

IGG Agenda 14th January 2015

Minutes from Previous IGG Meeting	14:00 – 14:05
Review of Action Items	14.05 – 14:15
CER Update	14:15 – 14:25
Gemserv Update	14:25 – 14:35
MRSO Update	14:35 – 14:50
ESB Networks Update	14:50 – 15:10
Long Term Non Access	15:20 – 15:30
Retail Market Design Service Update	15:30 – 15:50
AOB	15:50 – 15:55
Next Steps	15:55 - 16:00



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Minutes

Minutes from IGG meeting 5th November 2014

For Approval today



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Networks

IGG Action Items

Updated IGG Action List issued in advance of meeting

- ❑ 8 Actions closed since last IGG meeting:
- ❑ 15 IGG Actions carried forward:

Update on actions - Closed

AP No.	Title	Org. Assigned to	Date Closed 1	Column
912	Airtricity & other MPs to forward additional examples of Change of Mind Cancellations to the next IGG and to CER (via RMDS) in advance of the CoS workshop	Suppliers	05/11/2014	
914	PAYG – CER to identify what cost details could be shared with Suppliers in relation to PAYG and will return with such	CER	05/11/2014	
923	PAYG - CER to circulate a progress update on the Disconnection Actions	CER	05/11/2014	
924	ESBN to provide the reference number in the iDoc which uniquely identifies the market message.	ESBN	09/12/2014	
930	BGE via CER to Supply a step by step process for tampering	CER	08/12/2014	
931	CER to convene a meeting on PAYG Meter Pampering	CER	08/12/2014	
935	ESB Networks Ltd - Statement of Charges. RMDS to notify Suppliers when this document is available on the RMDS Website	RMDS	08/12/2014	
936	RMDS to circulate list of prioritised items in order for Suppliers to send in their prioritisations	RMDS	08/12/2014	



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Update on actions - Tampering

AP No.	Title	Org. Assigned to	Date Due	Date Raised
927	Meter Tampering - Market to provide feedback as to how they recommend ESNB to handle sites	Suppliers	14/01/2015	05/11/2014
928	CER to convene a meeting re Disconnection Taskforce actions as well as circulating actions	CER	14/01/2015	05/11/2014
929	ESBN to provide a step by step process for tampering	CER	14/01/2015	05/11/2014
937	ESBN to contact NIE regarding the Anti-PAYG Meter Tampering workshops recently held. S. Gray agreed to action this item	ESBN	14/01/2015	03/12/2014
938	On receipt of the processes in action items 929 and 930 above Suppliers to review the processes and submit comment	Suppliers	14/01/2015	03/12/2014
939	CER to review comments on processes from Suppliers (Action 938) and set up a PAYG Metering Tampering Workshop if necessary. Action 923, 925, 926 to be used as supporting documentation.	CER	14/01/2015	03/12/2014



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Update on actions - Open

AP No.	Title	Org. Assigned to	Date Due	Date Raised
915	CER to ensure gas revenue protection processes are shared with the IGG	CER	14/01/2015	10/09/2014
917	Notification Address - Suppliers to complete data cleanse & update training material as a preventative measure for future incidents.	Suppliers	14/01/2015	10/09/2014
922	RMDS to provide a list of outstanding approved MCRs, including date raised & any previous inclusion in a prioritisation exercise	RMDS	14/01/2015	10/09/2014
925	CER to get back with a formal response as to what further information they require on LTCA.	CER	14/01/2015	08/10/2014
932	MRSO / RMDS to co-ordinate the raising of a DR in relation to Cancellation Reason Code OS	MRSO/RMDS	14/01/2015	05/11/2014
933	Suppliers to revert with position on the Revenue Code of Practice in light of supporting or otherwise, the revised version	Suppliers	14/01/2015	05/11/2014
934	DR1149 - Suppliers asked to consider if they can check the MPBREF on 016 and 300MM on their side so as to validate the correct Market Message. Linked to previous action 924	Suppliers	14/01/2015	05/11/2014
940	Statement of Charges. CER to feedback Supplier concerns in relation to timing and applicability of ESNB Charges to Paul Brandon. Paul to circulate a response Statement of Charges. CER to feedback Supplier concerns in relation to timing and applicability of ESNB Charges to Paul Brandon. Paul to circulate a response	CER	14/01/2015	03/12/2014
941	ESBN to investigate the addition of UK addresses to BGE customers	ESBN	14/01/2015	03/12/2014



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Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh

CER Update

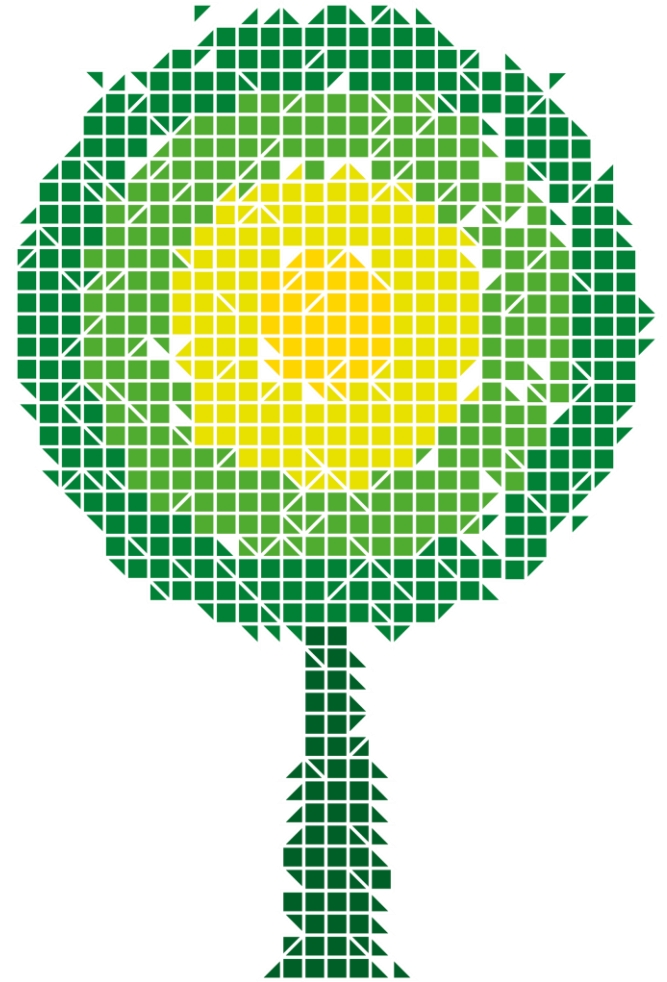
Industry Governance Group

14th January 2015

Retail Market Assurance Services for the Irish Electricity Market

Lizzie Montgomerie
Neil Grennan-Heaven

IGG 14th January 2015
Dublin



Gemserv

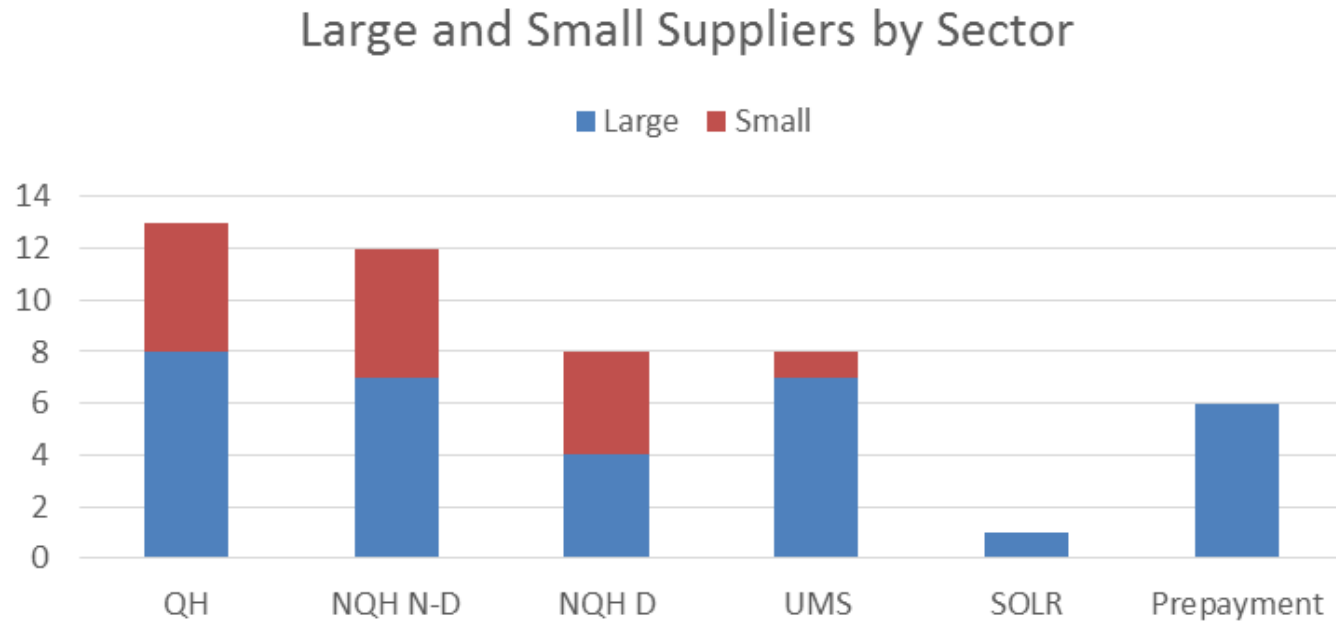
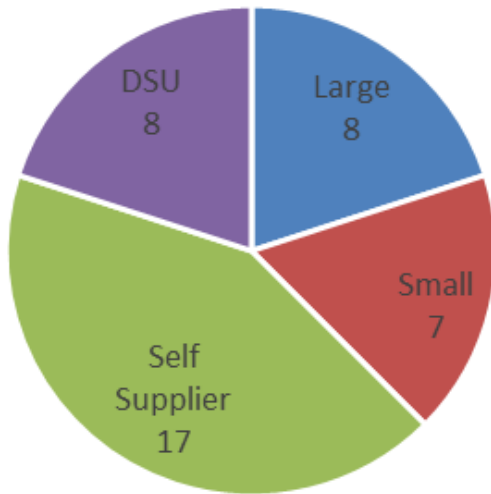


INVESTOR IN PEOPLE



Assured Parties – Jan 2015

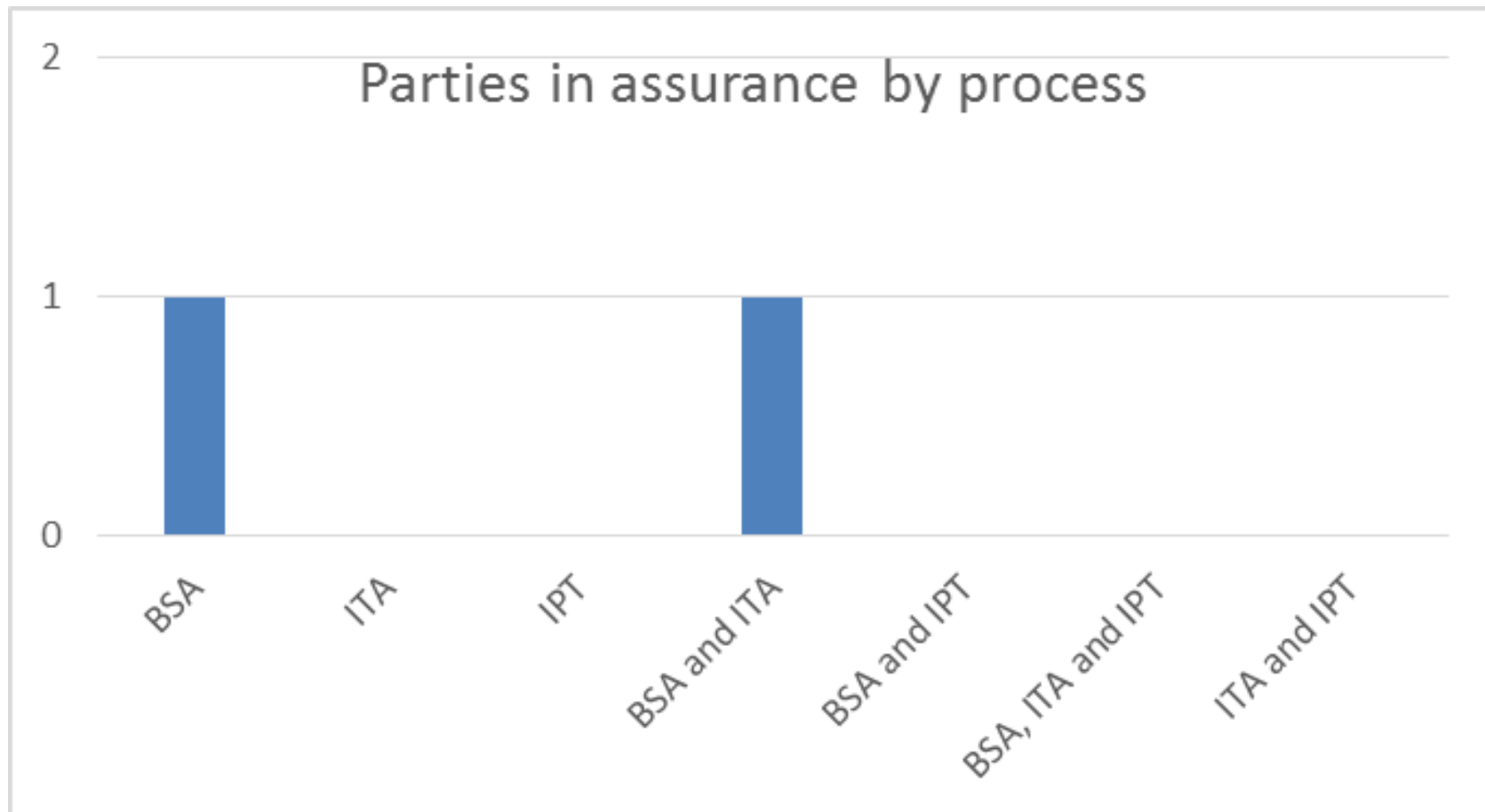
Number and type of parties assured by Gemserv since 2005



