



NETWORKS

ESBN Presentation to the IGG

Fri 13th Sept 2019



- Long Term No Access
 - LTNA Update

- Retail Market Releases
 - V12.00.00 Update

 - V13.00.00 Update

- Appendices
 - V13.00.00 Retail Market Release - Agreed Scope

 - V13.00.00 Schema Release Roadmap

Long Term No Access (LTNA) Update

SLA Summary



- 98% of customers must have at least one reading (DSO or Customer) per year – achieved.
- 80% of all visits must produce a reading during billing window – exceeded.
- 97% of all customers must receive four scheduled visits per year – exceeded.
- 99% of all customers must not receive back to back planned estimates – exceeded.

Work done by LTNA team on an Ongoing Basis



- Card left by meter readers 4 times per year where no access.
- One system generated letter after 12 months and another after 24 months
- At least 6 texts to customers annually where mobile number exists on system.
- LTNA lists sent to meter reading companies every month and to suppliers quarterly
- After hours phoning and visits by readers to take-aways, pubs
- Seasonal initiatives around summer homes and pump-houses
- Liaising with Meter Ops/suppliers re market messages for de-energised/terminated properties.
- Special read requests to local ESB Networks offices for difficult to read scenarios.
- Direct regular contact with multi-site customers e.g Vodafone, Irish Rail, Irish Water, Co Councils, 3 mobile, Garda Siochana.

Work done since LTNA session last year



- Greater use of Emails where they are provided.
- Several attempts made to engage with Suppliers throughout 2019.
- Briefing to all Networks staff company-wide on the LTNA issue and how they can contribute.
- Any meter-work service order created for customers with an estimate count of 5 or more now contains message to NT to secure reading where possible.
- Dedicated LTNA mailbox for use by Readers/Suppliers/ESB Networks Area Offices/ Multi-site customers with a 24hr response rate.
- Use of messaging system on reading handhelds to issue monthly reminders directly to individual readers.
- Validation Team giving priority to any incidences where the implausible read is associated with an LTNA customer.

Sample figures from Q2

- **Bulk Text Campaigns**

- Total texts – 28,681 sent.
- Direct responses with readings – 6640 (23%)

- **Email and Landline Campaigns**

- Total calls/emails - 3731
- Direct responses with readings – 823 (22%)
- Invalid numbers and/or emails - 1305

Findings

- ESB Networks is meeting its LTNA Regulatory obligations
- Smart Metering has begun and will impact positively on LTNA.
- The team of three on LTNA are exhausting every means at their disposal and are supported by the rest of Meter Reading Dept. and ESB Networks as a whole.
- Good relationships developed with some Suppliers – positive outcomes from these.
- Some Suppliers have not responded to contacts /follow-up from LTNA team during 2019.
- ESB Networks are not receiving all MOVE OUT readings from Suppliers causing customers to needlessly appear on LTNA – raised but not adequately answered.
- ESB Networks are not receiving adequate information during the COS process when readings are required but no contact information is given – raised but no adequate response and no obvious improvement.
- A direct point of contact for the activities around COS, Move Outs and LTNA would be beneficial.

V12.00.00 Retail Market Release (ROI) Update

Eircode Batch Updates Process



- The planned 1.4M batch update of Eircode's completed on 31st July.
- Eircode's can now be viewed within the ROI RMP Extranet and Downloadable Files.
- Normal market operations can now resume for updating Eircode's via the Change of Customer Details (013MM).

