



Retail Market Design Service

Industry Governance Group

13/09/2019

IGG Agenda

Minutes from Previous IGG Meeting	13:30 – 13:35
Review of Action Items	13:35 – 13:55
CRU Update	13:55 – 14:15
De-harmonisation Update	14:15 – 14:25
Retail Market Design Service Update	14:25 – 14:45
MRSO Update	14:45 – 14:55
ESBN Networks Update	14:55 – 15:15
Gemserv Update	15:15 – 15:20
AOB	15:20 – 15:25
Next Steps	15:25 – 15:30

Minutes from previous IGG

For Approval Today:

- **Minutes (v1.0) from Conference Call 24.07.2019**

IGG Actions

Updated IGG Action List issued in advance of meeting

- **3 Actions closed since last IGG meeting**
- **3 IGG Actions carried forward**

IGG Actions - Closed

AP No	Title	Org. Assigned to	Date Closed	Date Raised
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)	ESBN	24/07/2019	26/06/2019
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	CRU	24/07/2019	26/06/2019
1134	Market Design Queries - RMDS/ESBN to investigate if improvements can be made to the tracking and reporting of queries from Suppliers	RMDS/ESBN	24/07/2019	26/06/2019

IGG Actions – Open

AP No	Title	Org. Assigned to	Date Due	Date Raised
1122	Data Sharing Agreement - ESNB to revert with a position on a proposed Data Sharing Agreement (Action 1118).	ESBN	13/09/2019	05/12/2018
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	CRU	13/09/2019	06/03/2019
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	CRU/RMDS	13/09/2019	01/05/2019

