



Industry Governance Group

6th March 2024

Green Isle Hotel

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



For Approval Today:

- **Minutes (v1.0) from meeting on 10th January 2024**

IGG Actions



Updated IGG Action List issued in advance of meeting

- **No Actions were carried forward.**

CRU Update

Industry Governance Group

6th March 2024

CRU Update

Electricity Cost Benefit Scheme III

- CRU Go-Decision for Tranche 1 funds in relation to Third Effective Date 28th February 2024
 - Supplier asked to continue to confirm receipt of each tranche to ESNB as soon as received, in order for next tranche to be granted
- Reminder for suppliers to continue to meet reporting deadline every Friday, and to report on all payment periods. Reporting for a payment period can cease once all customers have been credited.
- Weekly report from suppliers will cease on Friday 28th June (or earlier should all customers have been credited), but there will be one final report in December 2024 when the customer appeals process has closed.

CRU Update

CRU Enhanced Market Monitoring Project

- Thanks to all suppliers for feedback provided so far – responses being reviewed in conjunction with the project developments, and CRU will revert should there be follow-up questions
- Project will not change the functionality of how suppliers provide data
- CRU will keep suppliers updated on changes arising from the project once they are formalised



Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

Version 1

Presented 6th March 2024

By:

Confidential

Date:

Company

Classification:



Market Assurance Activity

- **V14.00.00 Assurance**

- The first stage of Assurance consists of a Self-Assessment PQ, this has been issued to suppliers on the 4 March 2024.
- A draft version of the PQ was issued on the 6 February 2024 to allow early review and to offer an opportunity to address any queries, feedback was encompassed within the final version issued.
- Completed returns are required to be uploaded to the individual RMDS PQ folders by the 22 March 2024.
- We would really appreciate if the responses were delivered in a timely fashion, to assist with maintaining the Assurance Approach timelines.



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



Retail Market Design Update

Sean McKeivitt, RMDS

Upcoming Outages



There is 1 Planned Outage in March:

- Sunday 24th March 2024 7am- 6pm - To facilitate Site Switch
Retail Central Market System

All details are posted on the RMDS website.

[RMDS Website](#)



IGG Representative








RMDS have requested via email the name and email address of the IGG Representative for each Market Participant.

Each IGG Representative will receive a calendar invite to the IGG meetings going forward.

If you did not receive a calendar invite for this IGG, please email RMDS to add your name to the IGG Rep list.

No more than 2 IGG Reps per Market Participant.

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 Baseline.	

Note:

- SIT end date 26/04/24.