V13.00.00 Retail Market Release (ROI) Update

Smart Non Participation Code



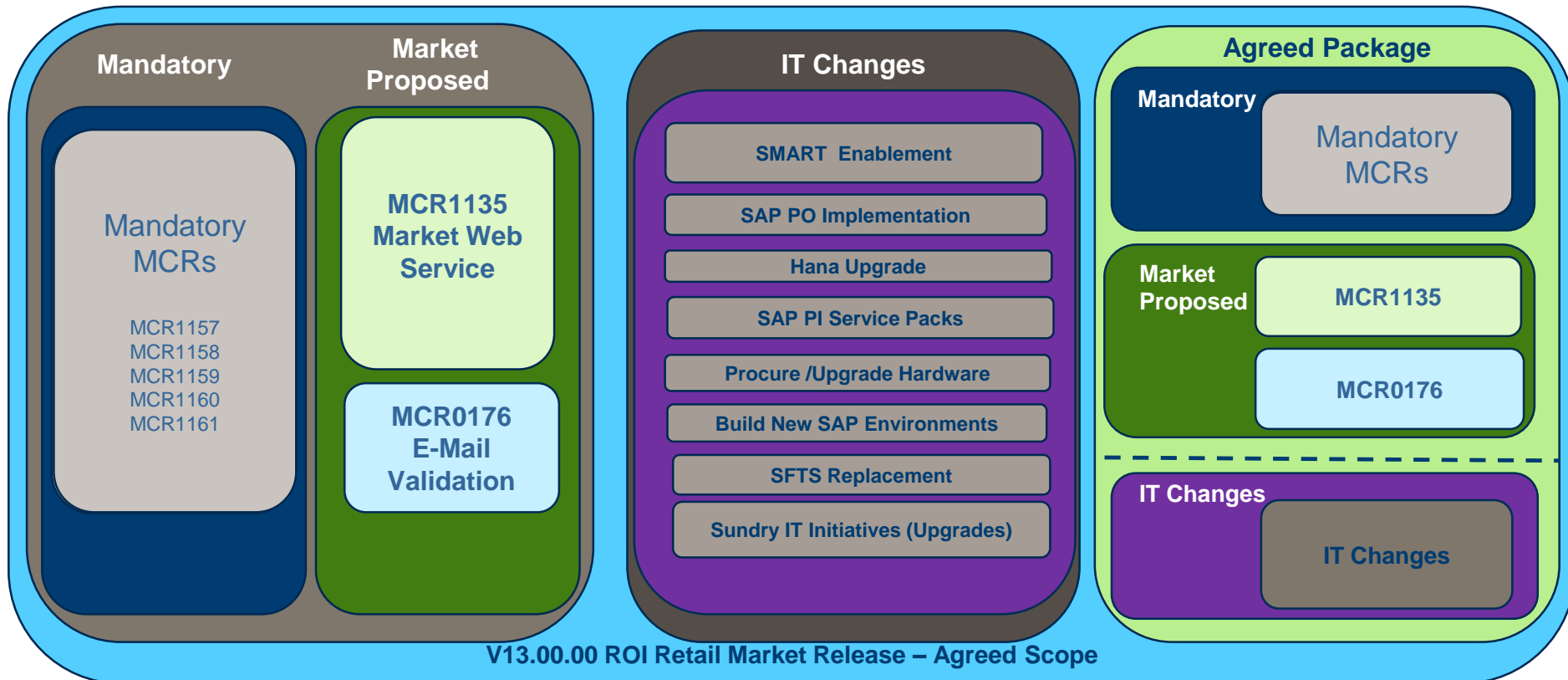
- As agreed during the ILG in August, ESN will be providing a list of MPRNs, on a monthly basis, where the Smart Non Participation Code NTNP (Non-Technical Non-Participation) has been applied.
- The first list will be issued via RMDS on the 25th of September. Thereafter an updated list will be shared on the last Wednesday of every month. This process will continue until the v13.00.00 Retail Market Release.
- Market Participants are reminded to sign up to the monthly email distribution list via RMDS in advance of the 25th September in order to receive the first list of MPRN's and subsequent lists.

Appendix

V13.00.00 Retail Market Release - Agreed Scope



- The scope of the v13.00.00 Market Release agreed with Market Participants following prioritisation on **Thu 9th Aug 2018**
- **RMDS Website:** <https://rmdservice.com/2018/08/09/retail-market-prioritisation-process-agree-package-for-delivery-09-08-2018/>





NETWORKS



V13.00.00 Schema Release Roadmap Market Release 2

Aug 2019

- **Co-ordinated Baseline (CoBL)**

- v5.1 released March 2019

- **Schema Release Strategy & Timeline**

- The timeline below outlines the roadmap for the early release of draft v13 schema during the Market Release 2 project lifecycle
- The draft copies of the schema may be subject to corrections should it be found necessary as testing advances
- In the event of a change required to the schema as a result of a new approved market change, the timeline will be subject to review

