

IGG Meeting Minutes

Date:	26 th June 2019	Time & Location	10:30 – 12:30 – UR Offices, Belfast
Chair:	Alan Keegan, CRU		
Attendees:	Name	Location	
	Lindsay Sharpe, Alice Mooney	RMDS	
	Alan Keegan	CRU	
	Carl Murphy, Elaine Sexton	ESBN	
	Sarah Fuller	Gemserv	
	Jim Long	MRSO	
	Siobhan Melvin, Andrew McCorrison	SSE Airtricity	
	Ben Lambon	BGE	
	Sean Doolin	Electric Ireland	
	Roisin McCann, Cian Fitzgerald	Energia	
	Olivia Dalton	Prepaypower	
	Tadhg Gunnell	Pinergy	
	Ian Curren	Budget Energy	
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 29th May 2019.

Minutes Approved.

2. Actions – Previous Conference Call & IGG

L Sharpe provided the Action Item Update.

2 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.

B Lambon requested that closed Action 1123 (*LTNA - ESBN to create a Process Document on LTNA*) was reopened due to BGE's concerns on the format and content of the document. CRU did not agree to this and referred to its view as stated in the minutes of the May IGG meeting.

S Melvin enquired if ESBN will be giving a presentation on LTNA similar to that in 2018. ESBN took an action to request pass this request to the Meter Reading Team. A new Action was logged:

Action 1132: LTNA - ESBN to invite the Meter Reading Team to give a presentation on LTNA at the next IGG (similar to the presentation in 2018)

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 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. Action remains open. 		
Forum Logged: IGG	Assigned to: ESBN	Status: Action remains Open	Due Date: 24.07.2019

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		
Update for IGG	<ul style="list-style-type: none"> L Sharpe reported that at the Conference Call CRU stated that it was potentially aligning this change with a market release, the next one being in December 2020. CRU to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> A Keegan reported that CRU had a good call with ESBN and GNI to discuss this matter. There is 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 has been no further update from Com 		

	<p>Reg.</p> <ul style="list-style-type: none"> ▪ S Melvin enquired if CRU intends to run two numbers, (old and new) beside each other for a new months which would allow Suppliers to plan in their own processes and roadmaps rather than having a drop dead date. ▪ A Keegan replied that there will definitely be a mechanism for CRU to do this and CRU intends to run some sort of shadow number for a period of time. ▪ C Murphy added that GNI and ESNB are part of the telecoms transition group and it is the intention to provide clarity and a co-ordinated release date well in advance. All are aware of the benefits for having an aligned approach across the industry. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action remains Open	Due Date: 24.07.2019

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		
Update for IGG	<ul style="list-style-type: none"> ▪ L Sharpe reported that there are two different approaches for financial hardship and also for lifestyle PAYG in terms of to whom the responsibility falls on to release de-activation codes. CRU is considering if the two different approaches should be aligned at some stage. CRU was keen to hear Supplier's thoughts on the suggestion that the same requirements should apply for financial hardship that do for lifestyle PAYG and asked MPs to send into RMDS any comments they have. ▪ 1 response was received yesterday 25.06. ▪ CRU to provide an update. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ A Keegan reported that CRU discussed this matter with the both the CRU Customer Care Team and the Compliance and Enforcement Team. CRU also re-issued a clarification note to MPs which was originally issued in 2018. Suppliers can raise any issue they have with another Supplier not using the correct process for de-activation codes with for the Compliance and Enforcement Team. If any supplier is aware of any breach in the requirements by another Supplier, they can come directly to the CRU. CRU asked for Suppliers comments on the aligning of the financial hardship and Lifestyle PAYG approaches. CRU received one response from BGE which is an interesting type of approach. CRU is currently considering this response and feels it may be an idea as a next step to potentially share BGE's response on this with MPs, if BGE is happy with this. ▪ B Lambon replied that he is happy for his response to be shared with MPs. BGE feels that it is quite clear for lifestyle choice that the Supplier Handbook applies but that Working Practice 0019 applies for financial hardship cases. BGE has seen that some Suppliers who are accepting financial hardship Customers don't have access to the Liberty system. BGE is proposing that all Suppliers should be using the Liberty system to issue de-activation codes. ▪ S Melvin added that it is not that these Suppliers don't have access to Liberty, but have chosen not to access it and won't engage with the process. She supports BGE's proposal that the Liberty system must be used by Suppliers. New entrants in the Prepay Market should follow the rules as part of Market assurance. ▪ S Doolin said that this relates to regulatory compliance which takes direction from the CRU, and it should state that to operate to the rules of the game, you must access Liberty client. ▪ A Keegan asked Gemserv if Market assurance looks into this matter. ▪ S Fuller replied that Gemserv has not looked at this process in a while, but is currently in the middle of a review of the working practices. ▪ A Keegan reported that CRU will take this point away to see if anything needs to re-affirmed or communicated. He agreed to circulate BGE's comments to the IGG. ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: CRU/RMDS	Status: Action remains Open	Due Date: 24.07.2019

