

IGG Agenda 29th January 2014

Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:45
CER Update	10:45 – 10:55
Gemserv Update	10:55 – 11:10
MRSO Update	11:10 – 11:20
ESB Networks Update <ul style="list-style-type: none">• Prepayment Meter Stats• Charge for Special Test• Revenue Protection Code of Practice	11:20 – 11:45
Retail Market Design Service Update	11:45 - 11:50
AOB	11:50 – 11:55
Next Steps	11:55 - 12:00



Minutes

Minutes from IGG meeting 4th December 2013

For Approval today



IGG Action Items

Updated IGG Action List issued in advance of meeting

- Actions closed since last IGG meeting: 7
- IGG Actions carried forward: 6

IGG Actions Carried Forward

AP No.	Title	Org. Assigned to	Date Due	Date Raised
838	LTNA: Access Problems - CER to internally discuss the charging structure for disconnection	CER	10/04/2013	13/02/2013
869	Deemed Contracts: CER to Revert with estimated timelines for implementation.	CER	11/09/2013	14/08/2013
878	Debt Flagging- CER to discuss Suppliers concerns and revert back. Action updated removing association of this action with PAYG	CER	29/01/2014	16/10/2013
883	MCR 1033 Add MPBusiness Ref to MMs & MCR 1137 Downloadable Meter Point File - Suppliers to advise RMDS if they require these non schema impacting changes to be progressed for possible release in 2014	SUPPLIERS	20/12/2013	04/12/2013
884	Non-Schema MCRs - ESNB to provide estimate for MCR 1137 and MCR 1033	ESBN	17/01/2014	04/12/2013
888	Harmonisation & Service Packs Project Post Implementation Review (Phase 2): RMDS to follow up with CER regarding approval for circulation of Final Report to Market Participants.	RMDS	15/01/2014	04/12/2013

Action 883: MCR 1033 Add MPBusiness Ref to MMs & MCR 1137 Downloadable Meter Point File - Suppliers to advise RMDS if they require these non schema impacting changes to be progressed for possible release in 2014

MP	Comment
1	We would be supportive of both MCR 1033 and MCR 1137
2	MCR 1033 doesn't impact our readings processing so we have no objection to it being included in the 2014 release. We would be in support of MCR1137Downloadable Meter Point File as long as the only change that was being made to the file was removing non billable meters and that everything else would remain the same
3	We would be in favour of this.
4	We would like these changes to be progressed and MCR 1033 would be our priority.
5	Our understanding is that they would represent minor resource demands so we would be happy to accommodate them if they were to proceed.





Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh

CER Update

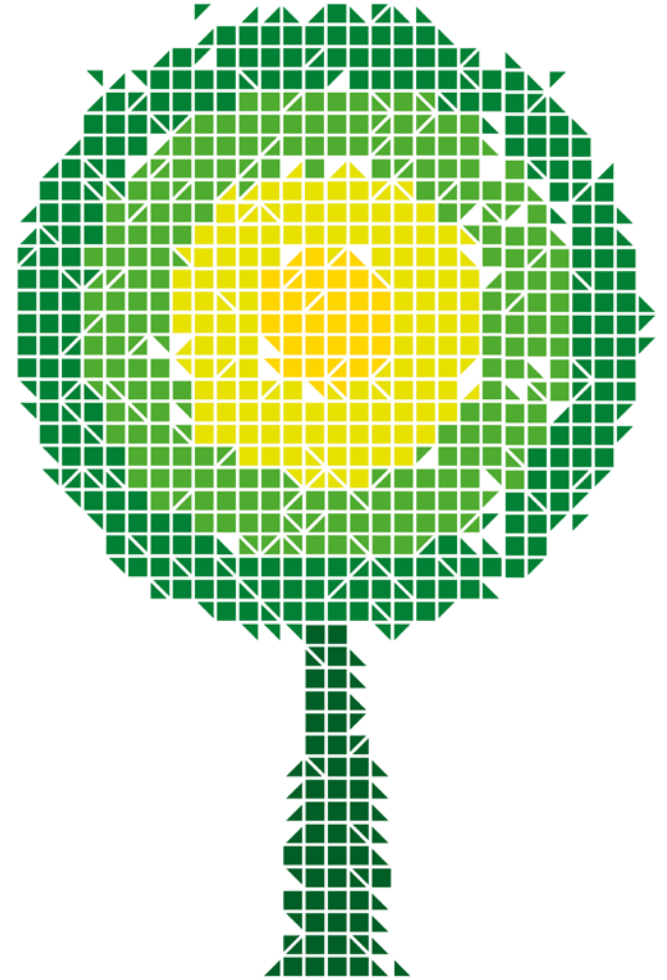
Industry Governance Group

29th January 2014

Retail Market Assurance Services for the Irish Electricity Market

Peter Varley
Consultancy

IGG 29th January 2014





Assurance Activity Update Business As Usual (RMDS)

- Market Assurance

- Assurance reports for two new Self-Suppliers presented to CER and approved;
- Assurance Report for one new Self-Supplier presented to CER, awaiting approval;
- Assurance reports for two new Demand Side Units presented to CER and approved;
- Assurance for an existing Large Supplier entering the PrePayment sector completed, report presented to CER, awaiting approval.