Industry Governance Group Meeting

13 September 2019

CRU Update

Alan Keegan, CRU



Retail Market Design Service

Retail Market Design Update

Lindsay Sharpe, RMDS

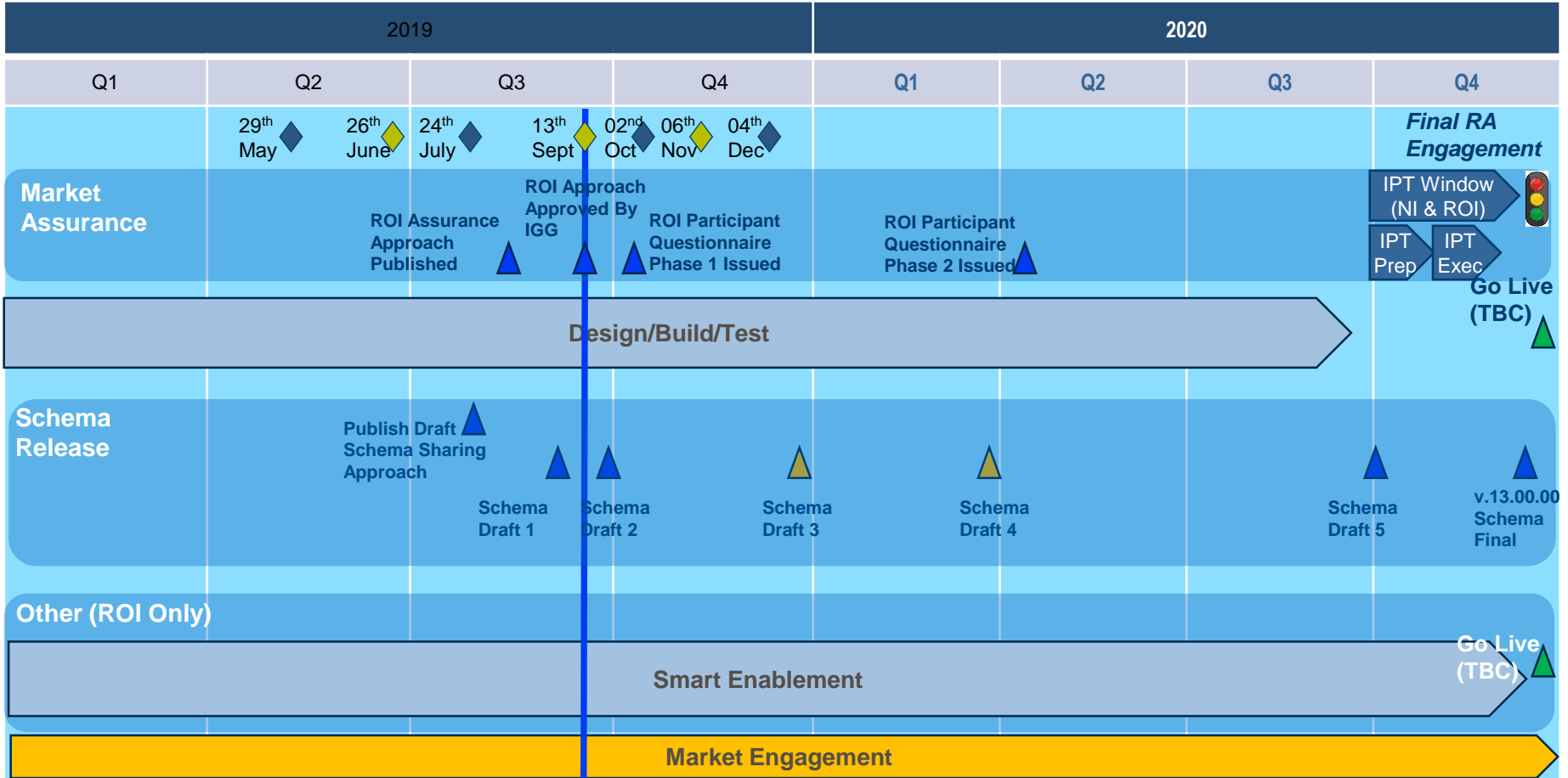
v13.00.00 Release – Scope

- The following Market Changes will be implemented in a single release, schema and non-schema

MCR	Version	Description	Status
MCR1157	V3.0	Data Aggregation and Data Processing	●
MCR1158	V3.0	Customer Data	●
MCR1159	V3.0	Change of Supplier	●
MCR1160	V3.0	Meter Works	●
MCR1161	V2.0	New Connection	●
MCR1135	V5.0	MPRN Enquiry web service	●
MCR0176	V2.0	E-Mail Validation	●
<NI MCRs>	<N/A>	<No NI MCRs in agreed scope>	<N/A>

Other (ROI Only)	Comment	Status
Smart Enablement	<ul style="list-style-type: none"> Technical Upgrades 	●

v13.00.00 Release – Plan



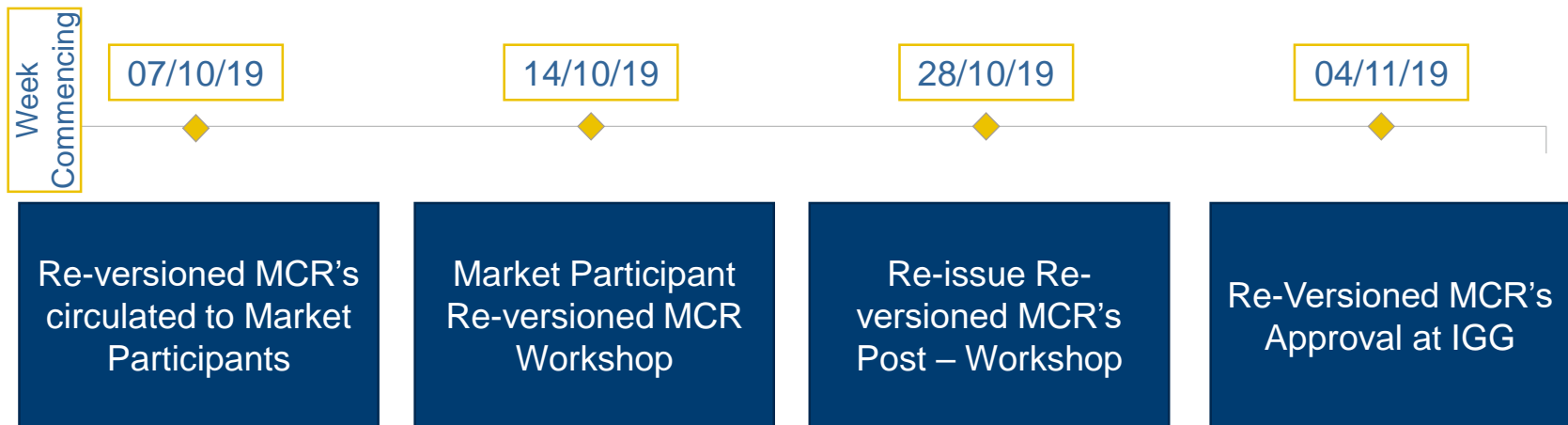
Sept 2019

Key

- ◆ IGG (Meetings & Calls)
- ▲ Key Milestone (Confirmed & Draft)
- ▲ Go lives

MCR Re-versioning Plan

- Re-versioned MCR's will be issued for approval at Novembers IGG
- All 7 MCR's are in scope
- Changes to the documents are clarifications only and no design changes are being made.

