

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	24 <sup>th</sup> July 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, Tracy Caffrey, Oonagh Delaney, Patrick Moran.	RMDS	
	Alan Keegan	CRU	
	John Bracken, Emer Corcoran	ESBN	
	Sarah Fuller	Gemserv	
	Siobhan Melvin	SSE Airtricity	
	Ben Lambon	BGE	
	Cian Fitzgerald	Energia	
	Eoin Moran	Flogas	
	Alan Reynolds	Panda Power	
<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

<b>1 – General</b>
A Keegan requested approval of the previous IGG Minutes of 26 <sup>th</sup> June 2019.  Minutes v1.0 deemed approved.

<b>2. Actions – Previous Conference Call &amp; IGG</b>
L Sharpe provided the Action Item Update: <ul style="list-style-type: none"> <li>• <b>3 – Carried forward Actions from the last IGG.</b></li> <li>• <b>3 – New Actions were logged at the last IGG.</b></li> </ul>

<b>Action Items</b>			
<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>▪ At the last IGG C Murphy reported that this is still in progress with ESBN's legal team. He expects to have a draft Data Sharing Agreement to share with MPs in Q3 this year.</li> <li>▪ ESBN to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ C Murphy is due to meet with ESBN legal team and the Data Protection Officer.</li> <li>▪ An update will be provided at the September IGG.</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> 4.9.2019

<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>▪ At the last IGG A Keegan reported that CRU had a good call with ESBN and GNI to discuss this matter. There was not much to report apart that all parties were in agreement that it would be good to align the switch over as best as possible and are still looking to see when the best date would be to do this. There was no further update from Com Reg.</li> <li>▪ CRU to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ A Keegan reported CRU have engaged with ESBN and GNI. A Keegan has sought a further update internally within CRU from the IT manager. A Keegan is awaiting this update.</li> <li>▪ An update will be provided at the September IGG.</li> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> CRU	<b>Status:</b> Action Remains <b>Open</b>	<b>Due Date:</b> 4.9.2019

<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>▪ At the last IGG A Keegan reported that CRU received one response from BGE. CRU was currently considering this response suggested that this response was shared with MPs.</li> <li>▪ On 01.07 RMDS issued BGE's comments to CRU to the IGG.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ One MP response was received by RMDS and CRU.</li> <li>▪ A Keegan thanked the MP for their response.</li> <li>▪ A Keegan stated there was one MP who responded directly to CRU on the points raised by BGE from a market assurance point of view with regards to access to the Liberty System. CRU are currently engaging with Gemserv on accessibility of future New Entrants.</li> </ul>		

	<ul style="list-style-type: none"> <li>An update will be provided at the September IGG.</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> 24.07.2019

<b>1132</b>	<b>LTNA - ESBN to invite the Meter Reading Team to give a presentation on LTNA at the next IGG (similar to the presentation in 2018)</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>Action logged at the last IGG.</li> <li>ESBN to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>ESBN will provide an update at the September IGG.</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> 24.07.2019

<b>1133</b>	<b>CRU to consider whether a track-changed version of the Electricity &amp; Gas Supplier Handbook would be made available when the consultation paper is published in July</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>Action logged at the last IGG.</li> <li>CRU to provide an update.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>RMDS issued a note on behalf of CRU to all MPs on 19<sup>th</sup> July confirming that a track changes version of the Electricity and Gas Supplier Handbook will be made available.</li> <li>Action deemed closed.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> CRU	<b>Status:</b> Action deemed Closed	<b>Due Date:</b> 24.07.2019

