

Date:	2 nd September 2015	Time & Location	14:15 – 16:30 – CER Offices, Tallaght
Chair:	Seán mac an Bhaird CER		
Attendees:	Name	Location	
	Tracy Caffrey, Alice Mooney, Jessica Gregory	RMDS	
	Seán mac an Bhaird, Dana Paraschiv	CER	
	Carmel O'Connor, Theresa O'Neill	ESBN	
	Elizabeth Montgomerie, Nirav Vyas	Gemserv	
	Gerry Halligan, Joe Browne	MRSO	
	Ray Gilmartin, David Mulholland	SSE Airtricity	
	Maria Ferris, Sean Doolin, Patrick Keating	Electric Ireland	
	Mark Speers, Ger Hartnett	BGE	
	Keith Deacon	Vayu	
	Eamonn Murtagh, David Gascon	Panda Power	
	Thomas Heasley	Energia	
Apologies:			
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 minutes of the last IGG meeting:

All Agreed. Minutes Approved.

2. Actions – Previous Conference Call & IGG			
<p>J Gregory provided the Action Item Update:</p> <p>9 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.</p> <p>13 IGG actions have been carried forward. They are outlined below.</p>			
Action Items			
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 is an action raised by SSE Airtricity in relation to COLE Process recording the moving out an occupant. ▪ ESNB established that ESNB does retain the data. ▪ There is an Information Governance Programme being undertaken which will include a review of this. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ C O'Connor reported that she requested at the last IGG Conference Call that this action be closed and a new action be opened to cover the Governance Programme. ▪ J Gregory stated that SSE Airtricity has responded and would prefer that this action remains open and updated to reflect the current status as it can act as a tracker for the length of time it is taking to resolve. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: ESNB	Status: Action remains Open	Due Date: 07.10.2015
949	CER to adjudicate on Supplier's position on the Revenue Code of Practice.		
Update for IGG	<ul style="list-style-type: none"> ▪ This has been formalised. The note has been sent to ESNB. ▪ The Revenue Code of Practice is now available on the Private Page on the RMDS website. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ S mac an Bhaird stated that CER has approved the Revenue Code of Practice. ▪ This action was deemed closed. 		
Forum Logged: CC	Assigned to: CER	Status: Action deemed Closed	Due Date: 02.09.2015
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"> ▪ CER to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ S mac an Bhaird reported that CER has received the letter from EAI stating that they wanted the lock moratorium lifted. ▪ CER circulated the EAI response to all Suppliers at the IGG and GMARG. ▪ CER has discussed this matter internally with Senior Management. ▪ CER has yet to come to a formal position on this matter and internal discussions within CER are continuing. ▪ D Mullholland enquired if CER will have a formal position before Christmas 2015. ▪ S mac an Bhaird replied that he acknowledges the request from Suppliers for a response in adequate time for the Christmas period. He will inform Senior Management in CER of this request. ▪ J Gregory enquired that if the moratorium is lifted will any system changes be necessary. ▪ C O'Connor replied that no system changes will be necessary and only the Working Practice will need to be updated. ▪ G Harnett asked if CER will inform Suppliers if the moratorium will be lifted or not. ▪ S mac an Bhaird replied that CER will indeed inform Suppliers when a decision has been made on this matter. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: CER	Status: Action remains Open	Due Date: 07.10.2015

959	CER to provide an update on the Vulnerable Customer Initiative		
Update for IGG	<ul style="list-style-type: none"> See Section 4 CER Update for details of this action. D Paraschiv reported that the Vulnerable Customer exercise has been completed and a note has been circulated to the Industry via IGG and GMARG. 		
Discussion at IGG	<ul style="list-style-type: none"> This action was deemed closed. 		
Forum Logged: CC	Assigned to: CER	Status: Action deemed Closed	Due Date: 02.09.2015

960	Suppliers to respond back to ESNB on the Vulnerable Customer Data		
Update for IGG	<ul style="list-style-type: none"> See section 4 CER Update for details of this action. 		
Discussion at IGG	<ul style="list-style-type: none"> D Parschiv reported that as all Suppliers have responded back to ESNB this action can be closed. Action deemed closed. 		
Forum Logged: CC	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 02.09.2015

962	Email encryption - Suppliers to contact MRSO via RMDS if they wish to set up the secure email encryption as discussed at the forum		
Update for IGG	<ul style="list-style-type: none"> There was a follow on action for MRSO to progress the addition of the CER with the CER IT representative. 		
Discussion at IGG	<ul style="list-style-type: none"> G Halligan reported that since the last IGG one more Supplier has contacted MRSO and been set up with secure email encryption. He added that a CER IT contact has been in contact with MRSO during the week regarding secure email encryption. J Gregory enquired if this action can be closed. C O'Connor requested that this action be left open for the remainder of 2015 allowing for other Suppliers to avail of email encryption if they wish. Action to remain open. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action remains Open	Due Date: 07.10.2015

