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# Retail Markets Co-Ordination Working Group

Wednesday, 4<sup>th</sup> May, 2016

CER Offices

Dublin



4<sup>th</sup> May 2016

**ReMCoDS**

**Retail Markets Co-Ordination Design Service**

# ReMCoWG Agenda

Agenda Item	Presenter	Time
Introduction	Jessica Gregory, ReMCoDS	12:45 – 12:50
ReMCoSG Meeting Feedback	Jessica Gregory, ReMCoDS	12:50 – 12:55
ReMCoWG Action Items	Jessica Gregory, ReMCoDS	12:55 – 13:00
Tibco Hub/EMMA Update	John Bracken, ESBN	13:00 – 13:10
Smart Metering Update	CER	13:10 – 13:20
Market Design Update	Jessica Gregory, ReMCoDS	13:20 – 13:35
ReMCoWG To-Do List Review	Jessica Gregory, ReMCoDS	13:35 – 13:40
AOB & Closing	Jessica Gregory, ReMCoDS	13:40 – 13:45



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# Approval of Minutes

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Minutes from ReMCoWG meeting  
9<sup>th</sup> March 2016



4<sup>th</sup> May 2016

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# Conference Call Participants

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## Conference Call Etiquette

All participants are kindly requested to do the following when they join the Conference Call.

1. When you are placed into the Conference Call please introduce/identify yourself clearly to all the other participants on the Conference Call.
2. Once you have identified yourself please press “ \* 6 ” (Star 6) on your phone to mute your phone’s microphone.
3. When you wish to speak simply press “ # 6 ” (Hash 6) . This un-mutes your phone’s microphone.
4. When you have finished speaking please press “ \* 6 ” (Star 6) again to return your phone’s microphone to mute.



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# ReMCoSG Update

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- ❑ There has been no scheduled SG Meeting since the last ReMCoWG
  
- ❑ Exceptional SG held on 5th April 2016 for DSO's & RA's.
  - ❑ Followed SG action 134 - TIBCO Upgrade Programme (TUP)– ESBN/NIE Networks to provide a report outlining the implications of the TUP Project delay on all other Retail market deliveries/projects
  - ❑ ESBN/NIE submitted report to RA's on 29.03.2016
  - ❑ Since Exceptional SG, RA questions have been submitted to ESBN/NIE.
  - ❑ ESBN/NIE provided formal response to questions on 29.04.2016
  - ❑ Engagement continues.
  
- ❑ Next SG on 25th May 2016.



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# ReMCoWG Action Items

- 1 Action closed since last ReMCoWG meeting

AP No.	Title	Org. Assigned to	Date Closed	Date Raised
139	Suppliers to respond with all comments to Secure Meters regarding the Disaster Recovery.	Suppliers	09/03/2016	04/11/2015

- 1 Action opened at the last ReMCoWG meeting

AP No.	Title	Org. Assigned to	Date Due
140	Disaster Recovery – ReMCoDS to issue a note to Suppliers requesting them to provide a contact name & details (email & phone no.) for the Disaster Recovery Meeting to be organised by Secure. Suppliers to respond to ReMCoDS with contact details.	ReMCoDS/Suppliers	18/03/2016



