

Date:	4 th November 2015	Time & Location	10:30 – 12:30 – NIAUR Offices, Belfast
Chair:	Seán mac an Bhaird CER		
Attendees:	Name	Location	
	Jessica Gregory, Tracy Caffrey, Alice Mooney	RMDS	
	Seán mac an Bhaird, Priti Stack, Gina Kelly, Dana Paraschiv	CER	
	Carmel O'Connor	ESBN	
	Elizabeth Montgomerie, Nirav Vyas	Gemserv	
	Joe Browne	MRSO	
	Ray Gilmartin, David Mulholland	SSE Airtricity	
	Sean Doolin, Philip Doyle	Electric Ireland	
	Mark Speers, Stevie Donnelly	BGE	
	Thomas Heasley	Energia	
	Eamonn Murtagh, David Gascon	Panda Power	
	Tadhg Gunnell	Pinergy	
	John O'Dea	Eirgrid	
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.	Retail 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>11 IGG actions were closed since the last IGG Meeting (not including the current IGG meeting). Suppliers were asked to email RMDS if they require the closure details of these actions.</p> <p>10 IGG actions have been carried forward. They are outlined below.</p>			
Action Items			
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 is an action raised by SSE Airtricity in relation to COLE Process recording the moving out an occupant. ▪ ESBN established that ESBN does retain the data. ▪ The last update was that there was a request for SSE to clarify the exact details. This was sent on the 23rd to ESBN via RMDS. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ C O'Connor reported that ESBN will not approach the Data Protection Commissioner until the New Year after a general review has taken place. This could mean several issues rather than just this being one brought to the table. ▪ She added that following the IGG Conference Call on 7th October, NIE Networks has requested a change to be made to the Conference call minutes. In the minutes, SSE Airtricity stated that there was an action against NIE Networks from the Data Protection Commissioner in NI. She further added that she has been asked to clarify that there is no outstanding action against NIE Networks from the Data Protection Commissioner. There was a clarification letter sent and that the issues being discussed are operational issues. She further added that the clarification that NIE Networks received was very similar to what ESBN received from its Data Protection Team. ▪ A new action was taken for RMDS to update the IGG Conference Call minutes of 7th October in relation to IGG Action 948 to say there is no outstanding actions against NIE Networks in relation to Data protection. See action 991. ▪ Action 992: IGG Conference Call Minutes 7th October - RMDS to update action 948 to reflect that there are no outstanding actions against NIE from the Data Protection Commissioner in NI. Minutes to be updated and re-versioned. ▪ It was agreed that this Action should remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 02.12.2015

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 reported that RMDS has issued the Christmas Arrangements for 2015. ▪ The lock moratorium for Commercial Customers will commence on the 17th December 2015. De-energisations can not take place from the 17th December 2015 until the 4th of January 2016. Suppliers must submit de-energisations requests before close of business on 10th December 2015. This is different to domestic customers where de-energisations will not be processed from the 10th December and all must be submitted by the 3rd December 2015. There is therefore an extra week for Commercial Customers to be de-energised. ▪ CER to provide an update.
Discussion at IGG	<ul style="list-style-type: none"> ▪ S mac an Bhaird added that it is effectively the Christmas week where no disconnections can happen for commercial customers. ▪ He further added that the proposed dates were based on operational requirements from ESBN. ▪ R Gilmartin reported that the further week outside the moratorium is an improvement on the past. He enquired if this lock moratorium will be looked at annually. ▪ S mac an Bhaird replied that the lock moratorium will be looked into annually by ESBN – ESBN will assess dates based on operational requirements (expected to be broadly similar from year to year). ▪ He requested that if Suppliers are not happy with these dates, they should come back formally to CER on this.

	<ul style="list-style-type: none"> ▪ S Doolin added that if ESBN has an operational requirement for one week lag then should this be taken up between ESBN and Suppliers on the commercial side. There is a clear mandate on the domestic side which didn't involve this principle. He added that he would be concerned that the decision is a decision forever. ▪ S mac Bhaird reiterated that the following year, ESBN will assess its operations and determine new relevant dates. ▪ R Gilmartin added that SSE Airtricity can't understand why commercial sites are included in the moratorium. ▪ S mac an Bhaird replied that it is not a regulatory decision but rather based on operational constraints over the Christmas period. He added that the letter written by ESBN to CER explaining the decision on dates could be shared with industry by way of information. A new action was logged for CER to issue letter to Suppliers where explanation in relation to Commercial disconnections over Xmas period was detailed. See new action 990. <p>▪ New Action 991: Lock Moratorium over the Christmas period - CER to issue letter to Suppliers where explanation in relation to Commercial disconnections over Xmas period was detailed.</p> <ul style="list-style-type: none"> ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: CER	Status: Action deemed Closed	Due Date: 04.11.2015

