

Date:	10 April 2013	
Chair:	Seán Mac an Bhaird	
Attendees:	<i>RMDS</i> – Aileen O'Connor, David Walshe <i>Energia</i> – Thomas Heasley <i>BGE</i> – Joseph O'Dowd, Steve Schooling <i>Airtricity</i> – Seána Browne, Fiona Hannon <i>Electric Ireland</i> – Seán Doolin, Tom Shiels	<i>Gemserv</i> – Peter Varley, Ben Coates, Niemesh Amin <i>MRSO</i> – Gerry Halligan <i>ESBN</i> – Theresa O'Neill, Aileen Greaves, Carmel O'Connor, Paul Mallon <i>CER</i> – Seán Mac an Bhaird
Apologies:	Karen Kavanagh	
Version Number		
Change Made		

Slides of the meeting are issued separately and are posted on Meeting Date on <http://www.esbextra.ie/RMDS/>

Agenda:		
1.	Minutes from Previous IGG Meeting	Aileen O'Connor, RMDS
2.	Review of Action Items	Aileen O'Connor, RMDS
3.	Discussion regarding Chapter 2 of Energy (Miscellaneous Provisions) Act 2012	Aileen O'Connor, RMDS
4.	CER Update	Seán Mac an Bhaird, CER
5.	Gemserv Update	Peter Varley/Ben Coates, Gemserv
6.	MRSO Update	Gerry Halligan, MRSO
7.	ESB Networks Update	Carmel O Connor, Paul Mallon, Theresa O'Neill, ESB Networks
8.	Retail Market Design Service Update	Aileen O'Connor, RMDS
9.	AOB	
10.	Next Steps	Seán Mac an Bhaird, CER

1. Minutes from Previous IGG Meeting

Minutes from IGG Meeting – 13 February 2013

Approved.

2. Review of Action Items

A O'Connor presented the Review of Action Items

Action Item 820 – SMS: ESBN to investigate Data Protection issues

- DPC advised that SMS could not be used to alert customers of planned outages. ESBN is pursuing this further with the DPC and is looking at options for getting explicit approval from customers. Action will be closed.

Action Item 822 – LTNA: Suppliers to submit file of DG5 MPRNs for separate analysis by MRSO

- Data now received from three suppliers. File sent by one supplier in advance of meeting consisting of approx. 190 MPRNs. These have been forwarded to Gerry Halligan to carry out analysis.

Action Item 837 – LTNA: ESBN to investigate impacts of setting ongoing consumption for vacant premises to zero

- A working practice (WP 008 *Customer Request for Estimation for NIL Consumption*) already exists for this and is currently operating in a small number of cases. Working Practice is available on the RMDS website. Action can be closed.

Action Item 838 – LTNA: Access problems – CER to internally discuss the charging structure for disconnection

- S Mac an Bhaird stated that the all in one lock charge for gas is still being developed but once that work had further advanced its structure would be reviewed in the context of whether it would be a practical and effective option for tackling LTNA on the electricity side
- Action point taken by S Mac an Bhaird to keep the group informed as to progress in the development of the all in one locking charge. Open action 838 refers.

Action Item 839 – LTNA: ESBN to clarify Re-Registration in De-Registration process

- G Halligan stated that de-registration can only take place when a site is de-energised for 3 months.
- Where it is necessary to reverse de-registration, it has to be done manually by MRSO and IT personnel but it is with the express agreement of the supplier.

S Mac an Bhaird asked if the agreement of the supplier was required for re-registration. G Halligan replied that the objective would be to work with the supplier. J O'Dowd asked what would happen if the supplier did not agree to re-registration. G Halligan replied that the experience has been that the agreement of the supplier is usually obtained and that supplier agreement is a pre-requisite of re-registration. A O'Connor stated that the alternative is that Revenue Protection issue a letter to advise the customer to register with a supplier and giving advance notice of de-energisation if this was not done. Volumes were typically 1 or 2 per month. Action can be closed.

Action Item 840 – Defects on 013 and 030 Market Messages: ESBN to provide MPs with

2. Review of Action Items

details including list of MPRNs affected

- The 013 defect was fixed on 15 March and MPRNs were circulated to suppliers.
- Theresa O'Neill, ESNB to provide an update on the defect impacting the 030MM under Item 7 on the Agenda.

