

Date:	13 th August , 2014	Time & Location	3pm - Conference Call
Chair:	David Walshe, RMDS		
Attendees:	Name	Location	
	Alice Mooney, Tracy Caffrey	RMDS	
	Seán mac an Bhaird, Warren Deacon	CER	
	Carmel O'Connor	ESBN	
	Neil Grennan-Heaven, Peter Varley	Gemserv	
	Gerry Halligan	MRSO	
	Siobhan Melvin	Airtricity	
	John O'Dea	Eirgrid	
	Sean Doolin	Electric Ireland	
	Thomas Heasley	Energia	
Apologies:			
Version Number	1.0		
Status	Draft		

Agenda:

1.	Actions from Previous Call
2.	CER Update
3.	Gemserv Update
4.	MRSO Update
5.	ESBN Update
6.	Market Design Update
7.	Notice Board Planned Maintenance, Reminders from IGG, etc.

1. Actions from Previous Conference Call

D Walshe gave the Action Item Update:

Open Conference Call Actions:

- Currently no Open Conference Call Action Items.

Closed Conference Call Actions:

- Advise LTCA Workshop Dates choices –Closed 26th June 2014.Date selected is 16th September.

2. CER Update**S mac an Bhaird (SmB) gave the CER update:**

SmB advised that revised TUoS and DUoS charges have been updated and posted to the CER website.

SmB and Warren Deacon will be taking over the CoS Workshops that was previously being handled by Dana Paraschiv (CER) and will report progress in the coming weeks.

3. Gemserv Update**Neil Greenan-Heaven gave the Gemserv update:**

- MCR 1033 IPT is going well. All evidence apart from ESNB's has been received and a report shall issue to the CER shortly.
- Gemserv reviewed correspondence between CER and ESNB in relation to IGG Action Item 909 from last IGG. Gemserv are in agreement with the position and response provided by ESNB. (See ESNB update below for detailed response). In relation to the query on message volumes, the supplier change volumes are not close to the volumes the system has been tested to. Therefore it is Gemserv's view that load volume testing during new entrant IPT is not required.

4. MRSO Update**Gerry Halligan (GH) advised that there was no MRSO update:****5. ESB Networks****C O'Connor gave the ESNB update:**

In response to a forum question previously raised by Electric Ireland regarding if a regular reboot of the servers could prevent a re-occurrence of the recent TIBCO outage and if there were any patterns emerging prior to an event.

C O'Connor advised If the system was experiencing a memory leak issue, then a scheduled reboot of the Hub may help to prevent a critical failure occurring. Based on the monitoring that Capita carry out on the Hub, they don't believe we have this type of problem and therefore don't feel a regular reboot will improve overall stability or performance. There are also no obvious patterns to an event. This issue occurred on 23rd / 24th June and on 2nd August last year, almost 12 months apart. The position is that there are as yet no patterns and scheduled reboots of the system could do more harm than good.

In relation to the communication aspect of the outage which occurred on 23rd /24th C O'Connor advised that when a Priority 1 call (system down) has been logged, Capita will provide an update every hour until the service has been fully restored. They will always provide as much information as is feasibly possible as part of the update, including an estimated restoration time where it is known. On 23rd / 24th June they knew the TIBCO issue was related to the Fileshare. However, pinpointing the root cause and reinstating the operational service proved to be difficult, which impacted the updates that they were able to give. Unfortunately, incidents are impossible to predict and need to be taken on a case-by-case basis. Capita will always pass on to ESNB/NIE/RMDS all the information they have relating to an incident as and when they get it and, if possible, this will include details regarding the restoration time. When dealing with IT system failures it can be difficult to give an estimated restoration time unless the specific problem has been identified.

Responding to **IGG Action Item 909** - Could additional large suppliers coming on stream impact the performance of the Hub?

C O'Connor advised that it is not an increase in the number of Suppliers that will potentially cause an issue, even if they are large. The performance of any system is governed by the volume of data that it is required to process, and the Hub is no different in this respect. So any activity that causes a market surge needs to be monitored closely. Capita monitors market activity daily and provides an 8-week overview of operations within the Hub to ESNB and NIE at a regular Operational Review meeting. It is an historical look back at the messages sent and received by the Hub over the past 8 weeks. This helps to highlight trends but cannot predict the impact of, for example, sales and marketing campaigns undertaken by Suppliers. However it does give an overview of the volumes that the Hub handled over the previous 8 weeks, if there were issues, etc. This information can be used as guidance in determining what volumes could cause issues.

Additionally, in relation to the volumes the Hub is sized for, C O'Connor advised that the official figure from the Joint Solution project was 450,000 market messages per day (NI & ROI). This was based on a scenario of 2 days messages going through the Hub in a 24 hour period which replicated the system being down for one day. The December release included testing for this volume of messages. Since go live the system has never reached this level of market messages in a single day.

In relation to IPT for new suppliers in terms of expected message volumes EI had queried if IPT takes into account message volumes and testing the impact on the system of a particularly good marketing campaign. C O'Connor stated that Capita advised that when a new Supplier is planning to enter the market, performance tests are carried out on their EMMA. If a Supplier subsequently runs a sales and marketing campaign thereby increasing the load on their EMMA to the point where it becomes unstable, the Hub is protected because the Suppliers EMMA will go into 'contingency' mode. An EMMA cannot degrade the performance of the Hub for the other Suppliers. Capita agree that the Hub is currently processing volumes significantly less than it was originally sized for. They also advised, based on their monitoring, that the Hub is not currently 'stretched' and has available headroom. Based on this Capita would suggest that they continue to monitor this situation keeping a close eye on the volumes and proposed sales and marketing campaigns as part of their on going review. Therefore ESNB don't think that changes are required to the IPT for new large entrants.

S. Melvin asked in Relation to Revenue Protection that this was not resolved fully in relation to de-registered sites. COC said that following discussion with CER that their suggestion of using Deemed Contracts was not considered a solution either. Further discussion on this is still required.

6. Market Design Update

D Walshe gave the Market Design Update:

- **IGG Action 906** – Discussed at last IGG and TON advised that ESNB need more time to address this.

IGG Action 909 – RMDS and Gemserv to review whether IPT sufficiently takes account of potential issues related to volume from new entrants.
Action Item agreed now closed following formal ESNB response above.
- **IGG Action 910** – ESNB to investigate if it is possible to have separate SFTP log-in details for DUoS Billing and Debt Flagging
C O'Connor advised that this was correct and separate log-in details will be provided.
Action Item agreed now closed.
- **IGG 911** – RMDS to send reminder to MP's regarding Customer Survey extended date.
Email was sent on 24th July. Survey is closed and results being compiled with a view, if the agenda is not too busy, to present at the next IGG on 10th September 2014.
Action Item agreed now closed.

7. Notice Board: Planned Maintenance, Reminders from IGG etc.

D Walshe advised that there were no known outages planned other than those notified at the last IGG meeting.

C O'Connor advised she would check if there were any planned outages for the 3rd Sunday in August (17/08/2014) and revert. Subsequent to meeting it was confirmed there will be a short outage on the 17th.

8. AOB

No further business was raised.

Next IGG: 10th September 2014 in Dublin

16th September LTCA workshop with a proposed time of 11:00 to 12.30