPRN.

Thank You