

Date:	29 th June 2016	Time & Location	12:45 – 15:45 – UR Offices, Belfast
Chair:	D Paraschiv, CER		
Attendees:	Name	Location	
	Jessica Gregory, Alice Mooney	RMDS	
	D Paraschiv, P Stack	CER	
	John Bracken, James Long, Seamus Gray, Hilda Doody	ESBN	
	Elizabeth Montgomerie	Gemserv	
	Gerry Halligan	MRSO	
	Siobhan Melvin, Adrienne Costello	SSE Airtricity	
	Seán Doolin, Jim Wynne	Electric Ireland	
	Stevie Donnelly, Gillian Kinsella	BGE	
	Kevin Sheridan	Energia	
	Adam Diamond, Catriona Barclay	Go Power	
Apologies:			
Version Number	1.0		
Status			

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

J Gregory provided the Action Item Update.

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

6 IGG actions have been carried forward. They are outlined below.

Action Items

<p>948/1004</p>	<p>ESBN to analyse the process where Move out with no Move takes place and make proposals based on existing Supplier processes for best business practise within this area. Process must enable MPs to notify CMS when a move out without a move in takes place. Proposal to be issued to Market in the form of a DR. (The issue is an amalgamation of 948 and 1004)</p>
<p>Update for IGG</p>	<ul style="list-style-type: none"> ▪ This action is an amalgamation of Actions 948 & 1004. ▪ This action was initially raised by SSE Airtricity in relation to the Business Scenario whereby a move out occurs without a subsequent move in and the differing ways this scenario is happening in the Market. It raises Data Protection issues between the Supplier and ESBN with regard to having different data for a period of time. ▪ ESBN to provide an update.
<p>Discussion at IGG</p>	<ul style="list-style-type: none"> ▪ J Bracken reported that at the Conference Call he was moving in the direction of forming a proposal. ▪ Over the last number of weeks ESBN has held a workshop on this matter and considered items from both a technical point and a business process point of view. ▪ ESBN was hoping to deliver a solution that wouldn't require systems changes. In the short term a manual process will be put in place that will require no change to the system. ESBN is considering placing a Prefix in front of the outgoing Customer's name on the 016MM and the Supplier will be asked to populate the correspondence with its own address to suppress the Customer Agreement issuing. ▪ The medium term option would require some form of change to the system. ESBN needs to consider this option more from a Safety and Legal perspective. He hopes to have a DR ready in time for the next IGG in August. ▪ J Gregory reported that Supplier feedback was reviewed to understand how Suppliers are currently handling the process. She added that this is the first draft of a proposal and she urged Suppliers to hold off making any system changes or deciding this being a definitive solution to the scenario. This issue will have to follow the standard DR/MCR process. ▪ S Melvin asked why ESBN is proposing for Suppliers to put their notification address in the notification address field. She added that this proposal was suggested in NI but was rejected by all Suppliers. She queried that apart from stopping the Connection Agreement is there anything else for Suppliers by putting in their address which would mean Suppliers would somehow become responsible if they put their address as the notification address. ▪ J Bracken reported that this needs to be the case otherwise Connection Agreements will issue and that would be a system change and Suppliers would have to turn that off. He added that this proposal needs to be reviewed by all parties. He also stated that it needs to be thought out how long you can leave this proposal working in practise and when do you de-energise? ▪ He requested that SSE Airtricity sends in their thoughts on this proposal and this will feed into ESBN's thinking. Once the proposal is nailed down it will then be released as a DR for discussion and will follow the normal DR/MCR process ▪ S Donnelly asked when will short term DR come in effect. ▪ J Bracken reported ESBN is currently busy with TIBCO but realistically the DR should be ready by the start of September 2016. However, he urged Suppliers to send in any thoughts they may have on this matter to ESBN. ▪ Action to remain open.
<p>Forum Logged: IGG Assigned to: ESBN Status: Action remains Open Due Date: 27.07.2016</p>	