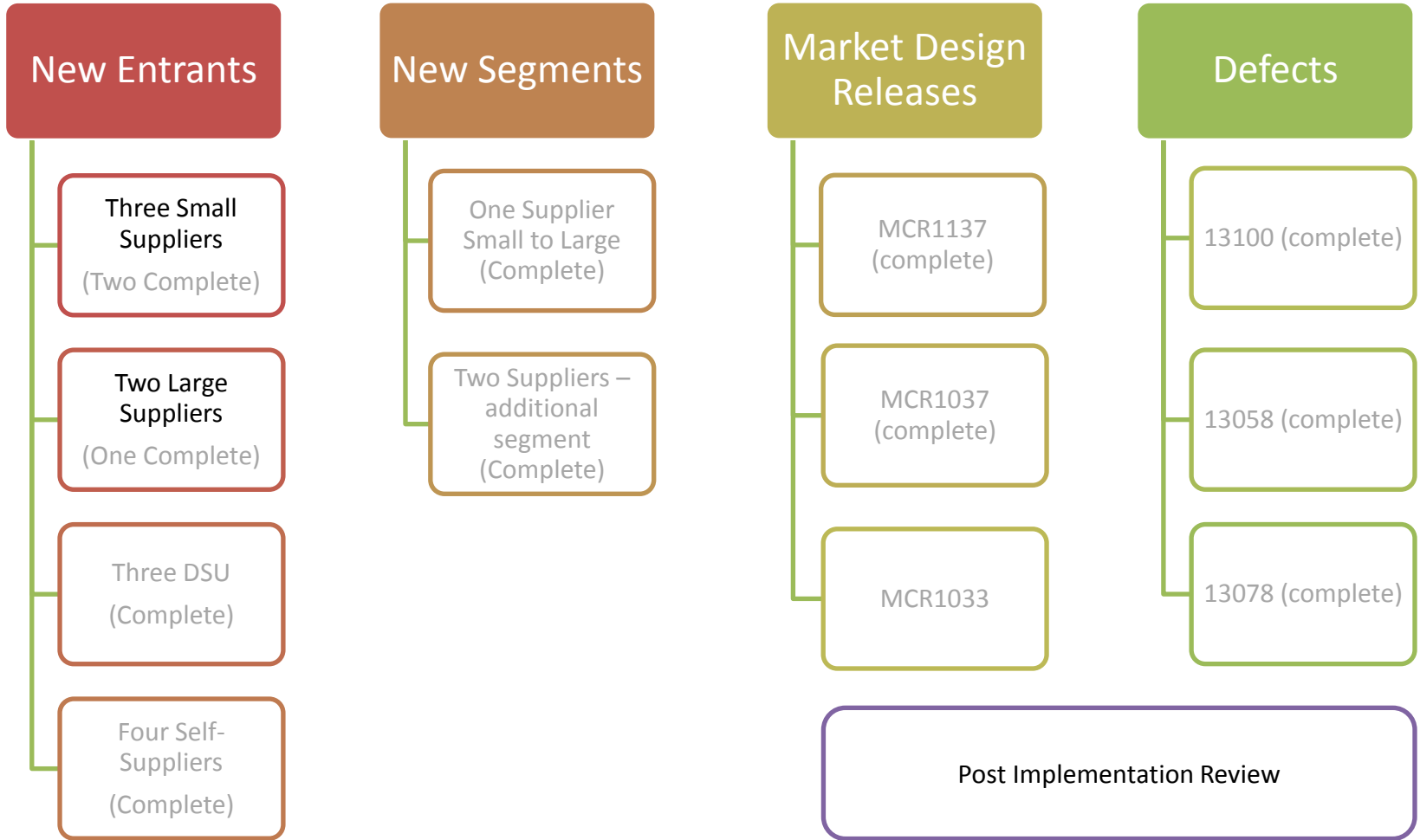
NB this is not a reflection of the live market position.



Parties: Assurance Processes – Jan 2015

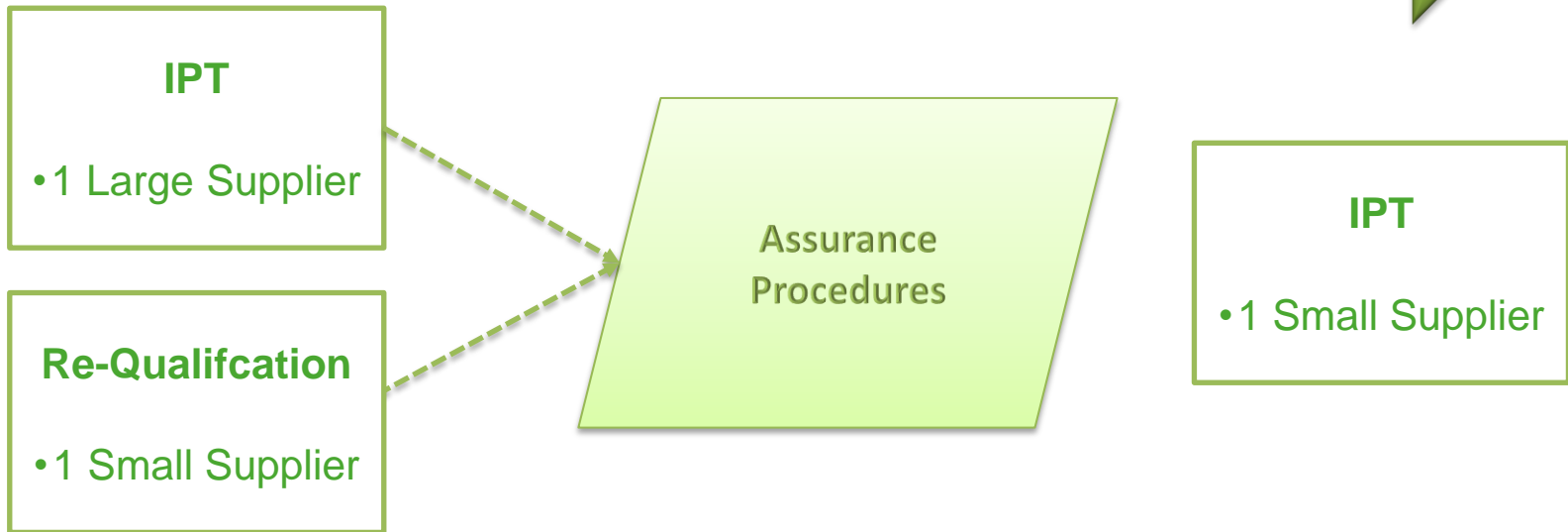
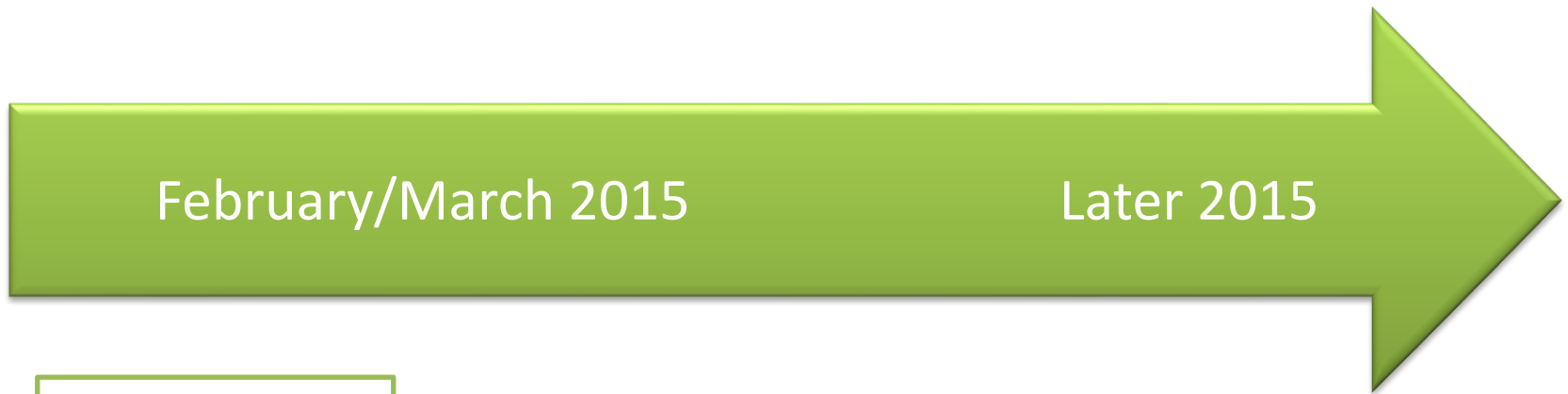


