

Date:	13 th May, 2015	Time & Location	14:00 – 16:00 - IGG
Chair:	Priti Stack CER		
Attendees:	Name	Location	
	Jessica Gregory, Tracy Caffrey, Alice Mooney, David Walshe	RMDS	
	Priti Stack	CER	
	Carmel O'Connor, Theresa O'Neill	ESBN	
	Elizabeth Montgomerie, Nirav Vyas	Gemserv	
	Gerry Halligan	MRSO	
	Ray Gilmartin, David Mulholland	SSE Airtricity	
	Sean Doolin, Maria Ferris	Electric Ireland	
	Eamonn Murtagh, Brendan Traynor	Panda Power	
	Cathal Murphy	BGE	
	Keith Deacon	Vayu	
	Avril Jackman, Zoe Cathcart, Adrian Martin	Prepay Power	
	Thomas Heasley	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:

6 IGG actions were closed since the last IGG Meeting (not including the current IGG meeting). Suppliers were asked to mail RMDS if they require the closure details of these actions.

16 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 data cleanse has been completed and action can be closed once all complete. 1 Supplier has yet to complete this task. ▪ Linked to 941. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ All Suppliers bar 1 have completed this task. ▪ SSE Airtricity has yet to complete data cleanse due to mapping issues. They hope to complete this task over the summer and will contact RMDS/ESBN once this is complete. ▪ Action deemed closed. 		
Forum Logged: IGG		Assigned to: Suppliers	Status: Action deemed Closed
Due Date: 13.05.2015			

928	CER to convene a meeting re Disconnection Taskforce actions as well as circulating actions		
Update for IGG	<ul style="list-style-type: none"> ▪ 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. ▪ The reviewed list of actions will be circulated to attendees ahead of the Disconnection Taskforce meeting. ▪ The intention of the Meeting will be to run through all the actions. Suppliers will be asked to report as to where they are at this stage, e.g. how the industry engage code is working etc. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ P Stack advised that CER has discussed this action internally and has reviewed the Disconnection Taskforce actions. ▪ The Department originally lead this initiative and it would be more appropriate for them to call a Disconnection Taskforce meeting. ▪ CER doesn't have any further disconnection Taskforce meetings planned. If Suppliers feel they have any issues they want clarification on around this matter the Department can schedule further meetings if necessary. ▪ Suppliers should pass any issues they may have on this matter to CER. ▪ Action deemed closed. 		
Forum Logged: IGG		Assigned to: CER	Status: Action deemed Closed
Due Date: 13.05.2015			

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. Terms of reference to be drafted before/during (From action 944)		
Update for IGG	<ul style="list-style-type: none"> ▪ 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ P Stack reported that CER have arranged to meet with ESNB on this matter to get an understanding on what the Revenue Protection processes are and what the range of issues are. ▪ CER proposed dates for the Revenue Protection Workshop for the 9th/10th/11th June. CER will shortly issue the proposed dates to Suppliers who will be asked to revert with their preferred date. ▪ CER proposed to amalgamate action 944 into action 939 so the terms of reference will also be dealt with at the Revenue Protection Workshop. ▪ Action to remain open. 		
Forum Logged: CC		Assigned to: CER	Status: Action remains Open
Due Date: 10.06.2015			

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 relates to setting the terms of reference for the Revenue Protection work stream. This action will be required to be completed in advance of the industry Revenue Protection workshop. This action is linked to action 939. 		
Discussion at IGG	<ul style="list-style-type: none"> P Stack stated that CER proposed to amalgamate this action into action 939 so the terms of reference will also be dealt with at the Revenue Protection Workshop. Action deemed closed. 		
Forum Logged: IGG	Assigned to: CER	Status: Action deemed Closed	Due Date: 13.05.2015

948	Data Protection - ESBN 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 ESBN system. If details are retained data protection concerns need to be investigated.		
Update for IGG	<ul style="list-style-type: none"> This action was raised by SSE Airtricity around the Change of Legal Entity Process which was identified in NI and there was a question about it happening in ROI. ESBN were due to report back on how the Change of Legal Entity currently records the moving out of an occupant to identify if the moved out customer's details are retained in the ESBN's network system. The outcome was they are retained and whether this was a data protection issue. 		
Discussion at IGG	<ul style="list-style-type: none"> C O'Connor presented a slide on this action. Refer to slide for full details. ESBN typically uses a 7 year retention period unless a longer period is required (Health and safety records, etc.). R Gilmartin requested that this Data Protection issue be raised with the Data Protection Commissioner. SSE Airtricity's Data Protection Team believes there is a data protection breach and that ESBN should not be retaining this data. C O'Connor agreed to raise this matter with the Data Protection Officer. Action to remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 10.06.2015