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"> ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> J Bracken reported that this DR has been initially drafted but won't be ready until the IGG in August. Action to remain open. 		
Forum Logged: IGG	Assigned to: ESNB	Status: Action remains Open	Due Date: 27.06.2016

1007	Revenue Protection Timelines - Suppliers to send examples of Revenue Protection issues & resolution timelines to ESNB via RMDS. ESNB to consider developing a voluntary SLA for Revenue Protection Activities.		
Update for IGG	<ul style="list-style-type: none"> This Action relates to discussions that have taken place over the last number of IGGs in relation to Revenue Protection Timelines. Suppliers were asked to send examples of Revenue Protection issues and resolution timelines to ESNB. RMDS received 2 responses from Suppliers to this action. ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ESBN provided a Revenue Protection Presentation at this forum; see Section 7 ESNB Update for details. This Presentation was uploaded onto the RMDS Website on 27.06.16 Action deemed closed. 		
Forum Logged: IGG	Assigned to: ESNB	Status: Action deemed Closed	Due Date: 29.06.2016

1010	Suppliers to submit, directly to CER, their concerns in meeting the June 2016 deadline for the Green Source Audit.		
Update for IGG	<ul style="list-style-type: none"> CER to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> P Stack reported that CER received one question from BGE in relation to this Action to which it has provided a response. S Doolin added that he sent one comment late yesterday 28.06.16 to CER in relation to this Action detailing that Electric Ireland can't meet the June 2016 deadline as they have a Procurement Process to go through. Electric Ireland has had to identify who undertakes this specific type of work and have to go through a public procurement process for which there are set guidelines. Electric Ireland's best estimate is August/September 2016 before it can complete the required Green Source Audit. P Stack reported that CER wanted to commence the Green Source reporting this year. She will internally check what the implications of the Electric Ireland delay are. This action was deemed closed. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 29.06.2016

1011	Eircodes - RMDS to update MCR 1140 – Introduction of Eircodes into the Retail Market in Ireland to ensure there is mention of GNI not delivering Eircodes for the Gas Market until the Retail Electricity Market delivers their Eircode solution		
Update for IGG	<ul style="list-style-type: none"> ▪ RMDS re-versioned this MCR to v3.0 and added reference to GNI not delivering Eircodes for the GAS Market until the Electricity Market delivers their Eircode Solution. ▪ This MCR is seeking approval later in this forum. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ This MCR was approved at the Forum. ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: ESNB	Status: Action deemed Closed	Due Date: 29.06.2016

1012	CER to circulate the Terms of Reference of the IGG to all Participants via RMDS.		
Update for IGG	<ul style="list-style-type: none"> ▪ CER to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ P Stack reported that she had received the Governance Arrangements from S mac an Bhaire. However, she wants to talk to S mac an Bhaire and J Gregory again before issuing to the Market. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: CER	Status: Action remains Open	Due Date: 27.07.2016

3. Actions – New IGG Actions

The following 4 new actions were logged at the IGG.

New Action Items

1013	MRSO Presentations - Suppliers to provide suggestions as to what they want to see in the MRSO IGG Presentations in the future & suggest whether the current forum slide deck is best placed on the RMDS website only rather than provided at all IGGs.		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 6 MRSO Update for details of this new action. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: NEW Action	Due Date: 27.07.2016

1014	New Registrations - CER to issue to Suppliers the letter that GNI issues to Suppliers with regard to New Registrations.		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 8 Retail Market Design Update for details of this new action. 		
Forum Logged: IGG	Assigned to: CER	Status: NEW Action	Due Date: 27.07.2016

1015	DR1180 New Registrations - Suppliers to provide comments on this DR ahead of the next IGG.		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 8 Retail Market Design Update for details of this new action. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: NEW Action	Due Date: 27.07.2016

1016	Revenue Protection - ESNB to circulate the Revenue Protection Team Contact Details to Suppliers via RMDS.		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See 7 ESNB Update for details of this new action. 		
Forum Logged: IGG	Assigned to: ESNB/RMDS	Status: NEW Action	Due Date: 27.07.2016

4. CER Update

D Paraschiv gave the CER update.