976	RMDS Private website - RMDS to circulate an e-mail to Suppliers requesting a designated email address for access to the new RMDS private website for sensitive documents.		
Update for IGG	<ul style="list-style-type: none"> J Gregory proposed that this action is closed. RMDS has received responses from 15 Suppliers as well as ESNB and Gemserv. 2 Suppliers are fully up and running with access to the RMDS Private website. These Suppliers have indicated that the process to gain access to the private site is straightforward. 2 Job Aids have been issued to Suppliers by RMDS. 		
Discussion at IGG	<ul style="list-style-type: none"> As the RMDS private website is operational this action was deemed closed. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action deemed Closed	Due Date: 02.09.2015

977	Longstanding MCRs - RMDS to circulate the 5 oldest outstanding MCRs to Suppliers. Suppliers to review and bring their position to the next IGG. Suppliers to respond before 12/08/2015.		
Update for IGG	<ul style="list-style-type: none"> J Gregory reported that Electric Ireland raised a concern to RMDS that this action was a repetition of a previous action – Action 922. As a result, RMDS has consolidated the responses for actions 922 and 977. In action 922 in 2014, RMDS asked Suppliers to prioritise which MCRs (9 in total) were most important to them. RMDS received 4 responses. The intention was to bring a couple of MCRs to each IGG for discussion with the hope of closure or re-contextualising for 2015. At the last IGG a decision was made for Suppliers review 5 of the 9 MCRs again. – This resulted in the creation of action 977. 4 responses were received in relation to action 977. J Gregory enquired if this action can be closed as RMDS will be bringing each of the outstanding MCR's to subsequent IGG forums for discussion. She added that 3 of the 9 MCRs will be discussed later at the IGG. 		

Discussion at IGG	<ul style="list-style-type: none"> This action was deemed closed. 		
Forum Logged: IGG	Assigned to: RMDS/Suppliers	Status: Action deemed Closed	Due Date: 02.09.2015
978	Eircodes - DR 1140 to be brought back to the next IGG for MCR Approval. Suppliers to investigate the issues for them in implementing the MCR and also advise the earliest they can implement the new Eircodes.		
Update for IGG	<ul style="list-style-type: none"> J Gregory reported that the Eircode DR 1140 is being presented for approval as an MCR at today's IGG. She indicated that if approved, the intention is for it to form part of the prioritisation exercise which if following due process will identify appropriate market delivery dates. J Gregory asked Suppliers if this action can be closed on this understanding. 		
Discussion at IGG	<ul style="list-style-type: none"> C O'Connor asked if the market consensus is that Q4 2016 is the earliest possible date to input Eircodes. J Gregory replied that most Suppliers have come back with 2016 but no Supplier has committed to a specific timeframe. S mac an Bhaird added that the CER position was that they would facilitate the changes to the market design when the market is a position to adopt them. S Doolin asked ESBN if it is still its position that all Suppliers should input Eircodes at the same agreed date for all addresses. C O'Connor replied that ESBN want the industry to stand by the decision which was made at the previous IGG whereby no Eircodes for any address should be input until the delivery of the Eircode solution. To agree a start date for inputting Eircodes as different dates would impact hugely on MRSO. She added that ESBN has conveyed the industry "all or nothing" position to the DC&R. She indicated to the Department that if some Suppliers were to use Eircodes before the industry was aligned, it could have a huge impact on MRSO. She added that this communication with the department may have resulted in Suppliers recently receiving a letter from the Minister on Eircodes. J Gregory enquired whether the market was comfortable to deal with the delivery of the Eircodes via the 2016 prioritisation exercise subject to that being not happening prior to Q4 2016. There was agreement that this seemed appropriate. This action deemed closed. 		
Forum Logged: IGG	Assigned to: ESBN/Suppliers	Status: Action deemed Closed	Due Date: 02.09.2015

979	Following CER review of Supplier submissions to pause or continue LTCA the CER is to advise the approval, or not, of the Independent Consultant and the next steps.		
Update for IGG	<ul style="list-style-type: none"> Action logged at the Conf Call. CER to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> S mac an Bhaird reported that there is no update for LTCA at this forum. G Harnett stated that his matter has been on the agenda for a considerable amount of time and it would be good to get closure or a position on it. S mac an Bhaird agreed that this action has been open for long period. He added that CER does not have a timeline to deliver this at this stage. There are resource constraints within CER and this has delayed progression of this action. He added that he will strive to have an update on this matter at the next Conference Call. Action to remain open. 		
Forum Logged: CC	Assigned to: CER	Status: Action remains Open	Due Date: 07.10.2015

980	MRSO to present a slide of statistics at the next IGG for messages where Eircodes are being used.		
Update for IGG	<ul style="list-style-type: none"> Action logged at the Conf Call. This is to determine the volumes and is not a name and shame exercise. 		
Discussion at IGG	<ul style="list-style-type: none"> G Halligan reported that MRSO ran a query at the end of August which picked up any updates to Customer details, where a country is specified as IE and the postcode field is populated. To date, MRSO has picked up 165 cases where Eircodes are being used. 164 relate to the correspondences address which is the A2 address. 1 was used in the MPRN address. The majority will not cause an issue for MRSO, but the 1 MPRN address case will cause additional work for MRSO. C O'Connor added that both ESBN and Suppliers agreed at the last IGG that no-one would input Eircodes to any of the 3 address types. 		

