

Date:	4 th March, 2015	Time & Location	10:30 – 12:50 - IGG
Chair:	Dana Paraschiv CER		
Attendees:	Name	Location	
	Tracy Caffrey, Alice Mooney	RMDS	
	Dana Paraschiv	CER	
	Carmel O'Connor, Theresa O'Neill	ESBN	
	Lizzie Montgomerie	Gemserv	
	Gerry Halligan	MRSO	
	Ray Gilmartin, David Mulholland	SSE Airtricity	
	Sean Doolin, Maria Ferris	Electric Ireland	
	John O'Dea	Eirgrid	
	Cathal Murphy, Mark Speers	BGE	
	Keith Deacon	Vayu	
	Tadgh Gunnell	Pinergy/WPE	
	Thomas Heasley, Chee Shong Soon	Energia	
Apologies:	Seán mac an Bhaird		
Version Number	1.0		
Status	Draft		

Agenda:	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CER Update
5.	Gemserv Update
6.	MRSO Update
7.	ESBN Update
8.	Market Design Update
9.	Notice Board Planned Maintenance, Reminders from IGG, etc.
10.	AOB

1 - General

J Gregory enquired if everyone was happy to sign off on the last IGG minutes: All Agreed.

2. Actions – Previous Conference Call & IGG

J Gregory provided the Action Item Update:

12 IGG Actions have been closed since the last IGG Meeting. Suppliers were asked to mail RMDS if they require the closure details of these Actions.

12 IGG Actions have been carried forward. They are outlined below.

Action Items

917	Notification Address – Suppliers to complete data cleanse and update training material as a preventative measure for future incidents		
Update for IGG	<ul style="list-style-type: none"> ▪ A standing item - The action will remain open until all data cleansing is complete. ▪ Suppliers to confirm to RMDS once the data cleanse has been completed and action can be closed once all complete. ▪ Linked to 941 		
Discussion at IGG	Attendees agreed to keep this open as a standing item.		
Forum Logged:	IGG	Assigned to: Suppliers	Status: Action remains Open Due Date: 08.04.2015
922	RMDS to provide a list of outstanding approved MCRs including date raised and any previous inclusion in a prioritisation exercise		
Update for IGG	<ul style="list-style-type: none"> ▪ This Action will be outlined further in the RMDS Market Design Presentation later in the IGG. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ This Action was outlined further in the RMDS Market Design Presentation later in the IGG. ▪ Action deemed closed. 		
Forum Logged:	IGG	Assigned to: RMDS	Status: Action deemed Closed Due Date: 04.03.2015
928	CER to convene a meeting re Disconnection Taskforce actions as well as circulating actions		
Update for IGG	<ul style="list-style-type: none"> ▪ Last update at Conf call: S Mac an Bhaird indicated that CER aims to circulate a mail to Suppliers the week of the 15th February on this action. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ CER plan to hold a Disconnection Taskforce meeting in the 2nd half of March. CER will notify Suppliers via RMDS of the date and time of the workshop. ▪ Action to remain open. 		
Forum Logged:	IGG	Assigned to: CER	Status: Action remains Open Due Date: 08.04.2015