J Gregory reported that D Paraschiv has replaced S mac an Bhaird on the Retail side and will attend these IGG Meetings going forward.

Supplier Handbook

Work on the Proposed Decision Paper is progressing. CER hopes to publish the Proposed Decision Paper and the Suppliers revision of the Supplier Handbook by the end of July or mid August 2016. CER will take into account that it will be published during the holiday season and will reflect this in the duration of the consultation period.

Market Monitoring

Market Monitoring Report for Q1 is in progress.

Consumer Focus Assessment of the Retail Market.

Work on The Consumer Focus Assessment of the Retail Market is progressing and is stemming from the White Paper.

A Costello asked for more information on this work.

P Stack reported that the Commission requested CER to Publish a White Paper. This White Paper focused on a Consumer focused assessment on Customer's engagement and development with competition. CER is currently developing a Report around this and is looking at the shape of this report, what the Report will look like and the kinds of analysis and trends that will go into the report. The Report is similar to CER's Annual Report and will contain consumer information on e.g. trends from CER's Consumer Surveys and other information from CER's Market Monitoring Data Reports. CER will engage with Suppliers on this Report once it has been further developed.

Consumer Survey – CER hopes to publish the Consumer Survey in Q4 of 2016.

5. Gemserv Update

L Montgomery gave the Gemserv update.

Refer to slides for details.

- **Assured Parties – May 2016**

L Montgomery outlined the slide detailing the number and type of live participants assured by Gemserv since 2005. There has been an increase in the numbers on the Large Supplier and the Export Only Supplier side.

S Donnelly asked what an Export only Supplier is.

J Gregory reported that an Export Only Supplier is one that was originally registered as a Self Supplier and can only have one supply that they are providing demand supply to. Export Only Supplier sites are aggregated for export and they can have various de-minimus Generators who they have arrangements with and they are all aggregated for export under that one Supplier Unit. They are allowed up to 10 sites under this arrangement.

Assurance Services: May 2016.

- 1 Large Supplier, 1 Small Supplier and 2 Requalifications between now and the end of the year.
- TIBCO Upgrade.
- IPT2 setup Reporting.
- Schema MDR.

TIBCO Hub Upgrade Assurance Progress

Next steps:

- Currently in IPT2 – Running from 27/06/16 to 13/07/16 – which is going well at the moment.
- At the end of IPT 2 ReMCoDS will issue declarations to which Suppliers have to provide a response that will feed into an Exit Report and also the Final Report which will be issued to the RAs.

D Paraschiv enquired what is happening on the date of 01/08/16 which it outlined on the Gemserv Slides. L Montgomery replied that this date is misleading on the slides. 01/08/16 is when Gemserv expects CER to make a Go/No Go Decision on the Cutover. CER will submit the Report to Gemserv on the 25/07/16.

J Gregory added that the Assurance Bodies will also be providing a Presentation to CER and UR separately review the Report. This Presentation is currently scheduled for 27/07 but has to be confirmed at a Meeting to be held after this forum Meeting.

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 June 2016.

Refer to slides for details.

J Gregory asked Suppliers if they would like to continue having this full suite of stats provided in the MRSO Update or would they prefer to have them published on the RMDS Website every two months going forward. She further enquired if there is other information that Suppliers would like to see presented.

G Halligan added that there may be other MRSO Statistics that may be beneficial to Suppliers and it is not written in stone as to what MRSO presents information on. It may be beneficial for Suppliers to review what's been provided and deem it appropriate or not. MRSO will continue to monitor trends and identify spikes for example, at one stage there was a large number of rejections. These trends will still be brought to the table at IGGs.

A new action was logged for Suppliers to provide suggestions as to what they want to see presented by MRSO in the future at the IGG.

Action 1013: MRSO Presentations - Suppliers to provide suggestions as to what they want to see in the MRSO IGG Presentations in the future & suggest whether the current forum slide deck is best placed on the RMDS website only rather than provided at all IGGs.