	<ul style="list-style-type: none"> She requested that Suppliers stick by their decision to not input Eircodes. Suppliers agreed again that they would not input Eircodes going forward. C O Connor also stated that some other more generalised address population issues were identified and suggested that Suppliers review the Address Standards Document on the RMDS website. MRSO will continue to monitor Eircodes volumes going forward. It was agreed that this action should remain open. 		
Forum Logged: CC	Assigned to: MRSO	Status: Action remains Open	Due Date: 07.10.2015

981	ESBN and EI to have offline discussion on the format of the report in relation to PAYG Installations.		
Update for IGG	<ul style="list-style-type: none"> Action logged at the Conf Call. 		
Discussion at IGG	<ul style="list-style-type: none"> C O'Connor presented a slide on this action. – See section 7 ESNB update for full details of this action. ESBN will present PAYG stats at all forthcoming IGGs along with the Prepayment Meter Stats. C O'Connor asked Electric Ireland if they are satisfied with the stats provided. M Ferris replied that she will review these stats internally within Electric Ireland and revert. Action to remain open. 		
Forum Logged: CC	Assigned to: ESNB/EI	Status: Action remains Open	Due Date: 07.10.2015

982	Publication of information on the RMDS website. All MPs are to consider their position on what information is published on the RMDS website.		
Update for IGG	<ul style="list-style-type: none"> Action logged at the Conf Call. J Gregory reported that RMDS and CER have met and discussed this action. The RMDS private website is now in place to deal with sensitive documents. Both RMDS and CER agreed that the RMDS website will continue to publish the minutes of meetings to the public section of the website. She added that the website will remain primarily public with designated documents held on the private portal. She indicated that the current operation of the website in terms of the ratio between privacy/public availability content would continue as is All agreed to close the action. 		
Discussion at IGG	<ul style="list-style-type: none"> This action is deemed closed. 		
Forum Logged: CC	Assigned to: ALL MPs	Status: Action deemed Closed	Due Date: 02.09.2015

3. Actions – New IGG Actions

The following 8 new actions were logged at the IGG.

New Action Items			
983	Green Source Products - CER invited further comment or questions on the GSP decision. Any response to query which had relevance to the market would be circulated by CER via RMDS to market		
Discussion at IGG	<ul style="list-style-type: none"> See section 4 for details of this action. 		
Forum Logged: IGG	Assigned to: CER	Status: NEW Action	Due Date: 07.10.2015

984	MRSO CoLE Figures - Suppliers to check internally and ensure that they are not inputting Alpha Strings in the Name field of the 010 MM. Correct the issue if they are and report to RMDS who will refer to MRSO		
Discussion at IGG	<ul style="list-style-type: none"> See Section 6 MRSO update for details of this action. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: NEW Action	Due Date: 07.10.2015

985	MP issuing CoS for their own site - MPs to resolve this issue. Prevalence of issue noted in June and August 2015. Relevant Supplier to resolve and report back to RMDS or MRSO.		
Discussion at IGG	<ul style="list-style-type: none"> See Section 6 MRSO update for details of this action. 		
Forum Logged:	IGG	Assigned to: Suppliers	Status: NEW Action Due Date: 07.10.2015

986	Technical Details - DR covering the importance of appropriate Technical Details (name and phone) to the 010 to be drafted. Detail to be added to MPD 01 & 02		
Discussion at IGG	<ul style="list-style-type: none"> See Section 7 ESNB Update for details of this action. 		
Forum Logged:	IGG	Assigned to: ESNB	Status: NEW Action Due Date: 07.10.2015

987	Long Term Non Access - ESNB to summarise the responses they received from Long Term Non Access Communication exercise with Customers and send to Suppliers via RMDS.		
Discussion at IGG	<ul style="list-style-type: none"> See Section 7 ESNB Update for details of this action. 		
Forum Logged:	IGG	Assigned to: ESNB	Status: NEW Action Due Date: 07.10.2015

988	Long Term Non Access - Suppliers to review ESNB's suggestions on Long Term Non Access and review their own working practices with a view to improving information to customers about ESNB requiring access. Report back findings to RMDS for discussion at next CC or IGG		
Discussion at IGG	<ul style="list-style-type: none"> See Section 7 ESNB Update for details of this action. 		
Forum Logged:	IGG	Assigned to: Suppliers	Status: NEW Action Due Date: 07.10.2015

989	Vulnerable Customers - A decision around the frequency & yearly timing of an annual reconciliation exercise needs to be determined.		
Discussion at IGG	<ul style="list-style-type: none"> See section 4 CER update for details of this action. 		
Forum Logged:	IGG	Assigned to: ESNB/CER	Status: NEW Action Due Date: 07.10.2015

990	Vulnerable Customers - Determine if V C attributes are retained on a customer following COLE. Identify implications of COLE in reconciliation exercise.		
Discussion at IGG	<ul style="list-style-type: none"> See Section 4 CER update for details of this action. 		
Forum Logged:	IGG	Assigned to: ESNB	Status: NEW Action Due Date: 07.10.2015

4. CER Update			
S mac an Bhaire & D Paraschiv gave the CER update.			
<ul style="list-style-type: none"> Network Tariffs for Electricity and Gas – TUoS and DUoS Network Tariffs were published recently. Pass Through document – CER Retail Team intend to publish this document in the coming weeks. Green Source Products Decision Paper – was published which contains some new rules. CER has received some questions querying implementation timelines from Suppliers regarding this document. These questions concern implementation timelines and publications. CER has yet to consider these comments. Suppliers are urged to send any further queries that they may have regarding what should be displayed on the CER webpage to S mac an Bhaire. 			

