

Date:	11 th January 2017	Time & Location	13:30 – 15:30 – CER Offices, Dublin
Chair:	Seán mac an Bhaird, CER		
Attendees:	Name	Location	
	David Walshe, Alice Mooney, Tracy Caffrey	RMDS	
	Elaine Gallagher, Clare Mulcahy	CER	
	John Bracken, Aileen Greaves, Theresa O’Neill, James Long, Mary Mulcahy	ESBN	
	Nirav Vyas, Conall Bolger	Gemserv	
	Gerry Halligan	MRSO	
	Siobhan Melvin	SSE Airtricity	
	Jim Wynne, Seán Doolin	Electric Ireland	
	Stevie Donnelly, Gillian Kinsella	BGE	
	Kevin Sheridan	Energia	
	Eamonn Murtagh, David Gascon	Panda Power	
	David Grindle	PrepayPower	
	Tadhg Gunnell	Pinergy	
	Mark McGarrity	Capture Carbon	
	Jennie Rockwell	Flogas	
Apologies:			
Version Number	2.0		
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

D Walshe enquired if everyone was happy to sign off on the minutes of the last IGG meeting.

S Mac an Bhaird reported the CER attendees at the last IGG are not present at this Meeting to approve the Minutes. He will ask D Paraschiv to review the Minutes before approving them. He has approved the Minutes in principal, subject to any changes that D Paraschiv may have.

S Donnelly enquired if the GMARG uses the same SLA for the distribution of the IGG minutes within a two week period.

S Mac an Bhaird replied that he will investigate this and revert to the IGG.

Minutes Approved pending CER/D Paraschiv approval.

2. Actions – Previous Conference Call & IGG

D Walshe provided the Action Item Update.

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

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

Action Items

948/1004	ESBN to analyse the process where Move out with no Move in 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).		
Update for IGG	<ul style="list-style-type: none"> ▪ This action is an amalgamation of Actions 948 & 1004. ▪ At the Conference Call, J Bracken reported that ESBN plans to introduce a long term enduring solution rather than introducing an interim solution. ESBN plans to put together a DR outlining a long term solution which details a deactivation field on the Market Message. ESBN hopes to present this DR at the IGG in March 2017. ▪ ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ J Bracken reported that ESBN will present this DR at the IGG in March 2017. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 08.03.2017

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"> ▪ At the Conference Call, ESBN reported that they will present this DR at this IGG. ▪ ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ A Greaves reported that ESBN had intended to present the DR at this forum but it is not ready. It is nearing completion and ESBN plans to have this DR ready ahead of the IGG Conference Call in February 2017. ESBN will circulate the DR ahead of the Conference Call. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 08.02.2017

1023	Debt Flagging Figures - MRSO to provide Automated Debt Flagging figures in the next MRSO Presentation		
Update for IGG	<ul style="list-style-type: none"> ▪ At the Conference Call, G Halligan reported that he will present these figures at this IGG. ▪ MRSO to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ G Halligan presented the Automated Debt Flagging Figures in the MRSO Presentation. See Section 6 MRSO Update for details. ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: MRSO	Status: Action deemed Closed	Due Date: 11.01.2017

1024	ESBN I-SEM Presentation - Suppliers to respond with preferences to the 2 questions raised by the ESBN I-SEM Team: 1. A new Market Trials WP12 to accommodate Participant GU registration. 2. New Market Trials WP14 to accommodate Non Participant Generator Arrangements.		
Update for IGG	<ul style="list-style-type: none"> ▪ RMDS received 2 responses which it forwarded to ESBN I-SEM. ▪ ESBN I-SEM to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ J Long presented slides on the Supplier responses the I-SEM Team received. See Section 7 ESBN Update for details. ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 11.01.2017

1026	DR1184 Cooling off for CoS - Suppliers to provide comments on this DR before IGG Conference Call.		
Update for IGG	<ul style="list-style-type: none"> ▪ RMDS received comments from four Suppliers, one of which was received just before this Meeting. This DR is not ready for approval today and the intention is to present this DR for approval at the IGG in March 2017. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ RMDS presented a slide on this DR outlining the status to date. See Section 8 Retail Market Update for details. ▪ Suppliers were urged to provide their response to this action, if not already done so. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action remains Open	Due Date: 08.02.2017