7. ESB Networks Update

J Bracken, J Long, S Gray & H Doody presented the ESBN update.

J Long presented a slide on the ESBN I-SEM Programme.

ESBN I-SEM Programme.

Refer to slides to details for full details.

Since the last IGG ESBN has continued to work on gathering requirements with the RAs, the I-SEM Project and the other Meter Data Providers through the I-SEM Metering Working Group.

As a result ESBN is hopeful that it will be a position to publish a Discussion Document in July 2016.

At this time there is no change to ESBN's understanding from what it presented at the IGG last May:

- No changes are indicated to the Harmonised Retail Market Schema or the CoBL.
- D+1,D+4,M+4,M+13 Settlements will operate for ESBN for the I-SEM i.e. No Change to frequency.
- There will be a need to concurrently operate the SEM and the I-SEM until the Re-Settlement of the SEM has completed. On a wholesale Market Level at the MOD Meeting this month, there was a modification raised by the Market Operator to stop resettlement at 1+4. Effectively, after Go Live when I-SEM kicks in, ESBN would normally have run the 1+13. There were a number of Suppliers represented at that Meeting. As a result that MOD was deferred to the next MOD Meeting in August. It looks like a second MOD will be raised to effectively leave things as they are but will look at potentially reducing the dispute process that exists at the moment, which is two years after the D1+13 has run, where MPs have two years to raise a formal query to SEMO.
- No Meter Data will set the price in the I-SEM thus I-SEM will not need the Price-Effecting category.
- I-SEM Market Trials shall run from June-Sept 2017.
- The Go-Live date for the I-SEM is 1st Oct 2017.

At the IGG in May ESBN asked Suppliers if they could start thinking about Market Trials and what sort of data Suppliers and TSO are interested in getting from the Retail Market when ESB Networks is providing data to the Wholesale Market.

ESBN appreciate that this may be 'early days' as it understand that the Market Trial Strategy and Plan will only be available later this year from the I-SEM Project. However, there was a similar phase in the SEM so if Suppliers have any comments ESBN would welcome them early as these will help in its planning.

ESBN received a response from one Supplier that they will require the 59X messages and 342 messages for their Generators for I-SEM Market Trials. ESBN thanked the Supplier for sending this in. Suppliers who have similar requests should send them to the I-SEM Team.

ESBN Revenue Protection Service

Refer to slides for full details.

J Bracken introduced S Gray and H Doody who work for the Revenue Protection Team in Tralee.

S Gray & H Doody presented slides on Revenue Protection.

They outlined slides on the following:

- Why does ESBN have Revenue Protection?
- What is Revenue Protection?
- Revenue Recovery.

- What is ESNB finding?
- What is ESNB doing about it?
- Revenue Protection Overview
- Revenue Protection Process
- Suppliers Tampering Workshop (June 2015)
- Ongoing Improvement (always)
- Proposal for Consideration (June 2016)

Proposal for Consideration (June 2016)

J Bracken reported that ESNB needs to now consider exactly where it goes from here with regard to Revenue Protection that will benefit both ESNB and Suppliers. ESNB has considered all Revenue Protection questions from Suppliers and turnaround times and has put together the following proposal. There is a lot of good practise that has been undertaken by both ESNB and Suppliers in relation to Revenue Protection.

ESNB proposes to put together a Working Group between Suppliers and ESNB to look at what is currently happening and agree a clear Terms of Reference for the Group. This Group will then come back to this Forum with a practical Action Plan with milestones and deadlines for this Group to meet and deliver.

S Doolin reported that there is separate representation connected to this issue that has been undertaken by the EAI in relation to the CoS Debt hopping issue whereby Customers slip off to the next Supplier leaving a debt.

D Paraschiv reported that she supports the Working Group solution proposed by ESNB.

J Gregory added that the Revenue Protection Working Group practicalities such as setup and nominees etc. will be fleshed out at the next Forum Meetings There will also be a regular slot at the IGG Meetings to provide updates on outcomes.