S Doolin reported that there is one outstanding issue with the Green Source Products Decision Paper since 2014 regarding the date that has to be provided by CER with some interaction from Suppliers. S mac an Bhaird replied that this question is one of the recent queries that CER has received. A new action was logged for CER to invite further comment or questions on the GSP decision.

New Action 983: Green Source Products - CER invited further comment or questions on the GSP decision. Any response to query which had relevance to the market would be circulated by CER via RMDS to market.

- **Deemed Contracts** – D Paraschiv reported that she has circulated via RMDS the summary of the comments she received on the Deemed Contacts SI. She then forwarded these substantive comments onto CER’s Legal Advisor. Once the Legal Advisor has reviewed these comments, D Paraschiv intends to recirculate the redrafted version of the comments in the same format. However she will add a column to that table to say the comment is “accepted” or “rejected” and give the reason. CER plans to forward this document to the House of the Oireachtas this side of Christmas.
- **Monthly Switching Report** – S mac an Bhaird reported that CER usually publish a monthly Switch Report on their website. However, due to resource constraints, CER has stopped publishing these reports in the last few months. CER will resume publishing these reports in Q4 2015 with an extended report which will include the months missed.
- **Vulnerable Customers** – D Parashiv stated that a reconciliation exercise has taken place in GAS as well as the release of the new Vulnerable Customer attribute category. . On the Electricity side, CER understands that the only way to capture mental health will involve a Schema Release. ESBN’s customers are split between “Life Support “and “Non Life Support”. Both these two issues are being investigated. She enquired if ESBN is going to raise a DR on this issue. C O’Connor replied that ESBN’s preference would be that another workshop be held to discuss an already drafted solution. ESBN will draft a DR and bring it to the workshop so that the proposed solution can be discussed on the day. The DR will also be circulated to the IGG for review and discussion. C O’Connor agreed to have the DR ready for discussion at the Conference Call in October.
- **Vulnerable Customers Reconciliation Exercise** – D Paraschiv reported that the frequency of this exercise needs to be reviewed. She suggested that GNI contact ESBN to agree a date to undertake this exercise at the same time of year. C O’Connor reported that GNI has already been in contact and enquired if ESBN is going to undertake this task before the year end. She informed GNI that ESBN has only recently completed their reconciliation exercise. She agreed to review this process internally and talk to GNI again. A new action was recorded for ESBN and CER to decide the frequency and yearly timing of the annual reconciliation exercise.

Action 989 - Vulnerable Customers - A decision around the frequency & yearly timing of an annual reconciliation exercise needs to be determined.

D Mulholland enquired about the letter campaign ESBN ran to update the Vulnerable Customers list and what this involves. C O’Connor replied that from a Customer Care perspective, ESBN sent a letter to all its customers listed as vulnerable. It asked Customers that if the information they held was not correct, to contact their Supplier. This exercise is not to do with the Vulnerable Customer Flag in particular, but a separate initiative undertaken by ESBN coming into the storm/winter season. ESBN has protocols that if there are going to be extra long outages, then vulnerable customers are contacted in advance. The reconciliation exercise undertaken by ESBN in the last few months should mean that ESBN will be sending out far fewer letters of this nature

going forward. G Harnett enquired if ESNB is sending out these letters to customers who have undergone a CoLE. His concern was that letters may be sent to customers who, as a result of a COLE, are no longer vulnerable. C O'Connor replied that she understands these letters were issued to all customers but will check internally if this is the case. D Paraschiv added that CER is not clear on what is happening in this case and that ESNB need to pass these details to CER to ensure that everyone is clear on the matter. As a result a new action was taken for ESNB to determine if V C attributes are retained on a customer following CoLE.

Action 990: Vulnerable Customers - Determine if V C attributes are retained on a customer following COLE. Identify implications of COLE in reconciliation exercise.

D Mulholland reported that he raised an issue recently about the visually impaired. A briefing note was issued to the visually impaired from ESNB which wasn't in brail. GNI has a process where brail is used for these cases but ESNB does not appear to have such a process. He added that he sent this query to RMDS yesterday and raised it briefly at the last IGG for mention at this IGG. C O'Connor and S mac an Bhaird both stated they don't remember this matter being mentioned at the last IGG. J Gregory reported that she will forward D Mullholland's query to ESNB and CER.

5. Gemserv Update

L Montgomery gave the Gemserv update.

Refer to slides for details.