3. Actions – New IGG Actions

3 new actions were logged at the IGG.

New Action Items

1132	LTNA - ESBN to invite the Meter Reading Team to give a presentation on LTNA at the next IGG (similar to the presentation in 2018)		
Discussion at IGG	<ul style="list-style-type: none"> See Section 2 Previous Actions for details. 		
Forum Logged: IGG	Assigned to: ESBN	Status: NEW Action	Due Date: 24.07.2019

1133	CRU to consider whether a track-changed version of the Electricity & Gas Supplier Handbook would be made available when the consultation paper is published in July		
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: 24.07.2019

1134	Market Design Queries - RMDS/ESBN to investigate if improvements can be made to the tracking and reporting of queries from Suppliers		
Discussion at IGG	<ul style="list-style-type: none"> See Section 6 Retail Market Design Update for details. 		
Forum Logged: IGG	Assigned to: ESBN	Status: NEW Action	Due Date: 24.07.2019

4. CRU Update

A Keegan gave the CRU update.

- The Decision paper for Meter Allocation for Smart Metering has been approved by the Commission and will probably be published this week.
- Work is ongoing on the Profile Removal and Residual Error Decision paper and will hopefully be published in July.
- Work on the Supplier Handbook is progressing. CRU updated the ILG last week that the Consultation will now be published in the last week in July probably around 24th. This is due to the fact that there are no Commission meetings in the middle of July. The consultation period is likely to be six weeks.

S Doolin asked if CRU could give any assurance that there will no substantial changes to the Supplier Handbook that will impact the design and the workstreams of Smart Metering. Any delays might have implications and he is a little concerned about this.

A Keegan replied that a similar question was raised at the ILG last week. As CRU has always stated, the purpose of the review of the Handbook is to accommodate the decisions for Smart Metering which have been made to date along with some cosmetic changes. CRU thinks it should be relatively straight forward CRU did note however that it will have to consider all responses to the consultation. The CRU intends to complete this work in October 2019 which will give Suppliers twelve months to implement the changes.

S Melvin asked if CRU will be issuing an updated Supplier Handbook or a draft form. It would be very useful to see the draft document with the track changes. There were a lot of changes made to the Handbook the last time and not all of the changes were tracked.

S Doolin agreed and said that the updating of the Supplier Handbook the last time was very messy and that the indexing was also very complicated. It was very difficult to follow the changes from one document to another and it is really important that the tracking is done in line with some structure.

S Melvin enquired as to whether meetings with Suppliers will be arranged along with consultation as workshops were scheduled the last time the Handbook was updated

A Keegan replied that this question was raised at the ILG last week. He doesn't think it is in the plan for this consultation.

B Lambon added that BGE supports the need for tracking in the document.

A Keegan replied that he will look into this and revert back to the IGG.

A new action was logged:

Action 1133: CRU to consider whether a track-changed version of the Electricity & Gas Supplier Handbook would be made available when the consultation paper is published in July.

- CRU has received in the last few months a large number of clarifications on Smart Metering decisions. CRU has put together a Policy Clarification Log which will be made available to Suppliers and ESNB. It was agreed at the ILG last week that the log won't include the name of the Supplier asking for the clarification. CRU will circulate the log and will update the ILG as more clarifications are added.

S Doolin asked about the governance of this and whether it should be approved by the IGG.

A Keegan replied that the log relates only to policy decisions made by CRU with regard to Smart metering which were made in the past and to date. The log hasn't strayed into live issues and anything that is quite topical isn't really covered in it.

E Sexton reported that the Smart Project is currently working with RMDS on agreeing on how it shares out the backlog of queries that it has been tracking and managing through the heavy engagement through the ILG. RMDS will decide what best suits the criteria for the FAQ page and also anything that is shared will be anonymised.