1030	De-energisations - Suppliers raised a concern relating to their experience of ESBN not being able to complete de-energisation due to access. This item was raised previously (Action 968) but MPs felt not suitably resolved. MPs to review previous issue outcomes and send in comments/suggestions on their experience and issues relating to de-energisations or lack thereof due to access restrictions.		
Update for IGG	<ul style="list-style-type: none"> ▪ RMDS received two responses which it forwarded to ESBN. ▪ ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ J Bracken reported that he has no update on this Action. ▪ S Melvin reported that SSE Airtricity sent an email to the CER in relation this action and would like a response ahead of the next IGG. ▪ S mac an Bhaird urged other Suppliers to provide a response to this action. He added that once all responses have been received the CER will review them. The CER will then engage with ESBN on some form of communication to the specific Suppliers who responded and/or to the IGG Distribution List before the next IGG Meeting. ▪ S Donnelly added that BGE plans to provide a response to this action. ▪ RMDS agreed to send the two responses already received from Suppliers onto the CER. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action remains Open	Due Date: 08.02.2017

1031	MPs to provide comments on the Lock Moratorium Disconnection Dates for 2017.		
Update for IGG	<ul style="list-style-type: none"> ▪ New Action logged at the Conference Call. ▪ No responses received to date. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ S Donnelly reported that BGE initially raised this issue. BGE's concern is that Commercial Customers are being given too much of a window and are not being disconnected. It is not clear to BGE why commercial customers are being given so much time by ESBN when domestic disconnections are stopped in early December when resources are available if commercial customers need to be reconnected. BGE wants to know the reasoning behind the Lock Moratorium Disconnection Dates ESBN has chosen and wants to see if the dates could be changed for 2017 and aligned with Domestic Customers. ▪ S Melvin reported that SSE Airtricity agreed with BGE on this matter. ▪ S Mac an Bhaird stated that the onus is on ESBN to outline why the Disconnection Moratorium Dates selected are the most appropriate operationally. The CER will engage with ESBN on this matter and will revert firstly to BGE and will then update the IGG. ▪ S Donnelly agreed to send on BGE's comments on this matter to the CER. ▪ Action to remain open. 		
Forum Logged: CC	Assigned to: MPs	Status: Action remains Open	Due Date: 08.02.2017

1032	De-energisations: CER to revert to ESBN with regard to their schedule of charges for De-energisations.		
Update for IGG	<ul style="list-style-type: none"> ▪ New Action logged at the Conference Call. ▪ CER to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ S Mac an Bhaird reported that he has no update on this action and is unclear where this action originated. ▪ S Donnelly reported that this action is linked to Action 1030 and relates to why Suppliers get charged for a disconnection attempts and queried if Suppliers should only get charged once the disconnection is complete. ▪ S mac an Bhaird reported that the CER will engage with ESBN on this matter. ▪ Action to remain open. 		
Forum Logged: CC	Assigned to: CER	Status: Action remains Open	Due Date: 08.02.2017

3. Actions – New IGG Actions

The following 6 new actions were logged at the IGG.

New Action Items

1033	ESBN Meter Project - ESBN to circulate, via RMDS, an invite for an Industry Workshop on the ESBN Meter Project for week commencing 16/01/2016.		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 7 ESBN Update for details. 		
Forum Logged: IGG	Assigned to: ESBN	Status: NEW Action	Due Date: 16.01.2017

1034	ESBN Meter Project - ESBN to circulate, via RMDS, ESBN Meter Project documentation ahead of the Industry Workshop detail in action 1033.		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 7 ESBN Update for details. 		
Forum Logged: IGG	Assigned to: ESBN	Status: NEW Action	Due Date: 16.01.2017

1035	ESBN Meter Project - ESNB & CER to agree on a reporting mechanism for the ESNB Meter Project.		
Discussion at IGG	▪ See Section 7 ESNB Update for details.		
Forum Logged:	IGG	Assigned to:	ESBN/CER
Status:	NEW	Action	Due Date:
			16.01.2017

1036	Revenue Protection Workplan. ESNB to seek formal IGG Approval for the 2017 Revenue Protection Plan circulated after the Revenue Protection Workplan Workshops held Q4/2016.		
Discussion at IGG	▪ See Section 7 ESNB Update for details.		
Forum Logged:	IGG	Assigned to:	ESBN
Status:	NEW	Action	Due Date:
			08.02.2017

