

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	29 <sup>th</sup> May 2019	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Alan Keegan, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney, Oonagh Delaney, Patrick Moran	RMDS	
	Alan Keegan	CRU	
	Carl Murphy, Aileen Greaves, Elaine Sexton	ESBN	
	Lizzie Montgomerie	Gemserv	
	David Mulholland	SSE Airtricity	
	Ian Curran	BE Energy	
	Sarah Everett	Flogas	
	Ben Lambon	BGE	
	Mark Phelan	Electric Ireland	
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

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

**1 – General**

A Keegan requested approval of the previous IGG Minutes of 1<sup>st</sup> May 2019.

Minutes v1.0 deemed approved.

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

L Sharpe provided the Action Item Update:

- **3 – Carried forward Actions from the last IGG.**
- **2 – New Actions were logged at the last IGG.**

**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 CC</b>	<ul style="list-style-type: none"> <li>▪ ESBN to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ C Murphy reported that this is still in progress with ESBN's legal team.</li> <li>▪ B Lambon enquired if ESBN has a target date as to when it will have a first draft of an agreement.</li> <li>▪ C Murphy replied that he can't give a date at the moment but it is something that ESBN is working on at the moment and is meeting regularly to progress it. ESBN is working on best endeavours and hopes to have it as soon as possible.</li> <li>▪ Action to remain 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> 26.06.2019

<b>1123</b>	<b>LTNA - ESBN to create a Process Document on LTNA</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that it was agreed at the last IGG that RMDS would circulate BGE's comments on LTNA to MPs.</li> <li>▪ RMDS circulated BGE's comments to MPs on 3rd May. RMDS has not received any feedback or comments from other MPs on this matter.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ A Keegan thanked B Lambon for BGE's feedback and comments on LTNA. Since the IGG CRU has again reviewed the matter internally. What CRU said at the last IGG still stands. CRU is proposing to close this action again. It has been already closed and re-opened in the past. CRU has reviewed ESBN's Information Note on LTNA again and deems it to be sufficient and quite comprehensive. It calls out impacts on Suppliers and how Suppliers can feed into LTNA. Furthermore CRU is proposing to ask ESBN for another update on LTNA similar to what was presented at the August IGG in 2018 in which P Warner and the Meter Reading Team presented an update on LTNA. In addition, if Suppliers feel that more obligations, requirements or more proactive engagement should be put on ESBN, CRU is more than willing to engage with Suppliers on this matter through the Electricity Networks Team in CRU on the upcoming price control. As CRU has said before, there is an open invitation for Suppliers to participate in bi-lateral meetings with the Team in CRU on the price control early doors. However only one Supplier to date has taken up that invite. CRU deems this action closed.</li> <li>▪ B Lambon reported that BGE's would welcome ESBN giving another presentation on LTNA like they did last August. He wishes to clarify that it isn't the case that BGE wants additional requirements on ESBN but that BGE feels that some material elements should be included in the document. For example, the bi-lateral reviews that have been agreed to, the document refers to these as a Supplier engagement initiative and it doesn't say that there will be ongoing invites to these reviews. BGE's concern is that it was agreed that the document should be a process document but it is titled as an Information Note. BGE thinks it would be more appropriate for it to be housed within a working practice or an MPD.</li> <li>▪ A Keegan thanked B Lambon for this input. CRU has considered all the points on LTNA raised by BGE. If BGE is not getting the appropriate engagement with ESBN through the bi-laterals meetings then they can raise this directly with CRU. ESBN has said that their door is open to discuss any of these issues with them. CRU considers that the Information Note on LTNA which is published on the RMDS Website is sufficient and CRU is deeming the action closed.</li> <li>▪ Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> ESBN	<b>Status:</b> Action deemed Closed	<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 CC</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported at the last IGG CRU suggested 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> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ A Keegan reported that at the last IGG, he suggested potentially aligning this change with a market release, the next one being in December 2020. Since then, he relayed this back internally within CRU to the teams who are co-ordinating this switch over, CRU's IT Team and its Customer Care Team. They are looking at potentially the end of 2020 to do this switch over. CRU is going to try and get a bit more information from MPs. The first port of call will be from ESBN and GNI. CRU is going to try to schedule a conference call for hopefully sometime next week with them. Then CRU will potentially talk to Suppliers about agreeing a date on this. CRU will need to see if the end of 2020 would be too soon or too far away for the switch over.</li> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> CRU	<b>Status:</b> Action Remains Open	<b>Due Date:</b> 26.06.2019