939	CER to review comments on processes from Suppliers (Action 938) and set up a Revenue Protection Workshop. Action 923, 925, 926 to be used as supporting documentation.		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> ▪ D Parachiv indicated that CER are planning a Revenue Protection Workshop for the 3rd/4th week in March. CER will run through both Gas and Electricity processes that are currently in place. The date will be sent via RMDS to all MPs once determined. ▪ Action to remain open. 		
Forum Logged: CC	Assigned to: CER	Status: Action remain Open	Due Date: 08.04.2015
941	ESBN to investigate the addition on UK addresses to BGE Customers		
Update for IGG	<ul style="list-style-type: none"> ▪ Update received on 09.02.15 from ESBN that they are still investigating this action ▪ Update at Conf Call: ESBN are still investigating this matter. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ T O'Neill presented a slide on Action 941. She highlighted the outcome of the investigation that ESBN has been doing on this action. ▪ Two main reasons exist as to why some MPRNs on the Central Market System have "UK" in the Notification Address <ul style="list-style-type: none"> ○ Suppliers sending in UK in the Notification Address on 010MM and 013MM. ○ The CoS process can in some cases result in the MPRN incorrectly holding onto a notification address which wasn't sent in from that Supplier. This is a defect in the CoS process and is being investigated further. ▪ For cases where suppliers have the correct notification address (no UK) but ESBN has UK on the notification address, ESBN will adjust these. No 114MM will issue. ESBN plan to complete this task by the end of March. ▪ Suppliers have been asked to send in a 013MM where they do not have an invalid address in their system and are able to make the correction themselves. ▪ Action deemed closed. 		
Forum Logged: CC	Assigned to: ESBN	Status: Action deemed Closed	Due Date: 04.03.2015
944	CER to develop terms of reference for Revenue Protection (linked to action 933).		
Update for IGG	<ul style="list-style-type: none"> ▪ Action 944 is the overall Revenue Protection Action and will feed into the Revenue Protection Workshop. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ This action will be dealt with in advance of the Revenue Protection workshop. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: CER	Status: Action remain Open	Due Date: 08.04.2015
945	Suppliers to provide feedback to CER on CoS/Debt Transfer Workshops that were held Q4 2014.		
Update for IGG	<ul style="list-style-type: none"> ▪ RMDS forwarded feedback they received from Suppliers onto CER. ▪ A Cos/Debt Transfer Workshop has been scheduled for next week Tuesday 10th March. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ No Debt Transfer feedback has been provided to RMDS following the Workshop. ▪ The CoS feedback will be used in the workshop to be held on the 10th March. ▪ The action will remain open to account for feedback requirements in relation to debt transfer workshop. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action remain Open	Due Date: 08.04.2015
946	CER with the assistance of MRSO to analyse and report back to IGG on the debt flag trends for 2014.		
Update for IGG	<ul style="list-style-type: none"> ▪ CER & MRSO are still working on this matter. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ D Paraschiv reported that S mac an Bhaird has been doing work on the Debt Flag Trends. ▪ G Halligan added that from speaking to S mac an Bhaird, no additional information on Debt Flags will be provided besides what is currently available during the MRSO presentation at the IGG. 		

	<ul style="list-style-type: none"> S Doolin stated that he is disappointed if this is the case as Electric Ireland requested extra data to be provided. S Doolin stated that he felt the debt flag stats presented by MRSO indicate that debt flagging is not working. It was agreed to leave this Action open until S mac an Bhaird reverts. Action to remain open. 		
Forum Logged: IGG	Assigned to: CER	Status: Action remain Open	Due Date: 08.04.2015
947	LTNA Suppliers to review LTNA reports received from ESNB and provide feedback to ESNB on any actual/potential initiatives or action taken in relation to them.		
Update for IGG	<ul style="list-style-type: none"> 1 response received on 5th Feb - forwarded to ESNB. No further responses received. 		
Discussion at IGG	<ul style="list-style-type: none"> 1 response from a Supplier has been received. C O'Connor indicated that the LTNA team will continue to liaise with Suppliers on LTNA via reports to see if any actions are taking place. ESNB will continue to monitor LTNA sites and will check in six month's time to see if there are improvements and reduction in LTNA sites. Attendees agreed to close this action. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 04.03.2015
948	Data Protection - ESNB to report back on how the COLE process currently records the moving out of an occupant to identify whether the moved out customer details are retained in the ESNB system. If details are retained data protection concerns need to be investigated.		
Update for IGG	<ul style="list-style-type: none"> This action consists of two components. ESNB has provided an update in relation to the first part – that is the customer details are retained following a COLE. 		
Discussion at IGG	<ul style="list-style-type: none"> C O'Connor reported that the 2nd part of the Action is still outstanding; the data protection concerns still need to be investigated. ESNB will liaise with the Data Protection expert in ESNB on this matter. Action to remain open. 		
Forum Logged: IGG	Assigned to: ESNB	Status: Action remain Open	Due Date: 08.04.2015
949	CER to adjudicate on Supplier's position on the Revenue Code of Practice.		
Update for IGG	<ul style="list-style-type: none"> As consensus wasn't reached on the Revenue Code of practice by all MPs, CER are required to adjudicate and direct the next steps. 		
Discussion at IGG	<ul style="list-style-type: none"> CER's preference is to approve the current version of the Revenue Code of Practice. They plan to deal with any associated cost recovery issues at the Revenue Protection Workshop. A participant enquired if CER will formally notify Suppliers of their decision prior to or at the workshop. D Parashiv indicated that S mac an Bhaird will decide if the decision will issue before or at the workshop. S mac an Bhaird to provide clarification. Action to remain open. 		
Forum Logged: CC	Assigned to: CER	Status: Action remain Open	Due Date: 08.04.2015
950	Multi-site MPRNs. ESNB to send list of MPRNs with Multi-sites to SSE Airtricity.		
Update for IGG	<ul style="list-style-type: none"> This action was requested by SSE. 		
Discussion at IGG	<ul style="list-style-type: none"> ESNB has yet to send the list of MPRNs with Multi-sites to SSE Airtricity. ESNB will send the list to R Gilmartin in SSE Airtricity via RMDS. Action to remain open. 		
Forum Logged: CC	Assigned to: ESNB	Status: Action remain Open	Due Date: 08.04.2015