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"> ▪ The last update was that CER made the last request for email encryption to MRSO. However, MRSO has yet to hear back from CER on progressing this further. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ S mac an Bhaird reported that he will follow this action up with John Lynn in CER. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action remains Open	Due Date: 02.12.2015

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"> ▪ CER to provide an update on decision.
Discussion at IGG	<ul style="list-style-type: none"> ▪ S mac an Bhaird reported that following the last update, CER has engaged with SEMO. ▪ SEMO are happy to engage with an Independent Auditor. ▪ CER confirmed that they will approve the Auditor. ▪ J Gregory added that the next steps are for the LTCA working Group to reconvene. The group will need to address the funding mechanism for the auditor as well as ensuring the terms of reference are still fit for purpose. This is particularly relevant in the context of I-SEM. ▪ C O'Connor stated that she understood that part of the issue already discussed but not resolved, was agreeing how the funding for the auditor would occur. ▪ S mac an Bhaird stated that the proposal is for ESBN to fund the Auditor ▪ C O'Connor stated that ESBN will need the approval of the auditor and funding support from CER in writing. ▪ P Stack replied that CER will put this in writing to C O'Connor and this will also be circulated to the Working group. ▪ S mac an Bhaird enquired who would chair the meetings in the future. J Gregory replied that Cormac Madden chaired the meetings in the past but that a long time has elapsed since the last meeting and this may not still be the case. ▪ P Stack reported that ESBN will have to nominate a representative to chair the meetings going forward. C O'Connor added that the LTCA Working Group will have to ask Cormac Madden if he would be available to chair the meetings going forward but RMDS will administer the meetings & project manage the deliverable. ▪ C O'Connor reported that RMDS had to date administered the LTCA group. J Gregory added that

	<p>this piece of work will have to be project managed and scheduled into relevant work plans and resourcing plans.</p> <ul style="list-style-type: none"> ▪ S Doolin added that this is a particularly complex problem and it is going to be further complicated by I-SEM. ▪ P Stack stated that the feedback they received from Participants made it clear that they felt it wasn't acceptable to wait for I-SEM before employing the auditor. She further added that the Terms of Reference for the LTCA WG and I-SEM paper will need to be considered together with TOR being amended to reflect the ISEM position where necessary. <ul style="list-style-type: none"> ▪ J Gregory posed a question of waiting until I-SEM design is signed off before appointing the Auditor. ▪ S mac an Bhaird replied that CER recommended this course of action but Suppliers rejected this and want the LTCA work to continue. ▪ As a result of the discussion a new action was logged. <p>Action 993: LTCA Next Steps - LTCA WG to convene following CER decision to support appointment of auditor. Terms of reference to be reviewed to account for pending I-SEM design confirmation. WG to submit update on terms of reference, chairperson, plan for progressing and project managing next stage of LTCA initiative at next IGG.</p> <ul style="list-style-type: none"> ▪ Action deemed closed. 		
Forum Logged: CC	Assigned to: CER	Status: Action deemed Closed	Due Date: 04.11.2015

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"> ▪ This is to monitor whether anybody is inputting EirCodes. ▪ At the Conference Call, G Halligan reported that MRSO will have an update on this action at the next IGG. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ J Browne reported that MRSO have encountered 175 Eircode addresses in September. This figure increased up to 188 in October and to 203 in November. ▪ Of these, 1 Eircode was populated in the A1 Address field, and the remaining was populated in the A2 field. ▪ S mac an Bhaird reminded Participants that an agreement had been made for all to refrain from using Eircodes in the market systems. He urged Suppliers to abide by the agreement, whereby EirCodes would not be included in any address fields. This was to prevent outsourcing of message to the MRSO, which would impact the MRSO's work load. <ul style="list-style-type: none"> ▪ It was agreed that this action should remain open. 		
Forum Logged: CC	Assigned to: MRSO	Status: Action remains Open	Due Date: 02.12.2015