Action Item 841 – Erroneous transfers: suppliers to forward feedback on next steps in advance of April IGG

- Feedback has been received from two suppliers, with one favouring making the interim process permanent and the other wanting to continue with the interim process but omitting the first step.
- Action to remain open for further views until next IGG.

3. Discussion Regarding Chapter 2 of Energy (Miscellaneous Provisions) Act 2012

A O'Connor advised that a supplier wished to include the Energy (Miscellaneous Provisions) Act 2012 in the agenda.

The initial legal advice from ESNB is that there is no basis under the Energy (Miscellaneous Provisions) Act 2012 or any other legislation giving the power to seek a warrant where access has been refused for the carrying out of routine work. The general right of entry to disconnect supply is covered by the Electricity Supply Act.

G Halligan advised that where, in an LTNA situation, a customer has simply left the premises and leaves an outstanding debt, that is regarded as a civil matter rather than a criminal matter. General right of entry to disconnect supply when lawfully entitled to do so is contained in Section 108 of the Electricity Supply Act 1927 but this has yet to be tested before the courts. The costs to tests these provisions before the High Court would range from €30,000 to €50,000. However, the 2012 Act may allow access where people are simply refusing entry while continuing to use electricity, although this would need to be trialled.. Long-term no access applies where access cannot be gained, an attempt is being made to de-energise and the customer has vacated the site. S Mac an Bhaird advised that in previous discussions it was agreed that review of LTNA should also consider situations where a customer was present but was refusing access. F Hannon queried if this 2012 Act could be looked at from the perspective of the customer refusing access for the purpose of meter reading. ESNB confirmed that they had got legal advice regarding LTNA but would take an action to seek advice where the premises are not vacant.

G Halligan advised that anyone attempting to proceed with a court case would have to ensure that the proper procedures had been followed with the customer and duly recorded and required a strong paper based evidence trail. S. Doolin queried how one would prove that access was refused. S Mac an Bhaird asked suppliers to consider making available the legal advice that they have obtained. J O'Dowd agreed to take responsibility for following up on getting legal advice from a Supplier's perspective. S Mac an Bhaird also agreed to consult CER's legal team on the provisions of the 2012 Act in terms of authorised officers. F Hannon believed that if the legal advice was that the Act could not be used, the opinion should be conveyed that the Act was not fit for purpose. S Mac an Bhaird commented that the CER and industry had engaged with the department when the legislation was being drafted.

Action: ESNB to confirm legal position for appointment of Authorised Officer where premises are not vacant.

Action: BGE to forward Supplier legal advice on the provisions of the 2012 Act to CER.

Action: CER to discuss provisions of the 2012 Act, in terms of authorised officers, with their legal team

3. Discussion Regarding Chapter 2 of Energy (Miscellaneous Provisions) Act 2012

Finally S Mac an Bhaird advised that he would revert to the group with timelines for the development of the required regulations for deemed contracts.

Action: CER to revert to the group with a timeline in relation to deemed contracts.

4. CER Update

S Mac an Bhaird presented the CER Update.

Recent Publications

- Retail Markets Report Q3 2012.
- Decision on review of non-day metered retail gas market.

Forthcoming Publications

- Annual Report for 2012, including Q4 2012.
- Debt flagging, deemed contracts and debt transfer.

Smart Metering Update

- Revised workshop schedule has been circulated.

5. Gemserv Update

P Varley began the Gemserv Update.

Assurance Activity Update:

- One Small Supplier is seeking CER approval as a Large Supplier; one new Large Supplier also seeking CER approval; both having successfully completed IPTs.
- A set of generic IPT scenarios is being drafted, with work still to be started on Pre-Pay scenarios.
- The Assurance Approach document for the Market Design Release (October 2013) is drafted and has been circulated and approval sought at the meeting. Market Participants requested that this be deferred until the conference call on 8th May. The CER Go/No Go decision is scheduled for 11 October, with cutover on 19/20 October.
- The Market Design Release IPTs cover 22 scenarios, with five or six scenarios to be allocated to each large supplier and ESNB taking part in all 22. Small suppliers will be invited to opt in.