949	CER to adjudicate on Supplier's position on the Revenue Code of Practice.		
Update for IGG	<ul style="list-style-type: none"> The update from the previous IGG stated that CER's preference is to approve the current version of the Revenue Code of Practice. 		
Discussion at IGG	<ul style="list-style-type: none"> P Stack stated that CER's preference is that the Revenue Code of Practice gets approved. There are questions that Suppliers have in relation to cost recovery. These cost recovery questions could be discussed at the Revenue Protection Workshop. In addition, at the workshop other mitigating measures that can be taken to reduce the exposure of burden of loss on revenue can be discussed. R Gilmartin stated that SSE Airtricity's biggest concern is around de-registered sites and this is the main reason why they didn't approve the Revenue Code of Practice. P Stack replied that this particular concern could be covered at the Revenue Protection Workshop. CER will send their position on this issue to Suppliers via RMDS. ESBN will then update the date of the Revenue Code of Practice to version 2015 and send to Suppliers to approve. Action to remain open. 		
Forum Logged: CC	Assigned to: CER	Status: Action remains Open	Due Date: 10.06.2015

950	Multi-site MPRNs. ESBN to send list of MPRNs with Multi-sites to SSE Airtricity.		
Update for IGG	<ul style="list-style-type: none"> ESBN to present a slide on this action at this meeting. 		
Discussion at IGG	<ul style="list-style-type: none"> C O'Connor stated that this query was discussed at previous IGGs. It has been referred to as either the "Multi Site" or "1 to Many" issue. C O'Connor presented a slide on this issue. Refer to the slide for full details. ESBN have sent each supplier their list of Multi Site MPRNs this week. ESBN are in the process of addressing the incorrect "Multi sites". Their intention is to correct the data structure for all multi sites before the end of 2015. The new data structure will involve a 1:1 relationship between the MPRN and the Connection Object which will allow individual updates to the MPRN address for Multi Sites. 		

	<ul style="list-style-type: none"> ▪ Site visits will be required to verify the data at 327 sites ▪ The need to correct the data structure will be necessary prior to the delivery of the Eircode changes. ▪ It was agreed that this action can be closed. 		
Forum Logged: CC	Assigned to: ESNB	Status: Action deemed Closed	Due Date: 13.05.2015
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	<ul style="list-style-type: none"> • CER took an action to clarify whether the draft Retail Code is included in the Compliance and Enforcement Framework. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ P Stack reported that CER will work with ESNB to update the Retail code as required in the networks licence. ▪ During the course of that review CER will have a better understanding of what compliance would apply. ▪ In terms of the compliance framework itself this is more of an internal process and procedure document that CER is currently working on and will be completed shortly. ▪ It was agreed that this action can be closed. 		
Forum Logged: IGG	Assigned to: CER	Status: Action deemed Closed	Due Date: 13.05.2015
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	<ul style="list-style-type: none"> ▪ Gemserv will provide an update today. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ L Montgomery presented a slide on this action. Refer to the slide for details. ▪ Gemserv looked at how the implementation review questionnaire is structured. They also undertook a review on how Gemserv structure their participant questionnaire. ▪ More depth and detail will be provided by Gemserv in both of these questionnaires going forward. ▪ Greater transparency and risk assessment will be visible for Suppliers. ▪ The PIR for the 2015 Non Schema and Schema/TIBCO rewrite will be assessed for improvement. ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: Gemserv	Status: Action deemed Closed	Due Date: 13.05.2015
953	Customer Reads - Suppliers to review the level of meter read validation they undertake		
Update for IGG	<ul style="list-style-type: none"> • At the previous IGG Suppliers were urged to ensure obvious implausible readings are not passed to ESNB. The action logged required 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. 		
Discussion at IGG	<ul style="list-style-type: none"> • J Gregory reported that 3 responses have been received by RMDS to date. • C O'Connor stated that ESNB are happy to close this action. However the level of validation by Suppliers is still very low and this is still causing problems. • Suppliers were urged to continue to validate reads. • Action deemed closed. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 13.05.2015
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	<ul style="list-style-type: none"> ▪ ESNB presented slides on the Eircodes Project at the last IGG. 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. ▪ J Gregory reported that RMDS has received numerous responses from Suppliers. RMDS has passed these responses to ESNB. 		
Discussion IGG	<ul style="list-style-type: none"> ▪ ESNB has received a number of responses and some detailed questions. ▪ Mail sent to Suppliers on 05/05 with attached ESNB consolidated responses to questions raised by Suppliers in relation to Eircodes. 		

