

# IGG Meeting Minutes

<b>Date:</b>	1 <sup>st</sup> May 2019	<b>Time &amp; Location</b>	13:30 – 15:30 – CRU Offices, Dublin
<b>Chair:</b>	Alan Keegan, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney	RMDS	
	Alan Keegan, Lisa Fahy	CRU	
	Carl Murphy, Elaine Sexton	ESBN	
	Sarah Fuller	Gemserv	
	Jim Long	MRSO	
	Siobhan Melvin	SSE Airtricity	
	Ben Lambon	BGE	
	Sean Doolin	Electric Ireland	
	Cian Fitzgerald, Krystle Chapman	Energia	
	Leola McErlane	Go Power	
	Tadgh Gunnell	Pinergy	
	Anne McEvoy	Budget Energy	
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
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**

Firstly A Keegan introduced L Fahy as the new Retail and Smart Metering Manager in CRU.  
 He enquired if everyone was happy to sign off on the minutes v1.0 of the Conference Call on 3<sup>rd</sup> April 2019.  
**Minutes Approved.**

**2. Actions – Previous Conference Call & IGG**

L Sharpe provided the Action Item Update.  
 4 IGG actions were 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**

<b>1122</b>	<b>Data Sharing Agreement - ESBN to revert with a position on a proposed Data Sharing Agreement (Action 1118).</b>		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>ESBN to provide an update.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>C Murphy reported that ESBN’s Legal Team are still reviewing the GNI Data Sharing Agreement. The GNI Agreement contains a lot of detail.</li> <li>S Doolin added that a lot of work has been done by GNI. The GNI Agreement is multi-year piece with multiple references back to various legal people, from both the GNI and Supplier side. Every single change has to be re-iterated back to the Supplier’s legal Team to ensure that they are happy with it. The process itself is painful and really inefficient and there are certainly lessons to be learnt. He suggests that ESBN reviews the GNI document with all the relevant legal people in one room until agreed because you are looking at numerous months before legal people review such changes.</li> <li>S Melvin reported that it would be useful to take as much as possible from the GNI Data Sharing Agreement as a starting point.</li> <li>Action remains open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> ESBN	<b>Status:</b> Action remains <b>Open</b>	<b>Due Date:</b> 29.05.2019

1123	LTNA - ESBN to create a Process Document on LTNA		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that at the Conference Call BGE agreed to send some final comments on the Information Note and other suggestions to ESBN which they did on 28/03.</li> <li>▪ ESBN responded to BGE via RMDS on 26.04.2019.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ B Lambon reported that BGE received a response back from ESBN. BGE is very happy with the earlier commitments that ESBN made with regard to LTNA. However BGE feels that the Information Note provided by ESBN does not complete this action in terms of some of the content. BGE has also fed back to ESBN some additional elements that it wants to see included in the Information note. ESBN has agreed to have bi-lateral meetings and this is a good example of co-operation between ESBN and Suppliers. However the action was assigned to ESBN in January to create an Industry process document and it is unclear as to why it has been drafted as an Information Note. It's not as though BGE wants to see a lot of additional asks placed from ESBN and understands that ESBN has SLAs to meet. The LTNA process should be contained in one formal document. He thinks that there was support from other Suppliers in January for a process document.</li> <li>▪ C Murphy replied that ESBN is going to have a discussion with CRU with regard to BGE's comments on this action.</li> <li>▪ A Keegan reported that ESBN has previously stated that they will give LTNA updates as a standing item at the IGG. P Warner in ESBN gave a presentation on LTNA to Suppliers at the IGG last summer and said that ESBN was more than happy to present again and engage via bi-laterals. He is not entirely sure at this stage what more ESBN can do. There are SLAs already in place that ESBN has to meet. He would just be a bit concerned about creating another formal process through the IGG and what kind of status that would have. He proposes to close this action as it has been open for quite a while. If BGE wishes to raise specific concerns directly with CRU, they can do so.</li> <li>▪ B Lambon added that he is interested to see if other Suppliers think the information note is sufficient or do they want to see a process document in place.</li> <li>▪ S Melvin stated that she hasn't reviewed the Information Note but that her understanding was that it was going to be a more formal document. Whilst LTNA has been on the agenda for a long time, it is a big issue for Suppliers and creates lots of problems for customers when their meters are estimated for a number of years. For Suppliers who know that some Customers are consuming a lot more than they are actually paying for, it is a huge problem and Suppliers can't do anything about it as they need a read to bill them correctly. Suppliers certainly have had big business customers who are paying a pittance, consuming a lot of electricity and not paying for it.</li> <li>▪ K Chapman added that it seems to be very clear in the action that it was supposed to be a process document.</li> <li>▪ B Lambon agreed to circulate BGE's comments on this action to Suppliers via RMDS.</li> <li>▪ Action remains open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> ESBN	<b>Status:</b> Action remains <b>Open</b>	<b>Due Date:</b> 29.05.2019