Parties: Assurance Services – 2014 Summary





Assurance Services – Forward Work Plan



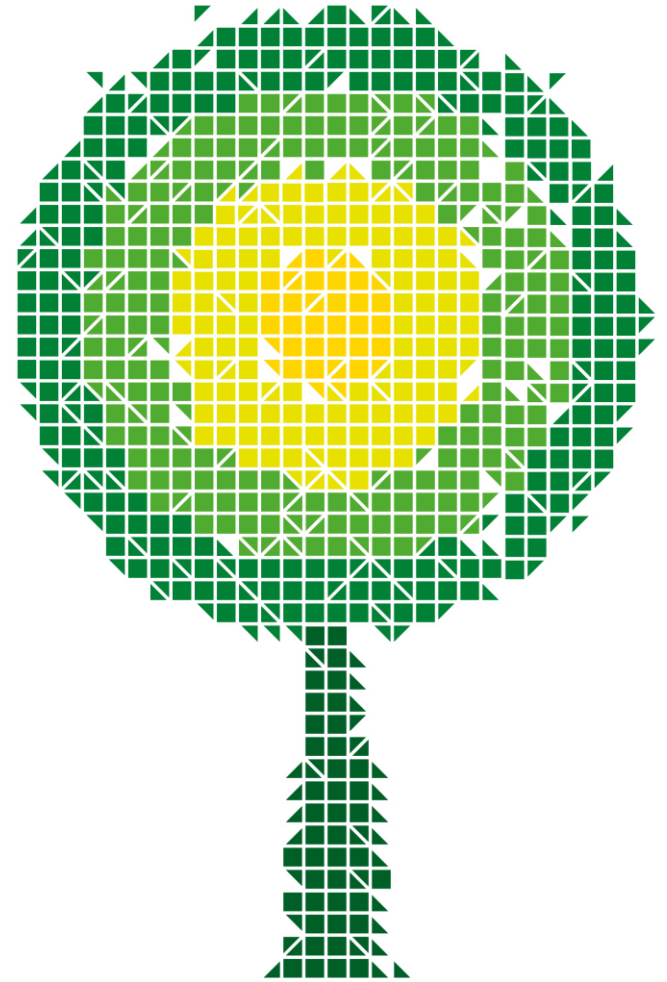
Thank You

Lizzie Montgomerie
Head of Assurance

T: +44 (0) 20 7090 7750

E: Elizabeth.montgomerie:@Gemserv.com

W: www.gemserv.com





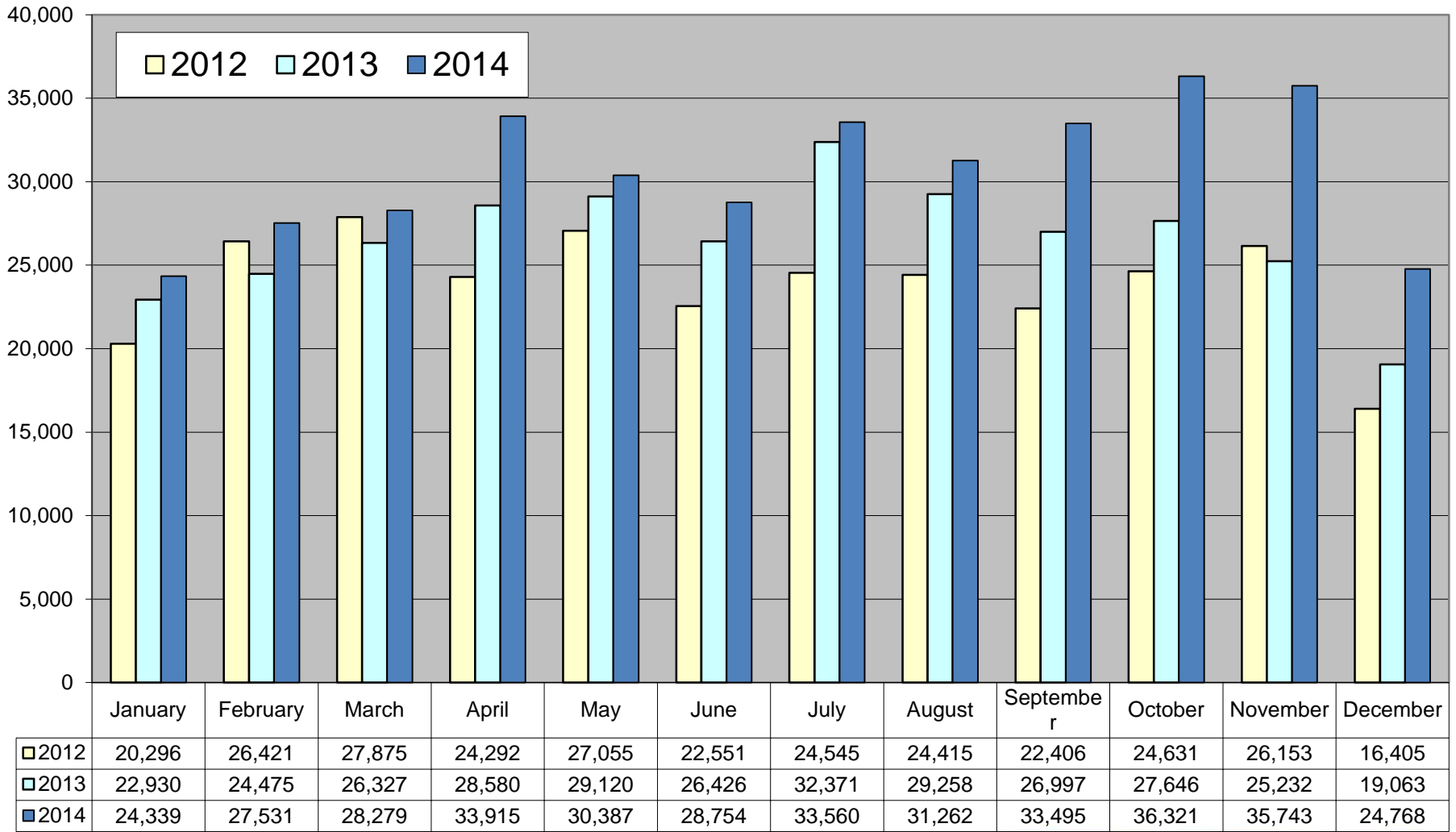
NETWORKS

MRSO Update

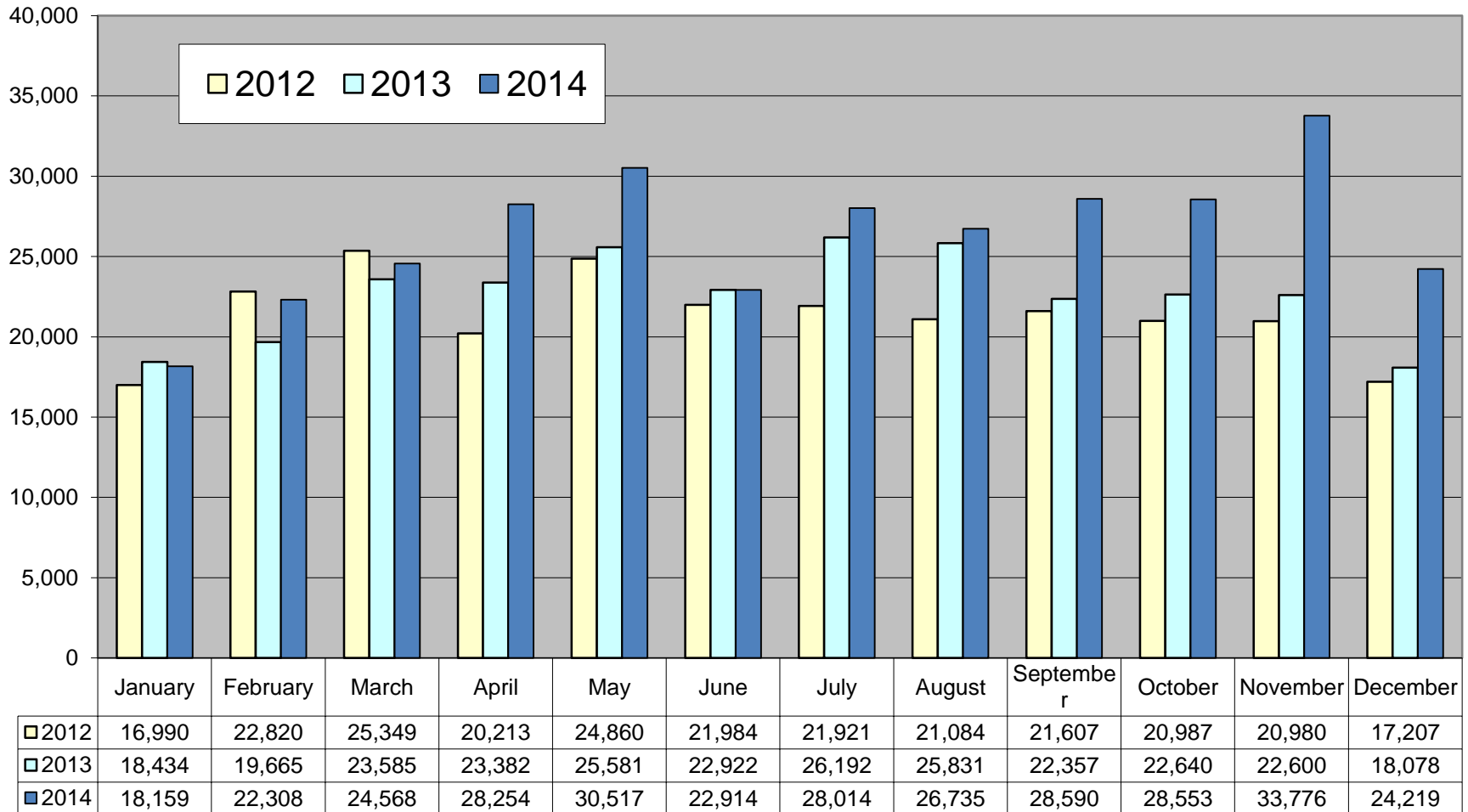
Gerry Halligan

14 January 2015

Market Message 010



Market Message 105L

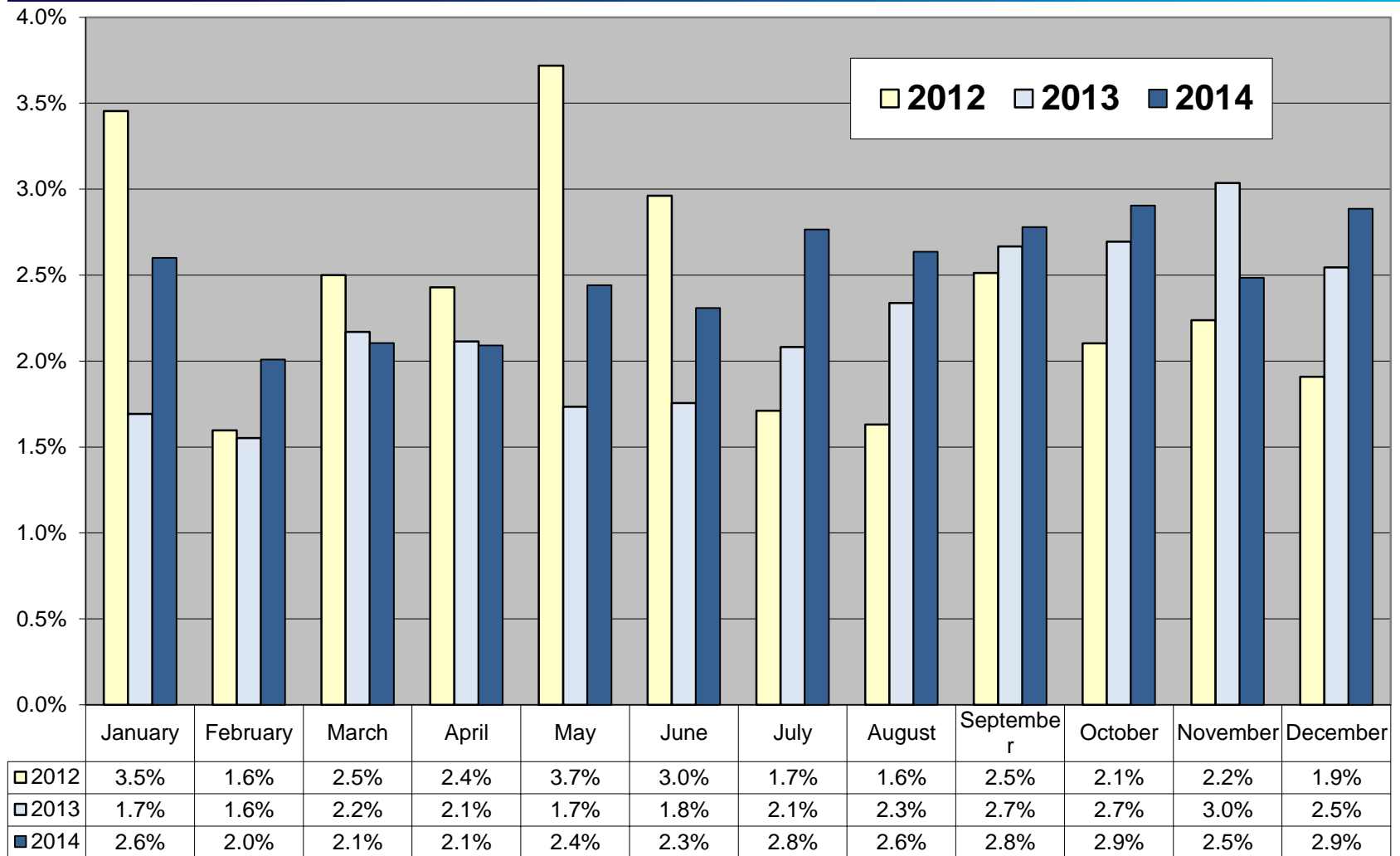


- **Reviewed Monthly**
- **Suppliers notified of individual switches outstanding and reason**
- **Switch outstanding for Energisation or Token Meter Removal, will not time-out**
- **Contact Customer or submit cancellation**
- **8 Switches held due to an existing Open Service Order**

Mar 2014	2
Apr 2014	2
May 2014	2
July 2014	6

Month	Explicit CoLE	Inferred CoLE	Total CoLE	Total 010	% Explicit CoLE	% Total CoLE
Oct-14	6,434	7,362	13,796	36,321	18%	38%
Nov-14	6,081	6,742	12,823	35,743	17%	36%
Dec-14	4,930	5,309	10,239	24,768	20%	41%