H & SP Project P.I.R (Phase 2)

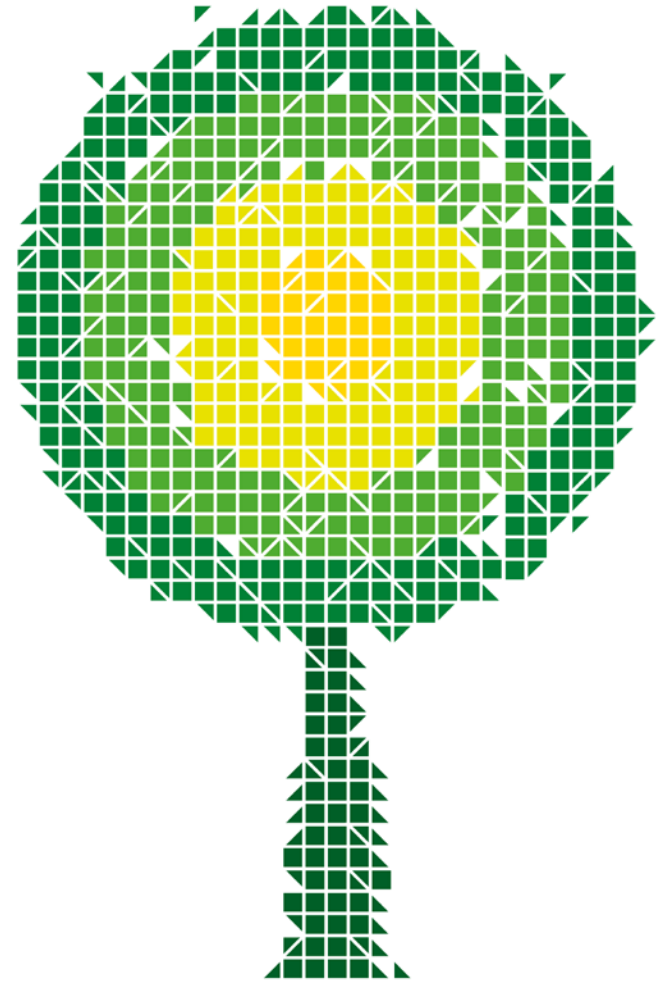
Communications Problems Review

- Review completed;
- Report presented to CER;
- CER to determine whether wider circulation required;
- Lessons learned:
 - Technical Quality Assurance role introduced into all major projects;
 - New test environment to include several EMMA types.
- Other recommendations:
 - At the procurement stage, a thorough review of contenders' ability to deliver to be included;
 - Formal failure mode analysis and consequent testing to be undertaken for all changes to critical market components.

Thank You

Peter Varley
Consultancy|Assurance

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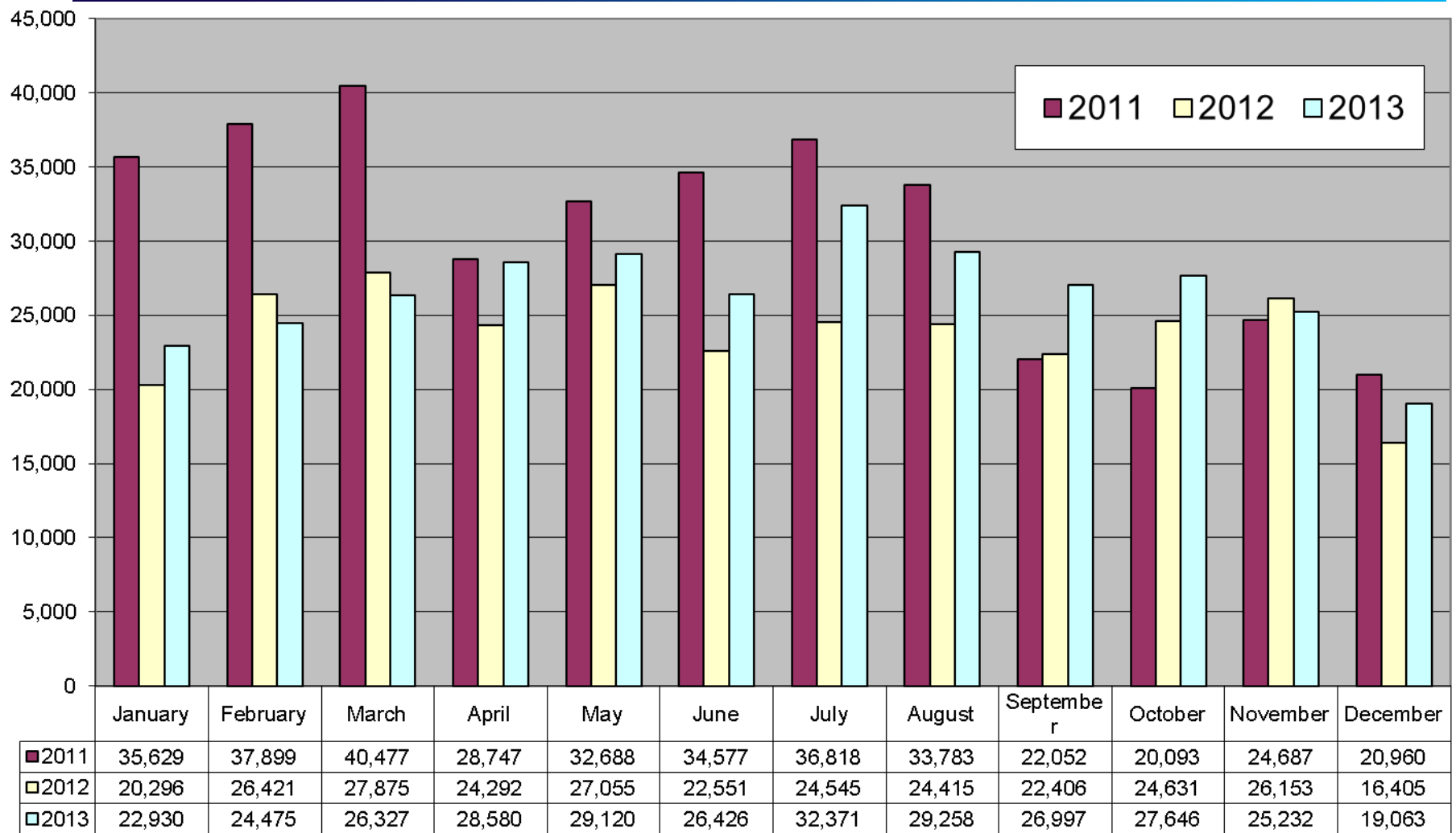
NETWORKS