ESNB Site Visit

- Gemserv carried out a site visit to ESNB in advance of the Tibco Release on 24th March and reviewed the root cause analysis, remedial action plan, nature and impact of Hub changes and testing methodology for Hub changes

B Coates continued the Gemserv Update

Post Implementation Review: Supplier Feedback

- Clear split in feedback between before Go-Live and after Go-Live.

5. Gemserv Update

- People generally replied that they were neither Satisfied nor Dissatisfied.
- Need for more in-depth message testing for major updates
- Need for improved communication to Suppliers of timelines, project plans, project status and nature of system faults.
- Need for improved supplier input into setting of Go-Live date.

S Mac an Bhaird stated that suppliers already have the ability through this and other groups to provide input, and asked whether these channels were sufficient. B Coates replied that it appeared that much of what suppliers wanted in this regard was being provided. S Mac an Bhaird asked what the next steps were. A O'Connor advised that a second phase was planned for the PIR. P Varley stated that the second phase had been intended to deal with communications infrastructure but comments were actually provided on this area through the work done in the first phase. As the communications infrastructure area had now effectively been dealt with, it was open to question whether it was now necessary to proceed with the second phase. S Mac an Bhaird asked Gemserv to come back with reasons for and against going ahead with the second phase and outline what the content of a second phase should now include. B Coates explained that the timeline of the first phase went up to two to three weeks after Go-Live. N Amin advised that the first phase covered the software and MCR changes. A O'Connor stated that there would therefore be an action to circulate the details of the second phase and ask for feedback – whether there is a need for it to go ahead or whether it should be amended. S Schooling asked if there was to be a final report with lessons learned and P Varley confirmed that the final output of the PIR was an outcome report to feed back into the continuous improvement process.

Action: RMDS to circulate details of PIR Phase 2.

Action: With regard to the PIR, suppliers to provide feedback on necessity for completion of Phase 2.

6. MRSO Update

G Halligan presented the MRSO Update.

Slides were presented showing statistics in respect of MRSO's business processes.

S Browne commented on the increase in the number of Inferred CoLEs returned to the outgoing supplier and asked whether people were becoming aware that if they made a small change to their name when they switched they would not be debt flagged. G Halligan stated that after a discussion on this at a previous meeting it was agreed that there should be no attempt at second-guessing what the supplier was sending in, and that any change in the name would be treated as an inferred CoLE. F Hannon asked what was the breakdown of Debt Flags Business Vs. Domestic and G Halligan took an action to check and revert.

Action: Debt Flagging GH to investigate and provide a breakdown of Domestic/Business Debt Flags issued to Gaining Suppliers

7. ESB Networks Update

C O'Connor presented an update on Prepayment Meters

- Total of 21,169 meters as at 4 April, including 5,739 for 2013 and now meeting the target of 500 per week.
- Token meters down from last quarter to 18,476, mainly due to change of supplier.

P Mallon presented an update on TIBCO Hub Workplan

- EMMA's and central messaging system working well.
- Clear project scope for TIBCO software changes.
- First release of eight key defects on central system carried out successfully, although there was a defect associated with the A2 notification address for a subset of market messages.
- Suppliers have been advised with details of the impacted Idocs and advice is now awaited from suppliers if any of these messages require resending.
- Number of lessons learned as result of the defect covering Code Comparisons, Code walkthrough and Regression Testing.
- Integrated plan being developed to bring further performance improvement changes
- Schema release in 2013, with some performance improvement activities continuing in parallel.
- First releases for performance improvement now completed and successful.
- There is a need for archiving for central hub at end of April and then for suppliers to run archiving on EMMA's.
- Schema to be provided in July and suppliers' test EMMA software to be upgraded, pending their agreement, in August.
- Regression testing will be carried out in relation to performance testing of the Schema.
- Contingency solution available that can be delivered independently of changes to the core software.
- Performance improvement changes will be required to EMMA software in due course.
- Objective to provide a full contingency solution for the loss of an EMMA.