- L Montgomery stated that one value of the slide is missing – it should read 21 for Self Supplier.
- 3 New Self Suppliers have entered the Market.
- 1 large Supplier is undergoing market entry.
- 1 requalification has completed.
- **TIBCO/HUB upgrade** - PQs have been received and reviewed by Gemserv. Gemserv completed a rigorous assessment on all responses it received. All ROI Suppliers have responded at this stage.
- No formal assessments are required. However Gemserv intends to perform a number of remedial assessments by liaising with Suppliers over the coming week.
- Gemserv has agreed dates for the formal assessment for ESNB, the Programme and NIE for 16-18 September 2015.
- Gemserv has identified some common themes emerging from the PQ responses.
 - The first is that Suppliers have been unable to produce rigorous cutover plans primarily as they are waiting for information on the programme's cutover plans. .
 - The second is a reliance on IPT for smaller Suppliers. Some small Suppliers haven't completed any internal testing. C O'Connor requested that Gemserv ensure that these Suppliers complete UAT as soon as possible. L Montgomery replied that where a lack of internal testing was identified, Gemserv will ensure that appropriate remedial action is advised to remedy this and ensure this testing is undertaken.
- **Non Schema Assurance** – PQs published 21st August 2015, responses due by 11th September. Gemserv has already received some responses. Suppliers are urged to respond as soon as possible. S mac an Bhaird encouraged Suppliers to respond as soon as possible as delays will have knock-on impacts on the project.

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 up to August 2015. Any discussions in this section are captured in the minutes below.

Refer to slides for details.

CoS & CoLE.

G Halligan reported that a large number CoLEs on the 010 Market Message were due to Supplier inputting Alpha Strings in the Name field. The CoS, although not actually a CoS with a COLE, appeared as a CoS with a COLE as a result of the name containing the alpha string. This is impacting Debt Flagging as a Debt Flag is only raised for CoS with no inferred or actual COLE. This issue is undermining the statistics being presented by MRSO. S mac an Bhaird agreed that this issue is undermining the process and should not be happening. He requested that G Halligan engages with the Supplier in question. G Halligan replied that he will follow up with the Supplier who is causing the problem.

A new action was taken for Suppliers to check that they are not inputting Alpha Strings in the Name field of the 010MM.

New Action 984: MRSO CoLE Figures - Suppliers to check internally and ensure that they are not inputting Alpha Strings in the Name field of the 010 MM. Correct the issue if they are and report to RMDS who will refer to MRSO

Registration Rejections

August 2015 has seen a significant increase in the number of Registration Rejections due to an issue one Supplier is having where they are issuing a CoS for their own sites. J Gregory suggested an action be logged to ensure that this issue is fully resolved.

New Action 985: MP issuing CoS for their own site - MPs to resolve this issue. Prevalence of issue noted in June and August 2015. Relevant Supplier to resolve and report back to RMDS or MRSO.

7. ESB Networks Update

C O'Connor presented the ESNB update.

C O'Connor gave a presentation on Prepayment Meter Stats, PAYG Installation Stats, Technical Contact Details, Eircodes Reminder and Long Term Non Access.

Prepayment Meter Stats.

- **Keypad Meter Stats – Refer to slides.**
- **Token Meter Stats – Refer to slides.**

PAYG Installation Stats.

Refer to slide for details.

- A new format displaying more granularity in relation to the PAYG installations was requested by Electric Ireland at the Conference Call – *Action 981. ESNB and EI to have offline discussion on the format of the report in relation to PAYG Installations.*
- Theresa Williams has used these stats/format when completing the PAYG pilot. C O'Connor outlined the stats in the slides.
- ESNB suggests that it will present this slide on PAYG Installations at forthcoming IGGs along with the Prepayment Meter Stats.
- C O'Connor asked Electric Ireland if they are satisfied with the stats provided.

- M Ferris replied that she will review these stats internally within Electric Ireland and revert. Action 981 will remain open.

Technical Contact Details –

C O'Connor presented a slide on this action. **Refer to slides** for full details.

- Suppliers who submit Change of Supplier requests (010 MM) must ensure that an accurate and up to date Technical Contact Name and Phone Number are included on the message where applicable.
- This is particularly relevant where sites are not manned 24/7(Pump Stations, Garda Stations etc.) and require ESNB to gain access by contacting a site representative i.e. technical contact.
- Where a Special Read is required for a Change of Supply, this information becomes essential. Without the information the CoS will be delayed and may time out if ESNB cannot gain access to take the read. This results in the Supplier having to resubmit a CoS, which again may not be completed for the same reasons.
- J Gregory suggested that a DR is raised which will cover the importance of appropriate Technical Details in the 010MM and Change of Supplier Process. This would then be included in the Market Design and could ultimately be assessed against a compliance framework. C O'Connor agreed to raise this DR. A new action was recorded.

New Action 986: Technical Details - DR covering the importance of appropriate Technical Details (name and phone) to the 010 to be drafted. Detail to be added to MPD 01.

- C O'Connor further added that this is a significant issue. ESNB has a full time designated staff member dealing with this issue. Several phone calls and significant effort is made trying to contact the designated technical contacts in question.
- CER urged Suppliers to relay this issue back to their Call Centres to ensure that more appropriate technical contacts are captured.