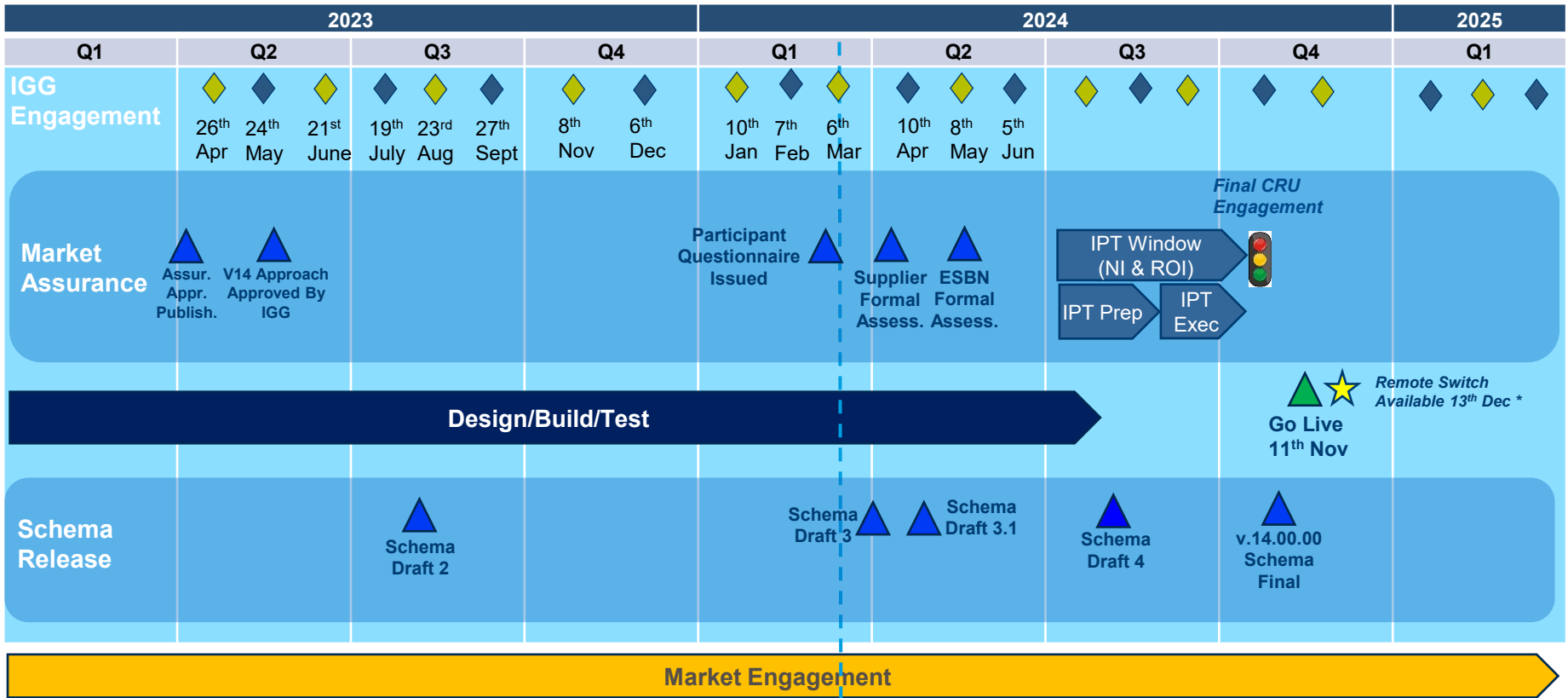
Upcoming Milestones this Month:

- Schema Draft 3 will be released in March.

TWG Schedule

- Next TWG is scheduled for March 13th.