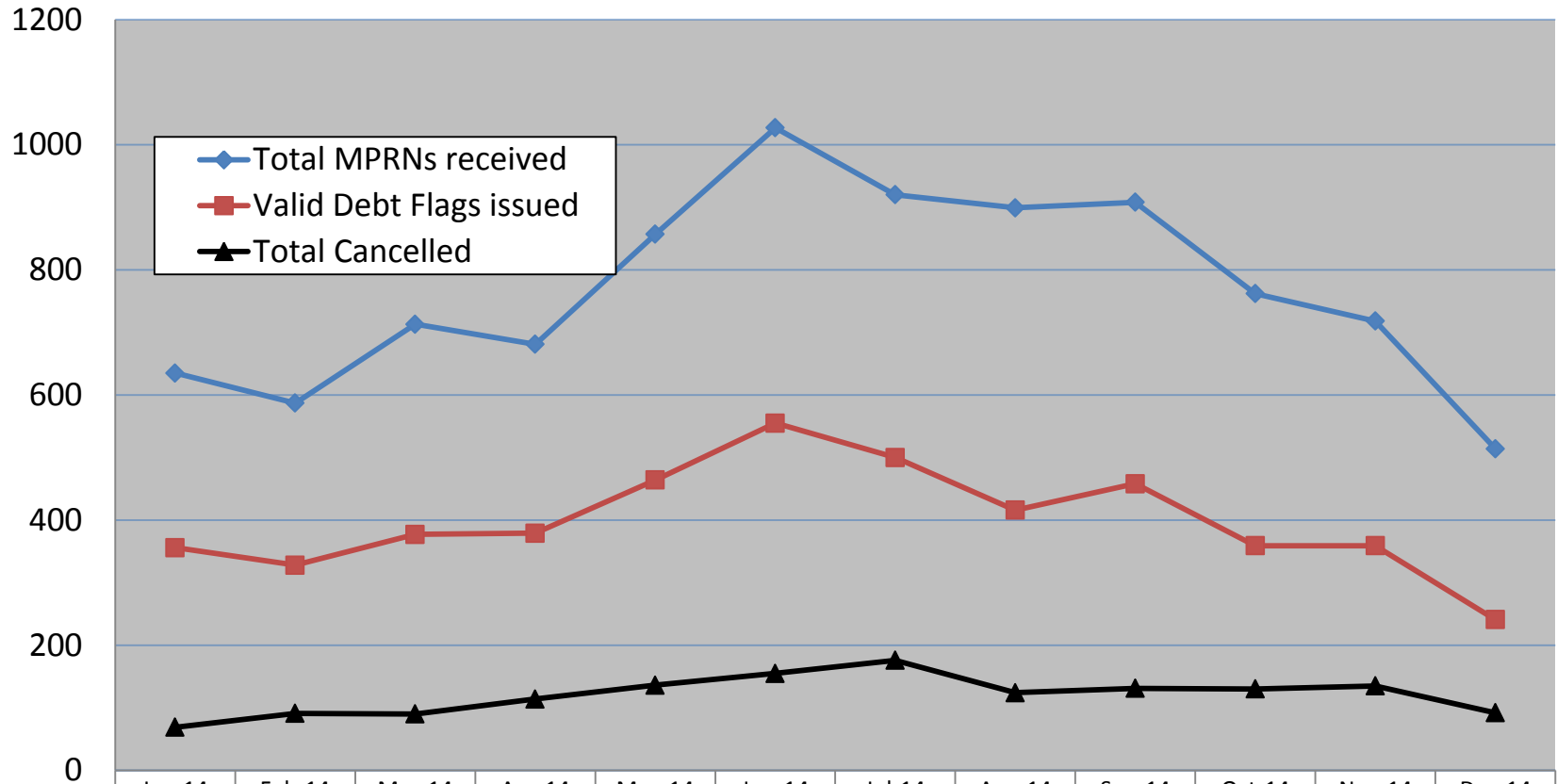
Registration Rejections %



Debt Flagging

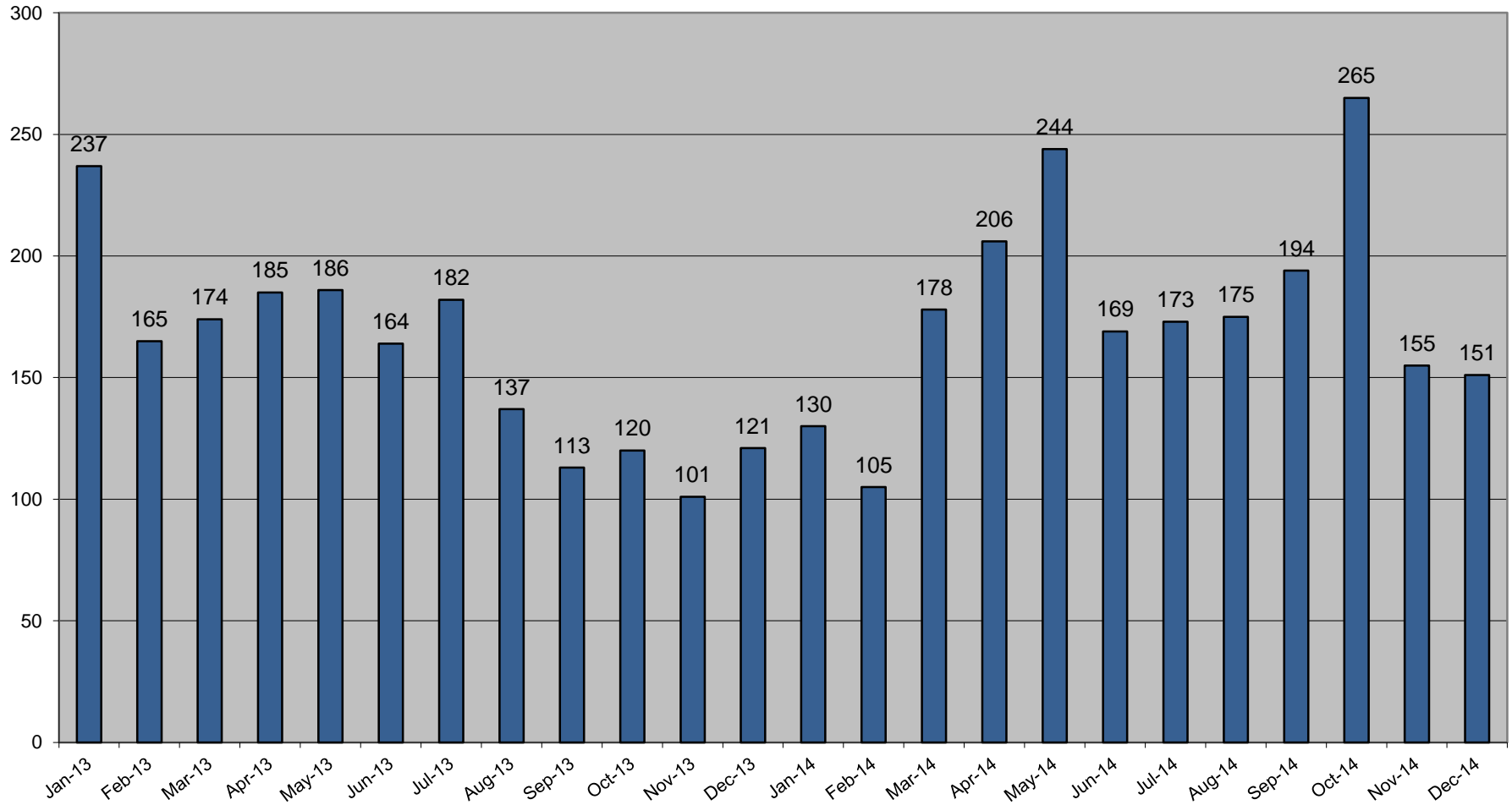
	Oct-14	Nov-14	Dec-14
Total MPRNs received	762	718	514
Total inferred CoLEs returned to outgoing supplier	345	322	250
Returned for other reason to outgoing supplier (invalid MPRN, switch completed, explicit CoLE)	60	37	23
Valid Debt Flags issued to gaining supplier	359	359	241
Total cancelled	130	135	92
Valid Debt Flags as % of total COS	1.3%	1.1%	1.0%