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
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 this action involves SEMO and its validation process and how this is going to be set up and when it's going to start. ▪ CER has engaged with SEMO but SEMO has yet to come back to CER with a definitive position on this matter. ▪ CER will re-engage with SEMO either this week or next week and hopefully have an update this side of Christmas. ▪ SEMO will put in place a validation process for Green Source Products. SEMO has yet to establish its internal processes for this task and is currently reviewing its processes. ▪ D Gascon enquired if SEMO will follow the same fuel mix calculations. ▪ S mac Bhaird replied that the fuel mix process has been concluded for this year. CER would like to do this validation for 2014. S Doolin asked if this means that the process is operable as soon as SEMO circulate notice to Suppliers. Electric Ireland has a requirement to submit audit returns and there is a sequencing matter on top of the SEMO piece that will need to be set out in an information paper.

	<ul style="list-style-type: none"> ▪ S mac an Bhaird replied that CER will inform Suppliers of the date, engage with Suppliers and state what is involved. CER may require SEMO to hold a session with Suppliers. CER will engage with industry before confirming a date. ▪ S Doolin asked if FMD is as it always was for 2015. ▪ S mac Bhaird replied that it is. ▪ S mac Bhaird added that CER will circulate the approach from SEMO immediately to Suppliers and CER may arrange a session on this topic if necessary. ▪ D Mullholland enquired if Suppliers will need to make any changes to their bills once taking into account the validation changes from SEMO. ▪ S mac an Bhaird replied that if the validation comes back that any one Supplier is not as green as they stated, CER will note this and send an information note on this to the Suppliers in question. This will drive the particular Supplier to make necessary changes to it's website in relation to their green percentage. There may be changes on bills dependant on what Suppliers are currently saying on their bills in relation to Green, for example, some may say, they are providing 100% green energy on some supplier bills.. This may change if the validation process says a particular Supplier may not be 100% green. The overall Fuel Mix will remain as normal, aligned with what SEMO has said it should be. ▪ S Doolin reported that he would be concerned if there was some proposal to apply a verification process for the 2014 fuel mix year which may involve some changes to Electric Ireland's bills. ▪ P Stack replied that the fuel calculations and methodology remains. What could change is that if a Supplier is stating that it is 100% green on its bills, and the verification says that they are not, then this statement is not correct. S mac an Bhaird added in the above case a Supplier may have to change this statement or text on their bills. ▪ S Doolin asked if it is intended that the verification process would be activated in relation to the 2014 year or is it intended that it would be activated for the 2015 fuel mix year. ▪ S mac an Bhaird replied that the intention was that it would be activated for the 2014 year. CER has noted Electric Ireland's comments in relation to the practicality of implementing this. CER will engage with Electric Ireland in relation to this matter. ▪ Action to remain open.
Forum Logged: IGG Assigned to: CER Status: Action remains Open Due Date: 02.12.2015	

985	MRSO CoLE Figures - Suppliers to check internally and ensure that they are not inputting Alpha Strings in the Name field of the 016 MM. Correct the issue if they are and report to RMDS who will refer to MRSO
Update for IGG	<ul style="list-style-type: none"> ▪ J Gregory reported that 1 Supplier is causing this issue by inputting Alpha strings in the Name field. ▪ She added that G Halligan has had some conversation with the Supplier in question. ▪ She has also discussed this issue with D Paraschiv in CER and is still in discussion at the moment.
Discussion at IGG	<ul style="list-style-type: none"> ▪ J Browne reported that MRSO carried out some preliminary investigations into this matter. It turns out that this practice is being followed by more than one Supplier. ▪ This process is creating COLEs that where they should not be COLE's. ▪ MRSO are investigating this issue further. MRSO may need to discuss this issue and the reasons for it with the Suppliers in questions who are implementing this practice. ▪ Once MRSO has completed the investigation, it will present its findings to CER. ▪ J Gregory added that it looks like one of the main reasons this is happening is that Suppliers are looking to reduce de-energisations after a Customer moves out. There is some contention as to whether something is mentioned in the Supplier Handbook which is supports this practise. There is an operational / practical reason why Suppliers are following this process and this needs to be investigated to establish whether a more efficient process could be put in place. ▪ S mac an Bhaird added that he spoke to G Halligan yesterday in relation to the scale of this issue and why some Suppliers are doing this. G Halligan did mention that some Suppliers are saying that the Supplier Handbook is driving this. The CER stated that it was not aware of any aspects of the Supplier Handbook that may explicitly necessitate such a practice to be adopted. However if more detail could be provided than CER would look into it. CER's core concern at the moment is the integrity of the data that is being collected. If COLEs are being over inflated, then this could be an issue. ▪ P Stack added that CER would like this issue to be resolved as soon as possible. She requested that when MRSO engage with the Suppliers in question that they give them a definite timeframe to