Eircodes Reminder.

C O'Connor presented an Eircodes reminder slide to Suppliers reminding them to abide by the decision that was taken to not submit any Eircodes on any MM address segment.

Refer to slide for full details.

- C O'Connor reported that this matter has already been discussed under action 978.
- She recommended that Suppliers visit the Best Practice Address Documentation on the RMDS website.

Long Term Non Access.

C O'Connor presented slides on Long Term Non Access.

Refer to slides for details.

- K Cleary has previously presented a slide on this matter.
- This issue was raised again at the June IGG in AOB. PAYG customers are creating particular problems in relation to Long Term Non Access.
- There are nearly 2,500 meters where ESNB has been denied access and that have therefore not been read in over a year.
- ESNB has found that this is happening for both Lifestyle and PAYG meters, where a lot of

customers are refusing to allow Meter Readers to gain access to read their meters.

- The response that ESBN is getting is that there seems to be some fear from Customers that they will receive bills even though they have a PAYG meter.
- Some Customers are not aware that ESBN has to read their meter even though they don't receive bills. ESBN needs to read meters to charge the correct DUoS to Suppliers.
- Also reading of meters is a good way for Meter Readers to identify if any meter tampering is taking place.
- As a result of this issue, ESBN started a letter campaign and sent approximately 2000 letters to any hardship customer who had 5 estimates or more in a row. This letter explained that ESBN still had to read Customer's meter even though they have a PAYG meter.
- ESBN received approximately 600 responses back from customers in question.
- A significant number of customers said that they didn't realise that they had to provide a reading.
- C O'Connor urged Suppliers to review their LTNA Reports and to explain to Customers with PAYG meters that ESBN is still obliged to read their meters.

S mac an Bhaird added that Supplier's Licences state that they are obliged to assist ESBN in this activity. He urged Suppliers to engage with ESBN on this matter. S Doolin reported that ESBN is suggesting that it is Supplier's advertising that may be causing this issue and felt that there was no evidence confirming that this is the cause. He suggested that there could be various causative factors leading to the issue. He added that there is active engagement from Suppliers with Customers on this matter. He further added that there are other reasons for Long Term Non Access. C O'Connor replied that other factors could indeed be causing the issue but that from responses they have received from their Customer communication, a significant number indicated that they were unaware that ESBN would still be required to read their meters. She is aware that all documentation states that ESBN will be reading their meters but for some reason some customers are not seeing this. She asked Suppliers to try to inform their Customers going forward that meter readers are still required to visit.

S mac an Bhaird suggested that Suppliers take on-board ESBN's suggestions and consider them to see if there is anything they can do to improve this issue. He further suggested that ESBN send through a summary of the responses they received from Hardship LTNA Customers.

As a result, 2 new LTNA actions were recorded.

Action 987: Long Term Non Access - ESBN to summarise the responses they received from Long Term Non Access Communication exercise with Customers and send to Suppliers via RMDS

Action 988: Long Term Non Access - Suppliers to review ESBN's suggestions on Long Term Non Access and review their own working practices with a view to improving information to customers about ESBN requiring access. Report back findings to RMDS for discussion at next CC or IGG.

8. Retail Market Design Update

J Gregory gave the Market Design Update:

MCR 1140 V1.0- Introduction of Eircodes into the Retail Market in Ireland.

Refer to slides for detail on MCR 1140. This MCR was discussed in the action update; see Section 2 Action 978 for details.

MCR 1140 deemed approved.

DR 1169 – Addition of Postal Code to two Downloadable Meter Point Details Files.

Refer to slides for detail on DR 1169. This DR was discussed at the ReMCoWG meeting preceding this IGG Meeting.

J Gregory indicated that this DR was being brought as part of the Eircode piece of work. She indicated that it was Non Schema impacting and applicable only to ROI.

The DR details the addition, in ROI, of Postal Codes into two Downloadable Meter Point Details Files.

The two files are:

- Domestic MRPN Details (domS_CUST.csv).
- Commercial MRPN Details (COMM_CUST.csv).

For the Meter Point Address, the Postal Code, where it is available in the Central Market System, will be populated in a new Postal Code column. The new Postal Code column will be added after the Region column.

MCR 1169 deemed approved.

Non Schema 2016 – Prioritisation.

Refer to slides for details.

This is similar to the Schema Prioritisation exercise. RMDS has identified all the DRs/MCRs potentially to be included in the prioritisation exercise. J Gregory briefly ran through the DRs/MCR to provide an overview and identify any requirements that needed to be completed prior to the MCR being eligible for implementation