Debt Flagging

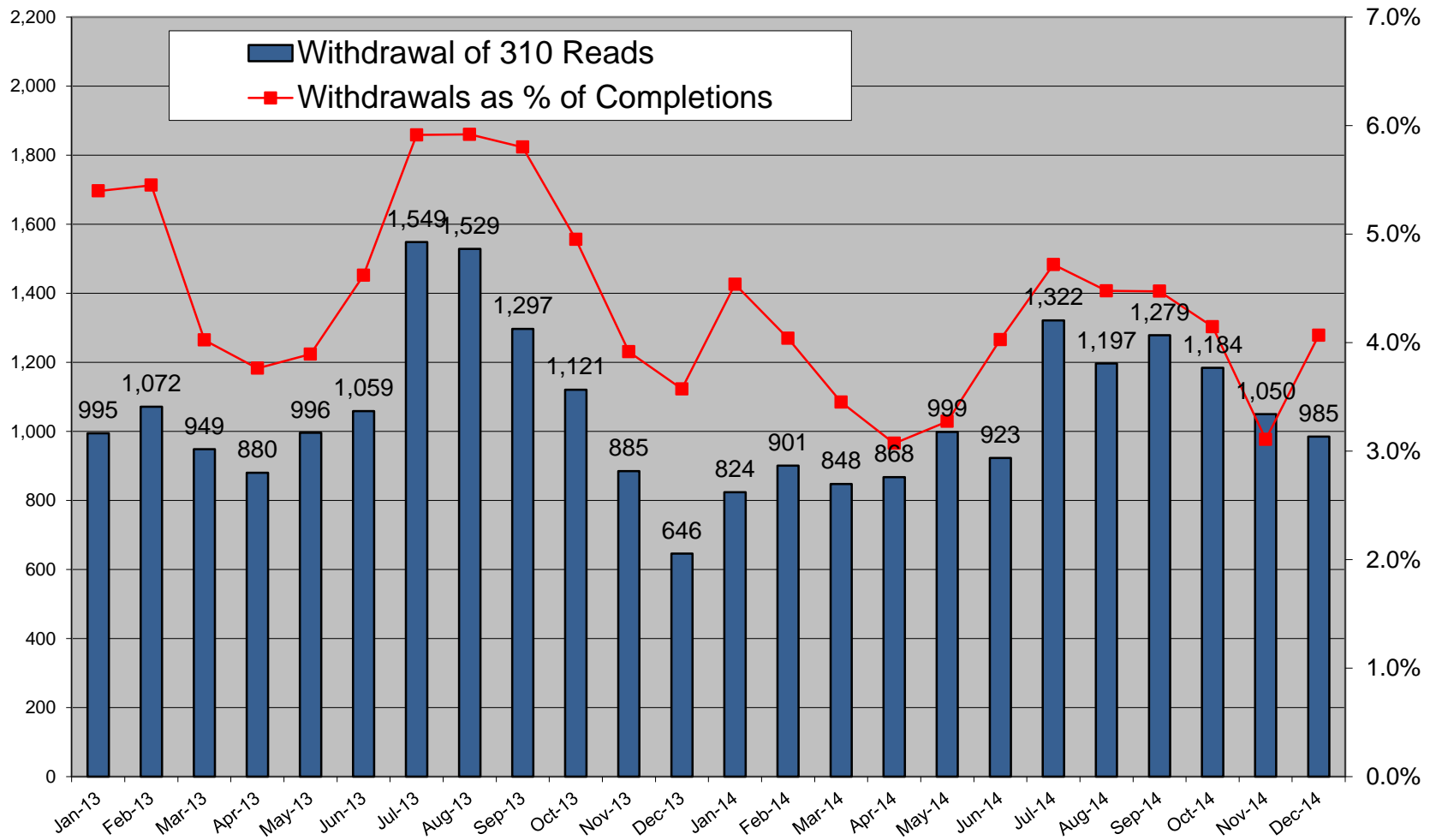


	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total MPRNs received	635	587	713	681	857	1027	920	899	908	762	718	514
Valid Debt Flags issued	356	328	377	379	464	555	500	416	458	359	359	241
Total Cancelled	69	91	90	114	136	155	176	124	131	130	135	92

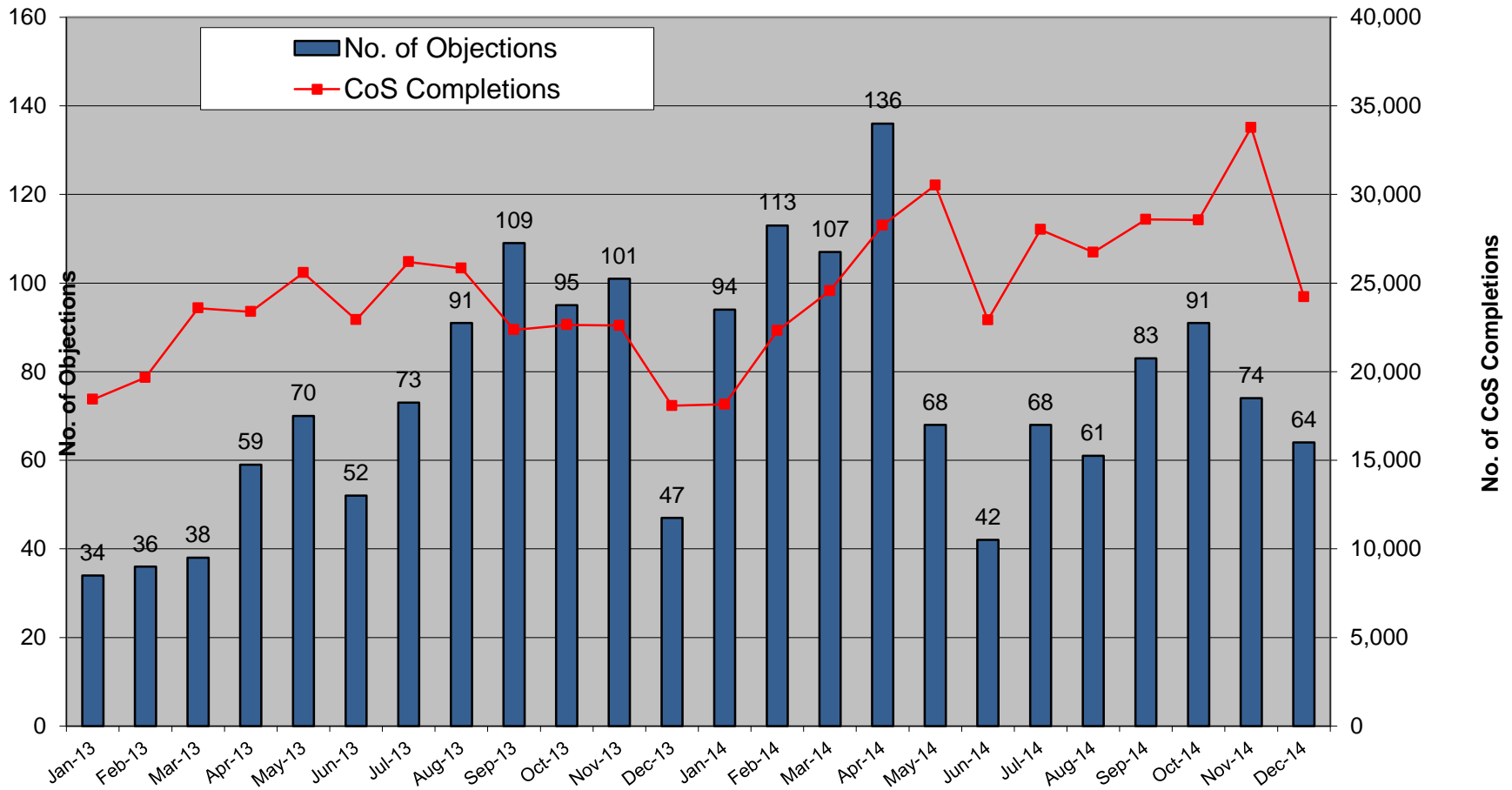
Disputed Reads



Total Withdrawal of 310 reads for all Suppliers



Objections – Erroneous Transfers



Objections

	Oct-14	Nov-14	Dec-14
No. of Objections	91	74	64
Cancellations from Objections	53	49	28
Objection emails to MRSO	11	5	4
Reasons:			
Uncontactable by phone		1	1
Written communication			
COS confirmed	11	4	2
Other			1
Escalation emails	2	9	4



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ESB Networks Update

Theresa O'Neill & Carmel O'Connor

Keypad Meter Stats

- Total installed up to 31 December 2014 : 62,858
- Total installed in 2014 up to 31 December 2014 : 20,866

Token Meter Stats

- Total installed up to 31 December 2014 : 12,292
- Token Meter Removed calls from 25 Oct – 31 Dec 2014 : 204 (134 – reason COS)
- Token Meter Installation Calls from 25 Oct – 31 Dec 2014 : 0
- Token Meter Exchange calls from 25 Oct – 31 Dec 2014 : 52



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ESB Networks - LTNA

Kathleen Cleary

Retail Market Design Update

Jessica Gregory
RMDS



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DR 1155 V1.0 – Market Design Process Diagrams – conversion from ARIS to document format

- ❑ In 2013 a decision was made to exit from ARIS as BPM for Market Design.
- ❑ Project involves converting all Market Documentation from ARIS platform to Visio/Word platform and publishing directly on the RMDS website.
- ❑ The project is being delivered in stages with a new DR for each stage.
- ❑ DR 1155 is for the approval of 9 of the 41 MPDs and all 89 of the Market Messages
- ❑ As these MPDs are being drafted and converted there are some corrections being identified – these are highlighted in the DR and also recorded in the History of Changes for each MPD.