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NETWORKS



# ReMCoWG

4<sup>th</sup> May 2016



# Recent Events

Infra Ref	Start Date	End Date	Planned	Contingency Invoked	Comments
317502	03/03/2016	04/03/2016	N	Y	Supplier connectivity issues
317654	05/03/2016	07/03/2016	N	Y	Supplier connectivity issues
319515	07/03/2016	08/03/2016	N	Y	Supplier connectivity issues
317601	07/03/2016	07/03/2016	N	Y	Supplier connectivity issues
317693	07/03/2016	08/03/2016	N	Y	Supplier connectivity issues
317041	08/03/2016	10/03/2016	N	Y	Supplier connectivity issues
318043	09/03/2016	10/03/2016	N	Y	Supplier connectivity issues
319517	14/03/2016	14/03/2016	N	Y	Supplier connectivity issues
219522	15/03/2016	15/03/2016	N	Y	Supplier connectivity issues
318582	15/03/2016	15/03/2016	N	Y	Supplier connectivity issues
318775	16/03/2016	18/03/2016	N	Y	Supplier connectivity issues
318896	17/03/2016	19/03/2016	N	Y	Supplier connectivity issues
319527	23/03/2016	24/03/2016	N	Y	Supplier connectivity issues
321144	25/03/2016	30/03/2016	N	Y	Supplier connectivity issues
321145	26/03/2016	30/03/2016	N	Y	Supplier connectivity issues
320445	29/03/2016	30/03/2016	N	Y	Supplier connectivity issues
319836	30/03/2016	30/03/2016	N	Y	Supplier connectivity issues
319753	29/03/2016	29/03/2016	N	N/A	System degraded
323086	01/04/2016	03/04/2016	N	Y	Supplier connectivity issues
319753	02/04/2016	03/04/2016	N	N/A	Power outage.
323083	02/04/2016	04/04/2016	N	Y	Supplier connectivity issues
321141	07/04/2016	08/04/2016	N	Y	Supplier connectivity issues
321281	08/04/2016	11/04/2016	N	Y	Supplier connectivity issues
321540	11/04/2016	12/04/2016	N	Y	Supplier connectivity issues
321636	12/04/2016	12/04/2016	N	Y	Supplier connectivity issues
321647	12/04/2016	15/04/2016	N	Y	Supplier connectivity issues
322027	13/04/2016	18/04/2016	N	Y	Supplier connectivity issues
323081	14/04/2016	15/04/2016	N	Y	Supplier connectivity issues
322628	18/04/2016	19/04/2016	N	Y	Supplier connectivity issues
322630	19/04/2016	N/A	N	Y	Off-line.
323612	27/04/2016	29/04/2016	N	Y	Supplier connectivity issues
323486	28/04/2016	28/04/2016	Y	Y	Patching.
324027	29/04/2016	29/04/2016	N	Y	Supplier connectivity issues

