

IGG Meeting Minutes

Date:	6 th March 2019	Time & Location	10:30 – 12:30 – UR Offices, Belfast
Chair:	Alan Keegan, CRU		
Attendees:	Name	Location	
	Lindsay Sharpe, Alice Mooney, Patrick Moran	RMDS	
	Alan Keegan	CRU	
	Carl Murphy, Elaine Sexton, Aileen Greaves	ESBN	
	Sarah Fuller	Gemserv	
	Jim Long	MRSO	
	Siobhan Melvin	SSE Airtricity	
	Ben Lambon	BGE	
	Mark Phelan	Electric Ireland	
	Kevin Sheridan	Energia	
	Adam Diamond, Leola McErlane	Go Power	
	Tadgh Gunnell	Pinergy	
	Moiketsi Ramaili, Alan Reynolds	Panda Power	
Jennie Dockrell	Flogas		
Apologies:			
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CRU Update
5.	De-harmonisation Update
6.	Retail Market Design Update
7.	MRSO Update
8.	ESBN Update
9.	Gemserv Update
10.	Notice Board Planned Maintenance, Reminders from IGG, etc.
11.	AOB

1 – General

A Keegan enquired if everyone was happy to sign off on the minutes v1.0 of the Conference Call on 6th February 2019.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

L Sharpe provided the Action Item Update.

1 IGG action was closed (see IGG slides for list of actions) since the last IGG Meeting (not including this current IGG meeting).

Suppliers may email RMDS if they require the closure details for any of these actions.

3 IGG actions have been carried forward.

Action Items

1122	Data Sharing Agreement - ESBN to revert with a position on a proposed Data Sharing Agreement (Action 1118).		
Update for IGG	<ul style="list-style-type: none"> ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> C Murphy reported that ESBN's Legal Team and Data Protection Office are still reviewing the GNI Data Sharing Agreement. K Sheridan stated that the GNI Agreement although very much hammered out could still change. There is another meeting scheduled to review the Agreement in a week or two. C Murphy reported that ESBN won't do a cut and paste from the GNI Agreement but will leverage something from it for the electricity market. He may contact D O'Brien in GNI to get an updated copy of the Agreement. Action to remain open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 03.04.2019

1123	LTNA - ESBN to create a Process Document on LTNA		
Update for IGG	<ul style="list-style-type: none"> ESBN to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> C Murphy reported that RMDS issued on behalf of ESBN a LTNA Information Note on 11/02/2019. B Lambon enquired as to what the difference was between this Information Note and an Industry Process document, and asked if there was reason ESBN issued an Information Note instead. Would a Working Practice be more suitable. C Murphy replied that his understanding was that an Industry Process document was an MPD, and you wouldn't develop an MPD without an MCR and the full market change control process. The Information Note was designed to give MPs the level of information to allow them to see the work that is actually done in relation to LTNA by ESBN and to also to call out how Suppliers could help to improve their processes. A Working Practice would be not required in this case either. 		

	<ul style="list-style-type: none"> ▪ S Melvin asked if the Information Note would be published on the RMDS Website as this would be of benefit to staff changes in the future. ▪ C Murphy replied that it could be put up as a reference document on the RMDS Website but wouldn't be part of the market design itself. ▪ A Keegan asked if there would be any sensitivities in publishing LTNA Information on the RMDS Website. ▪ A Mooney suggested that RMDS publishes the Information Note on the RMDS Private Website. ▪ B Lambon added that BGE has some final comments on the Information Note and other suggestions on LTNA for ESNB. He agreed to send them to ESNB. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: ESNB	Status: Action remains Open	Due Date: 03.04.2019

1125	Market Release v12.00.00 - RMDS to publish the forthcoming key dates in v12.00.00 on the Release page on the RMDS Website.		
Update for IGG	<ul style="list-style-type: none"> ▪ L Sharpe reported that RMDS would present a slide at this forum outlining upcoming key dates. ▪ RMDS will issue the full detailed Cutover Plan on 29th March 2019. The Cutover workshop will take place on 4th April probably between 10:00 – 12:00. RMDS will issue the details of the workshop in due course. This workshop is mandatory for all Suppliers to attend. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ L Sharpe presented a slide on the key dates for v12.00.00 (See Section 6 Retail Market Design update for details). ▪ RMDS will add the key dates to the v12.00.00 page on the RMDS Website. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action remains Open	Due Date: 03.04.2019

