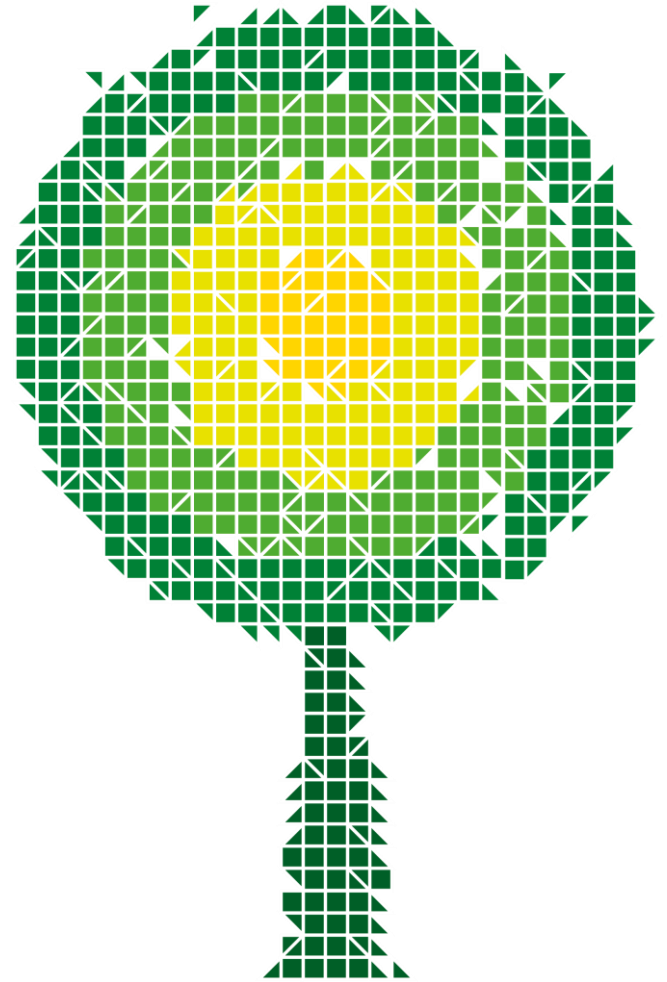


# Retail Market Assurance Services for the Irish Electricity Market

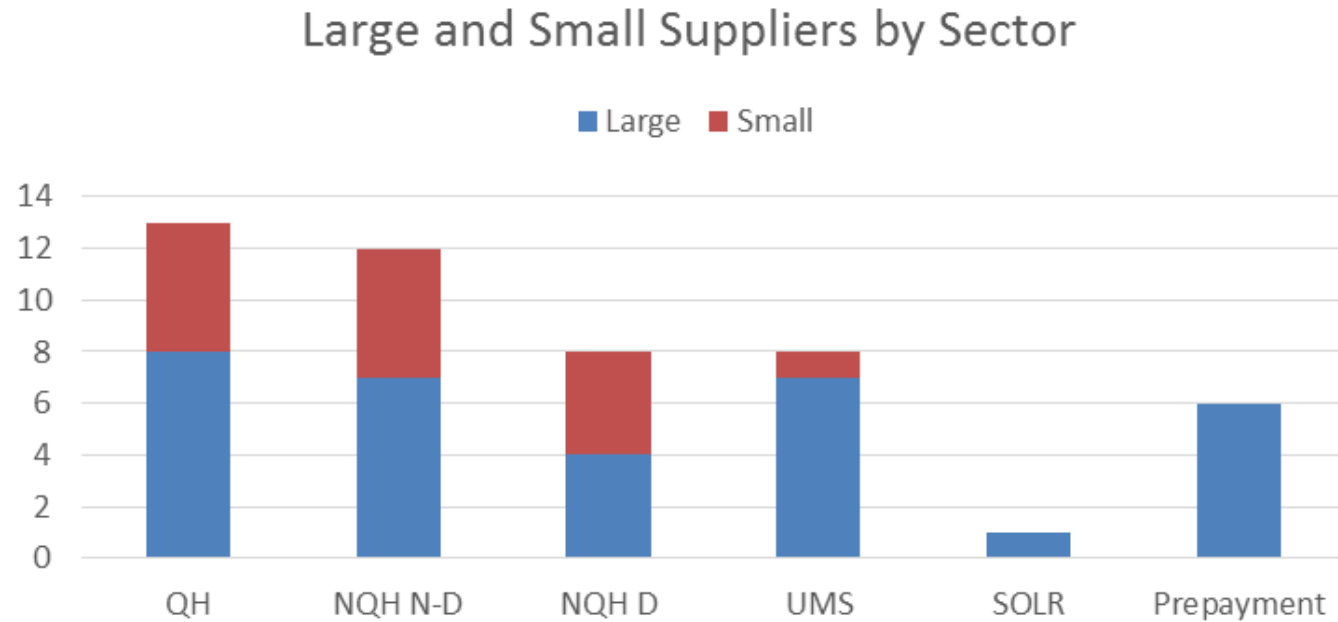
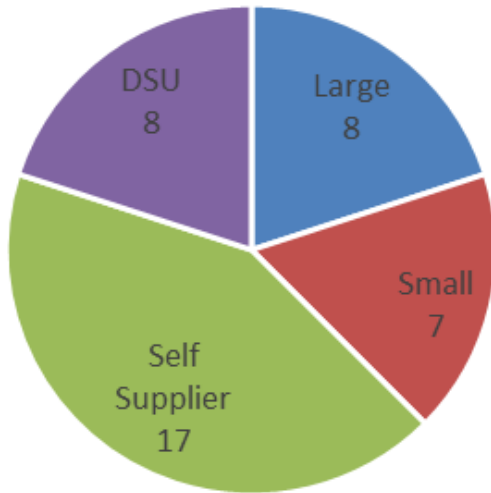
Lizzie Montgomerie  
Neil Grennan-Heaven