	<ul style="list-style-type: none"> The Eircodes DR (DR1140) will be covered later in the meeting. It was agreed this action can be closed. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 13.05.2015

956	CER to review whether the lock moratorium over the Christmas period should apply for IC sites		
Update for IGG	<ul style="list-style-type: none"> J Gregory provided an update from the previous IGG indicating that SSE Airtricity had raised a question as to whether the lock moratorium over the Christmas period should apply to IC (Industrial /Commercial) sites. This is similar to the Gas side. They requested that ESNB review this on the electricity side. 		
Discussion at IGG	<ul style="list-style-type: none"> P Stack reported that she doesn't have an update on this action. This action is currently still with CER. Action to remain open. 		
Forum Logged: IGG	Assigned to: CER	Status: Action remains Open	Due Date: 10.06.2015

957	Notification Address Defect – ESNB to provide an update to CER on the Notification Address defect.		
Update for IGG	<ul style="list-style-type: none"> This action was logged at the conference call. 		
Discussion at IGG	<ul style="list-style-type: none"> ESNB provided a response to CER after the Conference Call. This action was deemed closed 		
Forum Logged: CC	Assigned to: ESNB	Status: Action deemed Closed	Due Date: 13.05.2015

958	Suppliers to provide feedback to CER on the Cooling Off period proposal.		
Update for IGG	<ul style="list-style-type: none"> This action was logged at the conference call. 		
Discussion at IGG	<ul style="list-style-type: none"> P Stack reported that CER received responses from Suppliers CER will speak with PANDA Power separately on this issue. Action deemed closed. 		
Forum Logged: CC	Assigned to: CER	Status: Action deemed Closed	Due Date: 10.04.2015

959	CER to provide on update on the Vulnerable Customer Initiative
Update for IGG	<ul style="list-style-type: none"> This action was logged at the conference call. A new action was taken for CER to provide an update on the Vulnerable Customer Initiative, specifically in relation to the crossover between Gas and Electricity market and the introduction of the 2 new codes to the gas market.
Discussion at IGG	<ul style="list-style-type: none"> P Stack reported that D Paraschiv is working on this matter. ESNB has recently received the finalised information from Suppliers in terms of the data cleanse. M Mulcahy (ESNB) is currently reviewing this information. CER and ESNB will jointly develop the report. The appropriate next steps will then be decided. CER will provide an update on dates and timelines and any further workshops at the next IGG. A participant enquired if new vulnerable customer categories will be included in the next Vulnerable Customer Workshop? J Gregory replied that these detailed designed questions will form part of the second phase of this exercise after the cleansing part is completed. P Stack added that these detailed design category questions will be outlined further at the next IGG. D Mulholland enquired about the provision of the ESNB supplier focussed form similar to that provided by GNI through the GMARG. He indicated that the form that had been provided by ESNB previously was customer focused and did not address their request. C O'Connor replied that the ESNB document has been revised slightly and has been sent back to CER. A new action was taken for SSE Airtricity to send the GNI Vulnerable Customer paper showing a

	supplier/industry focus to ESBN with the objective of receiving a similar paper from ESBN. See new Action 961 for details. <ul style="list-style-type: none"> Action to remain open. 		
Forum Logged: CC	Assigned to: CER	Status: Action remains Open	Due Date: 10.06.2015

960	Suppliers to respond back to ESBN on the Vulnerable Customer Data		
Update for IGG	<ul style="list-style-type: none"> J Gregory stated that most Suppliers have responded. 		
Discussion at IGG	<ul style="list-style-type: none"> T O'Neill presented a slide on this action. See slide for full details. ESBN has received a lot of feedback on this action – updates have been made. ESBN will run the final report to send to Suppliers on Thursday 28th May. Suppliers will have to send in their details to ESBN that day too. ESBN will be in touch with Suppliers next week. Suppliers were urged to submit their changes to ESBN by Friday 22nd May 2015 Action to remain open. 		
Forum Logged: CC	Assigned to: Suppliers	Status: Action remains Open	Due Date: 10.06.2015

3. Actions – New IGG Actions

The following 9 new actions were logged at the IGG.

