
Retail Markets Co-Ordination Working Group

Wednesday, 29th June, 2016

UR Offices

Belfast



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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	Alan Keegan, 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

All participants are kindly requested to mute their phones when dialled into the forum conference call



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Approval of Minutes

Minutes from ReMCoWG meeting
4th May 2016



ReMCoSG Update

□ SG Meeting held on 25th May 2016.

Topic	Detail	Action Item	Status
Smart Metering	<ul style="list-style-type: none"> Final Policy drops re Smart metering have been made by CER Engagement with ESBN in relation to the co-ordinated planning exercise and the impact that TIBCO delays and wider retail programme of work may have on SM delivery dates. Revised dates are hoped to be delivered mid July 2016. Smart Metering cutover was originally proposed to be mid 2019. CER recognise that based on items falling out of the co-ordinated planning exercise that this is not feasible and revised dates will be provided. 	105 Incorporating Smart changes into the Co-Ordinated Retail Markets - this action is being retained as a standing item/placeholder	pre-existing
I-SEM	<ul style="list-style-type: none"> Extensive engagement between Meter Data Providers and Market Rules WG under I-SEM attempting to identify proposed changes to all systems. CER is recommending that changes should be kept to a minimum and attempt where at all possible to minimise changes to the schema. All parties are close to concluding that no schema changes for I-SEM project will be necessary. SAP/ Central Market system changes are expected. The I-SEM Eirgrid Team will be providing a set of Interface Specs to the Market on the 3rd June 2016 which will specify the content of the format of the Interface Specs. 		
TIBCO/Schema Programme	<p>J Bracken provided the ESBN/NIE Networks update.</p> <ul style="list-style-type: none"> The Project is on target with the Project Plan. The Project Go-Live Date was discussed. The result of this discussion resulted in both RAs having no objection to the 5th August 2016 as the TIBCO Upgrade Go-Live date. Update on status of RA review of report (and follow up answers to questions) provided by ESBN/NIE Networks. All agreed to close action 134 as report had been produced and is now with CER/UR to make a decision around future co-ordinated delivery programme schedule. See action 135. 	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	closed
	1 New Action was logged. Action 135: CER/UR to provide a decision around the future Co-ordinated Market Priorities and deliveries of such.	135 CER/UR to provide a decision around the future Co-ordinated Market Priorities and deliveries of such.	New

□ Next SG on 24th August 2016.



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ReMCoWG Action Items

- No Actions were closed since last ReMCoWG meeting.
- 2 New Actions opened at the last ReMCoWG & 1 Action carried Forward.

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	29/06/2016
141	ESBN/NIE Networks to request from Capita the process for MPs to follow when an MP needs to take their EMMA offline. RMDS to then issue this process to MPs	ESBN/NIE Networks/RMDS	29/06/2016
142	ESBN/NIE Networks to produce a summary report describing the incident of the Unplanned Outage due to Capita building loss of power.	ESBN/NIE Networks	29/06/2016