	<ul style="list-style-type: none"> come back on this issue. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action remains Open	Due Date: 02.12.2015

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		
Update for IGG	<ul style="list-style-type: none"> ▪ J Gregory added that RMDS and ESBN have been in discussion regarding this DR. ▪ This is not a high priority DR. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ C O'Connor added that ESBN will raise this DR in due course as it is important that the correct Technical Details are included in the Change of Supplier process. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 02.12.2015

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		
Update for IGG	<ul style="list-style-type: none"> ▪ 2 Suppliers have sent responses to ESBN via RMDS. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ C O'Connor reported that she will talk through a slide later in the presentation that relates to this. She indicated that she is happy to close this action. ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action deemed Closed	Due Date: 04.11.2015

989	Vulnerable Customers - A decision around the frequency & yearly timing of an annual reconciliation exercise needs to be determined.		
Update for IGG	<ul style="list-style-type: none"> ▪ CER to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ D Paraschiv reported that this action stems from a Workshop held in 2014. It is driven by a requirement for compliance with SI463 of 2011. She urged new market entrants to read this legislation. ▪ Various actions arose from the workshop. These included: <ul style="list-style-type: none"> ○ The need to agree a definition of mental health. ○ A review of the Registration Forms for Vulnerable Customers. ○ The requirement for a reconciliation exercise to ensure that the number of vulnerable customers registered on Network Companies systems match with the number of vulnerable customers registered on Suppliers systems. ▪ The reconciliation exercise was carried out in both Gas and Electricity markets and was completed. As a result, a question arose if the reconciliation exercise should be undertaken on a more frequent basis as opposed to every five years. CER asked Suppliers and Gas and Electricity Networks to submit their comments on the frequency and the timing of the reconciliation exercise. ▪ CER has received comments from most Suppliers and ESB Networks and Gas Networks Ireland. She has discussed this matter within CER. The CER Position note will be circulated next week and CER will invite comments on this. ▪ C O'Connor reported that one Supplier has asked ESBN for a more regular update of the Vulnerable Customer list. M Mulcahy has said that if Suppliers wish for more regular updates, ESBN can facilitate this request on an ad hoc basis. There are opportunities for informal reconciliations for Suppliers if they wish for them. Suppliers should contact M Mulcahy directly to request these updates. ESBN wouldn't recommend that Suppliers request updates every month, but every quarter would be satisfactory. Market Messages would be used to send in the corrections for any differences identified. ▪ D Paraschiv added that this particular point is also reflected in the position note which CER will be circulating in due course. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 02.12.2015

3. Actions – New IGG Actions

The following 4 new actions were logged at the IGG.

New Action Items

991	Lock Moratorium over the Christmas period - CER to issue letter to Suppliers where explanation in relation to Commercial disconnections over Xmas period was detailed.		
Discussion at IGG	<ul style="list-style-type: none"> See action 956 for details of this action. 		
Forum Logged: IGG	Assigned to: CER	Status: NEW Action	Due Date: 02.12.2015
992	IGG Conference Call Minutes 7th October - RMDS to update action 948 to reflect that there are no outstanding actions against NIE from the Data Protection Commissioner in NI. Minutes to be updated an re-versioned		
Discussion at IGG	<ul style="list-style-type: none"> See action 948 for details of this action. 		
Forum Logged: IGG	Assigned to: CER	Status: NE Action	Due Date: 02.12.2015
993	LTCA Next Steps - LTCA WG to convene following CER decision to support appointment of auditor. Terms of reference to be reviewed to account for pending I-SEM design confirmation. WG to submit update on terms of reference, chairperson, plan for progressing and project managing next stage of LTCA initiative at next IGG		
Discussion at IGG	<ul style="list-style-type: none"> See action 979 for details of this action. 		
Forum Logged: IGG	Assigned to: CER	Status: NEW Action	Due Date: 02.12.2015
994	Vulnerable Customers - Suppliers to provide comments back on DR1173 with a view to facilitate approval in principle of DR at next Conference Call.		
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: 02.12.2015

4. CER Update

S mac an Bhaird & D Paraschiv gave the CER update.