L Sharpe added that RMDS is currently reviewing all the questions on Market Design that have come through either RMDS or straight to Smart in the last six months. RMDS will pick out common themes and anything that other Suppliers could benefit from. RMDS is currently populating the v13.00.00 page on the RMDS Website.

S Doolin added that it is essential that clarifications don't incorporate policy changes and it is really important that this distinction is preserved.

A Keegan replied that to date that all the questions that CRU has received have been relatively benign. If anything that comes up that would require a change then it will go through the appropriate process via a change request.

- The Commission has approved a request for tender support for the Smart Metering assurance. This is separate assurance stream which will complement the assurance for v13.00.00 and will look at things such as data protection and security which CRU under the SI has to adhere to. Hopefully this will be going out over the next couple of weeks and CRU will have support on board by the end of 2019. He will inform the ILG well in advance of the support coming on board with more detailed timelines and when people will be engaging bi-laterally with Suppliers and ESNB.

S Doolin asked if this assurance process which the CRU will be undertaking will include cyber security.

A Keegan confirmed that the assurance work will include both cyber security and data protection. CRU's work will be concentrated around Q4/2019 and Q1/2020.

S Melvin asked if he has any update on the Debt Flagging Consultation and asked if it is on CRU's radar.

A Keegan replied that unfortunately he doesn't have an update on this. There are no timelines in place as to when this will be completed. The team has quite a heavy workload at present but A Keegan stated he will relay suppliers' concerns internally in the CRU and try to get a timeline as to when this decision will be published.

5. De-harmonisation Update

C Murphy gave an update on De-harmonisation.

ESNB and NIE Networks are engaging and working on de-harmonisation. The intention is still that we will be able to engage with the wider Market and Suppliers in Mid-July to work together to come up with a plan.

S Melvin asked if there is an intention to get a second TIBCO and that there won't be a Schema Release.

C Murphy replied that the principle is for minimal impact on existing work programmes and for MPs on the whole.

6. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

Re-versioned MCR1135 – MPRN Enquiry Webservice.

This MCR is part of v13.00.00 and was last approved on 29th May. RMDS issued v5.0 on 12th June. The changes include the addition of the ungrouped unmetered site and further clarification for representation for multiple repeating fields.

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

MCR1135 approved.

Updates

LTCA

L Sharpe reported that RMDS met with CRU and submitted the Final Recommendation Report and is currently waiting for CRU to come back on that.

A Keegan added that CRU has completed the review and is happy with the Report but is awaiting sign-off from the Commission Director.

SoLR Review Exercise

The SOLR Review Exercise is progressing well.

Market Release v13.00.00

L Sharpe presented slides on Scope, Governance, the plan and the milestone plan for v13.00.00.

Refer to slides for full details.

There are seven MCRs included in the release, five relate to Smart, the other two are MCR1135 Webservice which was just approved and MCR0176 Email validation. There are no NI Specific MCRs in the release.

With regard to governance, updates will be given to the IGG and the ReMCoWG per the ongoing agreed schedule.

RMDS is currently populating the v13.00.00 section on the RMDS Website with regard to timelines and publications. As needed RMDS will host any workshops or engagements. Assurance for the release is being provided by Gemserv in ROI and Neueda for NI.

L Sharpe outlined the key dates in the high level plan. RMDS is hoping to issue the assurance approach for ROI by mid-August to then review at the September IGG. The plan for v13.00.00 is for two rounds of self-assessment. The first is at the end of Q3/beginning of Q4/2019 and the second at the end of Q1/beginning of Q2/2020. The IPT window is in Q3/Q4 2020. Most of those dates are for ROI only but the IPT window is for everyone. We are looking at publishing the formal schema at the end of Q3 /2020.

S Doolin asked if the cutover for v13.00.00 will take place over the Christmas period.

E Sexton replied that at the current state, the project can't say when the exact date will be but it will be in December. It is subject to further planning and engagement with Gemserv and RMDS.

L Sharpe reported that RMDS is working with the Smart team at the moment going through each of the MCRs to see when MPs will see the next version. That plan should be given at the next ReMCoWG in September.

ESBN and NIE Networks will confirm the approach and timelines for issuing out the draft schema at the next ReMCoWG. In ROI, the extranet screenshots files, sample Market messages, downloadable Meter Point files and the webservice metadata will all be issued out in Q3/2020.