MRSO Update

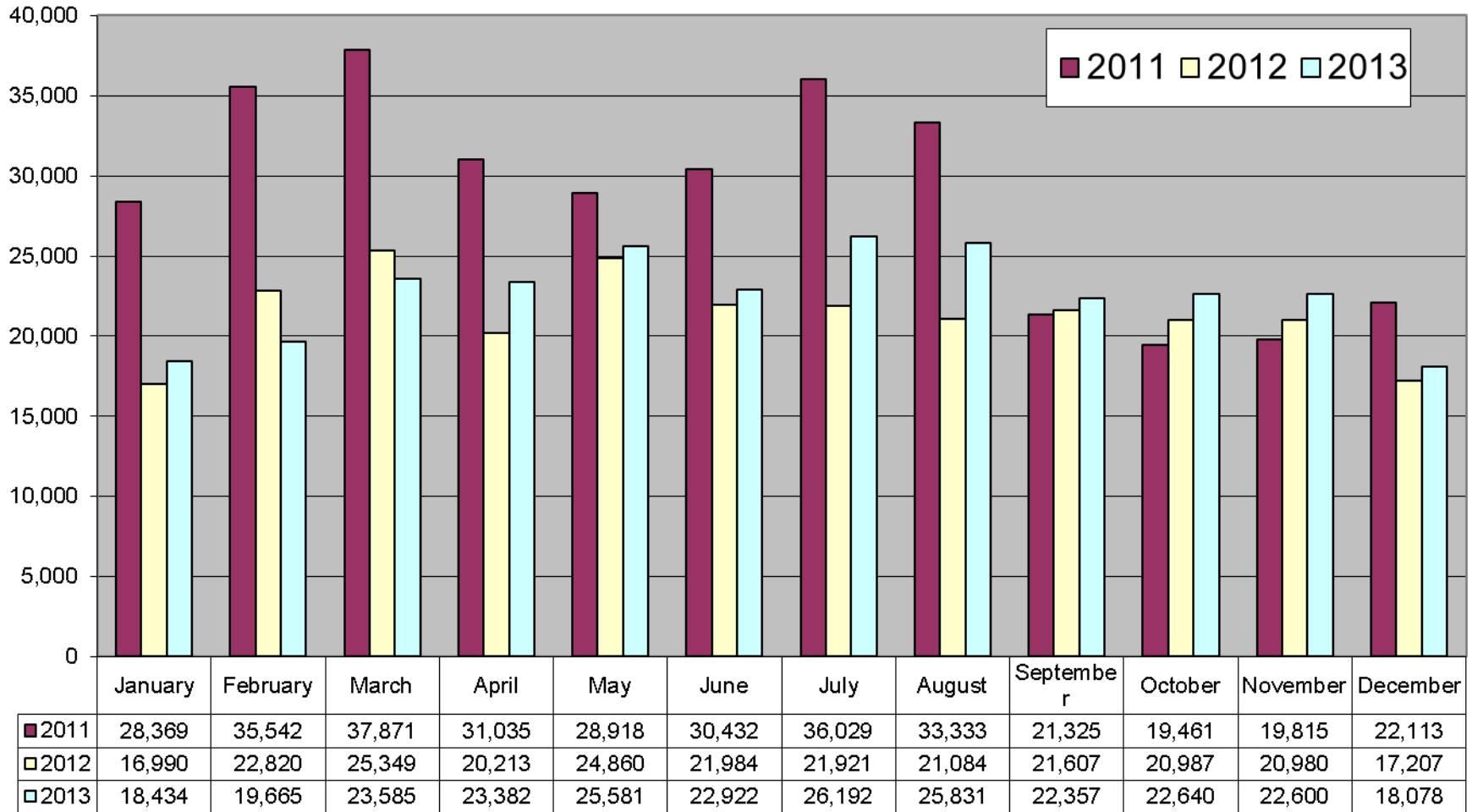
Gerry Halligan

29 January 2014

Market Message 010



Market Message 105L

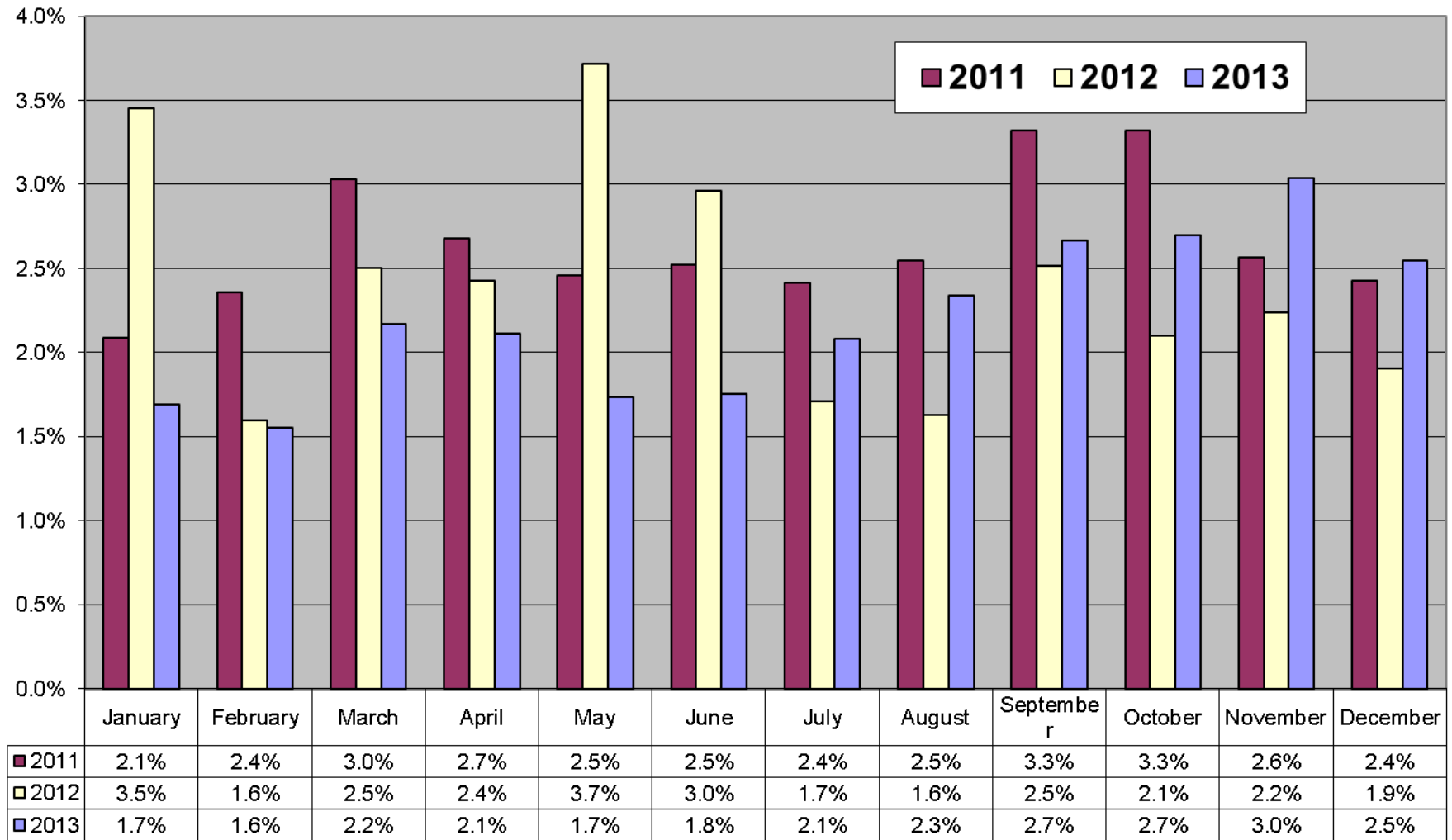


- **Reviewed Monthly**
- **Suppliers notified of individual switches outstanding and reason**
- **Switch outstanding for Energisation or Token Meter Removal, will not time-out**
- **Contact Customer or submit cancellation**
- **2 Switches held due to an existing Open Service Order**

Sep 2013	5
Aug 2013	-
Jul 2013	-

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Oct-13	4,962	6,159	11,121	27,646	18%	40%
Nov-13	5,119	5,263	10,382	25,232	20%	41%
Dec-13	3,797	4,236	8,033	19,063	20%	42%