IGG 4<sup>th</sup> March 2015  
Belfast



# Assured Parties – Feb 2015

Number and type of live parties assured by Gemserv since 2005

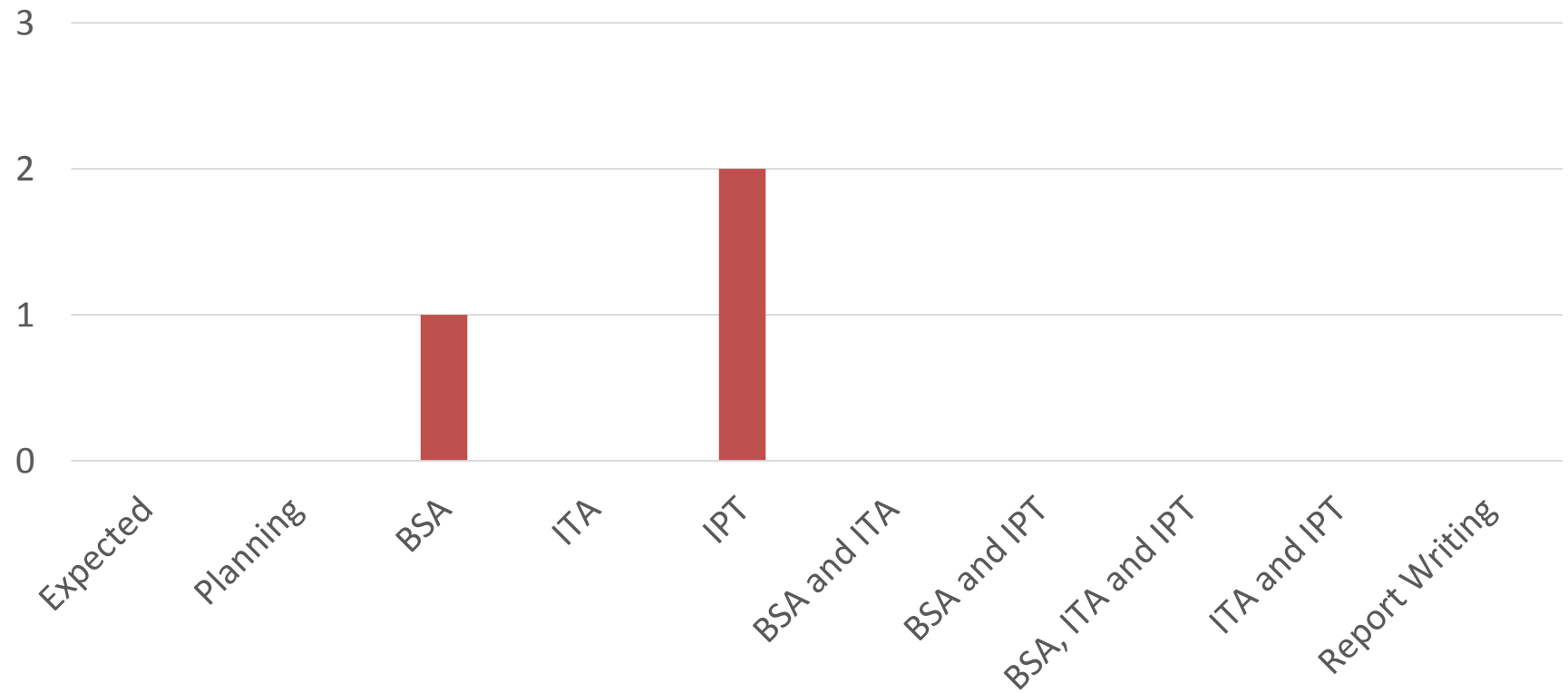


**NB** this is not a reflection of the live market position.

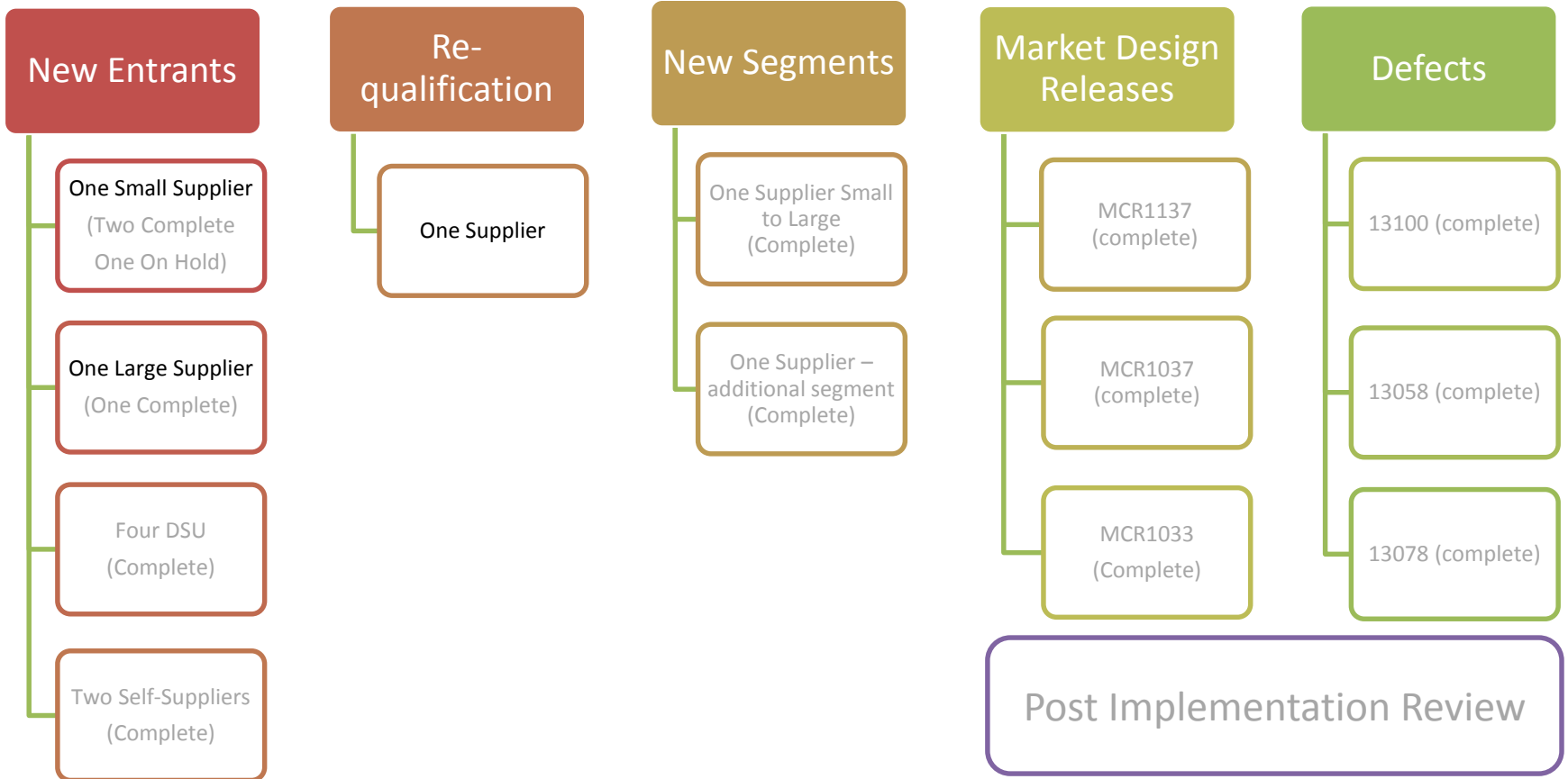


# Assurance Processes: Feb 2015

Parties in assurance by process