<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>Update for CC</b>	<ul style="list-style-type: none"> <li>Action logged at the last IGG.</li> <li>L Sharpe reported that on 8<sup>th</sup> May RMDS issued a note to the IGG including a link to the MRSO Escalation Templates on the RMDS Website.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> MRSO/CRU	<b>Status:</b> Action deemed Closed	<b>Due Date:</b> 26.06.2019

<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>Update for CC</b>	<ul style="list-style-type: none"> <li>L Sharpe reported that this issue was raised by SSE at the last IGG. There has been some confusion perhaps as to who issues de-activation codes. After the IGG on 3<sup>rd</sup> May RMDS re-circulated the note issued by RMDS on behalf of CRU in 2018 on IGG Action 1114.</li> <li>CRU to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>A Keegan reported that since the IGG, CRU discussed this matter with both the Customer Care Team and the Compliance and Enforcement Team within CRU. There are two different approaches for financial hardship and also for lifestyle PAYG in terms of to whom the responsibility falls on to release these de-activation codes. SSE raised the point that there have been instances whereby some Suppliers are not really doing what they were supposed to be doing under the current working practice and also under the requirements in the Supplier Handbook. If a customer is not getting what they should be getting in the switching process or the requirements contained in the S Handbook, obviously they can raise a compliant with the CRU Customer Team. On the other hand, if a Supplier comes across instances whereby other Suppliers are not doing what they are supposed to be doing, the Compliance and Enforcement team within CRU are more than willing to engage with Suppliers on this.</li> <li>CRU is also considering if the two different approaches should be aligned at some stage. He is keen to hear Supplier's thoughts on the suggestion that the same requirements should apply for financial hardship that do for lifestyle PAYG. There are a couple of routes that CRU could take on this. CRU could potentially go down the working practice route which is there already in WP0019. Alternatively CRU may look to do something through the Supplier Handbook review which is due for consultation in early July 2019. The handbook review is predominately focusing on Smart and CRU is loath to add in new requirements or to change too much as it knows that Suppliers are going to be already under pressure to make changes for 2020.</li> <li>A Keegan asked MPs to send into RMDS any comments they have on the possible alignment of the hardship and lifestyle approaches. CRU will also respond directly to SSE on the particular case they raised.</li> <li>D Mulholland reported that from an SSE perspective, he is happy with the actions outlined by CRU on this matter.</li> <li>Action to remain open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> CRU/RMDS	<b>Status:</b> Action Remains Open	<b>Due Date:</b> 26.06.2019

<b>3. Actions – New Conference Call Actions</b>
No new Actions were logged at the Conference Call.

#### 4. CRU Update

A Keegan provided the CRU update.

- Some decisions in CRU are imminent, one of Profile Removal and the allocation of the residual error. This should be published in early June.
- CRU has concluded work on the Meter Allocation Decision for Smart Metering and this should be going out as a decision in early June.
- Work on the Supplier Handbook is proceeding at a steady pace. A consultation will be published incorporating the Smart Meter decisions in early July.
- CRU commissioned the ESRI to complete a study on Time of Use and customer attitudes to Smart Metering. The ESRI outlined their study to MPs last week which was quite positive and there was lots of good engagement from Suppliers. If Suppliers have any thoughts on what was presented last week, then they are more than free to feed that back to CRU.

#### 5. Retail Market Design Update

L Sharpe gave the Market Design Update.

##### LTCA

The Final Recommendation Approval Report is with the CRU for approval.

##### Assurance Contact

L Sharpe reported that the RMDS assurance contract has been awarded to Gemserv. RMDS is delighted that Gemserv is back on board and they will be working with RMDS and MPs for the next three years.

L Montogmerie added that Gemserv is very pleased and is looking forward to working with MPs.

##### RMDS Survey

The RMDS Customer survey closing date was 24.05.2019. L Sharpe thanked Suppliers who responded. RMDS will review the feedback it received and come back to a future IGG with any feedback and/or actions if necessary.