- Market Monitoring Reports & Monthly Switching Reports** – CER used to publish these Reports Quarterly. The Monthly switching report was recently published covering the months up to August 2015. CER intends to publish this report every month from now on. CER is finalising the Quarterly Report which will span Q1 and Q2 and show the information broken down for each of these quarters. CER hopes to publish this report in the next two weeks. This report normally covers market share, switching, PAYG and disconnections. However, this particular report will not include the disconnection data as there was a delay in acquiring this from networks. CER will be publishing the disconnection data at a later date.
- New Market Monitoring Framework** – CER has received submissions from Suppliers and is currently looking through these submissions in relation to diversity of contracts and margins. CER will be engaging with Suppliers in relation to their submissions over the coming weeks.
- Supplier IDs for the new Market Messaging Framework** – Supplier Login IDs have issued to Suppliers. Suppliers are asked to confirm to the CER that the people in their organisations who should have received the Supplier IDs, have in fact received them. If Suppliers have any issues, they should be directed to S mac a Bhaird who will pass them to the CER IT Manager.

- **Audit of Price Comparison Website** – CER is undertaking an Audit of the price comparison website. This is an annual task. This Audit is due to be completed by the end of November 2015. A report will issue once this task is complete.
- **Vulnerable Customers Audit** – D Paraschiv reported that CER issued a letter to all Suppliers supplying to domestic sites on the 27th October 2015. The scope and methodology of the Audit were described therein. The format of the Audit follows more or less the same format as normal and includes part 1 and part 2. Suppliers must send their submissions to CER by the 17th November. In part 1, Suppliers must send paperwork and answer Questionnaires. Part 2 relates to the dates for Site Visits which Suppliers must respond to. CER has received site visit dates proposals from one or two Suppliers but CER is waiting for the majority of Suppliers to come back to them. The availability window for site visits is between the 23rd November and 7th December 2015. Suppliers are urged to come back to CER with dates as soon as possible.
- **Consultation for the Supplier Handbook** – S mac an Bhaird reported that D Paraschiv is working on the consultation for the Supplier Handbook. CER intends to issue this handbook in 2015.

C O'Connor notified the forum of a recent Radio Talk Show where a customer with a PAYG meter was complaining that he had to input a 60 digit code. He had found this to be particularly difficult considering he was disabled. C O'Connor added that it was her understanding that PAYG meters were not supposed to be made available to Vulnerable Customers.

D Paraschiv replied that in line with current requirements set out in the Supplier Handbook, the onus is on the Supplier to check the suitability of the Customer to have a PAYG meter installed. This applies to both financial hardship or lifestyle choice customers. There is no clause which prohibits Suppliers from offering a PAYG meter to vulnerable customers. S mac an Bhaird added that the Supplier has to assess whether a customer is capable of using the PAYG device.

C O'Connor identified a potential inconsistency where customers who are classed as Vulnerable and subsequently not eligible for disconnection (on credit meter), could potentially, if they have a PAYG meter, self disconnect the meter through non payment.

D Paraschiv reported that she would rely on Suppliers using common sense in assessing each customer's suitability to use a PAYG meter and not allow a PAYG meter installation to take place for a customer who has difficulty using it. She further suggested that an inclusion in the Supplier Handbook covering this scenario would be useful. CER are currently updating the handbook and will look into this addition during the process.

S Doolin stressed that it is for Suppliers to assess the suitability of customers who get a PAYG meter. Suppliers have to be careful that they do not impinge on any person's legal rights by refusing to give them a PAYG Meter. Some Vulnerable Customers may wish to have and be capable of using PAYG meters.

5. Gemserv Update

L Montgomery gave the Gemserv update.

Refer to slides for details.

- 1 large Supplier is undergoing market entry.

TIBCO/HUB upgrade - Gemserv is working on the assurance for the TIBCO/HUB upgrade.

- This includes some additional assurance based on some changes to accommodate the trimming issue.

Schema Assurance– Gemserv is working on this.

- PQs completed and reported.
- Formal Assessment completed and reported.
- Next Steps – Gemserv is looking at providing assurance for the trimming issue and expect to provide an Assurance Plan by the 10th November 2015.
- IPT is scheduled for Jan – Feb 2016.
- Gemserv urged Suppliers to provide any required documentation or information to Gemserv in a timely fashion.

