

IGG Meeting Minutes

Date:	13 th January 2021	Time & Location	13:30 Conference Call
Chair:	Lisa Fahy, CRU		
Attendees:	Name	Location	
	Lindsay Sharpe, Alice Mooney	RMDS	
	Oisín O'Sullivan	CRU	
	John Bracken, Alan Keegan, Siobhan Melvin, Catherine Leen	ESBN	
	Jim Long	MRSO	
	Sarah Fuller, Simon Fox-Mella	Gemserv	
	Dan Michalowski	Glow Power	
	Andrew McKinnon	Flogas	
	Christina Curela	SSE Airtricity	
	Eoin McGurk	BGE	
	Antoin O'Lachtnain	Pinergy	
	Patricia Ventura, Jessica Gregory	Community Power	
	Mark Phelan	Electric Ireland	
	Patricia Ventura, Jessica Gregory	Iberdrola	
	Megan Nolan	Naturgy	
Lesley Robinson	Bright		
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

L Fahy enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 2nd December 2020.

Minutes Approved.

L Sharpe reported that an additional link was included in the conference call details that were issued to MPs for this meeting. The slides are being shared on screen if MPs wish to log into the SKYPE link.

2. Actions – Previous Conference Call & IGG

L Sharpe provided the Action Item Update.

No IGG actions were closed since the last IGG Meeting (not including this current IGG meeting).

1 IGG action has been carried forward.

A Keegan reported that there was an action back in December to try to get a date for a Revenue Protection Workshop. That is still on ESNB's radar and it will try to find a suitable date for the workshop to happen.

Action Items

1141	Comms Technically Feasible (CTF) - Suppliers to respond to ESNB via RMDS with an email address to use for receiving the CTF file		
Update for IGG	<ul style="list-style-type: none"> L Sharpe reported that as part of the v13.00.00 Go live and Smart Data Services, ESNB will issue a CTF File to Suppliers. Rather than it being sent to the IGG List, ESNB is looking for a contact in each organisation if an organisation wishes to receive the file. Suppliers who wish to receive the file should send an email to RMDS with the email address and RMDS will add that onto the CTF file list. 		
Discussion at IGG	<ul style="list-style-type: none"> Action to remain open. 		
Forum Logged: CC	Assigned to: Suppliers	Status: Action remains Open	Due Date: 03.02.2021

3. Actions – New IGG Actions

2 new actions were logged at the IGG.

New Action Items

1143	ESBN MPRN Database – MRSO to provide information on the ESBN’s policy on updating the MPRN Database with Eircodes.		
Discussion at IGG	<ul style="list-style-type: none"> See Section 8 ESBN Update for details. 		
Forum Logged: IGG	Assigned to: MRSO	Status: NEW Action	Due Date: 03.02.2021

1144	System Separation/Location of ROI TIBCO Hub - ESBN to revert with the technical reasons for not locating the TIBCO Hub in ROI following system separation in October		
Discussion at IGG	<ul style="list-style-type: none"> See Section 11 AOB for details. 		
Forum Logged: IGG	Assigned to: ESBN	Status: NEW Action	Due Date: 03.02.2021

4. CRU Update

O O’Sullivan gave the following CRU update:

- Moratorium on Disconnections - The moratorium on Disconnections for domestic electricity and Gas Customers is in place and will last for the entirety of Level 5 restrictions.
- IGG Microgeneration – CRU has received an update from the Department on the IGG Microgeneration Working Group and Support Scheme. The public consultation is due to open tomorrow 14th January 2021 and will be available on the Department’s website. A press release on the matter should be issued today. CRU thanks Suppliers for their feedback on the settlement options they submitted. CRU is considering the feedback internally and will schedule the fourth IGG Microgeneration Working Group Meeting in the coming weeks. CRU wants to review the consultation Paper before scheduling the next meeting.
- Smart PAYG Call for Evidence - CRU issued a Call for Evidence on Smart PAYG Policy for consultation until 29th January 2021.
- Admin Sanctions Decision Paper - Some Suppliers have responded to CRU’s Compliance and Enforcement Team on the Admin Sanctions Decision Paper. The responses are being reviewed internally and Suppliers should expect to see publication on this in the next number of weeks.

A Keegan asked about the Smart PAYG Call for Evidence Policy. If there are changes or tweaks to the policy, will there be in a separate paper or will they be in a Supplier Handbook review, how will it be done?

L Fahy replied that CRU is planning to consider what it receives back and will develop a consultation paper if needed on any new policy items. A lot of the Smart PAYG Policy is already defined. It is more around the Customer interaction and the Customer journey that CRU is looking into at the moment. This is where the Supplier Handbook isn’t as clear as other aspects are. That will be the key focus. In order to deliver the change, CRU will have to go through the normal policy process, i.e. consultation, decision and then implement the changes in a Supplier Handbook review. CRU has presented a policy roadmap for Suppliers at the ILG, which she could circulate to this group if it would be helpful. The intent at the moment is to progress possibly two Supplier Handbook reviews this year in order to make the work manageable for everybody. CRU has a whole suite of changes that have to be implemented to ensure CEP compliance, very much Retail market changes that have to be reflected in the Supplier Handbook. CRU will try to do these changes in the first half of this year and whatever comes out of the Smart PAYG development process will be implemented through a second review of the Supplier Handbook in the second half of this year. The intent is to work towards having them all finalised early in the third quarter of the year to give industry certainty as it will be twelve months out then from the next market release. CRU will see what comes back in the Call for evidence to see if a very extensive suite of policy change is required or not.