*Many Unplanned Events*

*Are Suppliers taking down Systems to do internal work?*

*If so, just a reminder that there is a process to follow.*

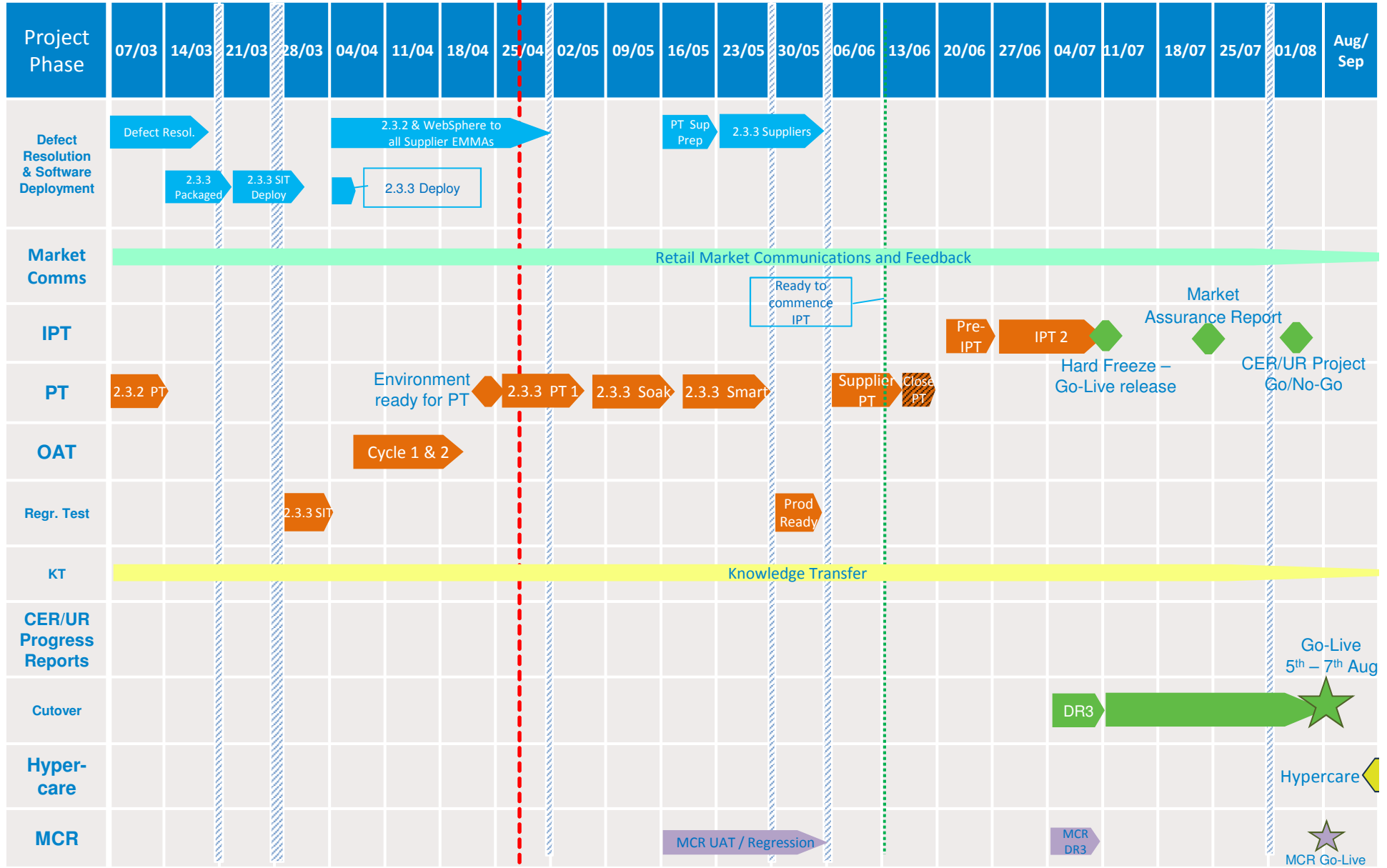


# Tibco Outages



- Tuesday 29<sup>th</sup> March 2016
  - Outage Tuesday 29.03.16 (12.17 to 19.55)
  - Root Cause - EMS Queues fail over automatically when the daily backup of the Filestore was running (Snapshot).
  - Plan to eliminate reoccurrence
  
- Saturday 2<sup>nd</sup> April 2016
  - Outage Saturday 02.04.16 (08.51) to Sunday 03.04.16 (13.30)
  - Capita Investigation Continues

# Plan on a Page - Progress



# Project Milestones

- Completed Successfully as per Re-Plan
  - Packaged and release version 2.3.3
  - Regression Testing passed for Release 2.3.3
  - Operational Acceptance Testing for cycle 1 & 2 passed
  - Performance Testing for cycle 1 is underway and progressing well
  - Update of Supplier EMMAs is progressing very well
    - Release 2.3.2 and then 2.3.3
- **Project preparing for Supplier performance testing and IPT.**

# Market Communications



- Weekly Project Teleconference with Retail Market
- Phone call and e-mail support
- There will be planned meetings with Suppliers on
  - Knowledge transfer on operation of the EMMA
    - System demonstration
    - Documentation



Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh



**National Smart Meter Plan**

# **ReMCoWG Update**

**Wednesday 4th May, 2016**



# 1. Programme Status Update

## 1. OJEU/ Procurement

- ESNB has provided assurances to SIIG that the OJEU will be issued as planned on May 31<sup>st</sup> and the RFT will issue as planned on July 29<sup>th</sup>

## 2. TIBCO / System Issues

- ESNB identified Schema Go-Live of May 2019 may be at risk of a delay, for a min 12 months, due to impacts of the delay to TIBCO Go-Live and the dependencies on the SAP system upgrades
- CER challenging the timelines as outlined;
  - CER SAP expert to audit/ challenge ESNB's timelines, activities in each area;
  - Impact assessment underway
  - Following this, CER will communicate with all stakeholders
  - CER aware of the extremely serious nature of these timeline risks to the overall programme
- Considerations include impact on I-SEM of SAP ISU upgrades, impact on retail package and impact on smart metering smart services go live

## 2. Workstream Updates

### 1: Consumer Policy:

- Policy Drop #4 – published 15 April
  - Decision on Empowering & Protecting Customers
  - Decision on Regulating Transition
  - Overview Paper

### 2: CBA

- Bilaterals complete.
  - Draft templates issued for review and comment by 18th May. Final Templates due for issue 6<sup>th</sup> June.