New Action Items			
961	SSE to send the GNI Vulnerable Customer paper showing a supplier/industry focus to ESBN with the objective of receiving a similar paper from ESBN for the electricity industry		
Update for IGG			
Discussion at IGG	<ul style="list-style-type: none"> See previous action 959 for details. 		
Forum Logged: IGG	Assigned to: SSE Airtricity	Status: NEW Action	Due Date: 10.06.2015

962	Email encryption - Suppliers to contact MRSO via RMDS if they wish to set up the secure email encryption as discussed at the forum		
Discussion at IGG	<ul style="list-style-type: none"> See section 6 MRSO update for full details of this action. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: NEW Action	Due Date: 10.06.2015

963	MRSO Debt Flags statistics - MRSO to provide a new line item statistic showing the number of debt flags which are not cancelled as a percentage in further meetings		
Discussion at IGG	<ul style="list-style-type: none"> See section 6 MRSO update for full details of this action. 		
Forum Logged: IGG	Assigned to: MRSO	Status: NEW Action	Due Date: 10.06.2015

964	Hardship meters - ESBN to verify if Theresa Williamson has issued the PAYG recommendation message to Suppliers		
Discussion at IGG	<ul style="list-style-type: none"> See section 7 ESBN update for full details of this action. 		
Forum Logged: IGG	Assigned to: ESBN	Status: NEW Action	Due Date: 10.06.2015

965	Eircodes space - ESBN to provide a response to Energia in relation to the Eircode character space query.		
Discussion at IGG	<ul style="list-style-type: none"> See Section 8 Retail Market Design Update for full details of this action. 		
Forum Logged:	IGG	Assigned to:	ESBN
		Status:	NEW Action
Due Date:	10.06.2015		
966	Eircodes - Suppliers to ensure the Eircodes enduring solution proposed in DR 1140 covers all requirements, revert to ESBN with queries if required. The outcome of the action intends to allow for approval of DR at next CC		
Discussion at IGG	<ul style="list-style-type: none"> See Section 8 Retail Market Design Update for full details of this action. 		
Forum Logged:	IGG	Assigned to:	Suppliers
		Status:	NEW Action
Due Date:	29.05.2015		

967	Eircodes - ESBN/Suppliers to confirm a specific time frame within 2016 when DR1140 can be delivered		
Discussion at IGG	<ul style="list-style-type: none"> See Section 8 Retail Market Design Update for full details of this action. 		
Forum Logged:	IGG	Assigned to:	ESBN/Suppliers
		Status:	NEW Action
Due Date:	10.06.2015		

968	CER & ESBN to discuss the issue raised by SSE in relation to ESBN/Supplier obligation to de-energise where access is not granted		
Discussion at IGG	<ul style="list-style-type: none"> See Section 10 AOB for full details. R Gilmartin, SSE Airtricity raised this issue. 		
Forum Logged:	IGG	Assigned to:	CER/ESBN
		Status:	NEW Action
Due Date:	10.06.2015		

969	CER to set up a workshop to cover CoS Cooling off period and PAYG concerns		
Discussion at IGG	<ul style="list-style-type: none"> See section 4 CER update for full details. 		
Forum Logged:	IGG	Assigned to:	CER
		Status:	NEW Action
Due Date:	22.05.2015		

4. CER Update

P Stack gave the CER update.

- PAYG Lifestyle Choice Review** – CER has met with all Suppliers. CER has received comments back from most Suppliers. Those who haven't responded were urged to do so. CER are planning a workshop for the 4th of June 2015. CER plan to present the comments they have received from Suppliers, together with CER's comments, to ascertain if there are any common views emerging.
- Change of Supplier Cooling Off period – this matter will also be covered on the 4th of June. CER will issue a mail shortly confirming dates for this workshop.