3. Actions – New IGG Actions			
The following 6 new Actions were logged at the IGG.			
New Action Items			
951	CER to clarify whether the draft Retail Code is included in the Compliance and Enforcement Framework. Further details required around the impact of the compliance framework on Suppliers.		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 4 CER update for full details of this action. ▪ A question arose in the CER Presentation as to whether the Draft Retail Code Document is connected to the Compliance and Enforcement Framework (See CER Presentation for details). ▪ CER took an Action to clarify whether the draft Retail Code is included in the Compliance and Enforcement Framework. 		
Forum Logged: IGG	Assigned to: CER	Status: NEW Action	Due Date: 08.04.2015
952	Gemserv to review the level of detail undertaken by them in the PIR Assurance provided to Suppliers with an objective of making the PIR fit for purpose.		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 5 Gemserv update for full details of this action. ▪ S Doolin questioned whether the level of aggregation of results provided by Gemserv in the PIR Assurance provided to Suppliers (See Gemserv Presentation for full details) was appropriate. He added that without the transparency of detail the PIR was not fit for purpose as significant information becomes hidden behind aggregation of results. ▪ L Montgomery agreed to take a new action to review the level of detail undertaken and to discuss further with Suppliers in relation to the presentation and analysis of the PIR results. 		
Forum Logged: IGG	Assigned to: Gemserv	Status: NEW Action	Due Date: 08.04.2015
953	Customer Reads - Suppliers to review the level of meter read validation they undertake		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> • See Section 7 ESNB update – Meter Reading - Customer Readings for full details of this action. • C O Connor presented an update in relation to the increase in customer readings forwarded by Suppliers to ESNB. She indicated that in 2010 393000 x 210MM issued whereas in 2014 the number increased to 950,000. • Initial analysis shows submitted reads to be implausible 25% of the time. • This high increase has lead a requirement for increased resourcing in ESNB, delays in processing which leads to delays for suppliers and finally system process time increases. • Some Suppliers are running campaigns where customer reads are encouraged on a monthly basis. As many as twelve customer readings per year are being issued in some cases. The systems were not designed or built to cope with this volume of customer read data. • C O Connor added that it appears that there is no evidence to suggest that Suppliers are doing any validation of customer readings before sending them to ESNB. • Suppliers were urged to ensure obvious implausible readings are not passed to ESNB. The action logged requires Suppliers to feedback to RMDS as to whether they perform any validation in relation to customer reads received. RMDS will pass the information to ESNB. • A New Action was taken for Suppliers to review the level of meter read validation they undertake. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: NEW Action	Due Date: 08.04.2015
954	Suppliers to revert back to ESNB (via RMDS) detailing how long it will take them to implement the proposed changes for Eircodes as well as any questions or design concerns.		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 7 ESNB update – Eircodes for full details of this action. ▪ ESNB presented slides on the Eircodes Project. Suppliers were asked to revert back to ESNB (via RMDS) detailing how long it will take them to implement the proposed changes for Eircodes as well as any questions or design concerns. ▪ Follow on Industry activities in relation to the Eircode initiative may become necessary following MP 		