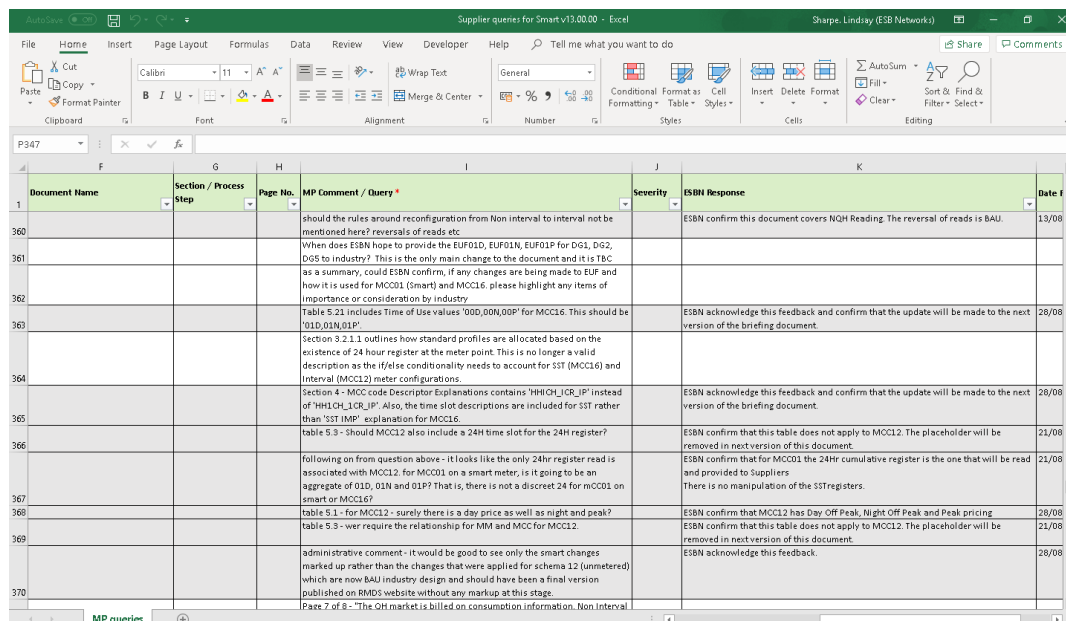


v13.00.00 Release – Query Tracker

- On the 18th July, RMDS issued out a template for all suppliers to use to submit any market design queries in relation to the v13.00.00 release. An updated version with new fields was issued out on the 30th August.
- All queries received are then sent to the ESNB Smart team and tracked on our open Query Tracker which all suppliers have access to.

To date:

- Queries received – 501
- Queries answered – 479
- Queries open – 23



Document Name	Section / Process Step	Page No.	MP Comment / Query *	Severity	ESNB Response	Date
			should the rules around reconfiguration from Non interval to interval not be mentioned here? reversals of reads etc		ESNB confirm this document covers NQH Reading. The reversal of reads is BAU.	13/08
			When does ESNB hope to provide the EUF01D, EUF01N, EUF01P for DG1, DG2, DG5 to industry? This is the only main change to the document and it is TBC as a summary, could ESNB confirm, if any changes are being made to EUP and how it is used for MCC01 (Smart) and MCC16, please highlight any items of importance or consideration by industry			
			Table 5.23 includes Time of Use values '00D,00N,00P' for MCC16. This should be '01D,01N,01P'.		ESNB acknowledge this feedback and confirm that the update will be made to the next version of the briefing document.	28/08
			Section 3.2.1.1 outlines how standard profiles are allocated based on the existence of 24 hour register at the meter point. This is no longer a valid description as the if/else conditionality needs to account for SST (MCC16) and Interval (MCC12) meter configurations.			
			Section 4 - MCC code Descriptor Explanations contains 'HH1QH_1CR_IP' instead of 'HH1QH_1CR_IP'. Also, the time slot descriptions are included for SST rather than 'SST IMP' explanation for MCC16.		ESNB acknowledge this feedback and confirm that the update will be made to the next version of the briefing document.	28/08
			table 5.3 - Should MCC12 also include a 24H time slot for the 24H register?		ESNB confirm that this table does not apply to MCC12. The placeholder will be removed in next version of this document.	21/08
			following on from question above - it looks like the only 24hr register read is associated with MCC12. for MCC01 on a smart meter, is it going to be an aggregate of 01D, 01N and 01P? That is, there is not a discreet 24 for MCC01 on smart or MCC16?		ESNB confirm that for MCC01 the 24HR cumulative register is the one that will be read and provided to Suppliers. There is no manipulation of the SST registers.	21/08
			table 5.1 - for MCC12 - surely there is a day price as well as night and peak?		ESNB confirm that MCC12 has Day, Off Peak, Night Off Peak and Peak pricing	26/08
			table 5.3 - we require the relationship for MM and MCC for MCC12.		ESNB confirm that this table does not apply to MCC12. The placeholder will be removed in next version of this document.	21/08
			administrative comment - it would be good to see only the smart changes marked up rather than the changes that were applied for schema 12 (unmetered) which are now BAU industry design and should have been a final version published on RMDS website without any markup at this stage.		ESNB acknowledge this feedback.	28/08
			Page 7 of 8 - "The OH market is billed on consumption information. Non Interval			