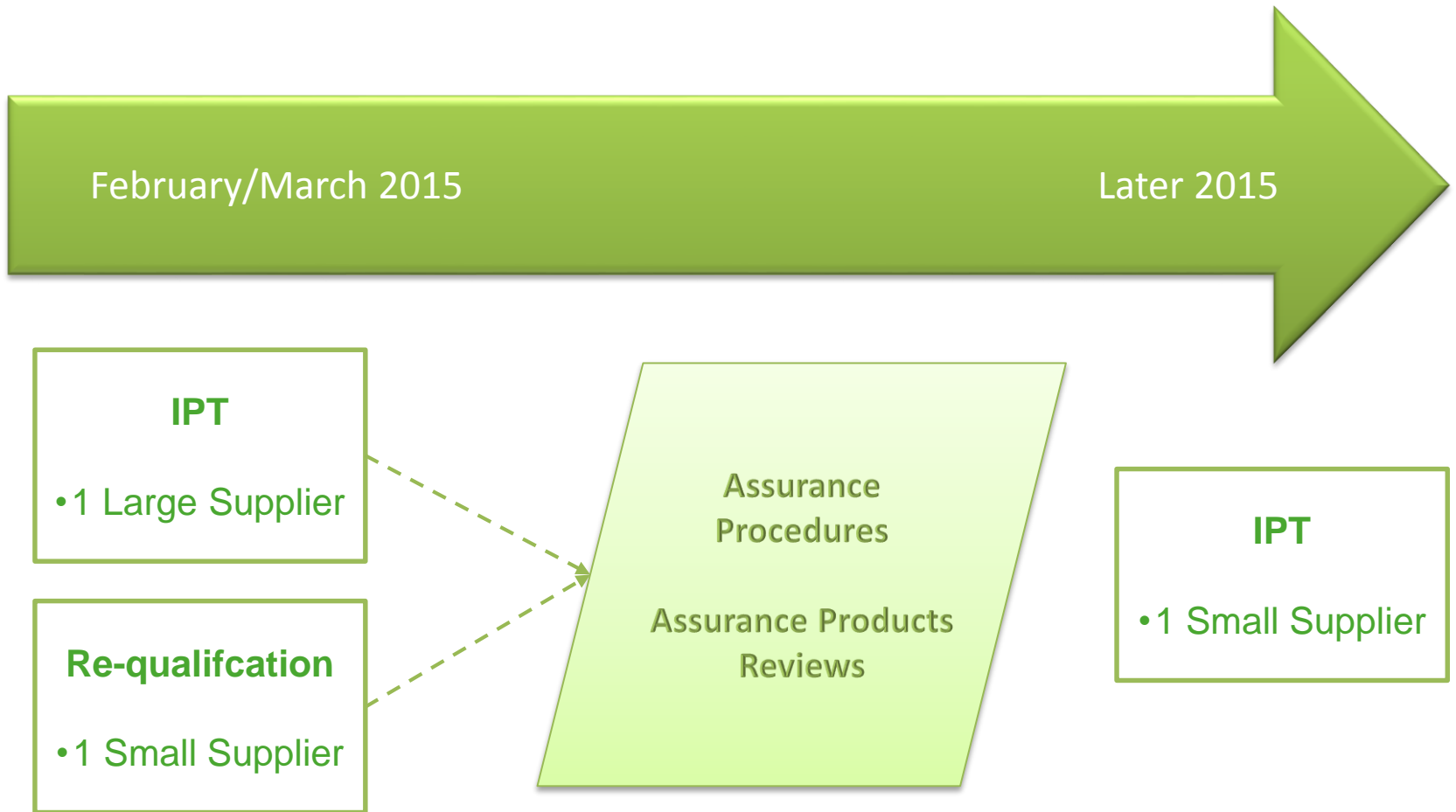


# Assurance Services: Mar 2014 - Feb 15





# Assurance Services: Forward Work Plan





# Post Implementation Review Outcome

Respondents cover 90% volume of Metering Points: 7 Suppliers

1. To what extent are you aware of the changes that took place in 2014?