Non Schema Market Design Assurance – Gemserv has sent this report to RMDS who has issued to Suppliers and CER.

6. MRSO Update

J Browne gave the MRSO update.

The standardised slide pack provides the status of Change of Supplier related activity in the ROI market up to October 2015. Any discussions in this section are captured in the minutes below.

Refer to slides for details.

Debt Flags

S Doolin enquired about Debt Flagging. He stated that the vast majority of Debt Flags are not being cancelled.

J Browne agreed with the statement. He indicated that they are being flagged to the New Supplier but they are not being cancelled and therefore progress through to completion.

D Gascon asked what percentage of these were returned as CoLEs. J Browne replied that 50% were returned for CoLEs. D Gascon asked if these figures are correct. S mac an Bhaird reported that MRSO do a double check in essence to verify whether or not it is in fact a change of legal entity.

D Gascon enquired what the check by MRSO entails. J Browne replied that the name on the account is identified and flagged as a separate customer. D Gascon asked what is stopping a customer putting his or her partner's name on the account and switching time and time again. If a Customer account changes from one name to another than there are certain rules in place to deal with this. This is why the CoLE doesn't get Debt Flagged.

S mac an Bhaird added that there has been some discussion in the past regarding the checks undertaken by MRSO. This matter has been discussed previously and Suppliers are satisfied that the correct checks are being undertaken by MRSO.

C O'Connor added that most Suppliers would agree with the issue that D Gascon has raised and this issue has been discussed at length at previous forums.

7. ESB Networks Update

C O'Connor presented the ESNB update.

C O'Connor gave a presentation on Prepayment Meter Stats, PAYG Installation Stats, Long Term Non Access, Implementation of SI 463 Vulnerable Customers, Market Release 2015 and Sundry Market Documentation Update.

Prepayment Meter Stats.

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

PAYG Installation Stats.

Refer to slide for details.

Long Term Non Access

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

ESBN reported that it appears that some Suppliers are actively looking at LTNA. She added that some Suppliers are aware that you can put a message on the Vend Code for the PAYG meters. She added the following in relation to this:

- Secure PAYG meters allow a 60 character message on Top Up Receipts.
- It is ESBN's understanding that it is quick and free to utilise this functionality.
- ESBN requests that all Suppliers add an LTNA message for lifestyle and hardship PAYG customers between now and Christmas.
- ESBN appreciates any co-operation that Suppliers can provide to address the LTNA issue.

C O'Connor added that some Suppliers are sending Customer reads from LTNA sites to ESBN. Kathleen Cleary is going to review this process with Suppliers and will be contacting each Supplier's LTNA Representative on this matter.

R Gilmartin reported that it is a 50 character message (not 60) including spaces on Top Up Receipts and no numbers are allowed. C O'Connor asked if Suppliers could utilise whatever number of characters they can to get the message out about returning meter readings for PAYG customers.

Implementation of SI 463 Vulnerable Customers.

C O'Connor presented slides on the Implementation of SI 463 Vulnerable Customers. She added that ESBN has already sent these slides to Suppliers via RMDS. The slides cover the content addressed in DR 1173. ESBN hopes to get the DR/MCR approved so it can be implemented in 2016.

Refer to slides for full details.

- ESBN has taken on-board what is happening in NI in relation to Vulnerable Customer implementation and attempted to align where possible.

D Parashiv reported that she wants to make an observation on the drafting of the DR. The DR captures all requirements that need to be put in place to comply with SI 463 of 2011. She counted four changes that need to be implemented and are well detailed on page two of the DR. The first is to capture mental health. The second is a category of vulnerability, which is to reject all de-energised NPA requests from the 1st November to the 31st March for all vulnerable Customers not only the elderly. The third is the de-energisation NPA to be rejected by the Central Market System for people on PSR. The fourth one is an extra attribute titled "other".

Another observation is on page 12, where the Change of Legal Entity with an energisation is outlined. She asked if this is reducing the risk that a vulnerable flag will disappear more quickly or is the risk the same and the new Supplier is supposed to confirm vulnerability when acquiring an MPRN which is flagged as a

Vulnerable customer.