<b>1129</b>	<b>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</b>		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that at the Conference Call A Keegan reported that Teams in CRU were already aware of this development and they are currently in discussions with the Telephone provider in CRU about potential implications for CRU's Freephone numbers.</li> <li>▪ CRU to provide an update.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ A Keegan reported that he hasn't a further update since the Conference Call. This is a live issue internally within CRU and has spoken both to the IT Manager and HR Manager about this matter. CRU will be migrating its phone number over in line with this timeline. He asked MPs to have a think about as to when would be an ideal drop dead date for this. It should be done in a co-ordinated manner as Suppliers have the CRU's contact details on their bills. He asked if it could be aligned with a particular market release.</li> <li>▪ S Melvin stated that this is a massive project and the amount of communications that will need to be updated is huge. She asked ESNB if it intends to run both 1850 numbers and CRU's new phone number at the same time.</li> <li>▪ A Keegan replied that from speaking to the CRU IT Manager there is scope to shadow numbers. CRU is not clear at the moment on the date it will have to have it all completed by. CRU may want to align the change in numbers with something that MPs are doing at the time. He asked MPs to have a think what an ideal date would be. CRU will also talk to its GMARG Rep to ensure that changes on both the Gas and Electricity side are co-ordinated.</li> <li>▪ L Fahy added that it would be useful if MPs consider a lead in timeframe and also let the CRU know what the optimal solution might look like.</li> <li>▪ Action remains open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> RMDS	<b>Status:</b> Action remains <b>Open</b>	<b>Due Date:</b> 29.05.2019

<b>3. Actions – New IGG Actions</b>
2 new actions were logged at the IGG.
<b>New Action Items</b>

<b>1130</b>	<b>MP Escalation Templates to MRSO - MRSO to provide the Escalation Templates to RMDS. RMDS will upload the templates on the RMDS Website</b>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ See Section 7 MRSO Update for details.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> MRSO/RMDS	<b>Status:</b> NEW Action	<b>Due Date:</b> 29.05.2019

<b>1131</b>	<b>De-activation Codes - CRU to look into the De-activation Code issue raised by SSE with the Compliance Team within CRU. RMDS to re-circulate the note issued by RMDS on behalf of CRU to MPs in 2018 with regard to IGG Action 1114</b>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ See Section 11 AOB for details.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> CRU/RMDS	<b>Status:</b> NEW Action	<b>Due Date:</b> 29.05.2019

#### 4. CRU Update

A Keegan gave the CRU update.

- CRU has a couple of consultations and decisions in the works at the moment. One on Profile Removal and the Allocation of the Residual Error which is in the last stages in finalising. It will hopefully be published in the next three to four weeks. CRU is in the final stages of the decision on Meter Allocation for Smart Metering. CRU is hoping to issue a decision on this in the next month or so.
- CRU is working on the consultation to update the Electricity and Gas Supplier Handbook. CRU is targeting early July to publish a consultation paper on this. CRU will engage with Suppliers in the next while on this.

S Doolin asked about the ILG and questions posed around the potential impacts for any design work that has been done on Smart Metering. He is very conscious that the longer the work on the Supplier Handbook is delayed the bigger the impact and the more changes needed.