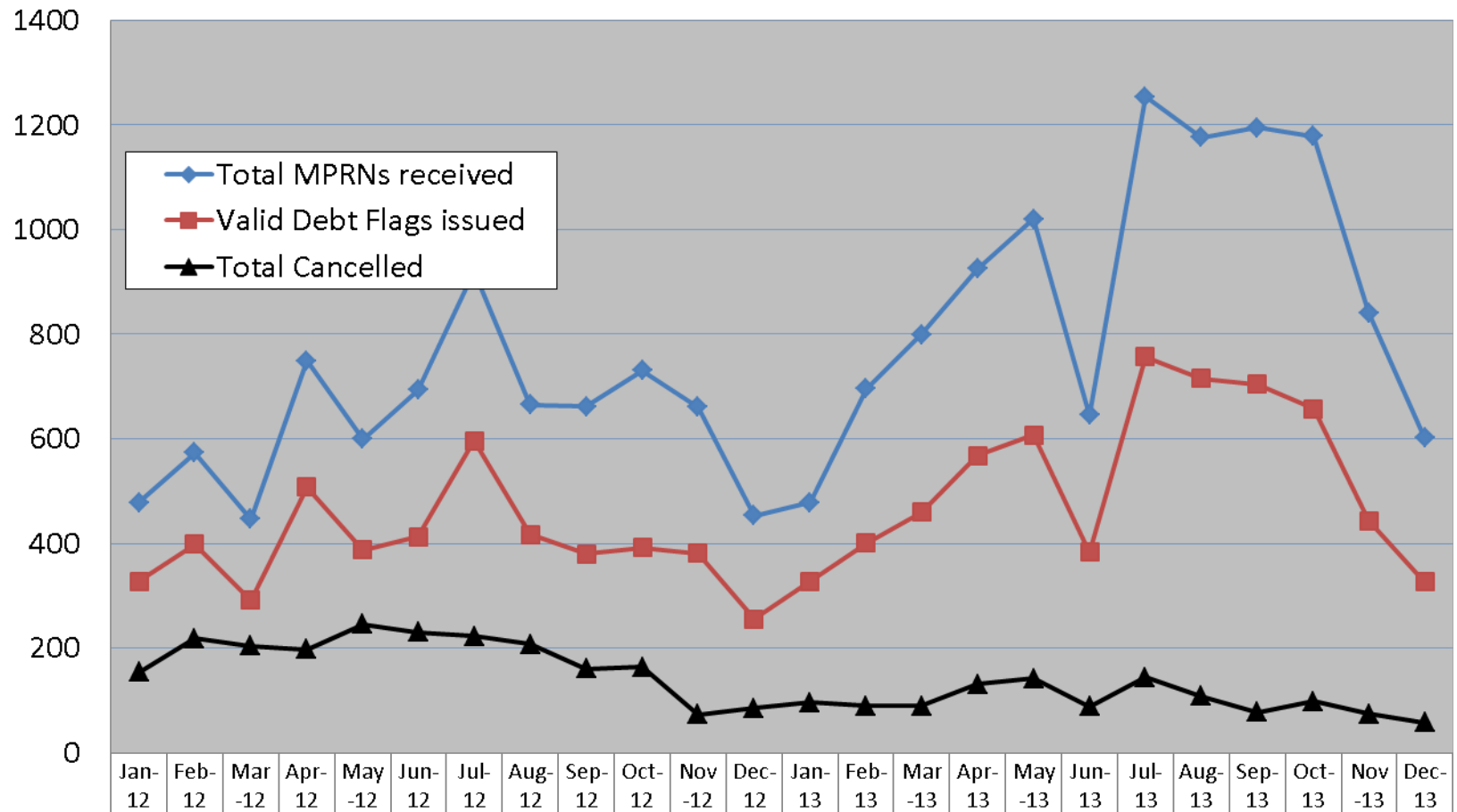
Registration Rejections %



Debt Flagging

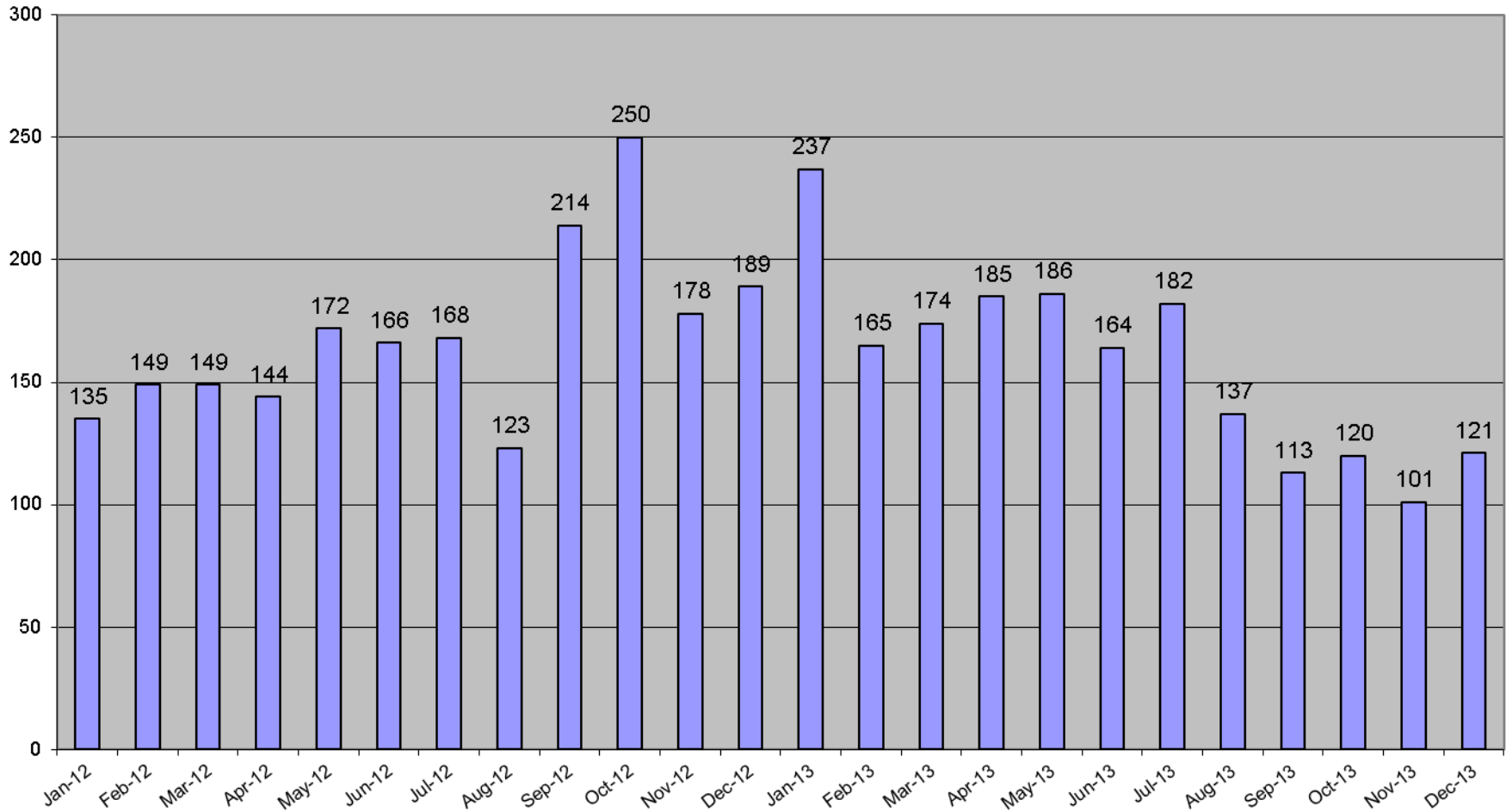
	Oct-13	Nov-13	Dec-13
Total MPRNs received	1179	841	602
Total inferred CoLEs returned to outgoing supplier	429	353	247
Returned for other reason to outgoing supplier (invalid MPRN, switch completed, explicit CoLE)	93	45	29
Valid Debt Flags issued to gaining supplier	657	443	326
Total cancelled	98	74	58
Valid Debt Flags as % of total COS	2.9%	2.0%	1.8%