1037	CER 2017 Workplan - CER to present the CER 2017 Workplan at the next IGG.		
Discussion at IGG	▪ See Section AOB for details.		
Forum Logged:	IGG	Assigned to:	CER
Status:	NEW	Action	Due Date:
			08.02.2017

1038	CER Personnel Changes - CER to circulate via RMDS the recent personnel changes within CER.		
Discussion at IGG	▪ See Section AOB for details.		
Forum Logged:	IGG	Assigned to:	CER
Status:	NEW	Action	Due Date:
			08.02.2017

4. CER Update

S Mac an Bhaird gave the CER update.

He firstly outlined the following personnel changes within CER:

Price Comparison Audits & Green Source Products – S mac an Bhaird introduced Clare Mulcahy who has been working in the CER Retail Team for several months on the Price Comparison Audits and Green Source Products.

Retail Team/IGG - He then introduced Elaine Gallagher who has moved from the Wholesale section within CER to the Retail Team. She will be chairing the IGG Meetings going forward.

Market Monitoring – Market Monitoring has been moved off to new Team and will be managed by Acting Manager C O’Gorman (who was previously in Gas). G Kelly is also still involved in Market Monitoring.

Supplier Handbook - Alan Keegan is now involved in the Supplier Handbook and D Paraschiv will still assist for the next while.

Smart Metering – A Keegan and R Strong are working in this area.

S Mac an Bhaird then gave the following CER update.

- **Audit of Price Comparison Website** – will be published shortly. C Mulcahy reported that this document went for submission on 11.01.2017 for approval. The CER will publish the accreditation for the two websites (Bonkers.ie and Switcher.ie) in the next week or so. The Supplier Audits will also be published.
- **CER’s Review of Typical Annual Consumption Figures** – This Consultation Paper will be published week ending 13.01.2017.
- **The Review of Competition in the Electricity and GAS Retail Markets** – plans to be published

week ending 20.01.2017.

Market Monitoring – The CER plans to publish the Q3 Electricity and Gas Retail Market Reports in January 2017 following receipt of validated Disconnections data from Suppliers on 17th January 2017. A Market Monitoring update was circulated to all Suppliers before Christmas with updated calendars and information for 2017. G Kelly is the CER contact in relation to queries on this matter.

5. Gemserv Update

N Vyas gave the Gemserv update.

Refer to slides for details.

- **Assured Parties – December 2016**

N Vyas outlined a slide detailing the number and type of live participants assured by Gemserv since 2005, of which there are 59 in total to date.

Assurance Services: December 2016.

- 1 Large Supplier & 1 Small Supplier are entering the Market and will complete IPT scheduled in the coming weeks. 1 Export Only Supplier and 1 Self Supplier have completed.
- Net IS-U Upgrade – The Assurance Strategy was presented to the Industry in December and was approved at the IGG in November 2016.

6. MRSO Update

G Halligan gave the MRSO update.

G Halligan presented the abbreviated version of the MRSO Presentation. This version outlines Debt Flagging, Objections and any other key items that have come to light during the month. It now includes the number of Automated Debt Flagging figures (IGG Action 1023). The full standardised slide pack is available under the [Reference Section](#) on the RMDS Website and provides the status of Change of Supplier related activity in the ROI Market.

Refer to slides for details.

7. ESB Networks Update

J Bracken & J Long presented the ESNB update.

J Bracken presented an update on the NET IS-U Upgrade and the ESNB Meter Project Update.

NET IS-U Upgrade

J Bracken presented a slide on the Assurance Timeline of this SAP Upgrade. This work is proceeding as per schedule. As this is a key component to the Retail Market, ESNB wants to ensure that the upgrade runs successfully. There may be some IPT (Interparticipant Testing) for some Suppliers in April 2017. The Live Cutover is planned for the Bank Holiday weekend on 2nd June 2017.

Refer to slide for details.

ESBN Meter Project Update

J Bracken presented a slide detailing the current status on the ESBN Meter Project.

Refer to slide for details.