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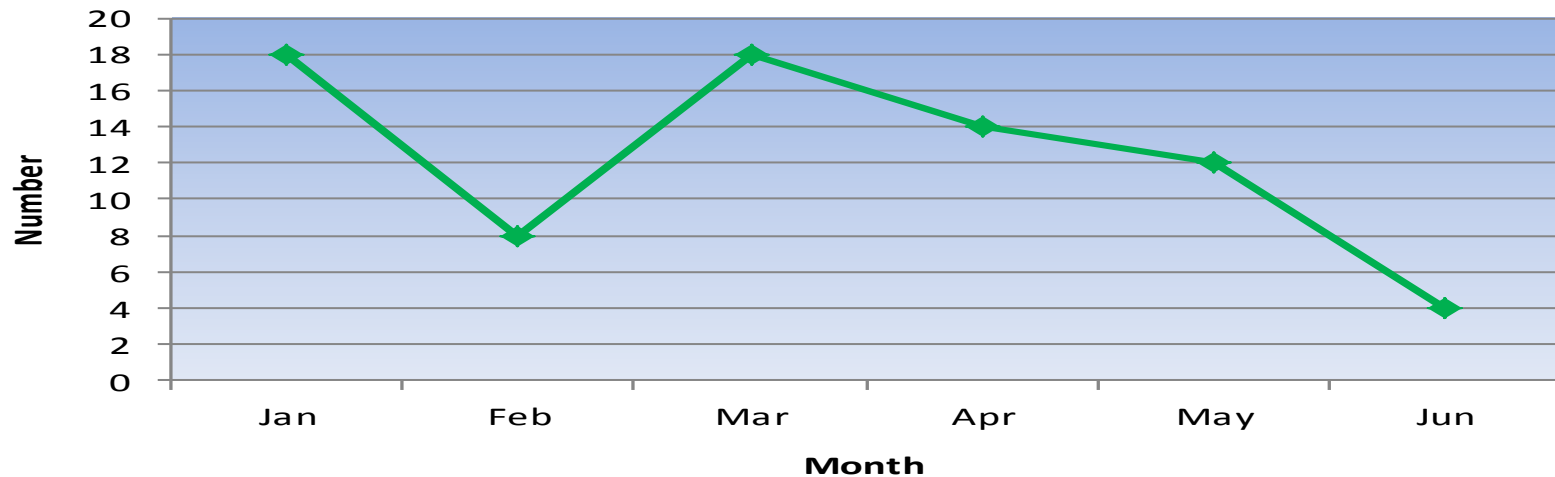


29th June 2016

Tibco Outages

Start Date	End Date	Planned	Contingency Invoked	Comments
02/06/2016	14/06/2016	N	Y	Supplier Connectivity Issues
03/06/2016	03/06/2016	N	Y	Supplier Connectivity Issues
13/06/2016	15/06/2016	N	Y	Supplier DB issues
17/06/2016	27/06/2016	Y	Y	IP Address Changes
21/06/2016	21/06/2016	Y	Y	Electron cutover
27/06/2016	27/06/2016	N	Y	Connection Issues

Unplanned Outages 2016





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Capita Report

April 2nd Data Centre

Power Failure Incident Update

Root Cause of failure

A site mains switch breaker failed to reclose in-sync with a generator switch breaker when the mains power had stabilised after a brief power fluctuation late on the evening of Friday 1st April.

Despite the resilient power source (Generator) activating as designed and providing power through the night, the mechanical nature of the breaker fault resulted in false signals being sent to the SCADA monitoring system.

Early on Saturday morning a false signal caused an “on-set” generator breaker to shut off the supply from the generator as a safety precaution. This resulted in the Data Centre running on UPS batteries until they were exhausted, culminating in a total shutdown.

Problem Diagnosis

The investigating team identified the faulty mains breaker.

Whilst the engineers were able to manually close the breaker to restore mains power, the recommendation from the engineers onsite was to replace the faulty breaker before restoring the mains power to the Data Centre systems, to ensure operational resilience.

Resolution Approach (Senior Management Team decisions)

As it was a weekend, there would be less impact on customers than during a normal working day. Instead of restoring power earlier in the day and following consultation with key customers, the decision was taken to delay the IT systems recovery until the faulty breaker was replaced. This negated the need for a further planned outage to replace the breaker.

Decision taken to replace both the mains and the generator breakers, which took place on Saturday afternoon. The IT technical staff worked throughout the rest of weekend to successfully restore and test the systems for start of business on the Monday morning.

Customer Impact

All key systems were subsequently restored, tested and operational with no data loss by start of business on Monday.

There was minimal impact on the Tibco Market Messaging system

The Reconciliation process identified 181 messages for Rol plus 10 for NI that had not been processed as a result of the outage on the TIBCO hub. These were processed successfully on Monday. To put this into perspective, there are approximately 130,000 messages processed across both jurisdictions on an average working day.

Following the incident, Capita MITS has reviewed and implemented a number of service and process improvements to its internal and supplier support arrangements and maintenance schedules, including: -

- Out of Hours support and escalation
- Preventative maintenance schedules
- Monitoring/Alerting systems notifications

An independent external consultant has been appointed to conduct a technical review and assessment of the electrical distribution system and associated maintenance for the Hillview House site and Data Centre. The resultant report will be issued and presented to Capita MITS by the end of July.