- **DR 1141 - Supplier ID Validation on 260MM.** This is a dual jurisdictional non schema MCR. It has been implemented in NIE. Whether ROI use the same design as NIE or another design has yet to be decided. If this DR is to be included for next year, it will have to be brought to the November IGG for approval. It was highlighted that with all current priorities, it would be unlikely that this MCR would be ready for prioritisation.
- **MCR 1140 – Introduction of Eircodes into the Retail Market in Ireland.** This MCR was approved as an MCR today at the IGG so will definitely be included in prioritisation list.
- **MCR 1135 - Market Webservice as opposed to a Market Website to provide On-Demand Customer Information.** This MCR was included in the 2014 prioritisation. There was debate at the time, due to the cost, value and timescales involved whether this should be included even though some Suppliers rate this MCR quite high.
- **DR1001 - Increase number of days for a Customer Read for a COS to match the Supplier Cooling Off Period - 7 Working Days.** If this DR is to be included, the design has to re-contextualised and brought to the November IGG, approved as a DR and then approved as an MCR in January 2016.
- **MCR 62 - New rule for MPD1 NQH Change of Supplier.** This DR was raised in 2004. J Gregory has investigated this MCR in great detail. She has identified what the original issue was that lead to its drafting and has contextualised this MCR for 2015. RMDS has a proposal as to what should be done with this MCR.

- **DR 1169 - Addition of Postal Code to two Downloadable Meter Point Details Files.** This DR has been approved at this IGG today so will hopefully be approved as an MCR at the November IGG.

It was indicated that the next stage in the prioritisation process, is for Suppliers to rate these DRs/MCRs from 1-6 with 1 being the top priority 6 being the least important. Suppliers are asked to respond by the 11th of September. There are synergies between the Schema Release and Non Schema Release so these are to be considered during the rating exercise.

Non Schema Release 2015

Refer to slides for full details.

There are 2 MCRs which are going to be delivered in 2015 in alignment with the Schema Release.

- MCR 1136 - 131 MM to be added to Messages Tab on Extranet
- MCR 1151 - Add the Meter Multiplier & Meter Category code value for each relevant MPRN to the COM_REG & DOM_REG files available on the Secure File.

In terms of Assurance, RMDS requires Suppliers to return their PQs.

- MCR 1150 – Change the method of providing DUoS Billing Information. This MCR was intended for delivery in 2014. There were delays due to issues with all Suppliers being able to receive the new format via SFTP. RMDS has been advised that the intention is for Suppliers to receive their DUOS billing for October via SFPT as well as via the existing method. From a change control perspective, this MCR, will be associated with Non Schema Release 2015.

Market Releases – TIBCO/Schema Release 2016

Refer to slides for details.

This slide was included as reference for any attendees who had not attended the WG. The same slide was discussed at length at the WG so all details can be found in the WG minutes. No detailed discussion was held at the IGG.

Action 977 – Longstanding MCRs – RMDS to circulate the 5 oldest outstanding MCRs to Suppliers. Suppliers to review and bring their position to the next IGG.

Refer to slides for full details.

RMDS consolidated all responses it received from both action 977 and 922(previous action). In some cases, the same Supplier responded twice. So in total, there were 6 responses. J Gregory indicated that RMDS will aim to bring each of the 9 MCRs to the forum for discussion, identification of whether the MCR is still fit for purpose in the current context and identify changes that can be introduced as a new version. The option to withdraw an MCR is also available to the market if all feel it is no longer relevant.

J Gregory provided an overview of each DR/MCR listed on the slide.

MCR 175 - New Reject Reasons for Address Change Rejection is definitely relevant

It was identified that this MCR is definitely relevant based on the new version that was approved at the today's WG. The new version contains reference to a rejection reason for Eircodes

MCR 62 New rule for MPD1 NQH Change of Supplier.

Refer to slides for details.

J Gregory outlined the history, original reason and investigation of this MCR which was drafted in 2005. She further outlined the recommendation by RMDS on this MCR. RMDS recommended that MCR 0062 in its capacity to address an issue that appears no longer relevant could be withdrawn.

J Gregory detailed the original reason for the drafting of the DR. A read is provided during a CoS – sometimes an estimate. If for a long period after the CoS closes, a replacement CoS read is sent, it causes the original read to be withdrawn and the new read to be re-applied. This often results in the losing Supplier being left with debt. As the customer left the Supplier for a considerable period of time and the final bill issued, the losing Supplier has little recourse on debt recovery or even being able to contact the customer. The original proposal was to introduce a 20 day time limit after which no replacement reads could be submitted. J Gregory indicated that after discussion with MRSO, it was identified that this situation is managed through a workaround which mitigates the issue to a large extent. Any replacement read requested 60 days after the CoS completes produces an error. These are investigated by MRSO. If the threshold of difference is met, MRSO contact the losing Supplier requesting that they approve the replacement read being applied. A similar process takes place prior to 60 days following CoS completion whereby the CoS workflow requests manual review and validation of the situation. MRSO indicated that there were approximately 20 of these cases per day encountered. Investigation therefore revealed that there should be very few cases of incorrect or unapproved replacement CoS reads.

J Gregory went on to describe the situation which appears to be causing more of an issue and which may be more relevant to be addressed in the MCR upon update. The CoS read is replaced automatically if an actual or customer read is received subsequent to the CoS (up to months/years later) which is lower than the read entered during the CoS. This scenario exists in situations where there is a history of estimated reads. MRSO indicated that this takes place automatically and there are approximately 120 of these per day. The question is, should the reversal of reads go over the CoS (as it currently does) or should it only go as far as the last CoS. The decision for it to go over the CoS was made at Market Opening with full market approval. The question is whether this could or can be reviewed in light of the issue.