v14.00.00 Release – Plan



Mar 2024

*Post Activation of Firmware Switch on SEMs

Legend

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



Retail Market Design Service

Thank You

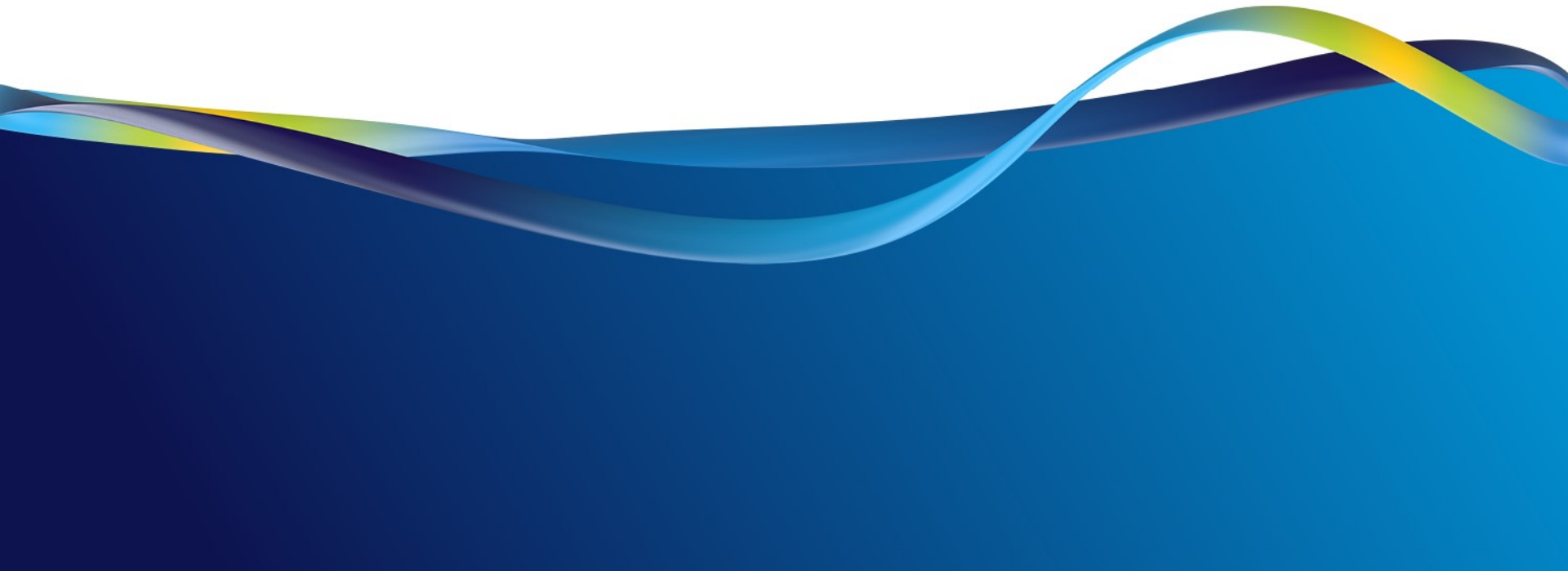


NETWORKS

MRSO Update

James Long

6th March 2024

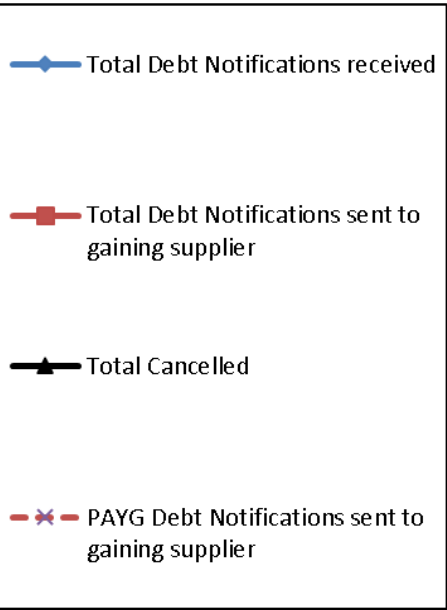
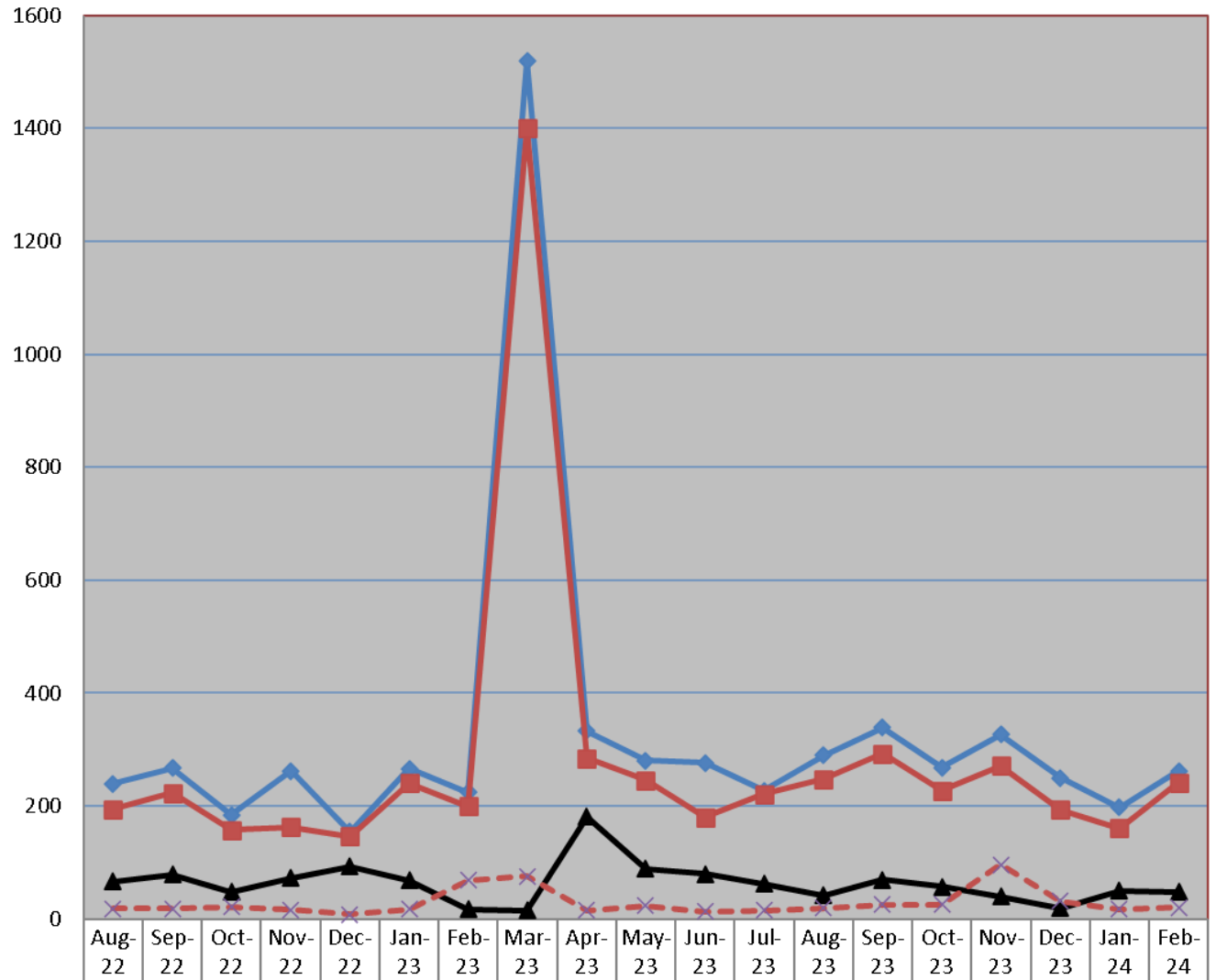


Debt Flagging

	Dec – 23	Jan – 24	Feb – 24
Total Debt Notifications received (012)	250 (22)	198 (21)	262 (21)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	57 (3)	37 (4)	20 (1)
Total Debt Notifications sent to gaining supplier (112)	193 (19)	161 (17)	242 (20)
Total not cancelled	161 (16)	111 (12)	194 (15)
Total cancelled	32 (3)	50 (5)	48 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.25%	0.39%	0.66%