2. To what extent do you implement the changes?



Manual processes – changes not required & therefore not verified

3. To what extent did you verify the changes had been implemented successfully?





# Post Implementation Review Lessons Learned

4. How would you rate your experience of the assurance processes for these changes?



5. Do you have any recommendations for improvement?

Send questionnaire  
after each change and  
not at the end of the  
year

Ask Suppliers to fill out  
the questionnaire  
immediately after the  
change so its fresh in the  
mind

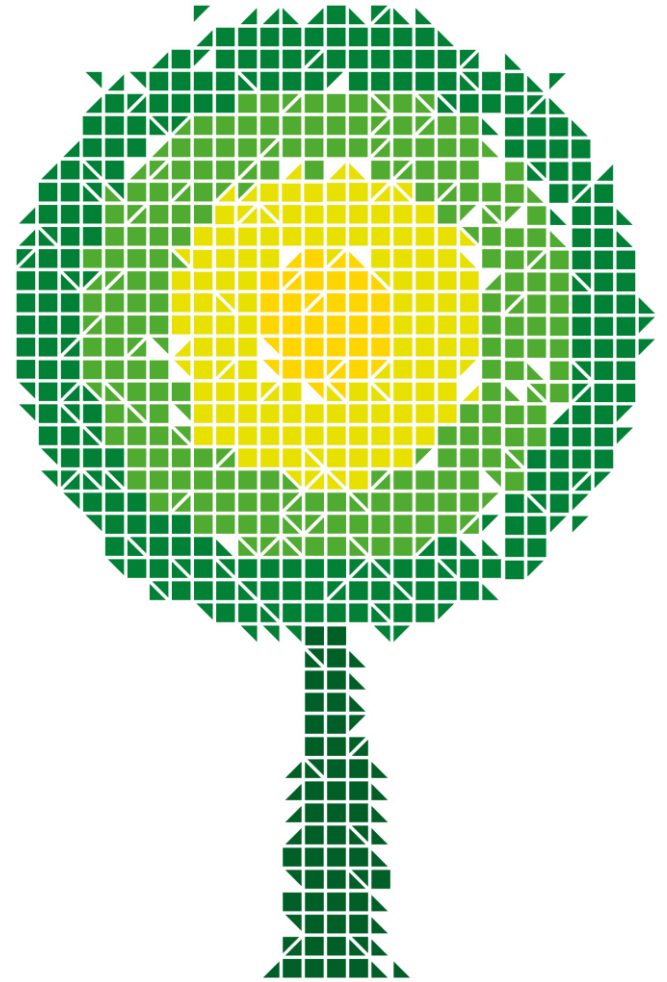
# Thank You

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INVESTOR IN PEOPLE