A Keegan replied that CRU has previously stated that the exercise to update the Handbook was primarily to make some cosmetic changes and to incorporate the Smart Metering decisions made over the last few years into the Handbook.

S Doolin added that there is a piece of work taking place in Smart Metering to review the policy decisions that have been made with a view to ensuring that the design accommodates them. Until such a time as decision papers are issued, that's when the rigor will be put in to determine whether any change or not is required in the design.

A Keegan replied that you might be surprised with the decisions made down through the years as lots of decisions, take for example Prepayment which is not until the end of Phase 2, will not have to be implemented.

L Fahy added that she echoes what A Keegan said. She will try to allay any fears. The revision of the Supplier Handbook at this stage is to try to implement the smart information and to do editorial changes. That's not to say that CRU won't do a root and branch review in two years' time. CRU is cognisant of what needs to be delivered in the short term. CRU is not proposing to go digging through and trying to change everything. It is being reviewed for a purpose at this stage and it may be that we carry out more routine reviews later on. CRU is aware of Supplier's concerns and will try to minimise the changes that are required.

- CRU has concluded some work with the ESRI on a study into customer attitudes to Smart Metering and Time of Use in particular. CRU is hoping to ask ESBN if it can invite the ESRI along to the next Communications and Awareness Working Group to present those findings which is in taking place late May.

B Lambon asked if the decision on the Debt Flagging date is still to be determined.

A Keegan replied that it is still to be determined.

## 5. De-harmonisation Update

A Keegan gave an update on De-harmonisation.

*(De-harmonisation was also discussed at the ReMCoWG which preceded this Meeting).*

A Keegan reported that de-harmonisation was discussed at the ReMCoSG on 10.04.2019. A lot of good points on de-harmonisation were raised particularly by the Supplier Reps. The action is very much with ESBN and NIE Networks to start looking at plans and potential solutions. At the ReMCoWG which preceded this Meeting, points were raised by Suppliers requesting that it is imperative that they feed into the planning and consideration for whatever solution is going to be put in place.

S Doolin added that he is the ROI Supplier Rep at the ReMCoSG. He represented Suppliers' comments on de-harmonisation at the Meeting and circulated the Meeting minutes. If there are questions Suppliers have they can contact him directly by email or phone. There were also robust comments by attendees and strong comments from the ROI Supplier Rep. Nobody was happy with the decision to de-harmonise and the next stage is to implement that decision.

## 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.

V12.00.00 Schema Release went live over the Easter weekend. Everything was back up and running by Tuesday 23<sup>rd</sup> April 2019.

The Market Design Documentation is now at v12.00 and is available on the RMDS Website.

Hypercare started on Tuesday 23<sup>rd</sup> April 2019. ReMCoDS scheduled a conference call on the Wednesday 24<sup>th</sup> April where a couple of small issues were discussed. No further conference calls were needed. There are no outstanding issues but if Suppliers have any issues they should contact RMDS.

### **Market Release v13.00.00**

L Sharpe presented a slide on v13.00.00.

**Refer to slide** for full details.

A workshop was held on 4<sup>th</sup> April 2019 to go through some of the points on MCR1135 Webservice. ESBN attended and answered some of the Supplier queries both on the day and followed up afterwards with Suppliers individually via RMDS. RMDS subsequently issued the re-versioned MCR.

### **Re-versioned MCR1135 – MPRN Enquiry Webservice.**

This MCR was re-versioned following the workshop on 4<sup>th</sup> April 2019 and issued to MPs.

L Sharpe asked for approval for the re-versioned MCR.

S Melvin stated that she has been on holidays so has not yet circulated the re-versioned MCR internally so she can't approve the MCR at this forum. She will revert within the next week. From talking to her Smart Metering colleagues, SSE may have to have further consultation with RMDS on this MCR.

S Melvin stated that SSE has noticed that in the original proposal an xml format was suggested, however now "JSON" format is to be used. She asked why this significant change was made.