	review of the proposed design.		
Forum Logged: IGG	Assigned to: Suppliers	Status: NEW Action	Due Date: 18.03.2015
955	Public Lighting Centrally Managed System - Suppliers to respond to RMDS if they wish to be involved in this programme		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 10 AOB - Public Lighting Centrally Managed Systems for full details of this action. ▪ ESNB raised this issue in AOB on behalf of CER. ▪ ESNB and CER have been requested by the Department to schedule a workshop in April on Public Lighting. ▪ A number of local authorities have requested ESNB to draft a new set of Retail Market Process around the Public Lighting Centrally Managed System. They have also been requested to assess system impacts on introducing a Public Lighting centrally managed system into the existing retail systems. ▪ C O Connor indicated that ESNB feel that it is important for Suppliers to be involved in discussions around public lighting and what the Local Authorities want as they would be impacted by any change that are put in place. She added that Supplier involvement would be preferable prior to any further consultation between ESNB and the Department happens. ▪ A new Action was taken for Suppliers to respond to RMDS if they wish to be involved in this programme. 		
Forum Logged: IGG	Assigned to: ESNB	Status: NEW Action	Due Date: 24.03.2015
956	CER/ESBN to review whether the lock moratorium over the Christmas period should apply for IC sites		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 10 AOB – Lock Moratorium IC Sites for full details of this action. ▪ Raised by R Gilmartin of SSE Airtricity in AOB. ▪ SSE Airtricity has raised in the Gas Industry Forums (GMARG) the question as to whether the lock moratorium over the Christmas period should apply to IC sites. ▪ They requested that ESNB review this on the electricity side. ▪ A new Action was taken for CER/ESBN to review whether the lock moratorium over the Christmas period should apply for IC sites. 		
Forum Logged: IGG	Assigned to: CER/ESBN	Status: NEW Action	Due Date: 08.04.2015

4. CER Update

D Paraschiv gave the CER update. She presented a slide outlining the CER Work Streams for 2015 with proposed end dates.

- **PAYG Policy.** Industry processes for PAYG lifestyle choice Suppliers – Q3/Q4.
- **Cooling off period.** Review of CoS process in terms of how the cooling off period should be managed – Q2.
- **Debt Management.** Awaiting responses to determine the next steps to the consultation paper published and workshop held in 2014 – Waiting for responses.
- **Price Comparison websites.** Annual Audits. Potential review of accreditation framework– Q3/Q4.
- **Consumer Survey.** Domestic and SME & additional questions for customer who have never been switched – Q2.
- **Compliance and Enforcement Framework.** Develop a formalised framework for compliance and enforcement issues – Q2. The CER will be looking at a comprehensive system to ensure Suppliers comply with all requirements, legislation, licence, Supplier's handbook and market design.
- S Doolin enquired if this will be a consultation paper and will it have any impact directly on Suppliers. D Paraschiv replied that it won't be a consultation paper but a formalised aggregation of CER structures in which they monitor compliance going forward. . It is an internal piece of work being undertaken to improve internal processes within CER. D Paraschiv further stated that it was premature to ascertain the exact impact that this may have on suppliers and that the industry would be kept updated on further developments. . C O'Connor enquired if this document will encompass the Retail Market Code Document and enquired whether the two documents are in some way connected. D Paraschiv agreed to discuss this internally and revert to industry in due course .

New Action: 951. CER to clarify whether the draft Retail Code is included in the Compliance and Enforcement Framework. Further details required around the impact of the compliance framework on Suppliers.