J Gregory replied that very much as the process works now, the onus will be on the Supplier, at the time of the new Customer undergoing Change of Legal Entity, to acquire the new attributes. C O'Connor agreed that the process is exactly the same as before.

C O'Connor continued outlining the following.

- The SI states that any Customer with a Vulnerable Customer attribute cannot be de-energised between November and March.
- If you are the Priority Services Register with Life and Non Life Support but with medical equipment then these cannot ever be de-energised.
- ESNB will need to make change to its systems to make sure these customers cannot be de-energised.

S Doolin asked if the term "Non-Life Support" is listed on the SI. C O'Connor replied that this term has been removed now. ESNB had previously a flag "Life Support" and "Non Life Support" Medical Equipment. If it was a "Life Support" Medical Equipment flag it meant that this customer could not be de-energised at any time. The SI states that if anybody relies on Medical Equipment, they cannot be de-energised.

J Gregory added that "Life support" and "non life support" have been subsumed into the list of 14 PSR categories. These 14 categories are the same as those used in NI. These new categories are held in the Medical Equipment Special Needs field and are now called the PSR and customers in this category cannot be de-energised.

S Doolin added that SI 463 is ROI legislation and he has concerns that it is being aligned with something in NI. S mac an Bhaird replied that it is ROI legislation. D Paraschiv added that the SI bundles "Life Support" and "Non Life Support" into one category which is called critically dependant on electrically powered equipment which will include but it not limited to life protective devices.

D Paraschiv urged Suppliers to read the legislation first and get a good understanding of it.

C O'Connor further added that multiple Vulnerable codes for the PSR (14) can be added and removed. This will function as the current customer service special needs functionality works.

D Mulholland enquired about the Vulnerable Customer new forms which were being used by Suppliers. D Parashiv replied that she delayed circulating the note on the Vulnerable Workshop because she was waiting for this DR to be released. She knew that the forms would have to align with the market messages as opposed to the other way around. Because of this, it is more than likely that the forms will have to be reviewed and changed.

J Gregory urged Suppliers to review the DR and provide comments as soon as possible. She added that the intention will be for the DR to be approved in principle at the IGG Conference Call on 2nd December 2015. As it is schema impacting, it has to be approved at the ReMCoWG, but if approval is given in principle at the Conference Call then the DR can be brought for approval in January 2016 with all issues or questions already covered.

A new Action was logged **Action 994: Vulnerable Customers - Suppliers to provide comments back on DR1173 with a view to facilitate approval in principle of DR at next Conference Call.**

S Doolin reported that Electric Ireland received a complaint asking whether it had the authority to request supporting medical evidence for vulnerability. D Parashiv asked if this applied to mental health. S Doolin replied that it was. D Parashiv added that the definition of Mental Health which was agreed with the Department, is for people who are in receipt of disability benefit from the Department. She added that the Supplier Handbook does include reference to suppliers seeking evidence of a disability. S Doolin added that Suppliers might seek evidence from Customers who claim to be suffering from a condition which classifies them as vulnerable. This would only be applied in the cases where Electric Ireland had some doubt. J Gregory added that this issue should be further addressed at the Vulnerable Customer Workshop

or through the Vulnerable customer work stream.

Market Release 2015.

C O'Connor presented a slide on Market Release 2015.

Refer to slide for details.

- The Schema and Non-Schema Releases have been rescheduled for a delivery in timeline which will be in line with the rescheduled TIBCO Upgrade Project.

C O'Connor presented a slide on Sundry Market Documentation - Update.

Refer to slide for details.

- No comments or queries were received by ESNB from any Supplier in relation to **DR 1167 Version 1.0 Facilitate energise efficiencies in Local Authority Public Lighting**. ESNB has made some wording changes to this DR which will be brought to the ReMCoWG later today for approval.

8. Retail Market Design Update

J Gregory gave the Market Design Update:

Non-Schema 2016 - Prioritisation

Refer to slides for detail.

These slides show the ratings that Suppliers provided and the consolidated view of the top rating to the last position 6.

The programme Plan shows what RMDS and Suppliers have done to date. The package is currently with ESNB at for impact assessment. The intention is that ESNB will come back with a delivery schedule and contents of a proposed package which RMDS will issue to Suppliers. In order for this to be finalised by the end of January 2016, the proposed package with dates and contents will be issued by RMDS to Suppliers by the 16th December 2015. As a lot of the changes that have been earmarked in the non-schema list relate to the changes in the schema list, there will be some dependencies between the two.