A new action was taken for CER to set up a workshop to cover CoS Cooling off period and PAYG concerns.

New Action 969 - CER to set up a workshop to cover CoS Cooling off period and PAYG concerns.

- Bilateral on Supplier Handbook** – this handbook was completed yesterday. CER is taking on board comments/feedback it has received from Suppliers. CER will send a mail tomorrow or Friday on the next steps as to how to progress this further. CER will review the handbook and intend prioritising selected codes of practice. The CER have taken on board any feedback it has received.
- Consumer Survey** – this is an annual task undertaken by CER. CER has recently received the results. These results together with a summary report will be published in early June 2015.

--

5. Gemserv Update

L Montgomery gave the Gemserv update.

L Montgomery introduced Nirav Vyas as a new member of the Gemserv team.

- There is currently 1 re-qualification in the planning stage.

L Montgomery presented a slide on the Non-Schema Assurance Strategy. This includes:-

MCR 1136 & MCR 1151.

Scope – cover Suppliers and ESNB using a low level risk based approach.

Techniques – this will cover self assessment participant questionnaire which will include Gemserv's new approach.

Formal Assessment will be undertaken by Gemserv which is likely to be ESNB only focused. Formal Assessment will involve a site visit looking at testing, evidence, strategy and plans.

As this is low level risk and not infrastructure changing no Inter-Participant Testing (IPT) will be undertaken.

Assurance Plan – L Montgomery presented a slide outlining the Non-Schema dates. These dates are aligned with the Schema Tibco Upgrade. Refer to slides for full details.

6. MRSO Update

G 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 May 2015. **Refer to slides** for details.

- S Doolin raised a question regarding the Debt Flag statistics. He reported that Debt Flagging is a voluntary process which is not working as around 60% of debt flags are not being cancelled by Suppliers. He requested that the number of debt flags that are not cancelled be presented as a percentage and not as a number in the slides. This aims to highlight a central issue with debt management
- P Stack stressed that this is a voluntary process between Suppliers and although a statistic can be shown, the process is a voluntary arrangement and not required by CER.

It was agreed that a new action be opened for these statistics to be represented by MRSO as a percentage going forward.

New Action: 930 - MRSO Debt Flags statistics - MRSO to provide a new line item statistic showing the number of debt flags which are not cancelled as a percentage in further meeting.

G Halligan presented a slide on Email Encryption. **Refer to slide** for details.

- As text email is not secure and can be subject to malicious interference, the best practise is to encrypt for sensitive or personal data. The alternative option is Gateway to Gateway email encryption such as Transport Layer Security (TLS). Some Participants already have this facility set up between themselves and MRSO. He urged Suppliers who are interested in setting this up to contact MRSO via RMDS and they will arrange for it to be set up.

It was agreed that a new action was opened for Suppliers to contact MRSO directly or via RMDS is they wish to set up the secure TLS email encryption.

Action 962: Email encryption - Suppliers to contact MRSO via RMDS if they wish to set up the secure TLS email encryption as discussed at the forum.

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.**
- R Gilmartin enquired if the new types of meters are being installed by ESBN at this stage. C O'Connor replied that the new meters have been in stock since the end of March/beginning of April. Approximately 6,000 old type stock had been quarantined. ESBN has now received approval to send this old stock of meters back to India to be updated with the new Clem and Shield. Most new customer installations are now the new type of meter. However, some old stock may still be in NT's vans.
- ESBN has given information to the Call Centre on how to deal with customers who have problems with the hardship meters. If there is any suspicion of tampering on these meters the call centre will forward their suspicions and details to Revenue Protection. C O'Connor added that Theresa Williamson may have issued these PAYG recommendation messages to Suppliers but will clarify if this is the case.

A new action was taken for C O'Connor to clarify this matter.

New Action 964 - Hardship meters - ESBN to verify if Theresa Williamson has issued the PAYG recommendation message to Suppliers.

T O'Neill gave a presentation on 2 Reads sent in One messages and Market Release 2015 which covered both the Schema and Non-Schema releases which are being delivered by ESBN in the same timeline as the Tibco Upgrade Project viz MCR1111, MCR1122, MCR1136 and MCR1151.