- **Annual Supplier Audit.** Content to be determined – Q2/Q3.
- **Market Monitoring.** Supplier Meeting – Q2-Q4.
- **Deemed Contracts.** Progress SI underpinning recent CER decision - Q2/Q3.
- **Green Projects.** Decision paper – Q1/Q2.
- **Fuel Mix.** Decision paper – Q3.
- S Doolin reported that for the first time, Nuclear has appeared in the Fuel Mix Figures. It is a sensitive topic for everyone and raised it for information.
- **SoLR.** Review current processes is ongoing .
- **Supplier Handbook.** Review billing, marketing and sign up provisions as well as looking at general charges – Q4. S Doolin stated it is sensible that the Supplier Handbook is signed off first before the Codes of Practice are reviewed by Suppliers. D Paraschiv agreed.

5. Gemserv Update

L Montgomery gave the Gemserv update:

- There are currently three parties going through the Assurance process, two currently in IPT, 1 on hold.
- L Montgomery presented slides on the outcome of the Post Implementation Review. Gemserv asked Suppliers various questions by means of a questionnaire and Suppliers rated the questions.
- 7 Suppliers responded to the Questionnaire.
- Responses have shown that the system changes have been fully implemented and Suppliers have no issues. L Montgomery stated in the future questionnaires will be sent to Suppliers immediately after the releases. On the whole, Suppliers have rated Gemserv as satisfactory. She enquired if Suppliers are happy with satisfactory or can improvements be made by Gemserv.
- S Doolin questioned the level of aggregation provided by Gemserv when presenting their results of PIR. He added that the aggregation could hide a multitude of serious issues. He has felt with past releases that there was way too much information hidden in the responses given. He is concerned that the level of results presented is too high for the questions being asked. J Gregory stated that it is sometimes necessary to provide a high level of aggregation when providing an update at the forum but that the details should be available for further analysis if required.
- L Montgomery on behalf of Gemserv, agreed to take a new action to review this area and to understand whether the reporting was fit for purpose.

New Action 952: Gemserv to review the level of detail undertaken by them in the PIR Assurance provided to Suppliers with an objective of making the PIR fit for purpose.

6. MRSO Update

Gerry Halligan gave the MRSO update.

The standardised slide pack provides the status of Change of Supplier related activity in the ROI market for and up to February 2015. **Refer to slides** for details.

The slides relating to debt flagging were discussed at length by the forum.

- S Doolin stated that Debt Flagging between the Suppliers under the Voluntary Arrangements is not working. He further stated that the figures outlined by G Halligan support his view as 60% of cancellations are being ignored by Suppliers and not being cancelled. He would expect the percentage of cancellations to be much higher. He has on previous occasions notified CER regarding this issue but CER are of the opinion that Debt Flagging is working. J Gregory requested that Electric Ireland should bring this issue up with the CER again. She requested that Electric Ireland along with any other Supplier forward any questions and/or issues on this matter to CER via RMDS or directly to CER. She added that action item 945 [Suppliers to provide feedback to CER on CoS/**Debt Transfer** Workshops that were held Q4 2014] requires feedback from Suppliers and that this concern would be appropriate feedback in relation to debt flagging/transfer. J Gregory indicated that it was her understanding that the Debt Transfer Workshop 2 had not been arranged as CER have been awaiting feedback on how they want to proceed.
- D Paraschiv stated that the Debt Transfer Workshop would be the best platform to raise this issue and encouraged Suppliers to send any concerns/comments into the CER. C O'Connor stated that she

understands that the CER is looking for guidance for what needs to be covered in the next Debt Flagging Workshop and this issue can be discussed. She urged Suppliers to provide comments to CER on Debt Flagging.

7. ESB Networks

C O'Connor & Theresa O'Neill provided the ESBN update.

C O'Connor gave a presentation on Prepayment Meter Stats and a presentation on Customer Meter Readings.

Keypad Meter Stats – Refer to slides.

Token Meter Stats – Refer to slides.

Meter Reading: Customer Readings.