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

Debt Flagging

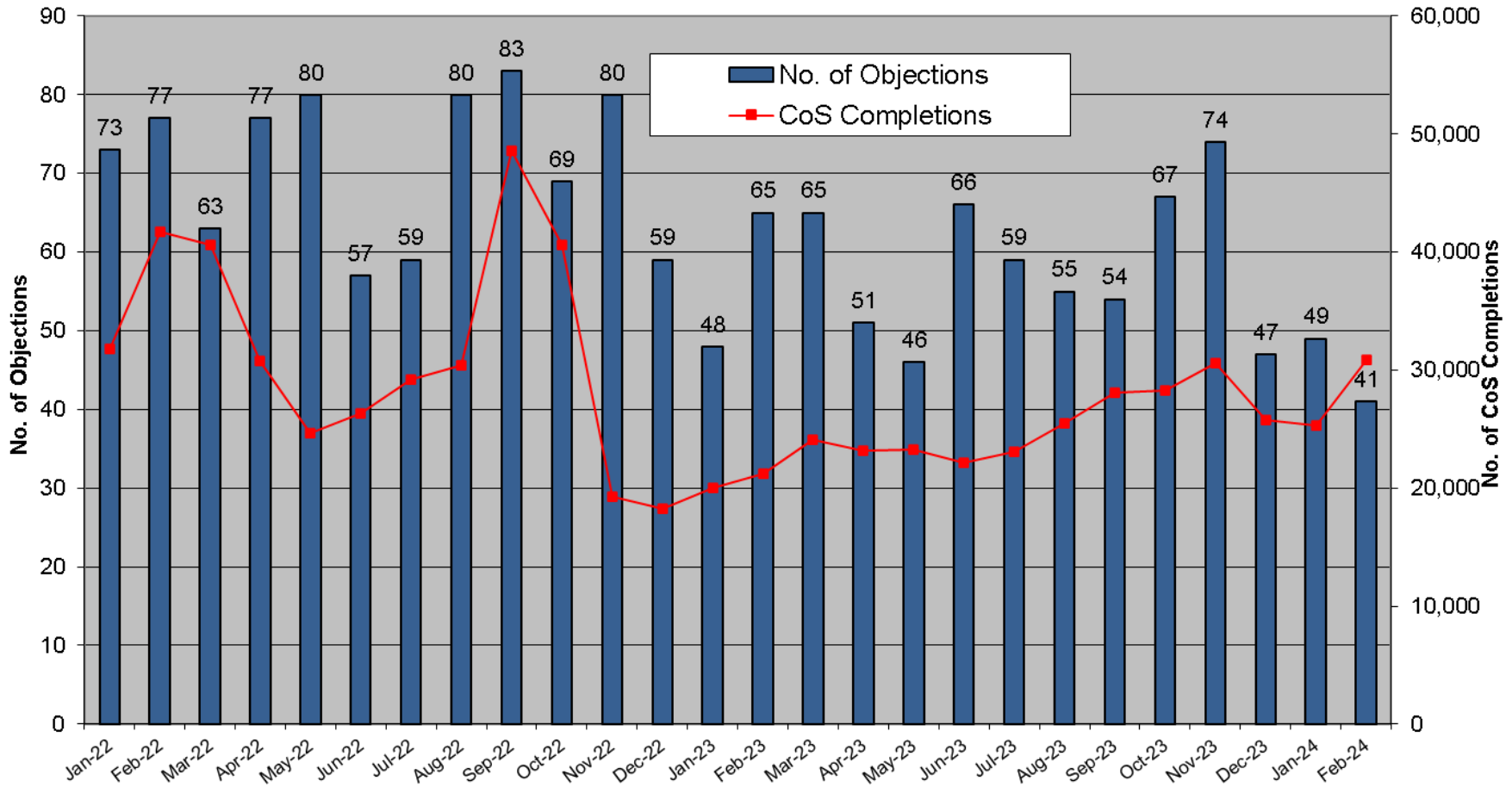


	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Total Debt Notifications received	240	267	184	262	155	266	224	1520	333	281	276	227	290	339	268	327	250	198	262
Total Debt Notifications sent to gaining supplier	194	223	158	163	146	241	200	1400	285	246	180	221	248	293	227	271	193	161	242
Total Cancelled	66	79	48	73	93	68	17	15	181	89	80	62	42	70	57	40	19	50	48
PAYG Debt Notifications sent to gaining supplier	18	18	21	16	8	17	68	76	15	23	13	15	19	25	25	96	32	17	20

Objections – Erroneous Transfer

	Dec-23	Jan -24	Feb-24
No. of Objections	47	49	41
Cancellations from Objections	9	6	5
Objection emails to MRSO	9	8	8
Reasons:			
Uncontactable by phone	2	2	1
Written communication	3	3	3
COS confirmed	4	3	4
Other			
Escalation emails	5	1	4

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 4th Mar 2024



MCC 12 – New Smart HH

Total to date – **292,793**

MCC 16 – New Smart Day / Night / Peak

Total to date – **39,521**

Small Scale Generation

Small Scale Generation (SSG) is a new classification of generator with a MEC between 50Kva – 200Kva

ESBN connected 91 new SSG in 2023, projected figures for the next few years are -

2024 – 182 2025 – 272 2026 – 364 2027 - 455

In general, all SSG will require QH meter reconfiguration/replacement to enable 4 channel readings, import / export.