3. Actions – New IGG Actions			
4 new actions were logged at the IGG.			
New Action Items			

1126	Brexit - CRU to consider if it should publish an Information Note on Brexit regarding potential implications for the electricity retail market		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 4 CRU Update for details. 		
Forum Logged: IGG	Assigned to: CRU	Status: NEW Action	Due Date: 03.04.2019

1127	Brexit - ESNB to engage individually with Suppliers with regard to the Standard Contractual Clause before 15/03/2019		
Discussion at IGG	<ul style="list-style-type: none"> ▪ See Section 8 ESNB Update for details. 		
Forum Logged: IGG	Assigned to: ESNB	Status: NEW Action	Due Date: 15.03.2019

1128	LTNA - CRU to pass MPs views on as to whether Customers Reads should be included as Reads when calculating LTNA figures to the Networks Team within CRU(Price Control Exercise)		
Discussion at IGG	<ul style="list-style-type: none"> See Section 8 ESNB Update for details 		
Forum Logged: IGG	Assigned to: CRU	Status: NEW Action	Due Date: 03.04.2019

1129	Low Call Phone Numbers - CRU to contact Com Reg with regard to the changes to the low call numbers (1890 etc.) which come into effect in 2022		
Discussion at IGG	<ul style="list-style-type: none"> See Section 11 AOB for details. 		
Forum Logged: IGG	Assigned to: CRU	Status: NEW Action	Due Date: 03.04.2019

4. CRU Update

A Keegan gave the CRU update.

A Keegan reported that Fergus O’Toole, Manager of the CRU Retail Team has left the CRU to take up a new position with the CCPC. He will be taking over the role of acting Retail Manager and for Smart Metering for approximately six weeks when a new manager will be appointed who is an external candidate. The Retail Team at the moment consists of just himself and M Gallagher who are prioritising certain tasks.

He presented slides on the following:

Refer to slides for details.

- With regard to Smart Metering, CRU published a decision on Time of Use last week. He thanked MPs who responded to the Consultation. Some really good comments came back and he hopes CRU reflected as many of the points and/or concerns raised by MPs in the final Decision Paper.
- Work is ongoing on the Profile Removal and Residual Error Decision Paper. CRU had hoped to publish that decision in tandem with the Time of Use decision but unfortunately there was a slight delay due to resource issues. CRU is targeting early April for the Decision Paper to be published.
- The Meter Allocation Consultation has now closed. CRU received a good few responses on this. He thanked MPs who responded to the Consultation. CRU is targeting mid-April for the Decision Paper to be published.
- Supplier Handbook Review – This is still in the internal scoping phase. CRU is working with the Compliance and Enforcement Team within CRU who are looking at developing standards of performance. CRU is trying to do see where the Handbook compliments the Standards of Performance and vice versa.

K Sheridan enquired as to how the Standards of Performance will work, will they be tagged onto the Handbook?

A Keegan replied that he is not entirely sure. CRU has said in the past, that closer to the time of Smart Metering Go Live it would update the Supplier Handbook in terms of the Smart Metering Policy decisions which have effectively been on ice. In the Energy Acts of 2016 CRU received new powers to put in place these standards of performance. CRU will be able to apply administrative sanctions in the event of a breach in the Standards of performance.

K Sheridan asked if there will be a consultation on the standards of performance.

A Keegan replied that there may be a consultation but could not say with certainty. Work on the development of the SoPs is being led by the Compliance and Enforcement Team. Any queries should be directed to Karen Kavanagh, Senior Manager in the CRU.