5. De-harmonisation Update

L Fahy reported that there was a very broad discussion on de-harmonisation at the ReMCoWG which preceded this meeting.

A Keegan provided a response on a query raised by A O'Lachtnain at the ReMCoWG on the technical elements of system separation. He reported that there were four options that were put forward for system separation and there is a different approach being taken. In terms of ESBN's ability to move things around with regard to the TIBCO Hub, ESBN is not really taking this into account at the moment. In terms of virtualising the HUB to a Datacentre in Ireland, he can discuss this internally with technical people within ESBN and get back with more detail.

A O'Lachtnain reported that we don't want to be doing this again next year. We now have our certainty in relation to Brexit and data protection and the certainty is there is no certainty. We are bringing the industry into further uncertainty when we have an opportunity to move it out of uncertainty. There are also other problems which are not for this call which would lend itself to that option to certainly evaluate it before we go forward.

J Bracken added that this is something that ESBN is working through. The decision on separation happened at the very tail end of 2020. It has been clarified that it is a NI lead project. We are working towards a very tight timeline to have something completed, delivered and in place by September. The location of the HUB was something of a separate detail which was not really considered for Brexit. Pinergy sent a note on this to ESBN and quite rightly Brexit is a piece of the story on its own. ESBN is looking at this and sees an extension of four to six months for the piece and testing and to actually figure out what we are going to do. He is conscious of keeping both items separate because there are separate drivers behind both. The system separation project has its own unique drivers behind it and Brexit has another set of variables behind it. ESBN is working through it and will keep MPs posted and updated as to what actually happens.

A new action on this matter was logged in AOB.

6. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

Refer to slides for full details.

She presented slides on Status and Plan (*This release was also discussed at the ReMCoWG which preceded this forum*).

L Sharpe reported that a communication issued in December about the delay to the V13.00.00 Cutover due to an extension of the IPT window in ROI. The second IPT window started on Monday this week and will continue until Friday 22nd January. IPT2 is on track and is going well and is expected to be finished on time next Friday. Cutover is now scheduled for the weekend of the 12th to 15th February 2021. There are no changes to the MCRs that are included in the scope of the release for February.

V13.00.00 Market Release Update

The updated v13.00.00 Cutover Execution Plan was issued to Market Participants on 18th December 2020.

ReMCoDS will issue the updated v13.00.00 Hypercare Approach on week commencing 18th January

2021. ReMCoDS will issue the Cutover Approach and Cutover Plan for the ROI and Co-ordinated markets as well as information for the transition to v13.00.00 on week commencing 25th January 2021. The date of 28th January 2021 is scheduled and is in the cutover execution plan for a workshop for all MPs ahead of cutover. ReMCoDS will issue a note on this in the coming days.

V13.00.00 Market Release Documents

The market documentation will go live and will be put up on the RMDS website post go live. ReMCoDS will issue an email to MPs once this is done. ReMCoDS will issue a summary of any final amendments, since the last MCR re-versioning activity in September, which will include additional clarifications and some typos when it issues the final draft documentation.

E McGurk enquired if RMDS has a draft of the DRs for phase 2 of the Project.

L Sharpe replied that she has been speaking to ESBN on this matter to get an understanding on timelines as we do need to get that work started for the next schema release which will be in December 2022. We need to do a prioritisation exercise on this to see what the package is going to look like, what DR/MCRs will be looked at including both Smart and non-Smart MCRs in the pot. She will follow up with ESBN in the coming weeks to try get those DRs issued out and approved as MCRs. She will provide an update at the next meeting.

WP 0029 – Application of the PSO to Commercial Storage

L Sharpe gave an update on WP 029.

Refer to slides for full details.

MCR1205 was approved by MPs last September in relation to this new working practice. WP 0029 is now live on the RMDS Website underneath the working practices heading <https://rmdservice.com/working-practices-2/>

The house load for the commercial storage file will be published in the guidance section of the RMDS website as soon as the information is available. The file will be kept updated with information as and when RMDS receives it and will let MPs know when it will be available on the RMDS Website.

Refer to slides for full details.

Updates

SoLR Review Exercise

The SoLR review has been continuing. The SoLR MPD went live last year. Testing is ongoing and is just being finalised in relation to the new SoLR process.

Statistics for 2020

Statistics for 2020 - the following statistics are now available on the RMDS Website on the following link <https://rmdservice.com/2021/01/07/rmds-statistics-2020/>

- IGG Actions
- Change Requests
- New Entrants
- Outages

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 full details.