- The specific version of each MCR that is being implemented was highlighted as well as clarifications which had been provided for MCR1111 and MCR1122, the details of which are available on the calendar for the 10th April 2013. Changes to the Downloadable files arising from MCR1122 and MCR1151 will be visible from the next scheduled downloadable run after the go live viz in December 2015. Extranet changes arising from MCR1122 and MCR1136 will be available from the go-live as will Debt Flagging and Essential Plant Market Messaging functionality. The location on three tabs of the Extranet of where the Essential Plant Flag can appear was presented, noting that the existence of Essential Plant will be shown by 'YES' on the Extranet, and not with a value of 1 which is stated in MCR1122 – **Refer to slides for full details.**
- T O'Neill informed the meeting that ESBN Database has for the last 8 months been implementing **Working Practice 026** from **MCR1149 Request that Suppliers ensure that they submit only one active COLE 016MM for an MPRN** but there has been no reduction in the volumes of corrections that have to be made due to the duplicate 016MMs that Suppliers are submitting. When this MCR was being discussed last year a couple of Suppliers had indicated that Human Error was a factor. T O'Neill asked Suppliers who are getting notified of the duplicates if they would look at what they are sending to see if they can do anything to reduce the volume, and that any help to reduce the workload would be welcomed by Database.

8. Retail Market Design Update

J Gregory gave the Market Design Update:

DR 1165- Market Design Process Diagrams & Messages – conversion from ARIS to Document format

DR for the conversion of the Market Design from ARIS. This DR is the third and final DR covering the conversion of the remaining 11 MPDs.

- J Gregory reported that this DR has been classified as Rol Specific at the ReMCoWG which preceded this meeting. She also requested that the IGG approve via FastTrack as DR and MCR in order for the changes to be implemented in the forthcoming MMR 10.5 which is taking place on Wednesday 27th May.
- All details relating to the DR are highlighted in the DR and in the slide pack. This DR is the close out DR for the Market Design Conversion Project from ARIS to a new Word/Visio web based platform. This DR covers the remaining 11 converted MPD's as well as a close out document which encapsulates all the changes that have taken place during the conversion project. It also includes details of what used to be in ARIS and where it is now held on the new site. ARIS is going to be retained and it has yet to be decided when it will be retired. The new format is more user friendly.

DR 1165 was approved as a DR and as an MCR.

DR 1166 - Export Only Supplier

The ReMCoWG classified this DR as Rol Specific at a meeting preceding the IGG.

Refer to slides for detail on DR 1166. The DR proposes a new category of Supplier, one dealing entirely with export only.

- J Gregory provided an example where a single organisation had 4 generator sites. Each of the sites was supplied by an existing retail supplier (such as SSE or BGE). The organisation, instead of registering their export through a third party Supplier, wishes to register all export under their single unit. This is currently not possible and the organisation would have to set up as a Small Retail Supplier. This means setting up an EMMA, testing for retail processes and managing technology which they never intend to use from a business model perspective. The proposal is geared to reduce costs for this new model and to make their qualification in the market more appropriate to their proposed operation. J Gregory stressed that this new category would only deal with export less than 10MW per site. Anything larger is required to qualify as a generator in the SEM. The requirement for this new category is supported over development in the sector over the last few years.

J Gregory encouraged anyone with issues, questions or concerns regarding this to contact RMDS.

DR 1166 was approved.

DR 1140 V1.0 – Introduction of Eircodes into the Retail Market In Ireland.

This DR was discussed at the last IGG.

- J Gregory asked Suppliers if they were happy to approve the design which is being proposed in this DR. Some Participants were hesitant to approve wanting clarification of what approval meant. Discussion around the next steps for the industry and the process for introduction of Eircodes into the Retail Market was discussed at length by the forum.
- T Heasley reported that he raised a question with ESNB yesterday enquiring if it possible to put a character space between the 3rd and 4th character in the Eircode. C O'Connor replied that this question would have to be addressed with the Eircode Project. T O'Neill added that there is a paper available to clarify these types of questions. A new action was taken for ESNB to provide this information to Energia.

New Action 965: Eircodes space - ESBN to provide a response to Energia in relation to the Eircode character space query.