S Melvin asked why this is so late. For testing purposes Suppliers would like to see that date brought forward if at all possible.

E Sexton replied that the timeline is in line with what happened in v12.00.00, when the project released the real examples of the actual files. The excel spreadsheet with the webservice is there, there is no

missing information between what you will see between now and then. She will take S Melvin's request into consideration.

S Doolin stated that the formal publication of the schema will take place in Q3/2020 and asked if there will be a draft provided at some stage. He further stated that it states that the detail will be provided to Suppliers by the end of 2019, start of 2020 which Electric Ireland believes is too late for the type of planning that it needs to do.

E Sexton replied that the project will confirm the timelines over the summer and appreciates that Suppliers want to see drafts. How and when ESN will do it will be confirmed to Suppliers in Q3/2019. ESN understands and recognises the request from Suppliers for the sharing of the draft Schema well in advance of Q3/2020 but as of today she can't confirm when. It is a shared challenge. ESN wants to hand over a draft schema to Suppliers as early as possible but that won't cause more issues if shared too early and could work against what we are all trying to achieve.

C Murphy reported that the agreed Market approach for a Market schema release is three months prior to go live. We all accept that that is probably too late and is not realistic given everyone's projects and systems. ESN is looking at releasing the schema earlier but needs to strike that balance of releasing something that has some semblance of what the final schema is going to look like and is of decent quality. It could be counterproductive if it is released too early.

S Fuller added that for v13.00.00, Gemserv will be doing two self-assessment phases a little earlier than normal. The first will be Q3/2019 and the second will be in Q2/2020.

S Doolin enquired as to what Suppliers will be expected to do in advance of these two engagements. Will there be some direction for Suppliers around what type of preparation that is needed and will there be appropriate timing allowed for that preparation to take place.

S Fuller replied that in Q3/2019 Gemserv is not expecting Suppliers to do much but it is for Suppliers to engage at an early stage and to gauge the state of play. This will inform the second phase in 2020. There will be direction for Suppliers with regard to preparation and timings. Gemserv is hoping to have the assurance approach approved at the IGG in September. The first PQs will drop in October 2019. In v12.00.00 Gemserv had problems in getting the responses back in time from Suppliers and the level of preparedness from Suppliers differed.

B Lambon said that the assurance approach will issue in mid-August and this will give Suppliers only two weeks to respond. Suppliers will need a little bit more time to respond.

S Fuller replied that mid-August is the worst case scenario and Gemserv hopes to issue it before then.

RMDS Customer Satisfaction Survey

L Sharpe presented slides on the RMDS Customer Satisfaction Survey for 2018. She thanked Suppliers for providing a response to the Survey. She outlined slides on the survey information, executive Summary, Scoring Overview Analysis and Comments & Actions.

Refer to slides for full details.

Two comments were raised. The first pertains to communications on response times to individual queries and the second to the RMDS Website. RMDS is undertaking actions to address these comments.

L Sharpe added that with regard to the response times, RMDS is aware that there is currently a bottleneck with regard to Supplier's responses especially in relation to Smart Metering. RMDS is working with the Smart Team at the moment to try to see how it can improve and get back to Suppliers in a more timely manner.

With regard to some confusion between the role of RMDS and the ILG, back in 2018 there was slides presented on the ways of working. At the next IGG In September, RMDS intends to reiterate those ways

of working again and the proper communication channels. Everything to do with v13.00.00 and Market design goes through RMDS and anything to do with high level deployment or strategy goes to the Smart team.

S Melvin asked if the queries from Suppliers should be coming through the IGG Reps.

L Sharpe replied that not necessarily. If RMDS finds that it picks up conflicting or similar questions coming from one Supplier and people aren't speaking internally then it will come back to the IGG Reps on this.

E Sexton requested that the IGG Reps ensure in their own organisations that they align with their ILG Reps to ensure that if there if there are any concerns that are raised in the ILG.

S Doolin asked if there is any tracking of queries. He enquired if visibility can be given to Suppliers as to where queries are in the scheme of things. It is not specifically a smart question but a general one. Suppliers should be able to see where in the process their query is and what stage it is at. This can be a bit frustrating for Suppliers.

C Murphy added that a lot of the queries can be very complex and can take a lot of time to work through. The response to some queries has to be quite detailed and careful because based on the answer given by ESBN, a Supplier may make a business decision based on the answer it received. ESBN also needs to see what else has to be updated in providing an answer, does RMDS need to get an FAQ updated or does an MCR need to be re-versioned as a result.