- **V13.00.00 Assurance Approach – issued to MPs for approval.**
- **SoLR Review Exercise**
 - **Continuing to progress.**

- CRU approved Final Recommendation Report on 8th August.
- In summary, the LTCA WG appointed Deloitte to develop a design for an OSD (Outside Settlement Determination) process for Long Term Consumption Adjustments. Deloitte presented back a high level design which included indicative cost estimates for both initial set up activities and ongoing operation of the process.
- The Working Group concluded that, whilst the high level design reflected the scope and design principles agreed, the cost estimates raised concerns as to the viability of the solution. The Working Group concluded that a systemic OSD solution was not a cost efficient response to the occurrence of LTCA and work on this solution should cease, with the WG instead considering what actions might be taken to reduce the incidence of LTCA in the future.
- Seven initiatives were proposed and accepted by the WG. These will now be monitored through the IGG every 6 months to report on progress

Description	Area	ESBN Role	Supplier Role	Benefit	Market Change	System Change
Increase frequency of LTCA related communications to the Meter Readers.	Meter Reading	Increase frequency of LTCA related communications to the Meter Readers.	N/A	Increased Meter Reader vigilance for potential LTCA cases leading to earlier investigation.	No	No
Increased priority on customer calls arising from Meter Reader observations.	Customer Service	Prioritise customer calls	N/A	Potential High risk LTCA instances avoided	No	No
More encouragement to customers at time of customer interaction e.g. CoS and CoLE to provide customer readings and accurate access instructions in particular for multi site customers.	Supplier Registration	Ensure all updated information provided is processed successfully	Raise awareness with agents and improve process to get more customer readings and access instructions	Increased actual readings plus increased actual readings in the future if valid and up to date access instructions are provided.	No	Supplier system?
Sending a de-registration request when an MPRN is de-energised	Supplier Registration	Ensure 017mm are processed successfully	Send a de-registration request as soon as MPRN is de-energised for longer than the minimum de-registration threshold	Allows ESBN to focus efforts on energised LTNA sites	No	Supplier system?
Enhance existing communication channels to highlight the importance of obtaining meter readings even if there is a PAYG Meter installed	Customer Communications	Communication to supplier to address the misperception that readings are not required for PAYG.	Communication to customer to address the misperception that readings are not required for PAYG.	Increased actual readings	No	Supplier system?
All suppliers confirm that customer readings provided to them are always passed on to ESBN	Meter Reading	Ensure readings provided are processed successfully	Assess their systems and confirm	Increased actual readings	No	Supplier system?

Upcoming Outages for ROI

PLANNED OUTAGE NOTIFICATION	
Outage Type	Planned
Start Date of Outage	15.09.2019
Start Time of Outage	08:00
Date of Restoration of Outage	15.09.2019
Restoration Time of Outage	18:00
Duration of Outage	10 hours
Jurisdiction Affected	ROI Electricity Markets
Reason for Outage	To facilitate SAN Storage Migration
MKT Systems Impacted	Retail Central Market System
Backlog Impact / Comments	Messages inbound to ESB Networks will queue in the central HUB and be processed on resumption of normal service. The facility to book appointments via RMP Extranet shall be unavailable during the outage.
System undergoing Outage	SAP ISU