- C O'Connor stated that there is dependence for delivery of Eircodes. All Participants will be required to agree a common date for Eircode implementation. She added that all the responses ESBN had received from Suppliers indicated that no Supplier would be able to facilitate delivery of Eircodes in 2015. ESB Group has provided a formal response to the National Eircode Project stating this and added that the Retail Market will have to introduce Eircodes together due to the integrated nature of the retail market and resultant issues if Suppliers or ESBN implemented independently. ESB Group has not received a response to this from the National Eircode Project to date.
- S Doolin stated that if Suppliers approve this DR it will send a signal to the Department that the Retail Market is willing to introduce Eircodes in 2015?
- J Gregory responded that approval of the DR is not commitment to delivery dates but rather approval of a proposed design and industry solution for Eircodes. She added that once approval of the MCR (i.e. approval of the design and proposed solution), that the MCR would form part of the existing Schema/Non Schema Prioritisation process for 2016 market release. CER or Department may increase priority of the delivery of the MCR as part of one of the packages. She stressed that the MCR was about approving an enduring solution for how the Industry is to handle Eircodes.
- S Doolin reiterated that approval of the DR may signal readiness for implementation. J Gregory responded that the existing Market Release Process (Schema/Non Schema) would be called into play for the delivery of any MCR, the Eircode one included. The MCR could not be delivered in isolation and outside of the release schedule.
- P Stack stated that it makes sense that all Suppliers agree a single Eircode delivery date due to the integrated nature of the Retail Electricity Industry. She added that although CER is outside this project it is aware of the progress to date and supports ESBN and Suppliers that more time is necessary for delivery. She further added that the integrated nature requires all to implement Eircodes at the same time. CER would support the need to integrate at the same time.
- C O'Connor stated that one of her concerns is that when ESB Group goes back to the department and indicates that Suppliers are not all going to be ready at the same time, the department may exert some political pressure. She added that she hoped CER will protect the Market from the Department if they go down this route. C O Connor added that it would be preferable for ESB Group to go back to the Department with a definitive go-live date – this date will very much depend on a date put forward and agreed to by all Suppliers.

It was agreed that 2 further actions on Eircodes were required and opened:

New Action 966 - Eircodes - Suppliers to ensure the Eircodes enduring solution proposed in DR 1140 covers all requirements and/or revert to ESBN with queries if required. The outcome of the action is intended to allow for approval of DR at next CC.

A due date of 29th of May of agreed.

New Action: 967: Eircodes - ESBN/Suppliers to confirm a specific time frame within 2016 when DR1140 can be delivered.

DR 1167 – Public Lighting Proposal (Place Holder).

This DR is being presented to Suppliers for information only.

- A Public Lighting Workshop was held at the CER offices on the 21st April 2015. A potential solution was identified at the workshop. Minutes for the meeting/workshop were issued to all attendees on 23.04.2015.
- Once stakeholders identify a suitable design the holding DR will be populated and travel through the normal Retail Market Change Control Process.

Market Releases for 2015

Refer to slides for full details.

Non-Schema Release

- J Gregory indicated that T O'Neill provided detail on MCR 1136 and MCR 1151 earlier in the IGG meeting.
- The Non Schema release (2 x above MCRs) will be delivered in line with the Tibco project.
- The Non-Schema Release details are available on the RMDS website.
- The Non Schema Assurance Strategy has been drafted by Gemserv and reviewed by RMDS.
- RMDS has asked for Supplier comments and approval of the Non Schema Assurance Strategy by 22.05.2015 . If RMDS doesn't receive back any comments it will assume approval.
- RMDS will then pass the strategy to CER for approval by the 29.05.2015 with publication on the Non-Schema Page on the RMDS website on 01.06.2015.

2nd Minor Market Release

- This is scheduled to Go-Live on 27.05.2015.
- There are three MCRs; MCR 1149; MCR 1156 and MCR 1165 included in this release. MCR 1149 and MCR 1156 were approved last year.
- Non-conformances will also be included in the MMR. Many of the Non Conformances were identified during the Smart Metering Design Workshops which have recently concluded.
- J Gregory stressed that all MMR changes are documentation changes only and no technical changes/system changes are being made.

Schema / TIBCO Rewrite Release

Refer to slides for full details.

- The Assurance Plan for the Schema Tibco release was outlined at earlier ReMCoWG.
- 3 MCRs will be delivered as part of the Schema Release. They are:
 - MCR 1122
 - MCR 1111
 - MCR 1133 – Working Practice for Group Unmetered Debt Flagging (non-schema).
- RMDS along with the joint jurisdictional Assurance Team & ReMCoDS, is currently working on the Assurance hope to have this approved by the WG end of May 2015. .