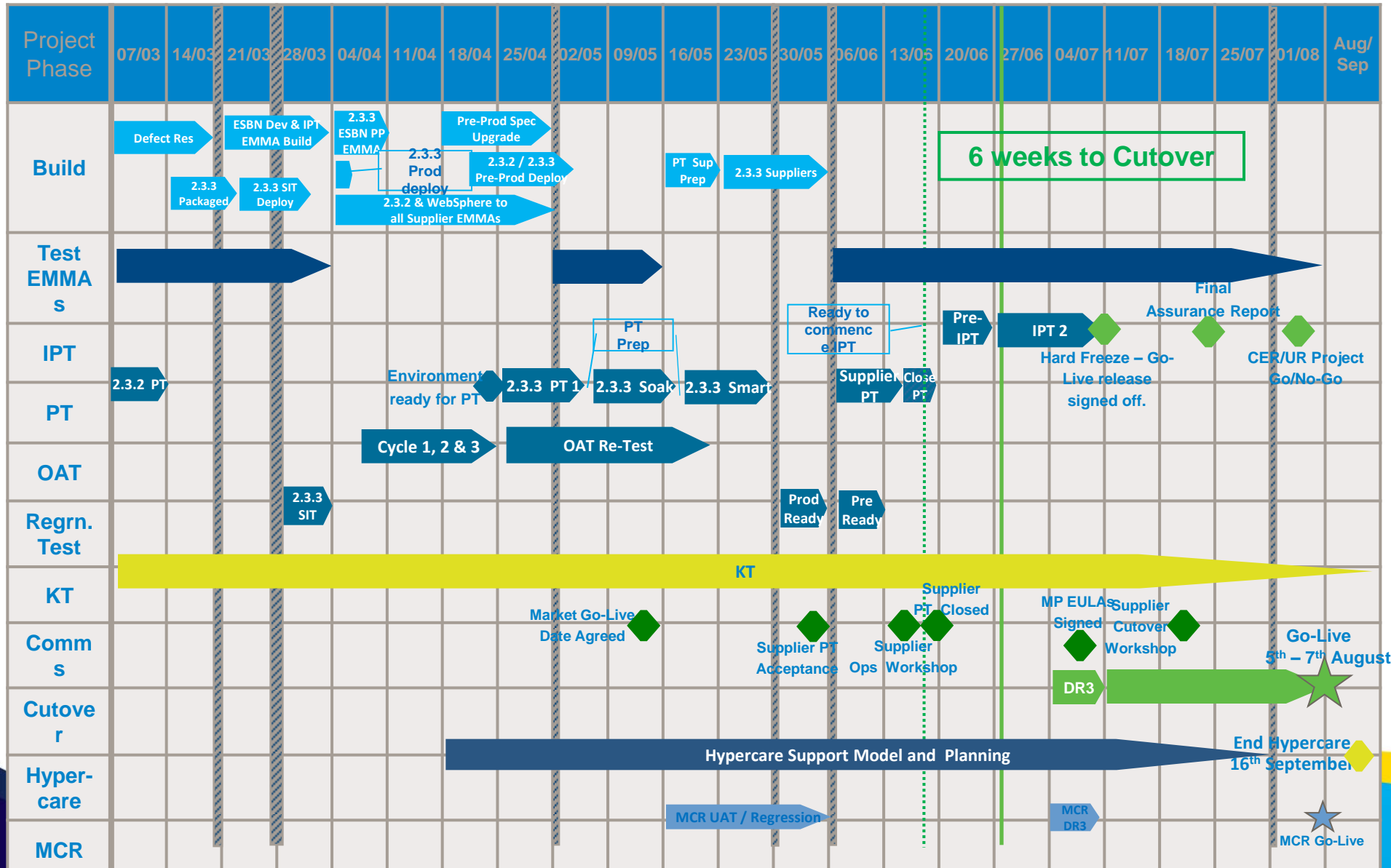
All recommendations from this review will be discussed and actioned appropriately.