- SoLR – Due to the issue with resources, this work will remain with S mac an Bhaird who is now Manager of the Gas Networks Team. S mac an Bhaird has the background on SoLR and will mind the shop on this for the next 6/7 weeks. He understands that work is progressing well.
- CRU has worked with the ESRI through an initiative called Price Lab. CRU got the ESRI in 2018 to look at attitudes to Smart Metering on Time of Use for example. CRU will bring the results of this initiative not to this forum but to the Smart Metering Project. A Paper on this will be published over the next couple of months.
- Debt Flagging Decision – this is still work in progress. He doesn't have a date as to when this will be completed.
- IGG Improvements – RMDS does a lot of really good work with attendees with regard to surveys and ways of working. CRU is considering if there is any fundamental changes to the IGG which are warranted. He is not sure there are but he thinks it might be a prudent exercise to open this up to attendees to have a think about. If there are any issues which MPs have which could improve the IGG, they should contact CRU who will consider them.

K Sheridan asked if this will be in the confined to the IGG Terms of Reference.

A Keegan replied that the operational work is what attendees have discussed with RMDS through the surveys but this is if there are any fundamental issues or improvements that need to be made. He thinks the IGG group works quite well but CRU feel it is a good point in time to ask this question.

Network Stakeholder Engagement Evaluation Panel

A Keegan reported that he was asked by the CRU Electricity Networks Team to give this update on Network Stakeholder Engagement

Refer to slide for details.

A decision was made in April 2018 on incentive arrangements for TSO and DSO, one of which was built around greater stakeholder engagement and how can ESBN and Eirgrid engage with stakeholders and if is there anything they could improve on. Subsequently a panel was put together to review the stakeholder engagement plans. The panel is open to Industry and there is a consultation which is open at the moment. If anyone has an interest in becoming a member of this panel feel free to contact the CRU Networks Electricity Team.

A Keegan reported that Esther Marquez is the point of contact for this. He agreed to provide her contact details to RMDS who in turn will pass them onto the IGG.

(Following the Meeting, CRU provided the point of contact details to RMDS who in turn added it to the CRU slide in the RMDS IGG Presentation v3.0 on the RMDS Website and notified the IGG)

S Melvin asked if CRU could issue some sort of Customer Notice on Brexit. SSE has received some queries from larger Industrial Customers asking if there are any impacts for them.

A Keegan replied that an information note on Brexit was issued by CRU yesterday.

S Melvin reported that there was nothing on Retail or Customers in the note issued.

A Keegan reported that he will look into whether the CRU should publish an information note on Brexit for the electricity market.

A New action was logged **Action 1126: Brexit - CRU to consider if it should publish an Information**

Note on Brexit regarding potential implications for the electricity retail market.

K Sheridan asked about the Pop Up Coffee Shop for the Switch On Campaign which included Switchers and Bonkers. Was it a CRU message that they were passing on, or was it their own “go to our own website” message.

A Keegan replied that he didn’t know. The switching campaign was born out of CRU taking a more proactive role in public engagement and communications and is one of the pillars in CRU’s new strategic plan. There is a whole range of things CRU is looking into at the moment. Pop up Café is seen as a good idea. The switching sites are accredited by CRU. The Communications Team in CRU probably felt it was good to bring them along and pass information along as to how to switch, go to the website and what information you might need.

K Sheridan said that it was a very good idea and a very good campaign so far but worried that these sites aren’t independent. He just wanted to know by bringing in the switching sites, what the message was. He will pick the matter up with K Richardson in CRU.

5. De-harmonisation Update

A Keegan reported that the CRU has no update on De-harmonisation.

6. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

Market Release v12.00.00

L Sharpe presented a slide on v12.00.00.

Refer to slide for full details.

RMDS has a section on the RMDS website which contains all of the information on the release.

IPT is ongoing at the moment, it started last week and will finish next week (15th Mar).

The Cutover Readiness Workshop will take place on Thursday 4th April. This workshop is mandatory and will probably be in the City North Hotel in the morning from possibly 10:00 to 12:00. RMDS will confirm this by email in the next few days.

The Cutover weekend is starting Thursday 18th April to Monday 22nd April.