ESBN & NIE presented a report on the Retail Market Messaging Incident to the ReMCoSG Meeting of 27th February 2013. P Mallon asked that these slides be circulated to Suppliers

New Action - RMDS to circulate presentation from ReMCoSG meeting of 27/02/13

A O'Connor stated that the CDA had asked whether this presentation needed to be given at both the IGG, CDA and the Working Group. An action point was agreed for Market Participants to give their opinion on this. S Mac an Bhaird commented that he was conscious that decision makers were not present at all meetings and this makes required repetition of presentations.

Action: Tibco Hub and October Release Work Plan: MPs to provide feedback regarding the necessity for joint NIE/Rol presentations to be given at IGG as also given at ReMCoWG

S Mac an Bhaird stated that at the earlier meeting it had been advised that technical contacts had been established between suppliers and Capita (formerly Northgate Managed Service) and people therefore needed to set up these contacts if they had not already done so.

Action: MP Technical Contacts for Tibco Release to be co-ordinated for ESBN by RMDS.

T O'Neill presented an update on the October release and Sundry Items

October Release

- Design clarifications have been provided for two MCRs.
- Proposals for the handling of "in progress" Change of Supplier and Debt Flag transactions will be discussed at the next IGG.
- The initial population of the essential plant flags will also be discussed at the next IGG as well as the location of the Flag on the Extranet.

Sundry Items

- 030 market message problem has been identified and is currently being worked on.
- The issues associated with the Downloadable Meter Point Details files as reported to the

Market last September by RMDS, are being worked on and expected fixes to go live during April.

- A problem has arisen since 29th October 2012 involving the 210MM where a corresponding 300 message issues but the Market Participant Business Reference Field is not being populated. Code correction for this defect will be worked on throughout April
- An item has come to light where reads that are provided on the 016MM are not being used in the CoLE process in certain circumstances and this is being examined to understand the nature of the problem.

Action: Issues with Downloadable Meter Point Details files: RMDS to send email notification of 11 September 2012 to Airtricity

S Browne asked if these issues had resulted from Harmonisation. T O'Neill advised that it was a mixture of problems occurring before and after Harmonisation. S Browne asked if the planned work on TIBCO might prevent these types of problems in the future. P Mallon advised that the work on archiving and central hub updates was concerned with performance; however, testing could help resolve some of these issues. C O'Connor stated that the lessons learned from the Tibco Release of 24th March and the defect on the A2 Notification Address could also help. S Doolin asked if the Tibco/Release work plan would imply any additional financial impact for suppliers other than resources and equipment. P Mallon replied that suppliers should not have to purchase any additional hardware or software. Oracle XE is free although it is limited in its terms and conditions of use. S Mac an Bhaird asked when the review of the EMMA specification would take place. P Mallon replied that this would happen after the performance improvements had been carried out on the EMMA software. Suppliers should regularly monitor the CPU memory I/O disk fragmentation of their EMMA servers. EMMA is a real-time messaging system and suppliers should keep their systems up and running at all times (it was noted that some EMMAs were being shut down over the weekend). Suppliers agreed to this. S Mac an Bhaird, however, highlighted that not all suppliers were present at the meeting.

9. RMDS Update

A O'Connor presented the RMDS Update.

MCR1130 v4.0 – Working Practice for the de-energisation of Essential Plant Sites

- This MCR was approved by all except for one supplier on the Conference Call in November and as a result referred to CER.
- As a compromise was subsequently agreed between ESNB and the Supplier, the MCR was retrieved from CER as it is preferable to obtain Industry agreement. Minor amendments were made and presented as WP Version 4.
- Prior to the meeting further comments were received from one Supplier. As a result and after further to discussion with ESNB, agreement was reached to include a further change to the definition to include: Sites identified by ESNB as Essential Plant and duly notified to the Supplier. Agreement was not reached on an additional amendment requested relating to the removal of Point 2 under Common areas in Apartment/Office Block concerning the issue of a letter to occupants. ESNB had advised that this was a requirement where safety of occupants of the site had to be a key concern. ESNB however would be agreeable to suggestions from Market Participants as to how occupants could be notified e.g. posting the letter on a common area/notice board.

A O Connor asked if any Supplier would be willing to share how occupants are currently being notified. It was agreed to defer further discussion until the Conference Call and feedback to be submitted prior to the call.

Action: MCR1130 – Suppliers to provide feedback on how Point 2 of Section 2 relating to Common Areas is carried out, or suggest alternatives.