Some discussions ensued. J Bracken reported that ESBN plans to hold an ESBN Meter Project Workshop on week beginning 16.01.2017 where all the questions raised at this forum will be addressed. He is looking for a maximum of 2 representatives from each Organisation to attend.

T Caffrey added that she will co-ordinate the invitation to this workshop with ESBN.

S mac an Bhaird reported that he will provisionally book a room in CER for next Thursday between 14:00 to 16:00 to hold the Meeting.

At the end of the discussions the following three new actions were logged:

1033: ESBN Meter Project - ESBN to circulate, via RMDS, an invite for an Industry Workshop on the ESBN Meter Project for week commencing 16/01/2016.

1034: ESBN Meter Project - ESBN to circulate, via RMDS, ESBN Meter Project documentation ahead of the Industry Workshop detail in action 1033.

1035: ESBN Meter Project - ESBN & CER to agree on a reporting mechanism for the ESBN Meter Project.

Revenue Protection Workplan

G Kinsella enquired about the Revenue Protection Workplan and reported that ESBN had promised to bring that Workplan to this Meeting for approval.

J Bracken reported that the Workplan has already been circulated by S Gray. He agreed to take an action for the Workplan to be formally approved at the IGG Conference Call.

A new action was logged.

Action 1036: Revenue Protection Workplan. ESBN to seek formal IGG Approval for the 2017 Revenue Protection Plan circulated after the Revenue Protection Workplan Workshops held Q4/2016

ESBN I-SEM Programme

J Long presented an update on the I-SEM Programme. **Refer to slides** for details.

- A revision to the Go-Live date for the I-SEM is now the 23rd May 2018.
- I-SEM Market Trials will run from December 2017 to May 2018.
- A revised MCR1182 to incorporate the changes will issue once they have been fully approved in the Wholesale Market.

Price Effecting Units.

- 5 Suppliers Units have now moved to become Price Effecting with a decision on the remaining 2

to follow shortly.

- A new Market Trial Working Group will be established by the I-SEM Project in March 2017 to look at the preparation phase of Market Trials and the development of detailed supporting documentation. ESN I-SEM will provide feedback on this as it becomes available.

IGG Action 1024

At the last IGG meeting in November 2016, ESN I-SEM posed 2 questions (IGG Action 142) on whether Suppliers see a need for WP12 & WP14.

ESN received comments from Suppliers showing an interest in both Working Practices. Therefore, ESN will raise a new DR to update both WP12 & WP14 and will bring it to the IGG/ReMCoWG in May 2017.

J Long also outlined some ESN responses to Specific Supplier queries it received.

Refer to slides for details

8. Retail Market Design Update

D Walshe gave the Market Design Update.

LTCA

D Walshe outlined the LTCA Timeline from the Presentation of the Auditors Report to issuing the Report from the Working Group to the CER.

Refer to slides for details.

- The Report was presented at the Workshop on 8th December 2016. MPs are to provide Report feedback directly to the auditor with a deadline of 13th January 2017. RMDS issued a Questionnaire to understand the way forward from MPs.
- The Questionnaire deadline is Friday 13th January 2017. To date, RMDS has received three completed Questionnaires. Some Suppliers have asked for the Questionnaire in Word format so that Suppliers can complete this off line and then add it in on-line. This was provided.
- By the end of February 2017, the goal is to produce the LTCA WG Report for CER.

DR1184 – New Cooling off for CoS (Status Update)

Refer to slides for details.

D Walshe reported that Suppliers have raised a number of queries in relation to this DR. The latest version details scenarios relating to CoS with CoLE. Also included are details of an alternative Objection Reason Code which could be used instead of Objection Reason Code SE which is no longer required and is infrequently used. ME is now available and may be a better option. Supplier's feedback is welcomed.

This DR will be brought to the Conference Call or the next IGG.

G Kinsella enquired if the ME code being used by Suppliers referenced in the updated version of the DR are errors/being used incorrectly. D Walshe reported that he will raise this question with C Keane in RMDS.

S Melvin reported that SSE Airtricity suggested that ME be used instead of SE as SE is Supplier Error and should only be used if there is an MPRN mix up for example. If Suppliers started using SE for the Cooling Off Period then this would be diluting those numbers.

G Kinsella asked if there would be any Data Protection Implications for using ME given that it was previously used for Debt Flagging.