<http://rmdservice.com/outages-2019/>



Thank You



NETWORKS

MRSO Update

James Long

13th September 2019

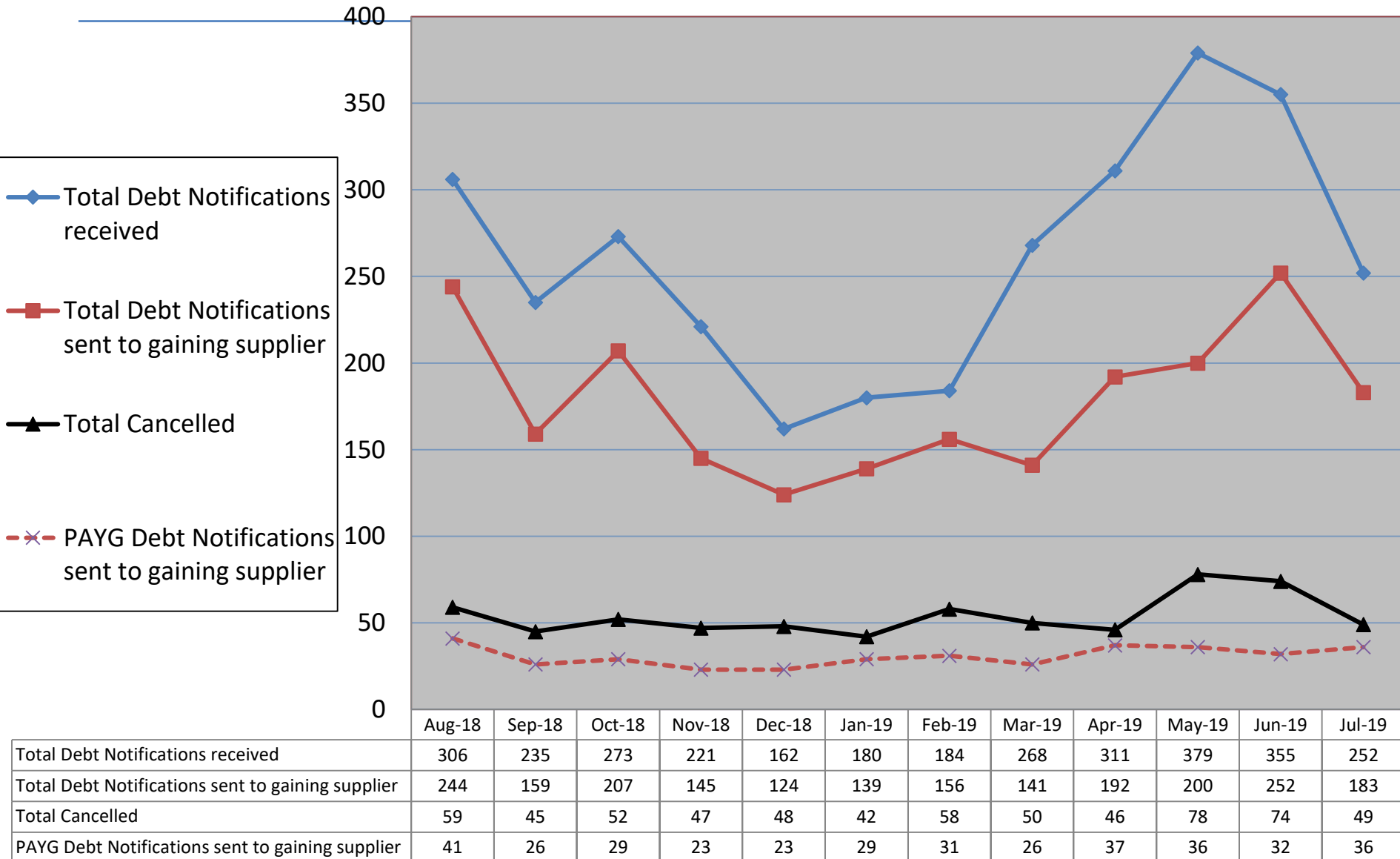


Debt Flagging

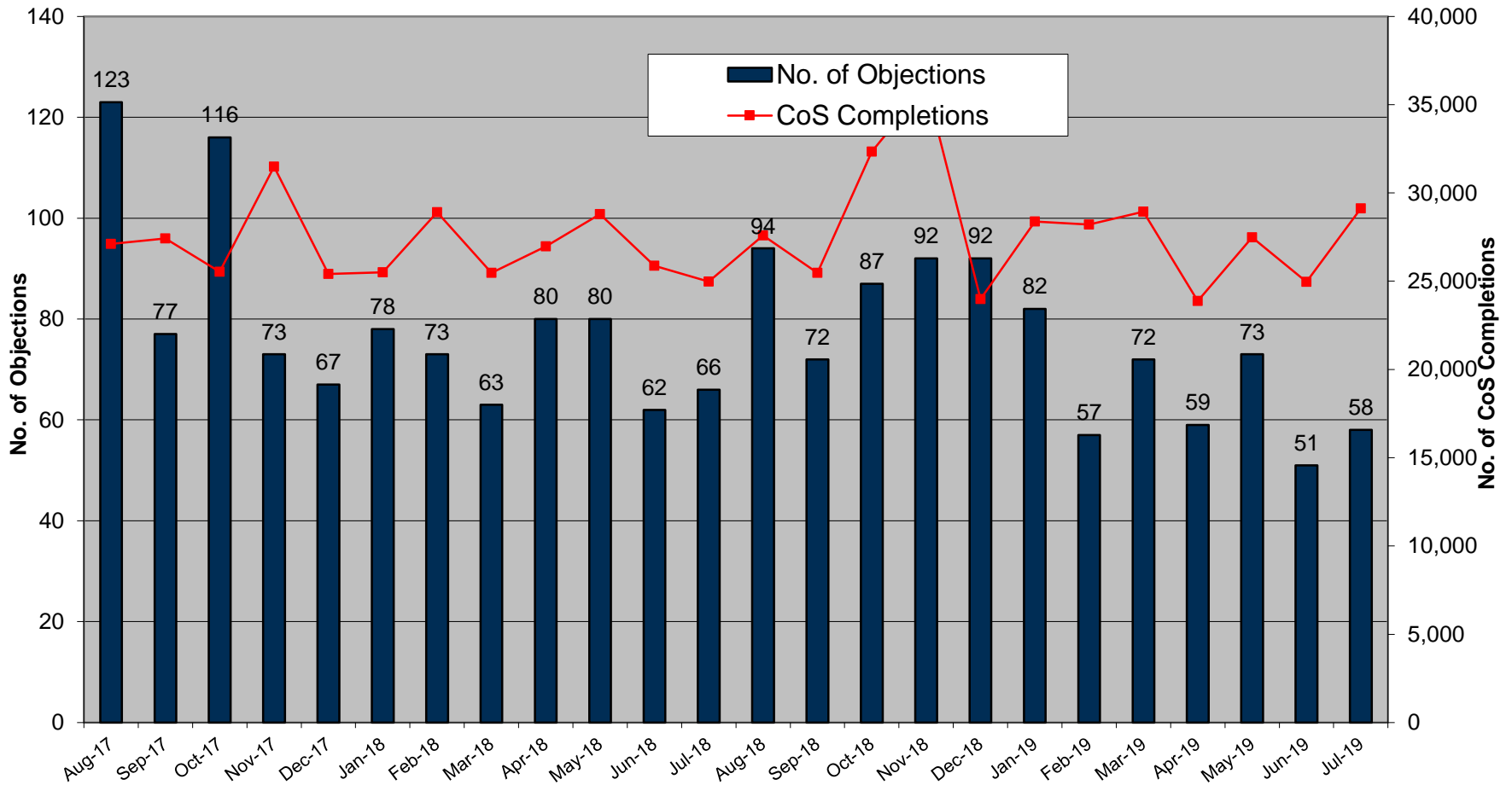
	May-19	Jun-19	Jul-19
Total Debt Notifications received (012)	379 (38)	355 (43)	252 (43)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	179 (2)	103 (11)	69 (7)
Total Debt Notifications sent to gaining supplier (112)	200 (36)	252 (32)	183 (36)
Total not cancelled	122 (31)	178 (21)	134 (29)
Total cancelled	78 (5)	74 (11)	49 (7)
Total Debt Notifications sent to gaining supplier as % of total COS	0.7%	1.0%	0.6%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging



Objections – Erroneous Transfer



Objections – Erroneous Transfer

	May -19	Jun -19	Jul -19
No. of Objections	73	51	58
Cancellations from Objections	47	25	28
Objection emails to MRSO	8	9	7
Reasons:			
Uncontactable by phone			1
Written communication	1	1	
COS confirmed	7	7	6
Other		1	
Escalation emails	3	6	3