A new action was taken for ESNB to circulate the Revenue Protection Team Contact details to Suppliers.

New Action 1016: Revenue Protection - ESNB to circulate the Revenue Protection Team Contact Details to Suppliers via RMDS.

8. Retail Market Design Update

J Gregory gave the Market Design Update.

DR 1180 – New Registrations

Refer to slide for detail.

J Gregory reported that RMDS drafted this DR on behalf of CER. CER has reviewed the New Registration process as it wants to make the process more equitable and to encourage competition. At the moment all new Customers that don't opt for a Supplier default to Electric Ireland.

As a result RMDS held internal Workshops, looked at the Central Market Systems, spoke with ESNB, MRSO and New Registrations and came up with the same solution that is offered in NI which is the same solution that is offered to Customer's greater than 30kva. This puts the onus on the Customer to go out and select their Supplier of choice before they get energised. RMDS has provided this DR to the Market as soon as it was drafted for review. At this Forum this DR is up for discussion or approval or Suppliers may need additional time to approve it.

A Costello asked if ESNB, upon registration, is giving new Customers a list of current Suppliers.

J Gregory reported that Suppliers details are available on the CER website for Customers to review. The option for ESNB to provide new Customers with a list of Suppliers is not included in the DR at the moment and it open for discussion if it should or shouldn't be included. The Quotation Letter that is issued to Customers currently states that they need to select their Supplier. As new Suppliers are coming into the Market, the Quotation Letter would need to be updated with new Suppliers details each time and this would be an issue. She added that Customers should be pointed to the CER website for Supplier details so the website can be easily maintained rather than ESNB having to send out a list of Suppliers because this changes all the time.

D Paraschiv reported that the same process happens in GNI and Customers are not provided with a list of Suppliers. J Gregory suggested that we follow the GNI route.

S Melvin enquired if details could be obtained from GNI showing how this process currently works there. This would detail Customer's who were not provided with a list of Suppliers, and would show how many of them go the BGE as the default Supplier.

D Paraschiv reported that Suppliers can ask GNI for the information they give to New Customers.

A Costello reported that from reviewing the numbers on the GAS side the number of New Registrations going to the default Supplier of BGE is still very high so having a list in front of Customers will let them consider other Suppliers. She added that in principal this is a really good thing being proposed by CER and it will assist in terms of promoting competition but it does depend on how it will happen.

P Stack reported that in the Annual Report CER publishes the New Registrations and details with whom the registrations lie. She suggested that Suppliers go and reflect as to how they want the process to run. There may be something different in the process that could be considered in its place.

A Supplier asked how the GNI Letter to Customers is worded. D Paraschiv reported that she hasn't had sight of the GNI Letter and what information it contains but agreed to obtain this letter and send it onto Suppliers.

S Melvin reported that this New Registration process ties in with the Cooling Off period process. P Stack reported that CER is going to work with RMDS and GNI separately, in around September 2016, to look at developing the Cooling Off Period DR.

S Doolin asked if there is any infringement of the legality of the Cooling Off Period that is set out in legislation for going down this route. P Stack replied that needs to be factored in and considered as part of the DR but that she doesn't know the answer to it as of yet.

2 New actions were logged.

Action 1014 CER to issue to Suppliers the letter that GNI issues to Suppliers with regard to New Registrations.

Action 1015: DR1180 New Registrations - Suppliers to provide comments on this DR ahead of the next IGG.

DR 1180 was not approved at this Forum.

MCR 1179 – Cessation of Eligible Customer Files on ESNB Extranet

Refer to slide for detail.

J Gregory reported that this MCR is being brought for Approval as an MCR. The only change between a DR and MCR was that it was hoped that it could have been released in conjunction with the TIBCO Release. The context of the DR is exactly the same, only the delivery dates are different.

ESNB has reported that this MCR will be delivered instead as part of a future Non-Schema Release.

All Participants agreed to approve.

MCR1179 Approved.