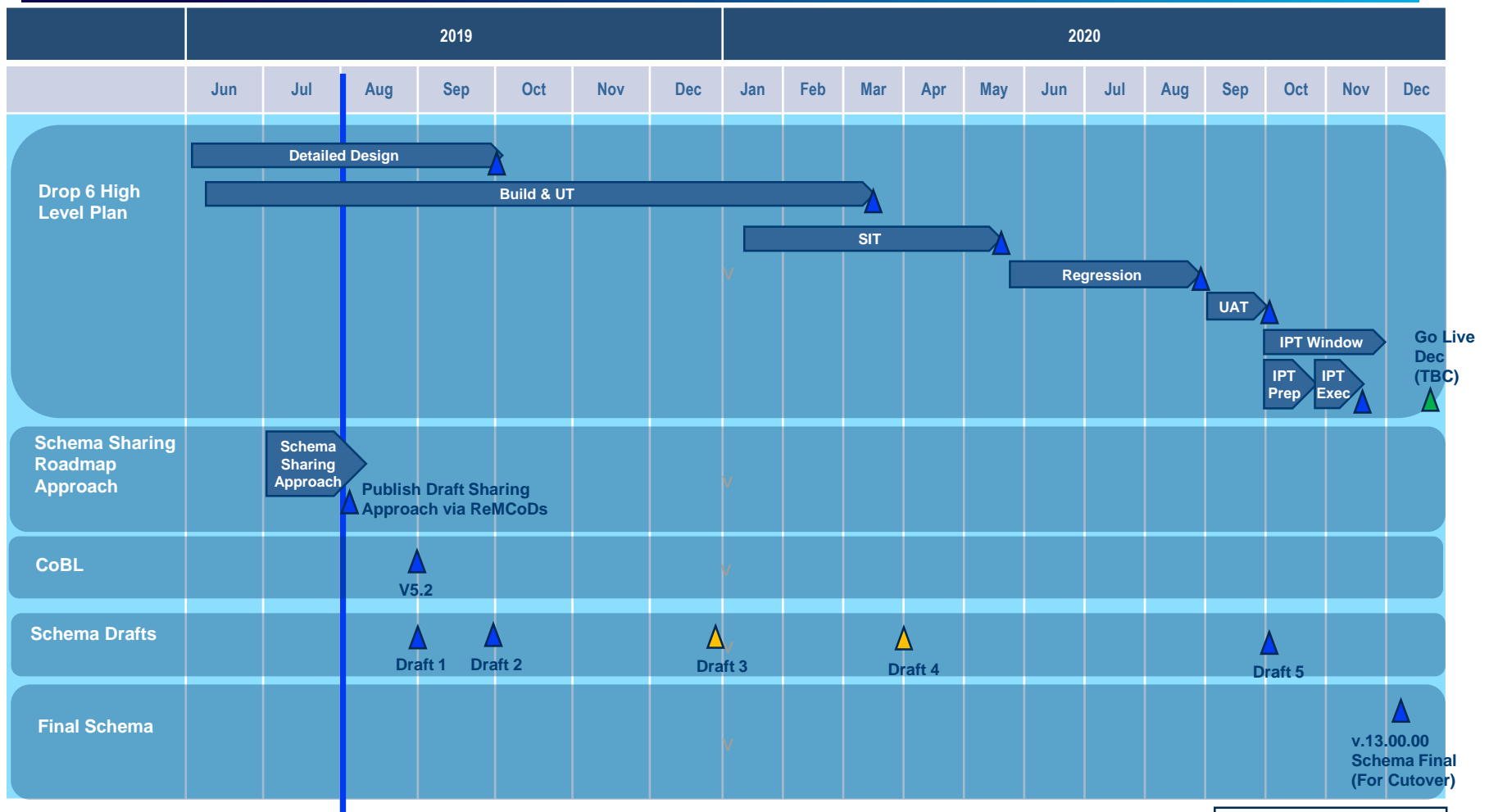
➤ Draft 1 [End Aug 2019]	Initial draft post schema build, prior to validation/testing
➤ Draft 2 [End Sept 2019]	Post validation checks
➤ Draft 3 [End Dec 2019]	Placeholder should clarifications/corrections be required
➤ Draft 4 [Q1 2020]	Placeholder should clarification/corrections be required
➤ Draft 5 [Start Oct 2020]	Final schema draft issued 3 months prior to go live (pre IPT Execution)
➤ Final schema [Dec 2020]	Issued post successful completion of IPT as part of Cutover readiness

- Dates for draft 3 and 4 may be subject to change to align schema release with MCR Revisioning activity if required
- No schema will be released outside the planned timeline
- Each draft schema is issued for design/test purposes only and must not be applied to production market messaging environment prior to cutover

V13.00.00 Schema Release Roadmap - Approach

- **Release Content**
 - XSD Files
 - CoBL (Revised v5.2 issued with Draft 1. Subsequent drafts will be aligned to MCR Revisioning activity as required)
 - Release Notes and Caveats
- **Version Control Process**
 - Draft schemas may be subject to correction (*as outlined in Release Strategy on previous slide*)
 - Release notes will issue with each draft detailing any corrections
 - Schema drafts will be released as per agreed timeline
- **Approach communicated with all relevant parties**
 - NIE Networks
 - ATOS
 - RMDS
 - Suppliers
- **Method of Sharing Schema**
 - ReMCoDS will issue each draft schema
- **Supplier Queries**
 - Queries to be directed to RMDS@esb.ie using standard template marked as 'Schema'
 - Queries must not be sent directly to ATOS

v13.00.00 Schema Release Timeline



Aug 2019

Legend

- ▲ Key Milestone
- ▲ Placeholder Milestone
- ▲ Go live