S Doolin stated that a step approach could be used, does step 1 take 5 days for a response etc. and 7 days to step 3 for example. He fully appreciates everything that C Murphy is saying but something that would give visibility of the process would be beneficial. Step processes are established in Electric Ireland's requirements for complaints answering and it might add a bit of value in terms of the service being delivered. He sees nothing wrong in providing some visibility of actual progress. Occasionally stuff has gone into that ether and has got lost and people are frustrated because answers are not coming back. That is a danger for RMDS and ESBN in terms of the service they want to deliver. He doesn't know what the answer is. Electric Ireland gets kicked in the ankles occasionally from CRU for stuff it hasn't been able to get back on and in some cases it's in the ESBN ether somewhere and Electric Ireland hasn't been able to get an answer.

C Murphy replied that it is potentially something that could be looked at but that he would be fearful that you could have step 1-5 etc. process as there is no way that you can actually say that from moving from step 6 to 7 takes three days for one thing and twenty days for another. RMDS does give periodic updates to Suppliers as to how their queries are progressing.

L Sharpe replied that RMDS will take this back to see if there is something that can add value and clarity and not just to add a box ticking exercise.

J Long added from a MRSO perspective, it gets queries in directly from Suppliers that don't go through RMDS as well as queries in through RMDS which are directed to MRSO. A lot of queries could involve engaging back and forth with a Supplier on a particular matter.

S Keegan reported this this topic was raised at the ILG last week.

E Sexton said it is about managing expectations.

S Melvin said that there are two things to address, the first is on Market design which could be fed back, the customer thing with regard to reading of meters etc., could be harder. SSE has had similar discussions at the GMARG on Gas and there was a process put in place on key escalation points.

A Keegan said that this is very important to keep this about the Market design element only. Discussions are also ongoing at the Smart Communication and Awareness working group about turnaround times and messaging.

L Sharpe reported that RMDS will work with ESBN to see if improvements can be made.

A new action was logged; **Action 1134 Market Design Queries - RMDS/ESBN to investigate if improvements can be made to the tracking and reporting of queries from Suppliers**

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.

S Doolin reported that the Debt Notifications are a bug bear of his. The voluntary agreement that operates between Suppliers seems to have fallen into misuse in that there are very small numbers that are actually cancelled. MRSO doesn't know the answer to this. This trend has been consistent for quite some time which presents all sorts of challenges and risks. He asked if this matter could be brought back to CRU and put on the radar with regard to the Debt Flagging Consultation paper. The overall matter of debt is critical in the KPIs in all our businesses and needs some attention as soon as possible.

S Melvin stated that Customers are leaving debt behind them moving to other Suppliers and there needs to be a system put in place to manage this.

B Lambon added that this issue is something that Suppliers will want to highlight in a Debt Flagging Consultation.

A Keegan noted these comments. He will go back to base and raise this matter again.

8. ESB Networks Update

E Sexton presented the ESNB update.

Market Release V12.00.00

E Sexton presented slides on the Eircode Batch Update Process:

Refer to slides for details.

For v12.00.00 the only outstanding activity is to close out the batch update of the Eircodes process. This is on track to complete within the twelve week window that was originally planned. There is a chance that it could complete a few weeks early. At the moment ESNB will continue to complete by the end of July and will inform Suppliers via RMDS when the process is complete. The Eircodes will manifest themselves in the downloadable meter point files over the coming months. In August or September Suppliers can expect to see full sets of Eircodes.

Market Release V13.00.00

E Sexton presented slides on v13.00.00 release status, Plan and the Agreed Scope.

Refer to slides for details.

V13.00.00 is on track.

With regard to Smart queries, ESNB wants to acknowledge and thank MPs for their engagement. For the sheer fact that ESNB is been kept very much on its toes by MPs and RMDS shows that there really is effective engagement. ESNB Smart fully appreciates that there is a criticality in issuing timely responses from the project to Suppliers to support delivery of their own aggressive Smart Metering systems. ESNB acknowledges that Suppliers appreciate that not all queries are the same, and some queries can be answered quite quickly. ESNB is also getting peaks of significant volumes of queries coming in and is investing a lot of time with RMDS to ensure that it provides cohesive responses to those queries and is picking out where there are common themes.