### 3: Info Security

- Review of risk assessment tool complete, to be issued to stakeholders shortly
- ISWG scheduled for May 5<sup>th</sup> to progress Risk Treatment and outline next steps for workstream



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# Co-ordinated Retail Market Design Update

Jessica Gregory  
ReMCoDS



4<sup>th</sup> May 2016

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# DR1173 – Vulnerable Customers Implementation in Rol of SI463

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This DR covers changes that are required to implement compliance in ROI with SI463.

## The proposed changes are:-

- ❑ Capture mental health & dexterity impaired as a type of vulnerability thus allowing suppliers to register customers under this category.
- ❑ Create a new category named “Other” on the Special Services Register and introduce this as a “dormant code” which could be activated if the need arose in the future. The purpose of this proposal is to ensure a quick turn-around for introduction into market.
- ❑ Automate the rejection of disconnection requests for non-payment on account for all vulnerable customers registered on the Priority Services Register (Medical Equipment Special Needs Life-Support and Non-life Support) for all year around
- ❑ Automate the rejection of disconnection requests for non-payment of account for all vulnerable customers registered on the Special Services Register (Customer Services Special Needs) from 1 November to 31 March.

## At Todays Meeting:

For Approval



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# DR1176 – Extranet Message Ordering

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- ❑ The original design of for Message Ordering on the Extranet was handled through MCR 061. The sort order for displaying IDOC's on this page was via the following hierarchy:-
  - ❖ MPRN
  - ❖ Market Participant Reference Number
  - ❖ Networks Reference Number
  - ❖ Date (most recent to previous)
  - ❖ Time (most recent to previous)
  - ❖ Inbound
  - ❖ Outbound
- ❑ The logic for the sorting was to illustrate the inbound/outbound relationship between messages within a certain process. this was achieved through the sort being on the MP Ref Number and the Networks Ref Number. For example, an inbound message 010 would contain a ref number which was the same as populated on the 102. This would ensure the grouping of these messages. Once the Ref Numbers were the same, the data and time (most recent to previous) was used to sort. Again this was designed to show the sequential ordering of messages as the process moves forward.
- ❑ This change requests the messages on the message monitoring tab to be ordered by Date Received/Sent in descending order, the newest messages on top and the oldest at the bottom. That is, the Bus Ref must not be considered as the first level of sorting.
- ❑ It would be preferable to have the option to sort on all the column headers individually allowing Participant flexibility. e.g. MP Bus Ref, Net Ref, MSG Types, Date

## At Today's Meeting:

For Classification as ROI Specific



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## DR1178 – Change of Customer Details

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- ❑ Suppliers have had a concern since 2010 that NIE Networks continue to hold previous occupiers' names on market systems even though that occupier has ended their supply agreement with the registered Supplier.
- ❑ Under section 29 "Compliance with Laws and Data Protections" of the MRC Suppliers have an obligation to "ensure all personal data disclosed by it to NIE are accurate and shall ensure that NIE is, at all times, kept up to date regarding any required corrections or deletions if any Personal Data previously disclosed is found to be inaccurate or no longer relevant."
- ❑ Furthermore, under Section 29.7 of the MRC the Supplier "shall indemnify and keep indemnified NIE against all losses, liabilities, claims, costs (including legal costs and disbursements) and expenses incurred by NIE arising from or in connection with any failure by such Supplier to obtain appropriate Customer consents or to provide fair processing information" - Thus, Suppliers are completely exposed and liable by being unable to inform NIE Networks about any occupiers who they are aware have left a property.
- ❑ Suppliers are suggesting using the MPNI 24 "Change of Customer Details" process via a MM 013 to notify NIE Networks when an old occupier moves out and the new occupier is unknown.