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TIBCO Upgrade Project



Item	Comment/Update in terms of milestones & deliverables
Key Highlights	<p><u>Performance Test</u></p> <ul style="list-style-type: none">• Performance Test Exit Report draft issued <p><u>OAT</u></p> <ul style="list-style-type: none">• OAT Exit Report complete and signed off <p><u>Market Assurance</u></p> <ul style="list-style-type: none">• Pre-IPT2 completed without major incident• IPT2 commenced <p><u>Market Comms</u></p> <ul style="list-style-type: none">• Supplier Workshop on Tues 14th June delivered successfully• Progressing preparation for Supplier Cutover and Hypercare Workshop on Tues 19th July <p><u>Supplier Installs</u></p> <ul style="list-style-type: none">• Supplier Deployments complete

Item	Comment/Update in terms of milestones & deliverables
This / Next Period	<p><u>Performance Test</u></p> <ul style="list-style-type: none">• Sign off on PT• Complete system tuning on To-be Production environment <p><u>Deployments</u></p> <ul style="list-style-type: none">• No expected further code release required <p><u>Market Comms</u></p> <ul style="list-style-type: none">• Market Communications will continue• Continue prep for Supplier Cutover & Hypercare workshop (19th July) <p><u>Market Assurance</u></p> <ul style="list-style-type: none">• Engagement with Market Assurance bodies to continue• Complete IPT2 phase (expected completion 8th July)

All Open Defects

	3 - High	4- Very High	5 - Urgent
Deferred			
In Progress	1*		
Monitor			
New			
Ready for Re-Test			
Reopened			
Total	1	0	0

1 high defect raised during PT – BC Retry not working on EI EMMA



Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh



National Smart Meter Plan

ReMCoWG Update

Wednesday 29th June, 2016

Co-ordinated Retail Market Design Update

Jessica Gregory
ReMCoDS



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MCR1173 – Vulnerable Customers Implementation in Rol of SI463

This MCR 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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Co-ordinated Market Releases

- ❑ Co-MMR Release date of Thursday 2nd June 2016. (Joint Release with MMR 10.7) _
SUCCESSFULLY COMPLETED

- ❑ TUP/Schema Release 2015 – Cut over date is 5th August. Market cutover strategy/guide to be issued by TUP.
 - COBL & MM Guides will be updated on 08 August to version 3.0

- ❑ Schema Release 2016 – Will not occur in 2106. Co-ordinated Retail Planning exercise (SG action 134 and 135) will determine date.



IPT Phase of TUP and Schema release 2015

- IPT has been running for 2 days (started Monday 27 June 2016) in NI and ROI.
- To date, no significant issues identified.
- Progress in ROI

Statistic	ROI	NI
Total Test Runs (Week 1 and 2)	636	60
Total test cases started - cumulative for week	123	18
Testing completed	81	12
Evidence to Gemserv	63	7
Open Gemserv Query (this can reduce once query resolved)	0	0
Test Cases successful sign off by Gemserv/Neueda	20	7
Failed	0	0
Percentages		
Percentage testing complete	10.3139	20
Percentage tests failed	0	0
Total Testing Completed (Failed and completely signed off)	2	12

- MPs to complete all declarations and evidence by 8th July 2016.
- IPT formally closes on 13 July 2016
- ROI IPT2 Exit Report completed by Friday 15th July
- Assurance Report delivered to RA's on 25 July
- RA Go/No Go decision on 1 August.



Upcoming Outages for ROI & NI

No outage information for July has been received as of yet

<http://rmdservice.com/outages-2016/>



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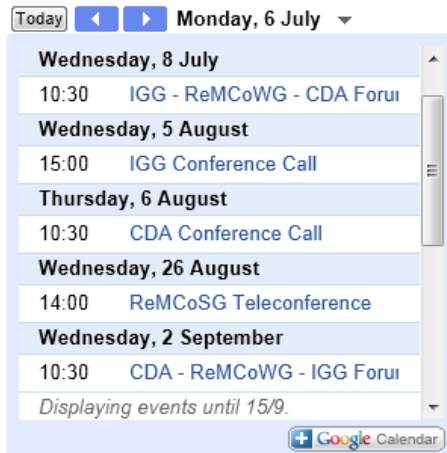
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Next Steps

□ Diary dates for next ReMCoWG meeting:

□ **Wednesday 31st August 2016 - Dublin**

Dates included on **Calendar of Events** on
RMDS website www.rmdservice.com



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ReMCoWG Meeting

 **AOB**



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Thank You



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