G Halligan replied that the Automated Debt Flagging solution went live in August 2017 so ME is not associated with Debt Flagging anymore.

D Walshe asked Suppliers to send in any comments or queries on this DR to RMDS.

MCR1185 – Small Supplier Categorisation

Refer to slides for details.

D Walshe reported that this was passed as a DR at the last IGG and RMDS are asking to approve it as an MCR at this meeting. Currently the structure of the Small Suppliers Category does not facilitate the business model of a Supplier having a small number of sites but energy usage greater than 10MW power at peak demand.

S Mac an Bhaird enquired about the background to this MCR.

D Walshe reported that there may be a combination of small customers exceeding 10 megawatts or some customers less than that.

S mac an Bhaird added that if this MCR is implemented and a new Entrant comes into the Market for example, and over the first year acquires 200 sites and they just happen to be the 200 biggest sites in the Country, does that mean that the New Entrant is classified as a small Supplier under this MCR? This may be a potential concern.

D Walshe reported that this arose with some Suppliers signalling their intention before joining the Market that they would exceed the capacity of 10 megawatts.

S Mac an Bhaird asked if there was any consideration given to a new megawatt threshold rather than an open-ended one. He reported that he will review the MCR.

A Mooney advised that this DR was discussed at the last IGG in November and the detail of this DR was captured in the Meeting Minutes.

D Walshe reported that this MCR will not be approved until all questions posed are answered. BGE agreed with the potential concern raised. This MCR will be discussed further at the Conference Call in February.

MCR 1185 was not approved at this Forum.

Non Schema Release 2017

Refer to slide for details.

D Walshe reported that the prioritisation exercise is now complete and the results have been circulated. He added that the items highlighted in green on the table in the slide indicate what has been completed to date and when.

The next step in the process is for ESNB and NIE Networks to revert with a date for the proposed Schema

Release which shall include the release package content and the delivery schedule.

Annual RMDS Statistics

Refer to Slide for full details.

D Walshe reported that statistics were provided on the following four RMDS functions:

- New Entrants
- Actions
- Outages
- Market Change Requests

The statistics are provided for 2016 and also a three year trending analysis. RMDS is coming to grips with the trending to see if it means anything significant as there are some anomalies. Suppliers were urged to read the full suite of statistics which are available on the RMDS Website.

2016 RMDS Customer Satisfaction Survey

Refer to Slide for full details.

D Walshe reported that the survey will be issued in Q1 2017 and will follow the same format as last year. The difference this year is that the RMDS and ReMCoDS surveys will issue at the same time. RMDS would also value in advance of the IGG Survey, and indeed the ReMCoDS Survey, any questions from Suppliers they would like to be included in the survey.

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

Outage Dates:

There is 1 planned Outage for January 2017.

- There is a planned Outage in RoI & NI on Sunday 15th January 2017 between 09:00 to 15:00 when TIBCO will be unavailable. This avails on the 3rd Sunday of the month usually reserved for outages.
- Full Outage Details are available, as usual, on the [RMDS Website](#).

10. AOB

D Walshe thanked MPs on behalf of Jessica Gregory as the RMDS Manager for all their help and support as over the last number of years and that she looks forward to working with them all in the future.

S Mac an Bhaird raised 2 items in AOB.

CER 2017 Workplan

S Mac an Bhaird suggested that CER will provide an overview of CER's Retail Team's Workplan for 2017. This update will detail the main items and when they are taking place in 2017.

A New Action was logged.

Action 1037: CER 2017 Workplan - CER to present the CER 2017 Workplan at the next IGG.

Supplier Handbook

S Mac an Bhaird suggested that he should have mentioned this update earlier in the CER Update. He added that A Keegan informed him that the Supplier Handbook Workshop that took place on 10.01.2017 was a constructive workshop and he would like to thank all Suppliers for their participation. Within the coming week CER will endeavour to arrange bi-lateral meetings with all Suppliers. A Keegan will contact the relevant representatives in each organisation in due course.

G Kinsella asked if the CER could circulate details of the recent personnel changes within CER to Suppliers.

A new action was logged.

Action 1038: CER Personnel Changes - CER to circulate via RMDS the recent personnel changes within CER.

Next Conference call:

- 8th February 2017.

Next IGG:

- 8th March 2017 in Belfast.