To enable payment for SSG customers, supplier / generator will need to follow Working Practice 14 and complete necessary documentation

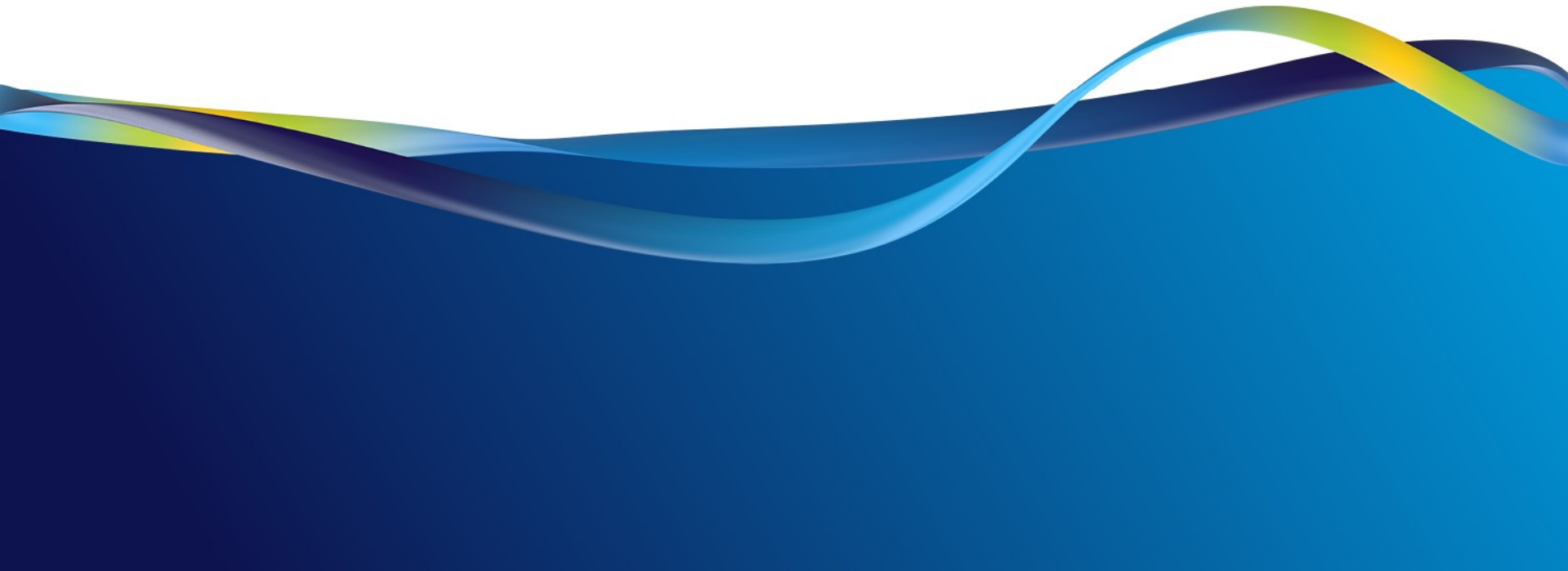
Supplier will enter into a bi-lateral agreement with the customer to purchase their additional export values and this will then be netted against a nominated Supplier Unit. This is then included in all settlement runs (D+1 / D+4 / M+4 / M+13)