J Gregory posed the question to the market as to whether they want to open a new DR to cater for this scenario or perhaps just update the DR to explain the details of the current issue – i.e. the issue of automatic re-estimation of CoS read if an actual or customer reading is received lower than previous estimated CoS read. There are options around preventing adjustment over a CoS Read. This would involve system changes.

G Harnett reported that this an ongoing policy issue that needs to be addressed. J Gregory added that this issue is contributing to the LTCA issues. The issue is that the Old Supplier is left with a debt and has no way of contacting the customer who may have left them 2/3 years before.

S mac an Bhaired stated that as there is an outstanding policy issue with this DR and it should remain open for the time being. J Gregory added that the DR needs to be updated and recontextualised for 2015. R Gilmartin agreed that this DR should be updated but as there are ongoing issues with LTCA which have yet to be resolved, this DR should remain open.

It was agreed that DR 62 be updated and should remain open. J Gregory reported that this DR will be updated, re-versioned and will be brought to the next IGG in November. RMDS will sent the updated DR to Suppliers for review well in advance of the IGG.

MCR 69 - Mod to XML schema to allow Market Participants communicate with full Irish Character Set.

Refer to slide for full details.

J Gregory outlined the history, original reason and investigation of this DR. She further outlined the recommendation by RMDS on this MCR.

T Heasley reported that this MCR should be updated to include details of the interdependencies between the Gas and Electricity Market. There could be implications if it was implemented in one jurisdiction and not in the other.

It was agreed this MCR should be updated with the 2015 context and should remain open.

MCR 73 V4.0 - Proposal to make first name mandatory on Market Messages.

Refer to slides for details.

J Gregory outlined the history, original reason and investigation of this MCR. She further outlined the recommendation by RMDS on this MCR.

The majority of responses RMDS received indicated that they were happy to withdraw this MCR. However, one Supplier wished to keep this MCR. J Gregory stated that to date, the MCR had not been prioritised high enough by the market to be included in a release. J Gregory stated that the advent of Eircodes as an enduring solution should reduce the need for this MCR. She added that the Eircode database would presumably improve in quality and coverage over the coming years as it has done in other countries over subsequent years following initial implementation. She highlighted that implementing this change would mean considerable work effort, change to market messages and processes and may not be able to add much value in terms of the quality of data received. That is, there would be no way of validating that the names added would be correct or complete – i.e. an Initial could suffice as a first name or random alpha strings..

T O'Neill stated that ESNB originally raised this MCR and it hasn't been prioritised for delivery since. S mac an Bhaird stated that this particular MCR would be treated the same as all other DRs/MCRs regardless of who raised it. CER is aware of all DR/MCRs currently in the market and there is adequate opportunity for all DRs/MCRs to be included if the market prioritises them. He further added that if a Participant wants to make a case for ensuring the delivery of a MCR, they are able to do so to CER. CER has the ability to mandate a change being delivered. J Gregory further added that she needed to clarify what she meant when indicating that the MCR hasn't been prioritised – she meant that it had been prioritised by a MP but because the prioritisation exercise relies on the law of averages, the MCR had never featured as no other MPs had ranked the MCR or had rated it very low in terms of their priority.

It was agreed that this MCR should be updated to reflect Eircodes as well as be re-contextualised for 2015 and should remain open.

RMDS Private Website

The RMDS Private website is now in operation. J Gregory thanked Suppliers for responding and indicated that those who did respond have been set up with access.

Code Change Request

T O'Neill enquired as to when the Code Change Request that was discussed at the last WG be implemented as it's not part of either of the releases. J Gregory replied that Code Change Requests are never part of releases and were designed to sit outside of that process to allow DSO's quick turn around on these types of code updates. These changes are generally requested by DSOs e.g. new RM Codes, Supplier IDs and the changes are made to the system as soon as possible. The process is designed to allow for expedient system update to the DSO system of non enumerated fields. The process ensures that Code Change Requests are updated in the Co-ordinated Baseline at an appropriate point in time (via a Co-MMR). The Co-ordinated Baseline is unlikely to be updated at the same time as when the change has gone live in the market. J Gregory indicated that for reference details around the Code Change Request and process are to be found in the body of the document. Once the Code Change Request is approved, it's entirely up the ESNB to put these changes into the system. T O'Neill replied that ESNB will make these changes to the system and inform RMDS when this task has been completed.

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

- NIE Disaster Recovery Pre Test - Sunday 13th September 08:00 – 20:00.
- NIE Disaster Recovery Test - Saturday 26th - Monday 28th September 08:00 – 08:00 (48 hrs).
- Full details available as usual on the Outages page on the RMDS Website.

10. AOB

One item was raised in AOB.

IGG Timings in CER Offices Dublin.

S mac an Bhaird suggested that as the CER reception is closed until 14:00, forthcoming IGGs in Dublin be moved to a start time of 14:15. It was suggested that all forums are standardised and that timing in both NI/ROI are considered for the new timing.

Next Conference call:

- 7th October 2015.

Next IGG:

- 4th November 2015 in Belfast.