RMDS will issue a full cutover plan on March 29th. This is being finalised at the moment. RMDS will issue this in advance of the workshop on 4th April.

Go Live is on Tuesday 23rd April 2019. On that day, RMDS will issue an update on all the v12.00.00 Market Documentation on the RMDS Website. Hypercare will start on 23rd April until 7th May 2019.

Market Release v13.00.00

L Sharpe presented a slide on v13.00.00.

Refer to slide for full details.

Later today ReMCoDS will issue the five Smart DR/MCRs and will hold a special ReMCoWG on Wednesday 20th March 2019 in the City North Hotel from 10:30 to 12:30. The Smart Team will be there to walk through the MCRs and to answer questions. One of them is still a DR, so the intention on 20th March is to approve that as a DR and also as an MCR.

B Lambon asked if both Smart ILG Reps and IGG Reps will be invited to attend this workshop.

E Sexton replied that only the IGG Reps will be formally invited to the workshop. The engagement with the ILG has concluded. This workshop is to focus purely on the people who have not engaged on the MCRs as of yet.

A separate workshop is needed for one of the Non-Smart MCRs, MCR1135 Webservice. RMDS is hoping to schedule this workshop for the afternoon of 4th April immediately after the cutover Workshop. RMDS will issue the details shortly.

Updates

LTCA

The LTCA Working Group meeting took place on 14/02/2019. The Final Recommendation Report issued to the Working Group members on 22/02/2019. Members are asked to respond by today 06/03/2019. The Report will then be sent to CRU for approval.

SoLR Review Exercise

The SOLR Review Exercise is continuing to progress.

Tender for Retail Market Assurance Contract

The Tender process is in progress.

MCR1167 – Facilitate Energy efficiencies in Local Authority Public Lighting.

This MCR was issued to MPs on 19/02/2019. There are no changes to the functionality or design and the re-versioned MCR contains cosmetic changes only.

K Sheridan stated that he had raised a query on this MCR which he hasn't received an answer to yet.

E Sexton replied that she understands that a response was sent by RMDS to Energia last week. This is purely a cosmetic change to the MCR and is to align the reference tables in the MCR with the published burn hour calendars which were published by ESNB in November.

The MCR was approved by attendees at the IGG. K Sheridan approved the MCR in principle but asked for some time to review the changes to the MCR internally. He agreed to revert with approval by 08/03/2019.

(K Sheridan subsequently approved the MCR on 07/03/2019).

MCR1167 approved.

7. MRSO Update

J Long gave the MRSO update.

He reported that he was recently appointed as the new MRSO Manager. Gerry Halligan is retiring from ESNB in the next couple of weeks. Gerry would have liked to attend this IGG to say his goodbyes as he has been attending IGG Meetings for a number of years. He asked J Long to pass on his thanks for the involvement and feedback he has received from IGG members and stakeholders.

Attendees asked J Long to pass on their best wishes to Gerry.

J Long asked MPs to send any queries they now have for MRSO to him at James.long@esb.ie

He then 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.

8. ESNB Networks Update

C Murphy and E Sexton presented the ESNB update.

Brexit.

C Murphy gave an update on Brexit.

Refer to slide for full details.

ESNB has completed an analysis and identified that the Retail Market Solution will be impacted in the event of a no deal Brexit on 29th March. The impact is in relation to GDPR.

Data is being sent from ROI up to NI and is going outside the EU. ESNB needs to put some safeguards in place to address this. After a lot of analysis to see what the best solution is to put in place, the best solution would be a legal solution due to the time constraints. The approach that ESNB has been advised to take by its legal department is to use standard contractual clauses. These clauses are made available by the EU specifically for this purpose whereby ESNB is sending data outside the EU.

Although this is something that the IGG is unaccustomed to, ESNB plans to create a unilateral contract. The idea is that ESNB creates the standard contractual clause and publishes it on the RMDS Website. ESNB would then write to all of the different MPs who ESNB sends data to, to alert them that this has now been published. The standard contractual clause is a controller to controller type clause. In the event of a no deal Brexit, MPs are bound by the terms and conditions of this standard contractual clause.