2012 RMDS Customer Satisfaction Survey

- To be issued week commencing 22 April with four weeks for responses and will be in the same format as last year.

Long-Term Consumption Adjustment Working Group

- Meeting three has been scheduled for 16 May at ESNB Offices in Osprey House.

10. AOB

F Hannon raised the issue of sites that have recently completed the AER and REFIT schemes and have unique metering configurations with the result that it is difficult for the supplier to then configure systems correctly. There is no official documentation to assist suppliers with this and it would be very helpful if something could be made available. C O'Connor advised that the best way of dealing with this issue was to encourage the use of standard metering.

Action: F Hannon to forward details of issue to RMDS

F Hannon raised the point that just about 20% of debt flags were being cancelled and wondered if CER was looking into why this number was so low. S Mac an Bhaird stated that under the debt flagging rules the gaining supplier could choose whether or not to continue with the switch. S Mac an Bhaird also advised that a review of the debt flagging processed had been conducted, which looked at all debt flagging statistics.

T Heasley raised a point regarding Web services. Although the MRSO file was available, it would be helpful to be able to grab information rather than having to download the file every month. N Amin advised that it was possible to collect the information from the source file and that working practice guidance for a Broker Solution was available on the RMDS website. S Browne added that it would also be helpful to include the KPN (KeyPad Number) numbers. A O Connor advised that KPN Numbers are not available on the Extranet as Liberty is not integrated with SAP. The only indicator for Keypad is the RM Number.

Action: MP Extranet Broker Guidelines: RMDS to circulate document

11. Next Steps

Diary Dates for next Two IGG Meetings:

- Wednesday 12 June 2013 – Dublin
- Wednesday 14 August 2013 - Belfast

Diary Dates for Next Two Conference Calls:

- Wednesday 8 May 2013
- Wednesday 10 July 2013

Dates for all meetings are posted on the RMDS Calendar at: <http://www.esbextra.ie/RMDS/>

Open Actions:

AP. No.	Title	Org. Assigned To	Date Due	Date Raised
822	LTNA: Suppliers to submit file of DG5 MPRNs for separate analysis by MRSO	MRSO	20/11/2012	31/10/2012
838	LTNA: Access Problems - CER to internally discuss the charging structure for disconnection	CER	10/04/2013	13/02/2013
840	Defects on 013 and 030 Market Messages: ESBN to provide MPs with details including list of MPRNs affected	ESBN	13/03/2013	13/02/2013
841	Erroneous Transfers: Suppliers to forward feedback on next steps in advance of April IGG	Suppliers	03/04/2013	13/02/2013
843	Energy (Misc Provisions)Act 2012: Confirm legal position for appt. of Authorised Officer where premises is not vacant	ESBN	31/05/2013	10/04/2013
844	Energy (Misc Provisions)Act 2012: Confirm Supplier legal advice and forward to CER.	BGE	31/05/2013	10/04/2013
855	Energy (Misc Provisions)Act 2012: CER to discuss with Commission Legal Team	CER	12/06/2013	10/04/2013
856	Energy (Misc Provisions)Act 2012: CER to revert to IGG with a timeline in relation to Deemed Contracts	CER	12/06/2013	10/04/2013
845	Debt Flagging: Analysis of breakdown Domestic/Business for Debt Flags issued to Gaining Suppliers	MRSO	31/05/2013	10/04/2013
847	H&SP Post Implementation Review: Suppliers to provide feedback on necessity for completion of Phase 2	Suppliers	08/05/2013	10/04/2013
848	Tibco Hub and October Release Work Plan: MPs to provide feedback regarding the necessity for joint NIE/Rol presentations to be given at IGG as also given at ReMCoWG	All	31/05/2013	10/04/2013
850	MP Technical Contacts for Tibco Release to be co-ordinated for ESBN	RMDS	12/06/2013	10/04/2013
852	MCR1130: Suppliers to provide feedback on how Point 2 for Section 2 Common Areas is carried out, or suggest alternatives.	Suppliers	30/04/2013	10/04/2013
853	Airtricity to forward details of PPA Metering query to RMDS	Airtricity	12/04/2013	10/04/2013