- C O Connor indicated that In 2010, 393,000 x 210 Market Messages forwarded by Suppliers. In 2014, this figure saw a marked increase to 950,000. This high increase has led to a huge jump in resourcing for ESBN as someone has to manually accept or reject these readings. The report to generate these figures is now taking over 10 hours when it was previously taking 2/3 hours. This will eventually lead to delays for Suppliers.
- Due to some Supplier's individual campaigns, some Suppliers are sending in as many as twelve customer readings per year, and the system is not designed to cope with this volume. There is no evidence to suggest that Suppliers are doing any validation of reading they receive. C O Connor requested that Suppliers don't send in reads to ESBN where it is obvious that there is something wrong with the read.. Suppliers were urged to ensure obvious implausible readings are not passed on to ESBN. A new action was taken for Suppliers to review the level of meter read validation they undertake in relation to customer reads.

New Action 953: Customer Reads - Suppliers to review the level of meter read validation they undertake.

- ESBN will present a further update highlighting trends at the next IGG in May.

T O'Neill gave presentations on 2 Reads sent in one message to Suppliers – Code Correction, Notification Address, Vulnerable Customers (Reconciliation Exercise) and Eircodes.

2 Reads sent in one message to Suppliers – Code Correction.

- ESBN planning for a Go-Live on Wednesday 27 May 2015. No outage will be needed; the changes can go live during a working day.

Notification Addresses.

Refer to slides for full details.

- T O'Neill gave an update on **Action 941: ESBN to investigate why there are some MPRNs on the Central Market System that have UK addresses.** The action was deemed closed following on from the discussion. Details in relation to the action and its closure can be found in the actions section above.

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Vulnerable Customers (Reconciliation Exercise) – Update.

Refer to slides for full details.

- Mary Mulcahy is the ESNB representative dealing with Vulnerable Customers.
- Last year ESNB undertook a reconciliation with Suppliers of customers with Vulnerable Customers attributes. Suppliers lists were compared with records held by ESNB. Discrepancies were found on both sides. In December 2014, a defect was rectified on the ESNB side which had in some cases caused a VC flag to be created when the Supplier did not request it. The defect has been corrected. The following corrective programme has been put in place:
 - Suppliers have been asked to send in up to date lists for checking.
 - Where ESNB has a vulnerable customer attribute, and after ESNB has checked that the Suppliers does not, ESNB will take off that VC attribute from that MPRN and a 114MM will issue. ESNB aims to have all such cases rectified as soon as possible however this is dependant on Suppliers feedback. ESNB is still waiting for feedback from one Supplier.
 - Where the Supplier has a customer attribute and ESNB does not, these will be transferred back to the Supplier who can send in a 013MM to adjust.
- A participant enquired if ESNB will be removing the VC attribute from any MPRN in cases where the Supplier does not have the VC without consulting the Supplier in question. T O'Neill replied the plan was to remove the attribute. The participant requested that Suppliers be contacted prior to removal. T O'Neill agreed to this. D Paraschiv added that she has been in discussion with ESNB in regards to the removal of the VCs. She requested that both ESNB and Suppliers check the background in each individual case and liaise with each other before removing any VC. T O'Neill agreed to send the list of MPRNs to Suppliers before they remove any VCs. D Paraschiv requested that Suppliers engage with individual Customers directly before removing any VC. CER hope to provide the report on this reconciliation exercise by the end of March.
- A participant reported that he asked for a guide back in September on Vulnerable Customers. D Paraschiv replied that the CER has requested this guide from the network companies and expects to be in the position to circulate it to suppliers upon completion of the reconciliation exercise. .
- Another participant enquired if the Vulnerable Customer categories are going to be aligned in Gas and Electricity. D Paraschiv replied that there are currently 7 categories in Electricity and 4 in Gas. Mental Health will be added. J Gregory stated there is currently an MCR 1096 which plans to add dexterity to both the list of attributes. She requested that due to time constraints at this IGG meeting, could Suppliers with questions and/or concerns raise them at the Vulnerable Customers Working Group or send to RMDS who will distribute appropriately. D Paraschiv requested that any Vulnerable Customers questions should be passed to her directly.

Eircodes

- T O'Neill provided background to DR1140 - Introduction of Eircodes into the Retail Market in Ireland.
- This DR was only published on Monday and therefore would not have been available to MP's for sufficient review in advance of the IGG meeting.
- The proposal within the DR aims to address the minimum level of change needed for the introduction of Eircodes.

Refer to slides.