<b>1134</b>	<b>Market Design Queries - RMDS/ESBN to investigate if improvements can be made to the tracking and reporting of queries from Suppliers</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>Action logged at the last IGG.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>L Sharpe confirmed RMDS have made available a template on behalf of the ESBN smart team for all MPs to submit their v13 queries. RMDS also issued a link to a new query tracker on the RMDS SharePoint site. MPs are asked to request access in order to have access to all queries.</li> <li>S Melvin asked if only queries that are answered will be added to the spreadsheet.</li> <li>L Sharpe responded the plan is to upload the responses to the queries as RMDS receive them from the smart team.</li> <li>S Melvin stated the queries could be reduced if all queries are uploaded to the spreadsheet for all MPs to see, it would stop duplication of queries if an MP can see the query on the tracker and wait for a reply rather than submitting it again.</li> <li>L Sharpe stated RMDS will endeavour to upload all queries as they are received.</li> <li>S Melvin enquired as to why some of the response dates were blank.</li> <li>L Sharpe responded that the queries that have a blank date were not sent through RMDS. The final response date is where the query was sent back to the MP from RMDS.</li> <li>S Melvin asked if MPs will get an individual response to their query or will the query be uploaded to the tracker only.</li> <li>L Sharpe confirmed all MPs will receive an individual response, the query spreadsheet will make it easier for RMDS to then update the query tracker with responses for all MPs to see.</li> <li>S Melvin asked how often the query tracker will be updated.</li> <li>L Sharpe responded as and when queries are received and responses are received from the smart team.</li> <li>S Melvin asked if there will be a notification sent out to all MPs advising them of new queries or responses.</li> <li>L Sharpe stated RMDS will investigate this.</li> </ul>		

<ul style="list-style-type: none"> <li>Action deemed closed.</li> </ul>			
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> RMDS/ESBN	<b>Status:</b> Action deemed Closed	<b>Due Date:</b> 24.07.2019

**3. Actions – New Conference Call Actions**

No new Actions were logged at the Conference Call.

**4. CRU Update**

A Keegan provided the CRU update.

- CRU published the Meter Allocation Decision Paper on 5<sup>th</sup> July. A Keegan thanked MPs for their feedback on this.
- Work on the Supplier Handbook is progressing to timelines. It is hoped that this will be published over the next coming weeks. A Keegan encourages MPs to provide feedback through the consultation process.
- Work on the Profile Removal and the allocation of the residual error is still on going. CRU are expecting a decision on this in the coming weeks.
- A Keegan stated that work on the yearly consumer survey is in progress. CRU are expecting to publish results on this in the coming months.

B Lambon asked if the consumer survey included the retail market monitoring reports?

A Keegan stated the consumer survey is an annual exercise that the CRU undertake to look at general attitudes of customers in the retail market.

**5. Retail Market Design Update**

L Sharpe gave the Market Design Update.

**LTCA**

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

**SoLR**

The Interim Solution is in progress. This will be submitted to CRU in the coming weeks.

**TIBCO Upgrade Project**

Four Large MPs and one Small MP have agreed to participate in IPT.

L Sharpe stated if any other MPs are interested in participating in IPT please contact RMDS/ReMCoDS. The plan has been sent to the five MPs completing IPT. RMDS/ReMCoDS will be working closely with the five MPs over the coming weeks.

L Sharpe thanked MPs for providing their preferences around the EMMA upgrade timeslot. RMDS/ReMCoDS are working with both Network operators and Atos to compile a schedule. This will be circulated once confirmed.

B Lambon enquired if the EMMA upgrade timeslot will be released in August.

L Sharpe confirmed this as correct, all MPs will have the EMMA upgrade timeslot in August, RMDS are eager to accommodate all MPs who responded with their preferred timeslot. Final confirmations on this are being worked on with Atos. RMDS expect the EMMA upgrade timeslots to be issued in the first two weeks of August.

**V13.00.00**

RMDS are working with Gemserv and CRU on the v13.00.00 assurance approach. RMDS are expecting to issue this in the coming weeks in advance of the September IGG.

**6. MRSO Update**

J Bracken reported that there was no MRSO update.

**7. ESB Networks**

J Bracken gave the ESN update.

J Bracken announced Elaine Sexton is on extended leave and Aileen Greaves has retired from ESN.