K Sheridan stated that this sounds complicated and there doesn't seem to be a lot of time to do this. He will have to get Energia's legal team to look into this.

C Murphy added that this ESBN presentation today is a heads up. ESBN will write to every MP in due course. Due to the time constraints involved and because if ESBN were to use bilaterals to negotiate with every MP individually there is no guarantee that we would have something signed by the time it would be required.

K Sheridan reported that this is not the fault of Suppliers. He questioned as to why ESBN didn't look at contingency into this months ago. ESBN is giving MPs very little time to look at this.

C Murphy replied that ESBN did start looking at this a long time ago but there was a lot of confusion in terms of Brexit and ESBN has clarity now as to which way it needs to go. If there is nothing like this put in place then there is a chance that MPs would have to stop sending Market Messages. MPs don't have to sign anything but their continued use of the Market Messaging System is signing them up to this term of use.

S Melvin asked what the options are if MPs don't agree with it or have some sort of objection to this.

C Murphy replied that the intention is to write to MPs individually in due course within two weeks.

K Sheridan asked what due course is, it needs to be as soon as possible, two weeks is too tight and ESBN should have notified MPs sooner.

B Lambon stated that the standard clauses are available on the European Commission Website.

C Murphy replied that he knows it's not ideal but the whole situation is not ideal. He agreed that ESBN will engage with Suppliers on this matter by the end of next week 15/03/2019. Emails will issue to the IGG Reps. It may be the case when ESBN talk to their legal people, that it may also need to go to the Chief Executive of each organisation, he is not sure at what level it needs to be pitched at yet.

A new action was logged: **Action 1127: Brexit - ESBN to engage individually with Suppliers with regard to the Standard Contractual Clause before 15/03/2019**

S Melvin enquired as to what Suppliers who have customers in the north will do for such cases.

C Murphy replied that ESBN is covering off the ROI part, but believes that NIE Networks has been considering Brexit.

S Fuller added that Gemserv understands that if there is a no deal Brexit then the UK would adopt the UK GDPR which is the same in all purposes to the one in ROI.

C Murphy reported that if you are a UK Supplier sending data into the EU, the UK are saying that is fine. However, the EU is saying that it is not fine for EU data to go into the UK.

LTNA.

C Murphy gave an update on LTNA.

Refer to slide for full details.

The Supplementary Information Note on LTNA issued on 11/02/2019. ESBN is on target to meet its 98% in its SLA.

An initiative that the ESBN LTNA Team is currently pursuing is to make contact with the approximately 30 City and County Councils that have LTNA sites. The LTNA Team have tried to make contact with the contacts it has in the system, and where it doesn't have contact details, is looking up websites to try and get a contact for the future.

K Sheridan stated that in 2018 the matter of whether Customer reads should be included as reads was discussed. Energia believes that Customer reads should not be counted as reads. At the time of the discussion, CRU stated that they might take a look into this.

Both S Melvin and B Lambon stated that they support Energia's view that Customer reads should not be included in the read figures for the SLA.

C Murphy responded that ESNB reviewed the SLA at the time and came back and said that this shouldn't change.

K Sheridan requested that a new action be logged for CRU to look into this request from Suppliers. Customer reads are not access to the meter so therefore should not be part of this metric.

A Keegan replied that this sounds like something that would have to be looked at in terms of the Price Control. He will feed this back to the Networks Electricity Team within CRU.

A new action was logged: **Action 1128: LTNA - CRU to pass MPs views on as to whether Customers Reads should be included as Reads when calculating LTNA figures to the Networks Team within CRU (Price Control Exercise)**

B Lambon enquired if ESNB will present LTNA stats going forward on a month to month basis or possibly every two months.

C Murphy replied that this is something that would be easier said than done. There are complexities at how figures would be arrived at on a rolling period. He suggested that BGE forwards them what type of figures they wish to see and ESNB will see if it is possible for ESNB to provide them.

B Lambon agreed to do this.