S Melvin asked if SSE sends through multiple queries, as they are answered could the responses be drip fed back to them rather than holding onto them and sending one email. This would be useful.

E Sexton replied that ESNB will take this into consideration with RMDS. Every Supplier is different, some Suppliers prefer to get one response back and it depends on the particular queries.

Smart is working with RMDS on reviewing ways of working and will review these and update the Market on these in Q3.

Any questions that relate to Smart that are ILG appropriate and at a more strategic level and don't relate to v13.00.00 and Market design, should be directed to Smart at the following email address: smart.pmo@esb.ie.

9. Gemserv Update

S Fuller gave the Gemserv update.

Refer to slides for details.

New Entrants

- 2 Large Suppliers in progress - Supplier 1 is nearing conclusion. Supplier 2 is in the IPT Stage
- 1 Small Supplier in progress – report is with CRU for approval.
- 3 Self-Suppliers are in progress
- 1 Existing Large Supplier is entering a new Market Segment and is in the application and planning stage.

TIBCO Hub Upgrade

- The Assurance Approach has been approved by CRU.
- Self-Assessment PQ has been issued to ESNB.
- Key dates: Self-Assessment Report to CRU on 5th July.

Formal Assessment at ESNB on 30th August at the latest.
 IPT window on 2nd to 13th September.
 Cutover on 6th October.

L Sharpe reported that RMDS is close to securing volunteers for IPT. There will be a minimum of four large and one small Supplier undertaking IPT.

S Doolin reported the reference to bi-lateral IPT in the Assurance Document really concerns him. He remembers the chaos that ensued with IPT and the TIBCO upgrade a number of years ago. Electric Ireland had highlighted in advance of the approach taken that it wasn't fully end to end across multiple Suppliers. It concerns him that this is still the essence of the approach being used.

S Fuller replied that this upgrade is far less complex than the TIBCO 2016 upgrade.

S Doolin stated that it wasn't the upgrade in 2016, but on the chaotic complete mess which happened in 2012. What Electric Ireland had highlighted at the time was disregarded. He is not entirely sure it is appropriate to link it to what is being done now but it has been a bit of a reoccurring nightmare for anybody that was involved at the time. The principles are still the same. Electric Ireland pointed out at the time that there should have been greater end to end testing. The upgrade was done on a bi-lateral basis across a number of limited Suppliers and because it wasn't done by all Suppliers there was chaos.

C Murphy asked if this was harmonisation which went live in October 2012 as there was no IPT from a TIBCO perspective.

S Doolin replied that it was after that. Electric Ireland suffered enormously because the system couldn't cope with the volumes and it ran into huge problems because it couldn't get bills out. Suppliers suffered last time out because there was an attitude taken that from a technical side on ESNB that everything was hunky dory. The upgrade was done by NIE Networks and was then taken over by ESNB. He has a concern with this release that he would like to be validated.

C Murphy said that he is probably referring to when TIBCO went live as part of harmonisation there were performance problems on the TIBCO solution. Typically IPT in its current guise wouldn't be highlighted those and it would have been highlighted in performance testing. This TIBCO upgrade that ESNB is doing now is a different kettle of fish and is an established solution that has just been technically upgraded and therefore the level of IPT being proposed by Gemserv should be sufficient. The purpose of the TIBCO upgrade in 2016 was to address those shortcomings in the TIBCO Hub which took place in harmonisation and this was done in 2016. We have since had a schema release which went live in April 2019 and the TIBCO solution is much more stable than what it was in 2012. Essentially we are in a much better place than we were back in 2012 and this is a technical upgrade to an established solution.

S Doolin stated there is no assigned role for Suppliers in the approach Document.

S Fuller replied that Gemserv and RMDS will look into this and revert.

V13.00.00 Release

- Assurance Approach issued in Q3 for approval in the September IGG.
- Two Self-Assessment PQs for Market Participants – first PQ in Q3/2019, the second in Q2/2020.

L Sharpe provided the outage update.

Outages

- There is a planned outage for SAP IS-U on Sunday 21st May from 08:30 (usual 3rd Sunday in the month). Times & full details to follow.
- Full outage details are available, as usual, on the [RMDS Website](#).

11. AOB

No items were raised in AOB.

Next Conference call:

- 24th July 2019.

Next IGG:

- 4th September 2019 in Dublin.

Retail Market Design Service

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