**Smart Meter Update**

J Bracken gave a general update on the NSMP, that it is progressing well and is at a very busy stage.

**Eircodes**

J Bracken confirmed the Eircode update is 99.9% complete. There are 2,000 outstanding service orders. ESN are expecting to complete the Eircode update by the end of July.

**Email Validation**

J Bracken reported that ESN are awaiting figures and updates and will revert to the IGG when they have received these.

**8. De-harmonisation Update**

J Bracken gave an update on De-harmonisation.

NIE Networks and ESN have issued an information note via ReMCoDS on the system separation. NIE Networks and ESN have identified four options for the system separation project. Suppliers are requested to analyse each of the four options and provide feedback on these options by Friday 16th August via ReMCoDS.

NIE Networks and ESN are planning to meet MPs on a one to one approach around the options and answer any concerns in and around week four of the response time.

J Bracken urged MPs to send all queries to ReMCoDS in advance of these one to one meetings.

S Melvin enquired if the one to one meetings could possibly be held before week four of the response

time?

J Bracken stated the week four decision for these one to one meetings was to facilitate all personnel out on leave.

J Bracken acknowledged this as a fair point and will discuss this with Gemma McHale. NIE Networks and ESNB will rearrange meetings to suit all MPs.

S Melvin advised that SSE will be submitting some queries on this next week.

J Bracken enquired if other MPs would prefer the one to one meetings to commence earlier also?

B Lambon agreed with S Melvin on the earlier one to one meetings in order for the MPs to submit a final decision within the timeframe.

S Melvin enquired if NIE Networks and ESNB could share other MPs queries and questions around this to gather a better understanding on the solution? SSE are happy for any queries sent in from them to be circulated.

J Bracken agreed that this process should be as transparent as possible for all MPs and will be happy for any feedback to be circulated via ReMCoDS. All queries MPs have should be sent into ReMCoDS for NIE Networks and ESNB to work through before one to one meetings commence this will result in a swifter final result.

S Melvin asked what the decision making process will be at the end of this exercise?

J Bracken stated after gathering all MPs input both NIE Networks and ESNB will submit a final recommendation to CRU and UR.

A Keegan agreed with J Bracken. CRU and UR are asking MPs and both system operators to work together on this.

S Melvin asked if ESNB will be completing a similar type questionnaire to MPs on the preferred option?

J Bracken confirmed yes and that NIE Networks will also complete a questionnaire.

B Lambon asked if the one to ones will be an open forum for all queries and questions?

J Bracken stated they will be open forums and the NSMP, ESNB and NIE Networks will be in attendance. ReMCoDS will be issuing invitations on behalf of NIE Networks and ESNB.

## **9. Gemserv Update**

S Fuller gave the Gemserv update.

### **TIBCO Upgrade Project**

S Fuller confirmed Gemserv have completed the self assessment phase. Gemserv are now progressing to the formal assessment with ESNB due for mid August.

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

L Sharpe reported that there are no planned outages.

#### 11. AOB

S Melvin raised a query regarding the 602 Market Message timings. Atos have been contacted by SSE however their response time is not satisfactory. S Melvin asked if there was a specific issue with the 602MM being issued as it is usually issued at 3am but recently this has been much later in the day.

J Bracken stated ESNB are not aware of any impacting issues on the 602MM but will take this back to ESNB and enquire with Atos.

B Lambon enquired if there will be a Revenue Protection workshop this year?

J Bracken stated he will discuss this with the Revenue Protection team for a workshop later in the year. A LTNA workshop is already arranged for September this year so the Revenue Protection one may be later in the year.

J Bracken asked B Lambon to make contact directly with the topics BGE would like discussed at this workshop.

B Lambon requested the September IGG pack to be issued five days in advance of the forum.

L Sharpe responded this is something RMDS will look into, however with tight timelines this may not be possible.

#### **Next Meetings:**

- IGG Wednesday 4<sup>th</sup> September 2019 in Dublin.



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