Debt Flagging

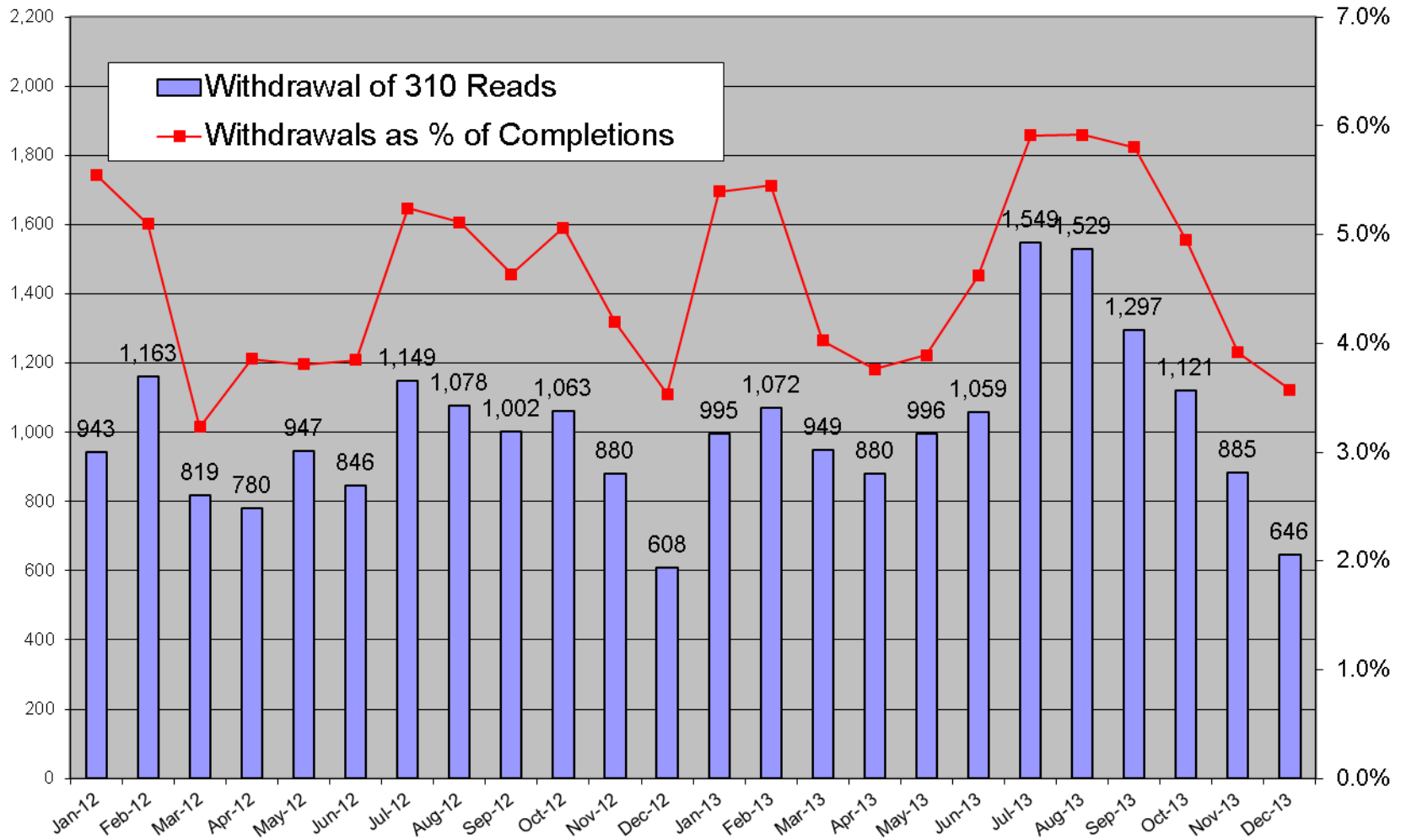


Total MPRNs received	478	573	447	749	599	693	921	665	662	731	661	453	478	696	799	925	1020	645	1254	1176	1195	1179	841	602
Valid Debt Flags issued	327	399	291	508	387	413	596	417	380	392	381	255	327	401	460	568	607	383	757	715	704	657	443	326
Total Cancelled	154	218	204	197	246	230	223	207	160	164	73	85	96	89	89	131	142	88	144	108	77	98	74	58