- T O'Neill outlined a query ESNB received from a Supplier The query was: If a Supplier were to implement Eircodes internally and prior to the Market Change will the 010MM be rejected if the Meter Point Address Postal Code field is populated with the Eircode? The 010MM would be out-sorted for manual review by MRSO. As is current practice, the Central Market System would not store the Eircode from the 010MM in the Meter Point Address Postal Code field after the CoS completes.
- T O'Neill outlined a slide relating to Timeline Considerations for Eircode delivery. ESNB feel that there needs to be a critical mass of Suppliers ready to implement Eircodes at the same time as ESNB. If this does not occur, ESNB anticipate miss-matches between the Central Market System and Supplier's

systems, which will lead to Message Rejections within various processes.

- 1.5 million Eircodes are proposed to be uploaded into the Central Market System and will each trigger the sending of a 114MM to the Registered Supplier.
- J Gregory enquired if this DR involves a Schema Change at this stage. T O'Neill replied that this is a non-schema impacting change.
- S Doolin enquired if ESNB feel that Suppliers systems would reject in large numbers. T O'Neill replied that ESNB won't be able to judge how Suppliers systems respond individually. Out-sorted CoS's (due to address mismatches) would lead to a huge manual task for ESNB (MRSO) to deal with. S Doolin enquired if Suppliers are obliged to get their systems ready for June 2015 in line with ESNB. T O'Neill replied that Suppliers will need to impact assess what needs to be done from a system and timelines perspective in order to deliver the proposed design in the DR. That is, Supplier to do the same exercise that ESNB has undertaken to understand the impacts on the ESNB system. J Gregory added that once all Participants understand the impacts of implementing the proposed design, the industry as a whole will need to agree how Eircodes will be introduced and processed in existing Market processes.
- C O'Connor stated that as 1.5 million Eircodes will be added to the system, Suppliers need to verify if they will be able to accept them. Suppliers need to determine how long it will take them to implement the proposed changes for Eircodes, as well as any questions or design concerns they may have. ESNB will be going back to the Department and stressing that they are not going to progress any further with Eircodes unless they have the Suppliers on board.
- J Gregory added that the DR is the starting point and that once feedback is given by MPs, an industry view will have to be taken and reverted to the Department. She further added that a Working Group on Eircodes could be set up for Suppliers and ESNB to discuss their concerns, design or how implementation/migration takes place. S Doolin stated that this is a sensible proposal.
- C O Connor stated that the first step is for Suppliers to revert on how long it will take them to implement the proposed changes. A participant enquired if this places an obligation on Suppliers to use Eircodes. C O'Connor replied that ESNB has been asked to undertake this project and that it appears that Suppliers need to be able to receive and presumably use this information.
- J Gregory added that it's not the postcode in isolation that is the issue but all the other areas within the integrated market systems that its presence or lack of presence impacts – for example, market processes, validations on addresses, bill printing, etc. C O'Connor stressed that if Suppliers can't make the changes to their systems until a date after June 2015 then ESNB will wait until all Suppliers systems are ready. This will be relayed back to the Department.
- A new action was taken for Suppliers for revert back to ESNB on Eircodes with timelines, impacts, questions or concerns by or before the 18th March. .

Action 954: Suppliers to revert back to ESNB (via RMDS) detailing how long it will take them to implement the proposed changes for Eircodes as well as any questions or design concerns.

8. Retail Market Design Update

J Gregory gave the Market Design Update:

MCR 1156 V2.0. Cancellation Reason Code OS on 111A MM.

- Recommendation for Approval as a MCR.
- MCR Approved.

DR 1140 1.0. Introduction of Eircodes into the Retail Market in Ireland.

- DR not approved. The DR will be reviewed again after the 18th March 2015.

Customer Satisfaction Survey.

- J Gregory provided a high level overview of the action slide as the meeting had run over time. She highlighted that the purpose of the survey was to identify any areas that can be improved or changed.
- She indicated that there were 3 main actions that RMDS took from the survey analysis. This included:
 - a review of the eligible customer file and whether it is redundant due to the downloadable meter point files.
 - RMDS to clearly defines what constitutes the market design
 - Include more choice options into next years survey.
- Suppliers were requested to review the slides for the full survey analysis.