##### SoLR

This Project is continuing and making good progress.

##### TIBCO Upgrade Project.

MPs received an email from ReMCoDS yesterday 28.05.2019 detailing the high level plan and project cutover date of 6<sup>th</sup> October 2019. Details of the project are available on the RMDS Website.

B Lambon asked if Suppliers will have sight of the initial assurance approach before it is issued to RAs on 10<sup>th</sup> June.

L Sharpe replied that the plan will be sent to CRU for approval by 10<sup>th</sup> June and will then be shared with MPs after that.

**V12.00.00 & V13.00.00 Queries.**

RMDS has received a number of v12.00.00 queries from MPs mainly on Eircodes and the Downloadable Meter Point Files. There are still a couple of outstanding queries and RMDS is working with ESBN and Smart to get answers to them.

A number of v13.00.00 queries have also come into RMDS over the last week or two. RMDS is working with Smart and ESBN to get answers to these as soon as possible. The queries are coming in to RMDS from lots of different contacts within organisations. L Sharpe urged Suppliers to route their queries through their IGG Rep to RMDS.

**MCR1135 Webservice**

This re-versioned MCR is seeking approval. SSE had some questions about the MCR at the last IGG and weren't in a position to approve it then. S Melvin subsequently reverted to RMDS stating that SSE is happy to approve the MCR.

L Sharpe sought approval for the MCR.

**MCR1135 deemed Approved.**

RMDS is hoping to have a re-versioned MCR out to MPs in the next week or so.

B Lambon stated that BGE sent in additional queries at the beginning of May and asked if they are being looked into.

L Sharpe replied that there are a number of outstanding queries on this MCR. She will look into this and revert to B Lambon directly if necessary.

**6. MRSO Update**

There was no MRSO representative on the Conference Call.

**7. ESB Networks**

C Murphy & E Sexton gave the ESBN update.

C Murphy thanked MPs who took part in the Secure DR Disaster Recovery Test which took place on 18/19<sup>th</sup> May. A lessons learnt session is scheduled for 27<sup>th</sup> June in Leopardstown.

**V12.00.00/V13.00.00**

E Sexton reported that the Eircodes Batch update process is progressing on track. ESBN is forecasting that it will complete this within the twelve week window, i.e. around the end of July/early August. ESBN has been liaising closely with RMDS answering a number of queries that have come in around Eircodes and the Downloadable Meter Point Files. She re-iterated that it will take a number of months for all of the updates that have been and will be made to Eircodes to manifest themselves in the Downloadable Files.

ESBN is also liaising with RMDS on publishing the next version of MCR1135. This version will show the requirements outlined for the grouped Unmetered MPRN and how the webservice will handle these type of sites.

ESBN is liaising closely with RMDS to provide responses to various market related queries. There are a few outstanding queries on v12.00.00 but the majority are with the v13.00.00 Smart MCRs. ESBN appreciates that MPs have their own intense and aggressive workplans and are dependent on getting answers to their questions as soon as possible.

As already mentioned by L Sharpe, ESBN is looking for support from all the IGG and ReMCoWG Reps to ensure that all queries that MPs internal organisations have are routed through the IGG/ReMCoWG Reps. From now on the RMDS mailbox is the point of contact for any queries on v13.00.00, whether Smart or Non Smart. The Smart Mailbox itself is only for non Market Design queries.

## 8. De-harmonisation Update

C Murphy gave an update on De-harmonisation.

ESBN and NIE Networks are continuing to engage on system separation (De-harmonisation). Part of this engagement is to agree the best approach for timing and planning. ESBN and NIE Networks are very conscious that MPs wish to be included in the planning process and have heard all the concerns raised by MPs in that regard. De-harmonisation is on the Agenda of the ReMCoSG which is taking place on 5<sup>th</sup> June 2019 and the ROI Supplier Rep will be in attendance at the Meeting.

## 9. Gemserv Update

L Montgomerie reported that there is no Gemserv update.

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

L Sharpe reported that there are no planned outages.

## 11. AOB

No items were raised in AOB.

### Next Meetings:

- IGG Wednesday 26<sup>th</sup> June 2019 in Belfast.



**Retail Market Design Service**

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