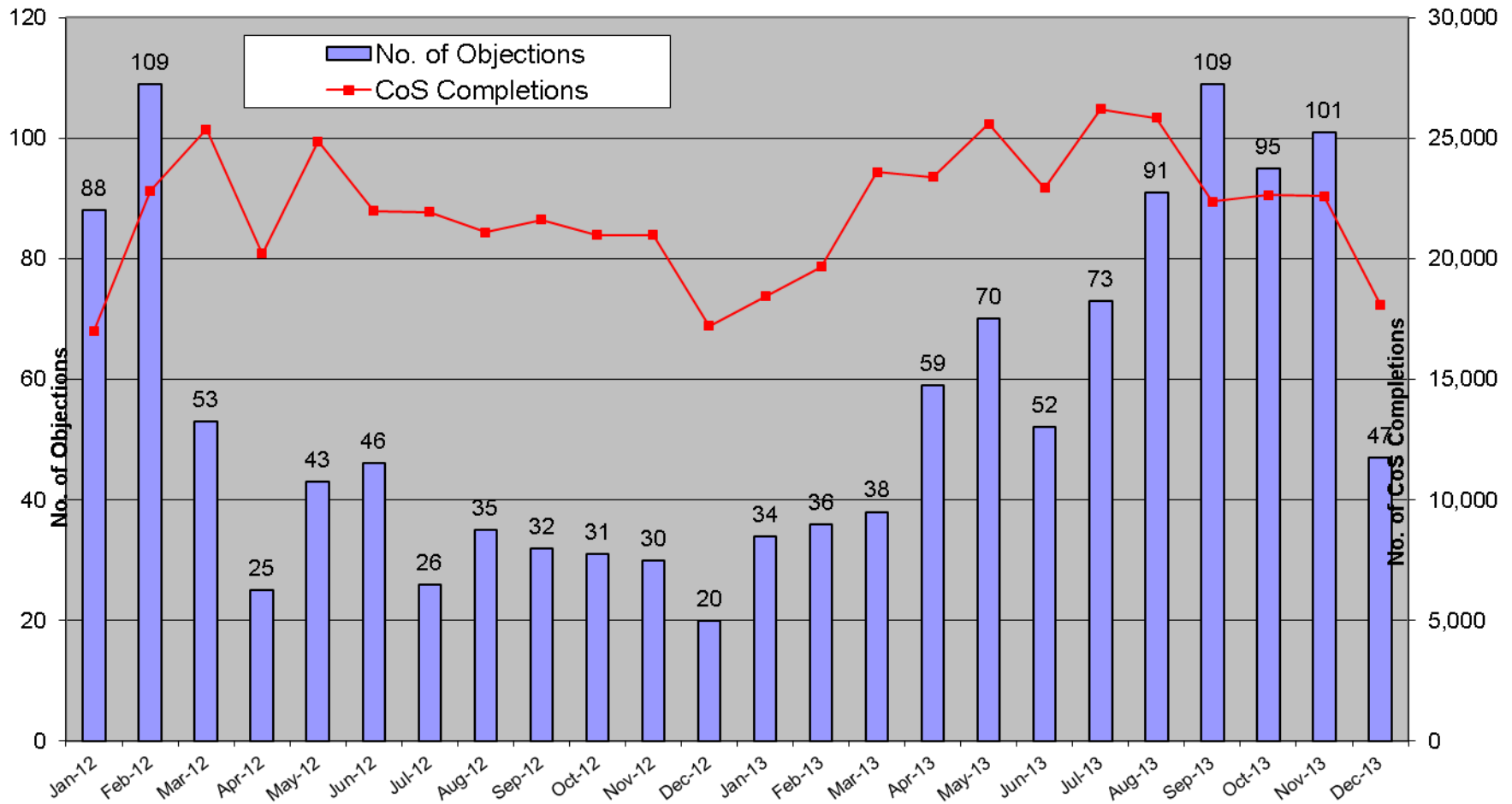
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Oct-13	Nov-13	Dec-13
No. of Objections	95	101	47
Cancellations from Objections	69	52	33
Objection Emails to MRSO	5	14	12
Reasons:			
Uncontactable by phone			4
Written communication	1	2	2
COS Confirmed	4	12	6
Other			
Escalation Emails	7	3	4



NETWORKS

ESB Networks Update

Carmel O'Connor

29th January 2014

Prepayment Meter Stats

Keypad Meter Stats

- Total installed up to 20/1/2014 : 42,754
- Total installed in 2014 up to 20/1/2014 : 762

Token Meter Stats

- Total installed up to 1 Jan 2014: 15,102
- Token Meter Removed calls for Dec 2013 : 253
- Token Meter Exchange calls for Dec 2013 : 20



NETWORKS

ESB Networks

Charge for Special Test Clarification

Mary Mulcahy

Charge for Special Test Clarification

Charge for Special Test in Situ was approved in 2005 (€168 + VAT)

No Service Order in system however ESNB will now use a manual process to charge.