NETWORKS

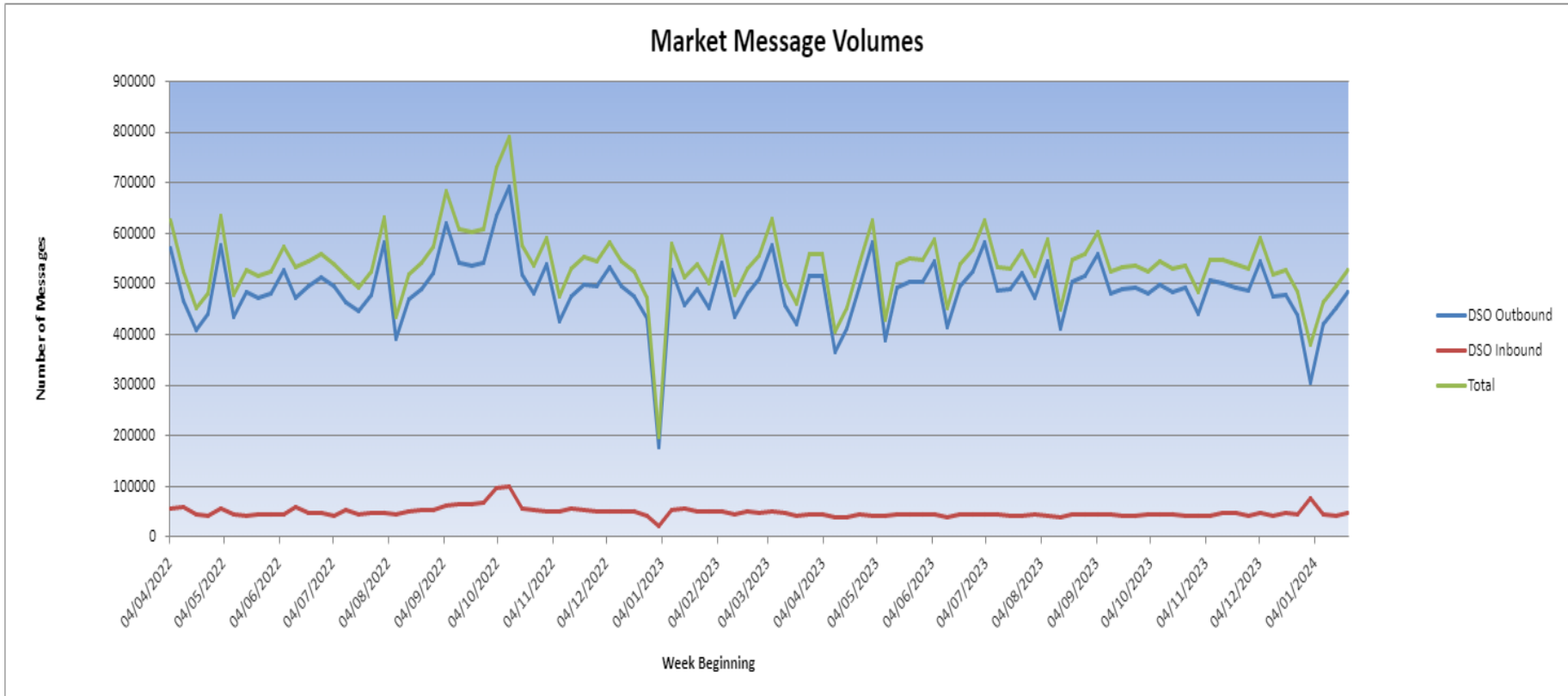
Industry Governance Group (IGG) Presentation