E Sexton replied that from all the feedback ESN received it was decided best to use JSON as it is best practice. From a technical perspective, there is no extra effort or extra technical requirements to use this. ESN has expanded the scope of the webservice to cater for MPRNs with a status A for New Connections. ESN has been clearer about the availability of the service so that it is in line with the Extranet. ESN's intention is to make that service available 24/7 apart for planned outages or some unexpected interruption issue. She knows that M O'Connor in SSE has had some questions with regard to the alignment with the Smart Metering MCR1159. It is next in ESN's plan to re-version MCR1159 to make sure that the two MCRs are aligned.

S Melvin asked if MCR1159 will be brought up the level of detail of MCR1169, which contains a lot of level of detail on the downloadable meter point files. She also asked if she has a timeframe as to when MCR1159 will be updated.

E Sexton replied yes, it will be brought up to the same level of detail of MCR1169. RMDS will be publishing all the draft documents. Through the ILG it is an iterative process, and all the same standards apply in terms of rigor and detail will be included. MCR1159 is included in v13.00.00 and will be brought through the ReMCoWG. The conversation is still going on at the ILG between ESN, Suppliers and CRU with regard to the Change Control process. ESN is liaising with RMDS on a timeline for MCR1159 but it is next up and ESN will revert with an exact date.

### **MCR1135 not approved**

### **Updates**

#### LTCA

L Sharpe reported that the Working Group approved the Final Recommendation Report which the Chairman of the Working Group Cormac Madden, herself and Dave Walshe presented to CRU on 10<sup>th</sup> April 2019. The decision is with CRU to review the Report. RMDS will update the IGG once the CRU has reverted.

#### SoLR Review Exercise

The SOLR Review Exercise is continuing to progress and is progressing well.

#### Tender for Retail Market Assurance Contract

The Tender process is coming to an end and will hopefully be finished in the next week or so.

#### RMDS 2019 Customer Satisfaction Survey

RMDS issued its annual Customer Satisfaction Survey to MPs last Friday 26<sup>th</sup> April 2019. RMDS issued the survey to one contact in each organisation. Hopefully the right person got it, if no one got it please

contact RMDS. RMDS asks all MPs to please fill out the survey before 24<sup>th</sup> May 2019.

## 7. MRSO Update

J Long gave the MRSO update.

He 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.**

### Objections

J Long reported that he wanted to add a footnote and gentle reminder to MPs with regard to Objections. There are two agreed templates that Suppliers should use when they want to contact MRSO in the case of objections. The first pertains to the gaining Supplier and the reason for not submitting a cancellation in relation to an objection. The second is for the old Supplier who wants to inform MRSO that they want to escalate this objection based on the gaining Supplier not cancelling the objection. Some MPs are using the templates and some aren't. These templates go back to 2011 so he doesn't blame Suppliers for not using them

S Melvin asked if the templates could be put up on the RMDS website.

J Long replied that he will send them to RMDS who agreed to in turn will put them up on the RMDS Website.

A new Action was logged: **Action 1130: MP Escalation Templates to MRSO - MRSO to provide the Escalation Templates to RMDS. RMDS will upload the templates on the RMDS Website.**

## 8. ESB Networks Update

E Sexton presented the ESBN update.

### **Market Release V12.00.00**

E Sexton presented slides on the following:

- Market Release v12.00.00 – Status, Milestone Plan, Post Cut Over Activities, Eircodes, Eircode Batch Update Process, Post Cutover.

**Refer to slides for details.**

E Sexton reported that as ESBN and NIE Networks have already acknowledged in ReMCoWG it was a

massive shared accomplishment that we have achieved with the v12.00.00 release. ESNB wants to acknowledge the significant effort Suppliers have put into this release.

Over the cutover period the Central Market Systems were returned ahead of schedule with the exception of a delay with some of the 602MMs and a delay in the resumption of the Extranet service which was restored on Tuesday 23<sup>rd</sup> April. This places us well now for Schema Release v13.00.00.

C Murphy thanked MPs on behalf of ESNB for all the collaboration and it was so successful as everyone was working together. One of the good things that ESNB and NIE Networks did, which he hasn't seen since harmonisation was the self service approach which will set up better for future Schema Releases.