### At Today's Meeting:

Classification as NI Specific and Approval



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# DR1179 – Cessation of Eligible Customer Files on ESBN Extranet

## Background

- ❑ RMDS became aware that Market System redundancy existed in relation to the Eligible Customer Files (ECF) and the Downloadable Meter Point Files (DF).
- ❑ To get more MP feedback/opinion RMDS raised a question within the 2014 RMDS Customer Satisfaction Survey.
- ❑ Following this RMDS performed an analysis that included a technical comparison of DF and ECF fields, analysed downloads of eligible customer files by MPs, discussed use of eligible files with most MPs, assessed technical operation and support of eligible files.

## Outcome of Analysis

- ❑ Outcome of RMDS Customer survey showed that 67% of respondents did not use the Eligible Customer files on the Extranet.
- ❑ RMDS is of the opinion that as the bulk of MPs are using the SFTS, and have advised that they no longer need the files on the Extranet.
- ❑ Comparison of fields between Eligible Customer Files & Downloadable Meter Point Files (were all fields from ECF held in DF) found 5 fields currently in ECF that are not on DF.

## There were 3 Possible Options

- 1 Do nothing and continue to produce the files.
  - ECF will not be included in development path for new system changes, additional systems etc.
  - If an error occurs with this file maintenance, costs etc.?
- 2 Add relevant fields where possible to the SFTS Files and cease the production and provision of the files on the Extranet.
- 3 Cease the provision of the EC files on the Extranet without adding any of the 4 (1 is to be delivered as part of Non Schema Release 2015) fields to the Downloadable Files.

## Proposal

Based on the analysis of usage and MP option feedback, the Option chosen was **Option 3** - Cease the provision of the EC files on the Extranet without adding the fields to the Downloadable Files apart from Meter Category Code which is scheduled to be provided with the delivery of MCR 1151 in the 2015 Non-Schema Release.

The cessation of the provision of the two files on the Extranet will take effect on 1<sup>st</sup> September – one month after the delivery of MCR 1151 in the 2015 Non-Schema Release. The Eligible Customer Files (2) will no longer be available for MPs to download from the Extranet. However, ESBN will continue to produce the files for 6 months after this date and can be requested by MPs if required

## At Today's Meeting:

Classification as RoI Specific



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# 2015 ReMCoDS Survey

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## ❑ 8 Responses

- ❑ Survey Period from March 2015 to March 2016.
- ❑ 8 Responses to the ReMCoDS 2015 Survey received, however 2 Responses were incomplete and were excluded from the overall results – a 17% response rate in total.
- ❑ The Response rate has decreased despite efforts to encourage Suppliers to complete Survey at the previous ReMCoWG 9th March 2016.

## ❑ Detailed Question Analysis

- ❑ Q4 - 83% were satisfied with the Co-ordinated Market Operation
- ❑ Q12 - 100% of respondents were satisfied with the Co-ordinated Assurance Strategy provided by ReMCoDS for the TUP / Schema Release.
- ❑ Q22 - 100% of respondents answered -
  - 67% are aware that there are two Supplier representatives who attend the Co-Ordinated Steering Group.
  - 33% are not aware.



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## 2015 ReMCoDS Survey

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- ❑ Q14 - One comment regarding Schema Release Planning and Assurance.

A full suite of Message Population Guidelines for further Schema Releases would be useful. These Guidelines could also be packaged for operation and Market Assurance purposes and would help to reduce inputting errors and rejections.

**ReMCoDS Answer:** The Market Message Guides & the Market Message documentation on the RMDS website provides this detail. MPs are directed here to understand how to populate MM correctly during IPT as well as for their live operation.