Action 922 – Supplier Response to Action Item 922.

Refer to slides for list of MCRs.

- RMDS took an action to look at all the outstanding Market Change Requests that have not been

delivered but have been prioritised during various prioritisation exercises. RMDS requested that Suppliers indicate whether they felt these MCRs were still relevant or whether they should be withdrawn.

- RMDS only received four responses which was disappointing. The responses indicated that a few were still definitely required (which are highlighted in yellow) on the slide. Only one MCR (MCR 073) could potentially be withdrawn. This MCR relates to the first name being mandatory on various Market Messages.. This has been discussed and RMDS is still in discussion with the relevant Market Participant as to whether this MCR is still needed.
- J Gregory added that some of these MCRs were raised as far back as 2004 and 2005 and they need to be re-contextualised as they relate to a Market Design that has changed. She enquired if RMDS should ask Suppliers again to review these MCRs.
- S Doolin suggested that these individual MCRs could be discussed at the next IGG where a quick round table discussion could ask Suppliers for their preferences.
- J Gregory replied that maybe one of two MCRs, rather than the full suite, could be brought to forthcoming IGGs for discussion as per the suggestion by S Doolin.

LTCA

- P Stack reported that CER, following ESNB response to CER questions, supports the recommendation of an external auditor to finalise a position on the LTCA issue. CER will review the terms of reference to ensure that they are appropriate for what the auditor is going to undertake. The auditor will engage with Suppliers as required. The WG will be informed formally and will feed back to the IGG as and when Necessary and relevant. When required to, CER will have appropriate involvement.

RMDS Website - Private/Sensitive Information

Refer to slides.

- This item was discussed previously at the ReMCoWG. RMDS is developing a private portal on their website to allow sensitive documentation to be published and accessed via authorised user only. She added that the portal is intended to be released by 22 May 2015 and for Market Participants to expect contact from RMDS in relation to login details.

ROI Assurance Body Appointment

- An EU tender process led to the publication of a contract notice in the EU Journal (OJEC) during October 2014.
- RFT's were submitted to all applicants.
- Gemserv, through rigorous evaluation were selected as the Assurance Body for a 3 year period beginning April 2015 – March 2018.
- J Gregory congratulated Gemserv on their appointment.

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

Outage Dates:

- Saturday 30th May – TIBCO Outage from 08:00 – 12:00 (4 hours).
- Full details held on the Outages page on the RMDS Website.

10. AOB

2 issues were raised in AOB.

LTNA

- C O'Connor raised an issue regarding Long Term No Access. She reported that this is becoming an issue for ESBN particularly in the case of PAYG customers. ESBN raised this issue a year or more ago with the market. She added that customers appear to believe that if they have a PAYG meter that they do not require a reader to read their meter. She urged Suppliers who have PAYG customers to inform these customers upon installation of the PAYG meter to expect readings to be taken by Meter Readers.
- She also requested that Suppliers read the LNTA reports that they receive from ESBN and review those customers who have not had their meters read for a number of years. In the vast number of cases where meters are eventually read after a number of years the customer has been undercharged. Even through these customers have used the electricity they feel that because they didn't get a correct bill that they should not have to pay. Both Suppliers and ESBN are losing out in these cases.

ESBN/Supplier obligation to de-energise where access is not granted.

- R Gilmartin raised this issue. He reported that S mac an Bhaird has been dealing with this particular issue. C O'Connor stated that the meter reading responsibilities are different to the NPA disconnections. ESBN continues to state that they are not prepared to use meter reading details to gain access to disconnect meters. She added that if ESBN uses Meter reader access/contacts for disconnection, ESBN will not be given access for reading in the future. The meter readers are different to the NTs as is the business area and business rules. The meter reading business, access and relationships cannot be risked by disconnecting customers using the reading access.
- R Gilmartin requested that this issue is debated fully at a future IGG. P Stack added that this item should be included for discussion at the next IGG. A new action was taken.

New IGG Action 968: CER & ESBN to discuss the issue raised by SSE in relation to ESBN/Supplier obligation to de-energise where access is not granted.

Next Conference call:

- 10th June 2015.

Next IGG:

- 8th July in Belfast