Refer to slides for details.

Market Releases.

- J Gregory outlined slides on the following.
- Non Schema Release 2015. ESNB held their scope and design exercise where they looked at two MCRs. ESNB has confirmed that they have the capacity to deliver MCR 1136 & MCR 1151 by Q4 2015. The next step is for RMDS to send out a note detailing the suggested non schema MCRs that are going to be made for 2015 based on the prioritisation that Suppliers provided. CER will then be required to approve the overall non-schema release package.
- 2nd Minor Market Release 2015 – End Q2 2015. RMDS plans to run a MMR for the remaining market design changes as a result of the ARIS conversion as well as any other non conformances that may exist at that point in time.
- Schema Release 2015 – More details will be provided at the next IGG/WG. It is hoped to take place this year but is dependant on the TIBCO rewrite programme timelines. ReMCoDS has an action to provide the ReMCoSG with a high level plan of the Schema Release. This will be shared at the next WG.

MCR Register

Action 922: RMDS to provide a list of outstanding approved MCRs, including raised and any previous including in a prioritisation exercise.

- RMDS has been working on this activity since Q2 2014 with the objective of providing a list of outstanding approved but yet undelivered MCRs. There are currently 9 MCRs which fall into this category and are not planned for delivery during 2015. J Gregory indicated that some MCR's date as far back as 2004/2005. Due to time restrictions within the forum, RMDS will follow up on this activity with Suppliers through email. The email will require Suppliers to identify whether they still have a requirement for any of the 9 MCRs. Once feedback has been collated, RMDS will bring the detail to the next IGG Conference Call. Some MCRs may be withdrawn or if still required, may need to undergo a review to see if still fit for purpose in the current context.

MMR

- Went live on 11th February 2015 with ROI Market Design at 10.4.

LTCA

- ESNB will provide a collated response to questions raised by CER. The LTCA Working Group will reconvene once this information is available. C O'Connor reported there is no update at this stage.

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

Outage Dates:

- Normal 3rd Sunday of the Month Outage will go ahead on 15th March. Full details available on the Website.

10. AOB**Public Lighting Centrally Managed Systems.**

- C O'Connor raised the following item on behalf of S mac an Bhaird.
- ESNB and CER have been requested by the Department to schedule a workshop in April on Public Lighting. A number of local authorities have requested that ESNB deliver a new set of Retail Market Processes around the Public Lighting Centrally Managed System.
- The local authorities plan to put a microprocessor on every public light where they can centrally control it, by switching on/off and allowing for dimming. The idea is to reduce their consumption by 50-80%. ESNB have concerns in relation to the proposal. They have raised the concerns with CER as this introduction could have significant impacts on the overall market. C O Connor added that this is likely to be a concern for Suppliers, Eirgird and SEMO as estimated readings are currently being taken and this proposes a change to data.
- ESNB are of the opinion that Suppliers need the option of being involved in any discussion in relation to Public Lighting. C O Connor added that the preference would be to have Supplier involvement before any further consultation between ESNB and the Department occurs. Suppliers expressed interest in receiving any relevant documentation on this matter from ESNB. ESNB will confirm with CER if they are comfortable with ESNB forwarding the relevant documentation to Suppliers on this matter.
- A new Action was taken for Suppliers to respond to RMDS if they wish to be involved in this programme.

New Action 955: Public Lighting Centrally Managed System - Suppliers to respond to RMDS if they wish to be involved in this programme.

Lock Moratorium IC Sites.

- R Gilmartin raised the following issue. SSE Airtricity has raised the same issue in the Gas Industry Forums (GMARG). He raised the question as to whether the lock moratorium over the Christmas period should apply to IC sites. SSE preference would be to have it removed. They requested that ESNB / CER review this on the electricity side.
- A new Action was raised.

Action 956: CER/ESNB to review whether the lock moratorium over the Christmas period should apply for IC sites.

Next Conference call:

- 8th April.

Next IGG:

- 13th May in Dublin