- ❑ 100% of respondents scored:-

**Q6** - *The service from ReMCoDS*

**Q7** - *The quality of information and advice given*

**Q10** - *Dealings with ReMCoDS in general*

**Q9** - *Being kept informed of Market Issues*

As either Very Good or Good

- ❑ Q13 - Two comments were made in relation to The Schema Release 2015 & TUP being the first co-ordinated releases (acknowledged to be delivered) since Harmonisation in 2012. We are interested in feedback on the following:-

**IPT Preparation** - Postponement of November 2015 IPT testing caused structural challenges for our organisation

**IPT Delivery** -Very good considering the complexity.



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# 2015 ReMCoDS Survey

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## ❑ **Actions**

- ❑ Understand why there is a lack of response from MP's. Encourage NI Only suppliers to respond and encourage a higher response rate from Both Jurisdictions.
- ❑ Inform Suppliers of the two supplier Representatives that attend the Co-Ordinated Steering Group to represent the Supplier group and clarify the Supplier Group purpose and role to Suppliers.
- ❑ In the 2016 Survey a focus on Supplier comments and experience of the Schema Release 2015 & TUP will be gauged.
- ❑ MPs showed an interest in detailed knowledge transfer relating to Retail Market Processes, Change management, general workings of the Retail Market. ReMCoDS will investigate the option of some form of knowledge transfer options (training sessions, ad hoc on site assistance, focussed MP help where required).

Please note, ReMCoDS is always available to provide support to MPs where required.

## ❑ **Next Survey –2016**

- ❑ Proposed March 2017



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## Co-ordinated Market Releases

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- ❑ Co-MMR Release date of Thursday 2nd June 2016. (Joint Release with MMR 10.7)
- ❑ TUP/Schema Release 2015 – current intention to deliver August 5<sup>th</sup> 2015. Still TBC
  - Assurance detail on following slide.
- ❑ Schema Release 2016 – Date/Content TBD.



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## CO-MMR 10.7

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- ❑ Co-MMR Release date of Thursday 2nd June 2016. (Joint Release with MMR 10.7)
- ❑ Co-MMR 10.7 – CoBL will be re-versioned to 2.7 to include 1 non-conformance. Some Market Message Guides will be updated & all remaining will be also be re-versioned.
- ❑ MPs will be notified of full details in due course.



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## Assurance - TIBCO/Schema Release 2015

Deliverable	From	To
ROI IPT Preparation		
Workbook v2.0 delivered to MP's (ROI)	16.05.2016	
MPS review Workbook v2.0 and provide comment if required	16.05.2016	27.05.2016
Workbook v3.0 delivered to MP's (ROI)	13.06.2016	
MP's set up data for IPT	13.06.2016	22.06.2016
Pre-IPT	20.06.2016	24.06.2016
Entry Criteria To IPT (ROI & NI)		
TUP Supplier workshop to be completed with all procedural documentation provided	?	
Sign off from TUP, IBM, Capita, ESNB, NIE that system is ready for IPT	17.06.2016	
Pre-IPT completed by all MPs	24.06.2016	
IPT Operation (ROI & NI)		
IPT execution of scenarios	27.06.2016	08.07.2016
All evidence submitted by	08.07.2016	
Supplier Declarations submitted	08.07.2016	13.07.2016
IPT closure	13.07.2016	



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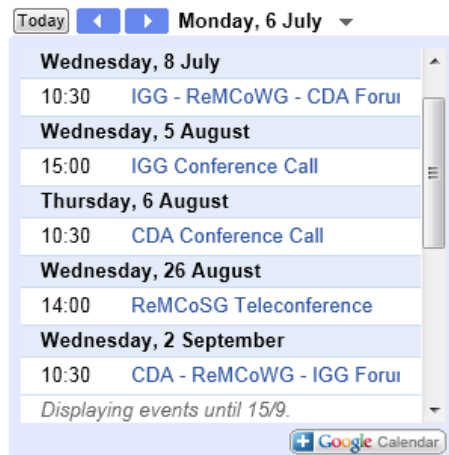
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## Next Steps

□ Diary dates for next ReMCoWG meeting:

□ **Wednesday 29<sup>th</sup> June 2016 - Belfast**

Dates included on **Calendar of Events** on  
RMDS website [www.rmdservice.com](http://www.rmdservice.com)



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# ReMCoWG Meeting

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 **AOB**



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# ReMCoWG Meeting

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Thank You



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