At Today's Meeting:

- ❑ Classification as Rol Specific at ReMCoWG
- ❑ Recommendation for Approval as a DR and fast track to MCR requested at IGG

DR 1156 V1.0 – Cancellation Reason Code OS on 111A MM

The Issue

- ❑ Cancellation reason code OS is being sent on the 111A. The code is not included in the allowable list of codes for 111A in the MM guide.
- ❑ Cancellation code OS means that the gaining Supplier is cancelling in response to an objection.
- ❑ The appearance of OS on MM 111A can only occur when OS is sent on 011MM after the 10 day objection period has lapsed.
- ❑ The primary cause of this issue is that the Gaining Supplier is not responding to the original Objection message (011 MM) in the allotted objection period time.
- ❑ At least 1 Supplier has validated against this code being received. Receipt of the OS code on the 111A causes issues for the Supplier who have validated against it.

Scale of Issue

- ❑ 2,900 111A MM sent March – October 2014.
 - 10 of these had cancellation reason code OS
 - 6 messages were sent to 3 suppliers none of which failed on their systems
 - 4 messages were sent to one supplier which did fail and resulted in the Losing Supplier being unable to take the customer back after the gaining Supplier had cancelled

DR 1156 V1.0 – Cancellation Reason Code OS on 111A MM

What is proposed in DR 1156

- ❑ Market Design information is revised to instruct on the non use of Cancellation Reason Code OS on the 011 MM once the 10 day objection period has elapsed. This will prevent it being auto populated on the 111A.
- ❑ It is suggested that one of the other appropriate and allowable cancellation codes are used (such as SE) under these circumstances.
- ❑ Manage validation errors caused by Suppliers receiving 111A MM (where their systems cannot accept them) on a case by case basis in MRSO.
- ❑ Optional
 - A technical solution was investigated. The details of which are in the DR. It is suggested that based on the number of cases identified, that the technical solution is optional for Suppliers.

At Today's Meeting:

- Classification as Rol Specific at ReMCoWG
- Recommendation for Approval as a DR requested at IGG

MCR 1149 V2.0 - Request that Suppliers ensure that they submit only one active COLE 016MM for an MPRN

History

- ❑ DR 1149 v3.0 Approved at IGG on 05-11-2014.
- ❑ First presentation of MCR 1149 v2.0 at today's IGG – 14-01-2015.

The issue

- ❑ Some suppliers send multiple 016 MMs for a single MPRN in quick succession. This results in manual intervention, delays and processing complications.

What is proposed in MCR 1149

- ❑ MPD 25 and MPD 14 Supplementary information to be updated with agreed best practise rules around COLE submissions with the aim of reducing the number of erroneous multiple 016 MMs sent for the same MPRN.
- ❑ In the cases where multiple 016 MMs are sent - providing a mechanism (Working Practice 26) to support the communication between ESNB and MPs.

At Today's Meeting:

- ❑ Recommendation for Approval of MCR 1149 V2.0 requested at IGG.

Non Schema Release 2015 - Update

Task	Detail	Date	Status
Provision of list of eligible Non Schema MCRs	All MPs provided via email with the list of eligible Non Schema MCRs (IGG action 920) for review	06.10.2014	Complete
	2 Non Schema MCRs were added to the list of eligible Non Schema MCRs. The revised list was emailed to all MPs.	24.10.2014	Complete
Prioritisation Exercise	Agree list of MCRs for prioritisation. Discussed at November IGG	05.11.2014	Complete
	MPs requested to prioritise MCRs for inclusion in 2015 Non Schema Release	10.11.2014	Complete
	RMDS to collate MP priorities, apply weighting and send prioritised list to MPs	01.12.2014	Complete
	ESBN to review prioritized list in context of their work programme for 2015. ESBN to provide proposal as to what can/cannot be delivered in 2015 Non Schema release by ESBN	End of Feb - Beginning of March 15	In process
	Proposed Non Schema 2015 content and dates will be brought to an IGG early in 2015 for discussion and approval with the market and finally CER.		TBD



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LTCA

- ❑ Once CER provide detail in relation to what further information is required (Action 925) the LTCA Working Group will reconvene
- ❑ It is suggested that a follow on conference call is held to discuss what is required, how it is going to be gathered and how it will be collated.



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2014 Customer Satisfaction Survey

- ❑ To ensure the Annual Survey more accurately reflects the year being surveyed (in this case 2014) we have moved the survey to the month of January.
- ❑ The survey will be issued on 16th January 2015
- ❑ Return date will be 14th February
- ❑ All Market Participants are encouraged to respond as we action items arising out of the survey to improve service delivery to the Market.
- ❑ New – a separate ReMCoDS survey is to be completed

MMR

- ❑ **The next MMR is scheduled for Wednesday 11th February 2015**
- ❑ **It will contain various small changes to the CoBL. The changes include**
 - **Non Conformances identified during Market design use (for example during Smart Metering workshop preparation).**
 - **MCRs that involve document only changes (e.g. MCR 1155)**
- ❑ **The Market Design documentation will versioned at 10.4**
- ❑ **An email will be sent to participants on 28.01.15 detailing all changes that are to be made to the market design.**

ROI Postcodes - EIRCODES

- ❑ RMDS and the Stakeholder manager of the Eircode project have organised a workshop / presentation for MPs covering the following questions:
 - ❑ Why do we need a postcode?
 - ❑ What will the Eircode look like?
 - ❑ How will it be implemented?
 - ❑ Will Eircodes be of benefit to you?
 - ❑ What do you need to do?
- ❑ The presentation will be industry specific and will include information on the Postcode Enablement programme that is being run with Public Sector Bodies and ESNB.
- ❑ Please submit any questions you have in relation to the initiative. This will allow, where possible and appropriate, the presentation content to be tailored to respond to any question received.
- ❑ Workshop Details
 - **Venue** - Annesley Suite in The O'Callaghan Alexander Hotel
 - **Date:** Thursday 29th January 2015
 - **Time:** 10:00am – 12:00am (tea/coffee from 9.30)
- ❑ **Please advise RMDS of attendees as well as questions to be addressed by Monday 26th January**



Upcoming Outages for ROI

Outages

* **Outage Type** P = Planned U = Unplanned A = Actual

Previous Years [2014 Outages](#)

*P/U	From	To	Reason for Outage	Backlog Handling	System Affected	Jurisdiction Affected
P	15/02/2015 TBA	15/02/2015 TBA	Site Switch	TBA	TBA	TBA
P	18/01/2015 08:00 hrs	18/01/2015 14:00 hrs	Essential Maintenance / Housekeeping	As there are low volumes of market activity at the weekend, any impact will be negligible.	TIBCO <i>(During the outage Capita request that Suppliers do not issue market messages from their back-end billing systems).</i>	NI & ROI Electricity Market



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IGG Meeting

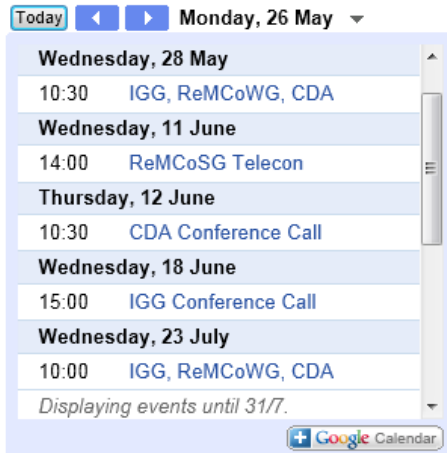
AOB

Next Steps

□ Diary dates for next IGG meeting:

□ Wednesday 4th March 2014 - Belfast

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



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Next Steps

❑ Diary Dates for next Conference Call:

❑ **Wednesday 11th February 2015**

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

❑ Call details are as follows:

▪ **LoCall: 1800 936 888**

Local Access: +353-(0)1- 247 5479

▪ **Contact RMDS for the Passcode (Pin)**

Thank You



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