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		

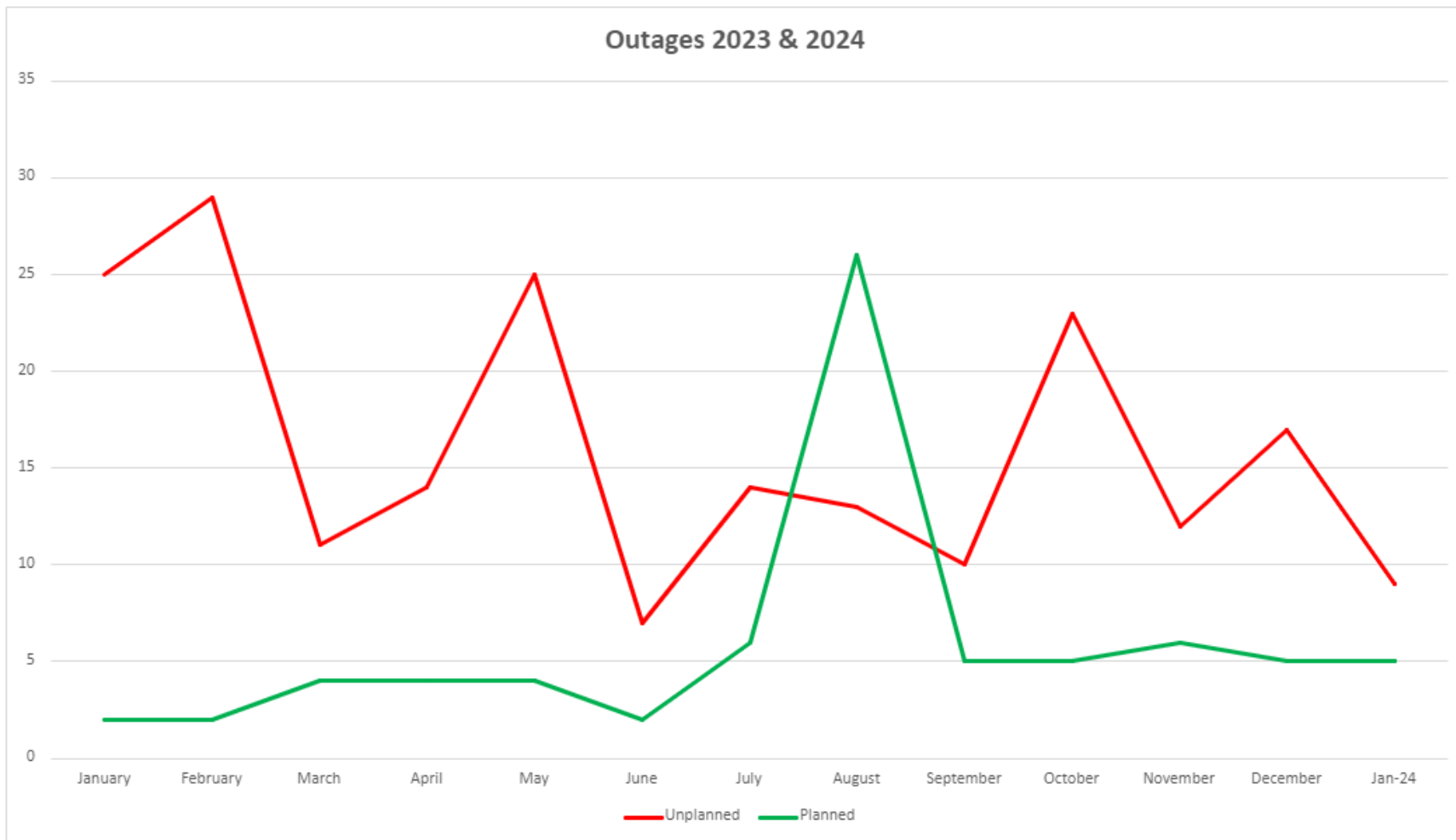
January 2024 Unplanned Outages

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



Market Participant Survey 2023



- 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

Special Read Requests



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

AOB

Next Steps



Diary dates for next meetings:

- **IGG Conference Call: Wednesday 10th April 2024**
- Dates for 2024 are on Calendar of Events on RMDS website www.rmdservice.com

Thank You