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



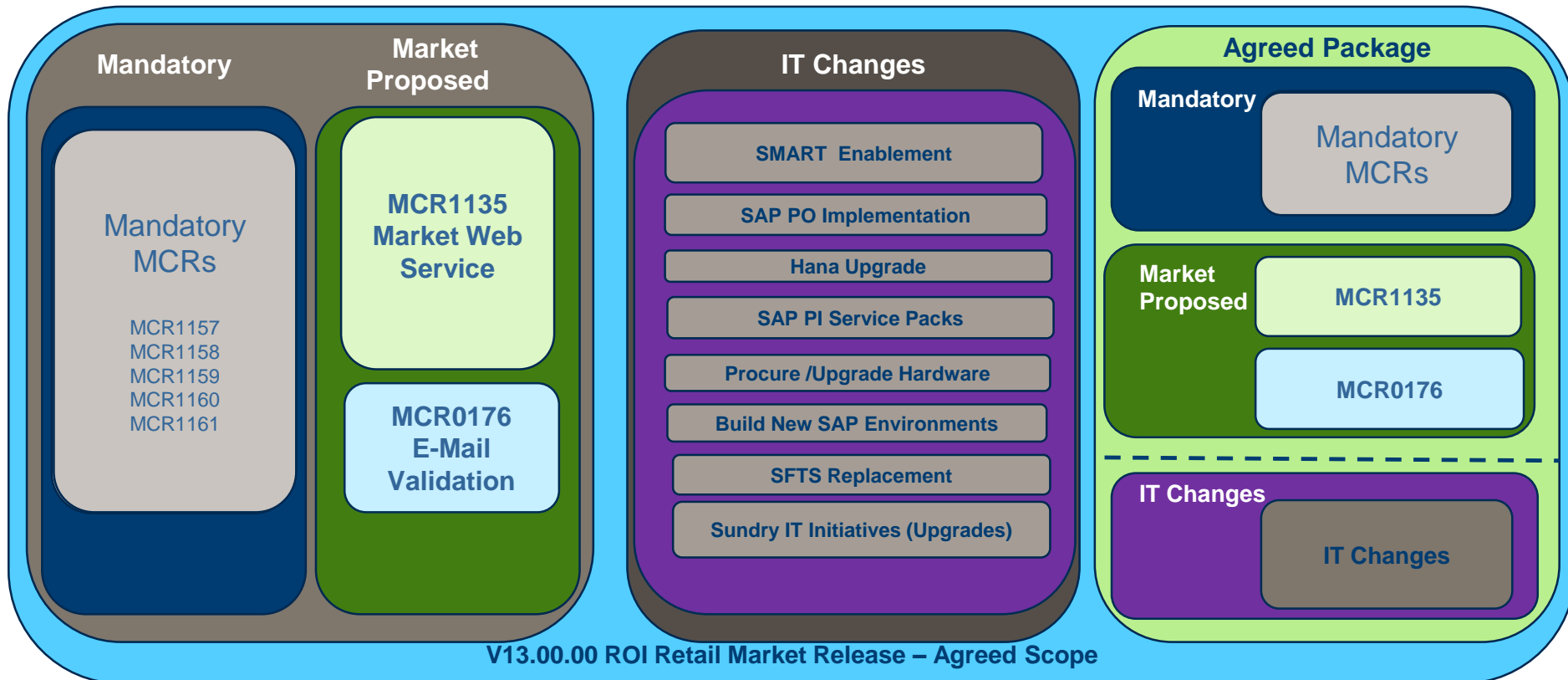
- As agreed during the ILG in August, ESN will be providing a list of MPRNs, on a monthly basis, where the Smart Non Participation Code NTNP (Non-Technical Non-Participation) has been applied.
- The first list will be issued via RMDS on the 25th of September. Thereafter an updated list will be shared 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