V12.00.00

E Sexton presented slides on the following slides:

- Market Release v12.00.00 – Status, Summary Update, Detailed Updated and Milestone Plan.

For V12.00.00 everything is progressing on track. ESNB is continuing its engagement with RMDS and Gemserv. IPT for MPs is progressing well.

With regard to the TIBCO upgrade project, discussions are progressing. The scope and timelines and the planned go live date remains as Q3/2019. G McHale will provide a more detailed update on the TIBCO Upgrade Project following this Meeting (*See ReMCoWG Meeting Minutes for details*).

For v13.00.00 engagement by smart with the ILG Reps has come to a conclusion and CRU provided their approval for the five MCRs to be brought to the special ReMCoWG on Wednesday 20th March for formal approval. The re-versioned MCRs will be issued by ReMCoDS by COB today. ESNB encourages IGG Reps to engage with their ILG Reps ahead of that Meeting. Feedback for the MCRs is requested back to ReMCoDS by next Thursday 14th March. ESNB will publish its draft re-versioned MCR on Thursday 21st March and the workshop for this MCR will take place on 4th April.

E Sexton said that SSE had asked for some clarity as to how ESNB will manage the v13.00.00 release. The Project Team for v13.00.00 will deliver all of the MCRs, both smart and non-smart. For market assurance, the engagement will be on the entirety of the market release.

B Lambon asked who will be in attendance at the special ReMCoWG on 20th March, will it be just for ESNB and Suppliers.

E Sexton replied that CRU has given satisfaction to proceed to formal approval. CRU and ReMCoDS will be in attendance at the special ReMCoWG along with ESBN and Suppliers which is exactly in line with the existing governance.

ESBN will send via RMDS the detailed high level cutover plan to MPs on 29th March. In ROI the cutover will start on Thursday 18th of April, in NI on Friday 19th April and will conclude around midnight on Monday 22nd April.

For the Eircode upload ESBN's indicative volumes and timelines are still the same as communicated at the last IGG. ESBN will refine these ahead of the cutover workshop and flag any potential changes.

9. Gemserv Update

S Fuller gave the Gemserv update.

Refer to slides for details.

New Entrants

- 1 new Export Only Supplier
- 2 new Large Suppliers in progress – Supplier 1 has completed ITA Assurance stage and will now progress to IPT. Supplier 2 has completed BSA stage and will now progress to ITA.

V12.00.00 Market Design Release

- IPT underway (25th February to 13th March) – on track, going well
- Final Assurance Report to CRU due on 2nd April 2019.

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

L Sharpe provided the outage update.

Outages

- There is a planned outage for the TIBCO Market Messaging System on Sunday 10th March from 08:00 to 20:00 to facilitate a Re Org of the TIBCO HUB Database. This outage was brought forward a week due to the following Sunday (usual 3rd Sunday in the month) being St Patricks Day and a Bank Holiday).
- Full outage details are available, as usual, on the [RMDS Website](#).

11. AOB

1 item was raised in AOB.

Low Call Phone Numbers

S Melvin raised this item.

She reported that she has already emailed J Bracken with regard to this matter.

Com Reg published a decision recently stating that they are reducing the number of National Geographic Numbers from 5 to 2, so such numbers such as 1890 and 1850 will be withdrawn from January 1st 2022. SSE has concerns about the level of customer communications that will need to be updated due to this. This will effect Suppliers, ESNB and CRU who also use these numbers. A co-ordinated approach to this change would be beneficial.

A Keegan reported that he would take an action to contact Com Reg about this.

A new action was logged **Action 1129: Low Call Phone Numbers - CRU to contact Com Reg with regard to the changes to the low call numbers (1890 etc.) which come into effect in 2022**

Finally, K Sheridan reported that he is leaving Energia to take up a new position with Irish Water. This is his last face to face IGG Meeting. He thanked attendees.

Attendees thanked K Sheridan and wished him the best in his new job.

Next Conference call:

- 3rd April 2019.

Next IGG:

- 1st May 2019 in Dublin.

Retail Market Design Service

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