Market Releases – Non Schema Release 2015.

Refer to slides for detail.

The Non-Schema Release was due to be delivered with the Schema Release/TIBCO Upgrade Project Release. This will now be delivered in line with the release in 2016. In relation to the Assurance for the non-schema, what was done to date still stands, i.e. the strategy was approved and in place, CER approval was given and Suppliers completed the questionnaire. The report was drafted and issued to CER. RMDS issued this report to Suppliers yesterday 03.11.2015. The report issued later than planned as RMDS/CER decide to hold it back until more clarity around the TIBCO issue had been identified. Genserv/RMDS will assess the current non schema release in light of the TIBCO change. This will take

place between the 28th October and the 9th November. If any additional assurance or detail is required, it will be provided to MPs. The new Non Schema delivery date will be the first weekend in March 2016.

MMR & CoMMR December 2015.

Refer to slide for details.

An MMR and CoMMR were originally intended to be delivered with the December Schema/TIBCO release this year.

RMDS intends to still deliver the changes for the MMR and CoMMR in 2015. 2 MCR's and 1 non-conformance will be delivered on weekend of 4th December 2015.

Market Releases – TIBCO/Schema Release 2015

Refer to slide for full details.

Details of this will be outlined at the ReMCoWG. RMDS will outline what it has done to date, what the original plan was and how that plan has changed. It will also outline the additional items that have been added in as a result of the delay and the issue.

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

Refer to slide for details.

There was no debate or discussion in relation to the MCR. All Participants agreed to approve.

MCR 1169 approved.

Annual Tasks

Refer to slide for details.

All the annual tasks and preparatory information for 2016 has been published on the RMDS website. Suppliers received individual emails over the last few months when these documents became available.

IGG/IGG Conference Call dates & Times 2016

Refer to slide for details.

These dates and times have been approved between CER, UR, RMDS, CDA and ReMCoDS. The forum venues have been booked. The new timings have also been agreed.

End of Year Working Arrangements

Refer to slide for details.

The End of Year Working Arrangement document is available on the RMDS Website.

If there are any emergencies over the Christmas period, Suppliers can contact J Gregory on her mobile number listed in the slide.

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

- Click Outage taking place 21.11.2015. This will only impact the Extranet.
- There is a likelihood of the third Sunday Outage taking place. This has yet to be confirmed.
- Full details available as usual on the Outages page on the RMDS Website.

10. AOB

Three items were raised in AOB.

Cos Workshops.

S mac an Bhaird reported that CER held COS Workshops in Q2 2015. CER issued a decision on this to the Market in June 2015. Two Suppliers have asked CER this week for an update on the CoS Workshops. The intention is for CER to bring the decisions to the IGG through the raising of DRs. Formal impacting and discussion of the DR will follow. It is intended that the same will take place for the Gas market.

Disconnection Process

S mac an Bhaird reported that an issue was raised by a Supplier in relation to the Disconnection Process. The issue was in relation to when ESB Technicians call to a Customer and affords the customer the opportunity to phone their Supplier in the case of NPA disconnections. One Supplier has questioned the fact that ESBN Technicians are not providing their own mobile phones to customers to make these calls. He added that ESBN are going to review this matter over the next three weeks. ESBN will measure how many instances there are where the Customer does not have their own phone or is unable to contact their Supplier through their own device.

C O'Connor added that the Technician is willing to put the Customer on speaker phone in these cases but is unwilling to hand over their phone which contains customer details. S mac an Bhaird said that there could be a Data Protection issue as sensitive information could be discussed outside a customer's property which may be overheard.

Disaster Recovery for the Keypad Solution.

T Heasley raised an issue in relation the Disaster Recovery for the Keypad Solution. It was originally planned to take place this November but has stalled. If it doesn't happen this month, it will be stalled for another year. The last time it was tested was 2012.

C O'Connor added that it is Liberty Client that they are supposed to be testing. The plan was for testing to happen in November 2015. (This item was subsequently discussed at the ReMCoWG which immediately followed this IGG meeting. It was agreed that this action is cross jurisdictional and as a result, a new ReMCoWG action 139 was opened for it). The intention is for all Suppliers to get in touch with Secure meters in relation to the disaster recovery.

Next Conference call:

- 2nd December 2015.

Next IGG:

- 13th January 2015 in Dublin.