V13.00.00 Schema Release Roadmap - Approach



- 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

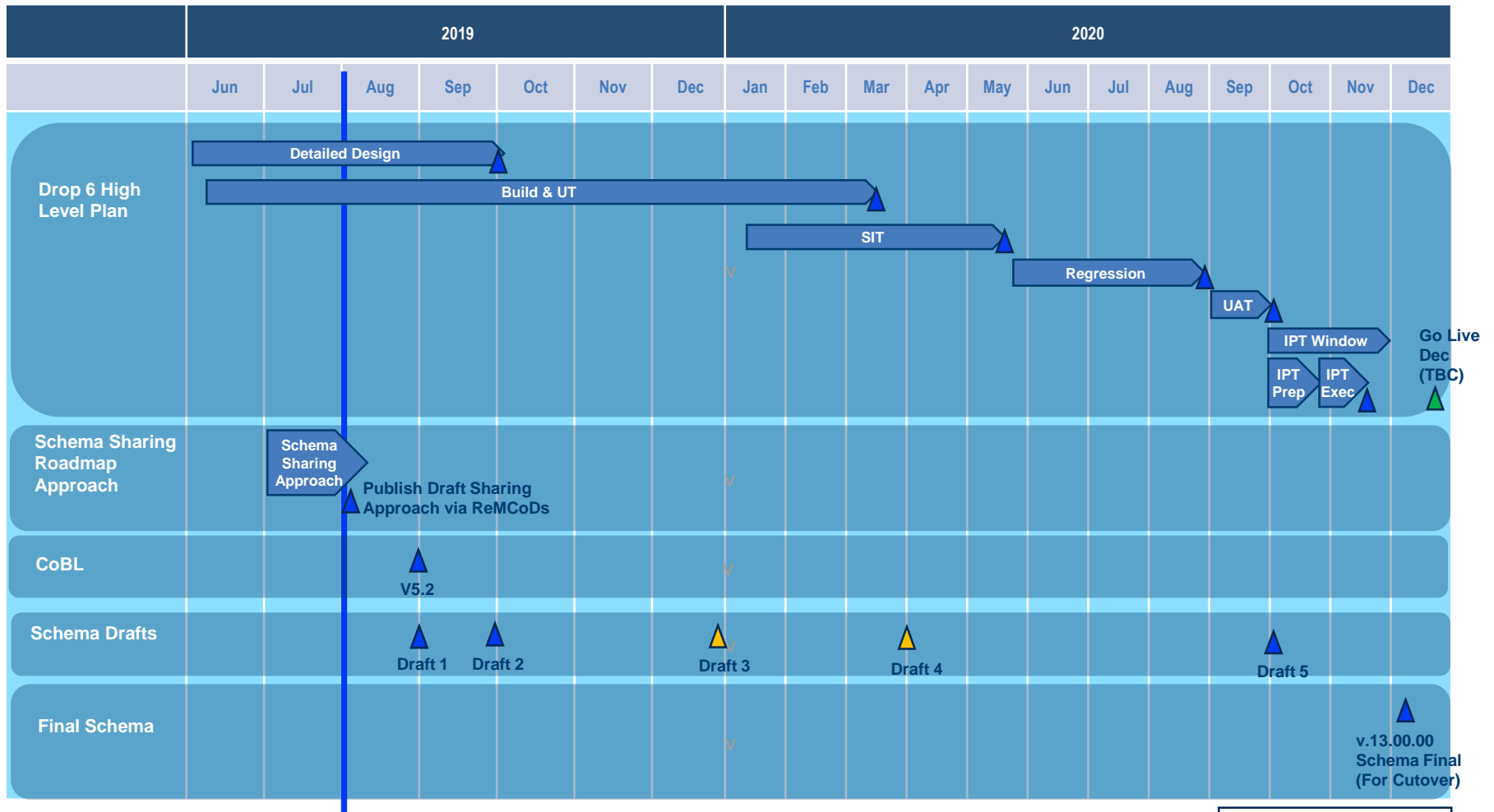
➤ Draft 1 [End Aug 2019]	Initial draft post schema build, prior to validation/testing
➤ Draft 2 [End Sept 2019]	Post validation checks
➤ Draft 3 [End Dec 2019] required	Placeholder should clarifications/corrections be
➤ Draft 4 [Q1 2020]	Placeholder should clarification/corrections be required
➤ Draft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

 - 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



Aug 2019

Legend

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

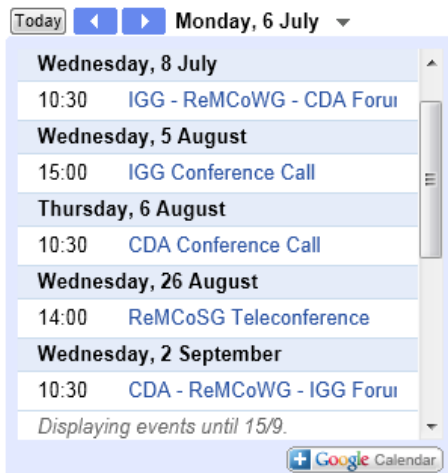
AOB

Next Steps

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 2nd October 2019**
- **IGG Meeting – Wednesday 6th November 2019 in Belfast**

Dates for 2019 are on Calendar of Events on RMDS website www.rmdservice.com





Thank You