The testing process includes:

- initial visit to customer
- discussion with customer re consumption
- installation of a test meter
- 2nd visit to remove test meter
- if meter is not recording accurately it is exchanged.
- where required meter is removed and tested in work shop
- details of the test are sent to Revenue Protection Section who issue M261 or follow up on adjustment if meter was not recording accurately.

Charge for Special Test Clarification

Recently we had started to pilot newer technology (MMT Kit Probe).

The costing of testing with probe is currently under review (with CER).

Until this new charge is agreed, ESNB will not use the Probe to do a Special Test .

Charges will only apply where we find nothing wrong with our meter

M261 or email will issue advising charge will apply

Charges will issue through DUOS Billing Monthly Transactional Charges.



NETWORKS

Revenue Protection Code of Practice

Seamus Gray

29th January 2014

The Story so far:

- Revised 2012 to reflect developments in market, increase in RP activity and legislation changes.
- Presentation by S Conway to IGG 5-12-12
- Feedback from Suppliers by 21-12-12

Points accepted and changed.

- 3.2 (d) change second point to “DSO to calculate and advise estimate of units under-recorded to customer and supplier”
- 7.0 (b) “DSO will advise this initial estimate of the unrecorded units to registered customer and supplier(s)”
- 6.2 (b) “The DSO will explain the details of the case under investigation and may request the co-operation of previous Supplier(s) of the meter point to re-register so that the meter point status can be corrected on the Market System”.
- 6.7 (d) “The MRSO will consult with the last Supplier registered to explain the details of the case under investigation and discuss registration of the meter point”.
- 9.1 (b) “Criminal prosecutions normally take place in the local District court. Emphasis in court is placed on the unauthorised interference and associated resultant safety hazard. Where possible, evidence will be outlined to the court of any undercharge arising. The Judge hearing the case may impose a fine and/or prison sentence and in addition has discretion to order payment of any undercharge owing to the Supplier, TSO or DSO and a payment of a sum in respect of compensation for any damage to equipment”.

Under Role of Supplier 6.2(c) – In the event that no Supplier registration is forthcoming then DSO/MRSO will refer the matter to the Commission for adjudication.

Under Unauthorised Connections

- 6.7 (c) Where no registration exists then DSO will advise the MRSO to agree what course of action is required in order to ensure unrecorded units can be billed for the period of the unauthorised connection.
- 6.7(d) The MRSO will consult with the last Supplier registered to explain the details of the case under investigation and discuss registration of the meter point.
- 6.7(e) The course of action may involve de-energisation of supply until a valid registration is received by the MRSO.
- 6.7(f) Where the last Supplier registered refuses to re-register, MRSO will consult with other Suppliers. Where agreement cannot be reached and the site cannot be de-energised MRSO will refer to CER for a decision.

ESBN's view that where there is disagreement it has to be CER decision and going to last registered supplier is fairest option.

Our view is that any other changes will impact on DUoS/Market rules and may require future separate submissions for change to Code. So we recommend adoption of this draft to comply with Condition 7 of DSO Licence.

Retail Market Design Update

Aileen O Connor
RMDS

Updates

□ LTCA

- Interim Recommendation Report issued to CER 29/11 Key Recommendation to engage an Independent External Auditor to assess the impact of Global Aggregation on Market Participants and make a determination on the requirements of an OSD.

□ RMDS Website Redesign

- In progress – target go live March

□ Market Design Project Conversion from ARIS

- In progress – target to publish min.15 MPDs on website March
- ARIS will continue to be maintained until MPD documentation complete – Target June for Phase 1



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31 January 2014

RMDS

Retail Market Design Service

ESB Networks

Updates

□ MP IP Address Change

- Frequent request to RMDS
- Agreed process with Capita and ESB IP Network Services
- 15 Working Days notice required of intent to change
- IP Address Change Request Form now on RMDS website
- Email will circulate to all for information



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RMDS

Retail Market Design Service

ESB Networks

Notification Address Issues

- ❑ Issues with information supplied on Notification Address Segment (A2) of 010, 013 and 016 Market Messages

- ❑ A2 Notification (correspondence) address is used by ESB Networks to communicate with customers for:
 - Sending of Quotations/Connection Agreements
 - Notification of Outages
 - Sending of Long Term No Access letters

- ❑ Incorrect information has resulted in increased volumes of letters being returned by an Post due to addressing problems

- ❑ Job Aid for formatting of customer name/addresses is available on RMDS website at:
http://www.rmdservice.com/guidance/address_job_aid.pdf



IGG Meeting

AOB

Next Steps

□ Diary dates for next IGG meeting:

□ **Wednesday 26th March 2014 - Belfast**

Dates included on **Calendar of Events**
on RMDS website www.rmdservice.com

Next Steps

❑ Diary Dates for next Conference Call:

❑ **Wednesday 26th February 2014**

Dates included on **Calendar of Events** on
RMDS website www.rmdservice.com

❑ Call details are as follows:

▪ **LoCall: 0818 301 111**

Local Access: +353-(0)1- 664 8888

▪ **Guest Passcode (Pin):167172**

Thank You



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Retail Market Design Service

Page 40



Networks