Post Cutover Activities - Eircodes

E Sexton presented slides on V12.00.00 Eircodes.

**Refer to Slide for details.**

E Sexton said that from tonight 01.05.2019 ESNB will be kicking off its batch schedule for the Eircodes themselves. She reminded MPs of the timings, it will kick off tonight and run for approximately twelve weeks. ESNB will engage with Suppliers via RMDS if there are any unplanned changes to the plan or volumes. ESNB will provide an update at the next IGG Conference Call. During week days, updates will be coming from 20:00 to 21:00 ESNB estimates that it will process over 15,000 MPRNs per day. Over the weekend, ESNB will process around 50,000 per day between 06:00 and 07:00.

ESNB reminds all MPs that there is wealth of information on the RMDS Website v12.00.00 FAQ page.

Market Release V13.00.00 - Update

E Sexton presented a slide on v13.00.00.

**Refer to slide for details.**

She thanked everyone for all the feedback and those who attend the MCR1135 Workshop on 4<sup>th</sup> April 2019. ESNB has responded to everyone's feedback by Friday 29<sup>th</sup> April. It is an iterative process and for all of the MCRs for v13.00.00 ESNB will engage with MPs through this forum.

**9. Gemserv Update**

S Fuller gave the Gemserv update.

**Refer to slides** for details.

**New Entrants**

- 3 Large Suppliers in progress - Supplier 1 has completed all Assurance stages and Final Assurance Outcome Report has been issued to the CRU. Supplier 2 as of yesterday has just completed the second assurance stage which is iteration assessment testing and will hope to progress to IPT in June. Supplier 3 is undergoing the initial business assurance solution stage.
- 1 Small Supplier in progress – in the BSA assurance stage.
- 1 Existing Large Supplier is entering a new Market Segment and is in the application and planning stage.

**V12.00.00 Market Design Release**

- The v12.00.00 Schema Release went well.

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

L Sharpe provided the outage update.

L Sharpe reported that as of yet there were no outages planned for May. Subsequently, following the Meeting the following outage was scheduled and issued to MPs on 03.05.2019.

##### Outages

- *There is a planned outage for the RMP Extranet on Sunday 19th May from 08:30 to 16:30 to facilitate a Site Switch (usual 3rd Sunday in the month)*
- Full outage details are available, as usual, on the [RMDS Website](#).

#### 11. AOB

1 item was raised in AOB.

##### De-activation Codes.

A Keegan reported that this matter has been raised by SSE to CRU.

S Melvin stated that Working Practice 0019 and the Hardship keypads has been in place for a number of years. It clearly calls out that the responsibility is on the gaining Supplier to issue de-activation codes to the customer. During the last update of the Supplier Handbook, there was some confusion with regard to de-activation codes. Following this, CRU through this forum, logged IGG Action 1114, and called on the Supplier Handbook to state that the gaining Supplier has an obligation to provide the de-activation code for only Lifestyle Choice PAYG Meters.

SSE receives several calls a week from Customers stating that they have been told by their new Supplier to go back to SSE who are the old Supplier and that SSE should issue the de-activation code. Customers get very aggressive because they think that this is a way that SSE is trying to hold onto them. It looks bad on SSE and leaves the customer with a very negative experience. It is not one particular Supplier who is doing this. She is surprised that this happening as this was something that was covered in the CRU Audit.

A Keegan reported that he will talk to the CRU Compliance and Enforcement Team with regard to this matter. He will also talk to the Compliance Team with regard to the way clarifications are issued to Suppliers on such matters.

RMDS agreed to re-circulate the note issued on behalf of CRU to MPs in 2018 on IGG Action 1114.

A new action was logged: **Action 1131 De-activation Codes - CRU to look into the De-activation Code issue raised by SSE with the Compliance Team within CRU. RMDS to re-circulate the note issued by RMDS on behalf of CRU to MPs in 2018 with regard to IGG Action 1114.**

**Next Conference call:**

- 29th May 2019.

**Next IGG:**

- 26th June 2019 in Belfast.

**Retail Market Design Service**

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