MCR 1176 – Extranet Message Ordering

Refer to slide for detail.

J Gregory reported that this MCR is based around the Message Monitoring Tab on the Extranet which is designed to help Suppliers see messages that have been sent and received for a particular MPRN. This was approved as a DR at the last IGG.

All Participants agreed to approve this MCR.

MCR1176 Approved.

MCR 1140 – Introduction of Eircodes into the Retail Market (v.3.0)

Refer to slide for detail.

J Gregory reported that this MCR has been re-versioned to V3.0 to include the reference to GNI and the interdependencies between Eircodes being delivered in GAS to it being delivered in Electricity.

All Participants agreed to approve this MCR.

MCR1140 Approved.

Market Release Summary

2015/2016 Market Releases.

- MMR 10.7 which went live on 2nd June 2016.
- Non-Schema Release 2015 will Go-Live with the TIBCO & Schema Release.
- Schema Release and TIBCO Release – 5th August 2016. IPT 2 Planning is underway at the moment. An update on IPT 2 will be given at the ReMCoWG.
- All the documentation associated with the Schema and the Non-Schema will all be released on Monday 8th August 2016. Market Design will be released at Version 11.0 and both the CoBL and Market Message Guides will all be re-versioned to v3.0.

- Non-Schema & Schema Release 2016 – no date as of yet. As soon as this date is known, the Market will be notified.

S Doolin asked about the Non-Schema Release and the potential delays and asked if it would be possible to review the process from the start to the end of a Schema Release perspective. He enquired if there is something that could be done to improve the speed and delivery that recognises that there is a dynamic in the Market that's not actually been met by the Schema Release process. The length of time it can take to have Schema Releases reflected in the Market needs to be looked into. There may be merit in considering the Schema Framework and whether or not it can be improved.

J Gregory reported that there is a well established process in place for Schema Releases the only difference being that it was harmonised this time around. She added that the intention is that we have a Schema Release every year and that there is a Governance strategy in place for this. However, in reality, things don't always work out that way.

J Bracken added that the TIBCO Upgrade, I-SEM and SMART have complicated things over the last while and ideally you'd be having releases at least once a year. The one constraint is that you literally have one harmonised machine.

J Gregory reported that a review of work process is being undertaken through the Steering Group activity with ESN and NIE Networks. What has come to light is that there are two different dependencies, the 1st being the Governance structure which is the DR/MCR process, which is working well, and the 2nd being the technology part and fitting in everything into the single machine.

P Stack reported that CER will engage with RMDS and ESN separately further on this matter. However, CER has come to the conclusion that it appears to be more a technology issue rather than a process one. She agrees with S Doolin that this process should be reviewed going forward but that it is not an immediate priority.

LTCA

Refer to slide for detail.

Tender Issued 03/06.

Tender Response Deadline was 20/06.

Tenders Opened 21/6.

Tenders currently being evaluated by the LTCA Chairman and the LTCA Manger.

Next steps:

Complete evaluation of Tender Responses.

Engage with successful tenderer.

Progress Approval of Auditor internally / with CER (financial approval).

Appoint Auditor end of August 2016.

S Donnelly asked how many responses to the tender were received. This was answered by J Gregory.

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

- No details of any planned outage have been received yet.
- Full Details are available on the RMDS Website.

10. AOB

2 items were raised in AOB.

Unplanned Outage on 19th June 2016.

S Donnelly enquired about the unplanned outage on 19th June 2016 and asked why Suppliers only received notice of this outage on 22nd June 2016.

J Gregory replied that it took so long because ESNB didn't know that the unplanned Outage had impacted the system. As soon as RMDS received the relevant information, Suppliers were notified about the outage.

Subtitles

D Paraschiv reported that she received an email from the "Deaf Hear" Organisation on whether Suppliers use the Subtitles option when they place advertisements on TV. CER will send an email to all Suppliers asking if they use subtitles or not and if they do not use subtitles why not?

Next Conference call:

- 27th July 2016.

Next IGG:

- 31st August 2016 in Dublin.