Eircodes

J Long reported that he wants to give a gentle reminder to Suppliers around Eircodes. Some members of the MRSO team have raised a couple of issues with himself. When Suppliers are sending in CoS Market Messages, and the existing Eircode is reflected in the ESBN Extranet, the Eircode should be included on the 010MM in the A1 standard address field. If there isn't an Eircode on the Extranet, and it is a new Eircode that the Supplier has managed to get from a Customer, this information should be included in the A2 field which is the correspondence field on the 010MM. It will help greatly if the Eircode is included as part of MRSO's validation of these Market Messages that come in. Secondly, the new Eircode will allow ESBN to develop its own Eircode database. The more information that ESBN has in its system the better all around.

J Gregory asked if an ESBN address doesn't have an Eircode and a Supplier has an Eircode available, they will send that through on the A2 field? Does that mean that MRSO will be updating the MPRN address with the new Eircode and the Supplier will then get an updated MPRN address down the line, is that the proposal?

J Long replied no, that is not the case. It is more helpful for the validation of these market messages that are coming into MRSO. If the Eircode is not located on the A1 standard address field which comes in on the 010MM, it defaults as a work order for MRSO. MRSO then needs to look at that before it can move the Market Message on as part of the workflow. If Eircodes are available that are existing Suppliers should include it on the 010MM on the A2 standard address field and if not, if they could add it into the A2 field. MRSO can reflect that on the Extranet site.

J Gregory added that in order to reflect it on the Extranet site, you have to update the MPRN address then. It would be really useful to know the overall policy of updating the ESBN core MPRN Database. It was suggested a few years back to improve the MPRN address base and add those Eircodes to ESBN's database. Suppliers are dealing with customers every day. It would be very useful to understand the plans around it and how ESBN plans on improving the database overtime.

J Long replied that he will take this request as an action.

A new Action was logged: **Action 1043: ESBN MPRN Database – MRSO to provide information on the ESBN's policy on updating the MPRN Database with Eircodes.**

Following the Meeting, MRSO provided the following update: *(On further investigation the correct procedure for Suppliers to include a new Eircode for a customer is to use the 013 MM after the site has moved, this will ensure that Meter Point Address will be updated with the Eircode and not the A2 field as previously stated).*

8. ESB Networks Update

A Keegan & C Leen gave the ESBN Update.

Refer to slides for full details.

Retail Market Landscape 2021-2024

A Keegan reported that ESBN presented this slide at the last IGG Microgeneration Working Group. As it is the first meeting of the year, it gives everyone an idea for the work program for the next few years. It won't capture everything and there is a lot of policy work going on and a lot of work for Supplier themselves.

ESBN Covid-19 Activity Plan

A Keegan reported that ESBN issued out its updated activity plan last week in line with the Government Level 5 plan. ESBN has received a few questions in from Suppliers on it. He thanked Suppliers for taking the time to get back to ESBN on this. ESBN's priority at this time is very much the safety of its customers and staff. Indoor and outdoor meter reading has been paused for the moment. ESBN is continuing to read LVMDs to facilitate CoS. This issue came up last spring when we first went into lockdown. ESBN will keep this under review and will continue to monitor the advice and public health guidance.

CSSP

A Keegan reported that the MPRNs that were in the scheme that ESBN hasn't been able to get readings for yet, they are coming down all the time which is good. ESBN's meter reading team is engaging regularly with Suppliers on this. He reminded Suppliers who are engaging with these customers, it would be great to encourage customer reads and for them to find their way through to ESBN.

E McGurk reported that BGE has gotten a very low rate of response from these. ESBN isn't doing any meter reading at the moment but when it goes back to doing outdoor metering reading, would there be a way to prioritise the customers that were in the scheme?

A Keegan replied that is a very good point. From the figures presented in the slide, they are coming down which is positive. If the pause continues any more into the coming months, which he hopes it won't, ESBN will issue out LTNA letters to those MPRNs. Whether they can be prioritised or not, ESBN can certainly look at this but the figures are coming down.

Day & Night Meters

A Keegan reported that ESBN has been made aware of an issue with a small number of Day & Night Meters. There is an investigation ongoing internally on this issue, but he plans to give an update on this matter on the next IGG Conference Call in February.

V13.00.00 Cutover – Updated Documentation

C Leen reported that as already briefed by L Sharpe, the updated v13.00.00 Cutover Execution Plan was issued to Market Participants on 18th December 2020 with the new revised cutover date of weekend 12th February 2021. The hypercare approach for the cutover will be issued to MPs week commencing 18th January 2021. A cutover workshop will take place on 28th January 2021. The cutover Approach and cutover plan for ROI and the co-ordinated cutover plan will be issued on week commencing 25th January 2021, along with information on the transition to v13.00.00 for both ROI and co-ordinated.

A O'Lachtnain asked if the hypercare approach for the cutover that will be issued to MPs on 18th January

2021 will be a draft hypercare approach or the finalised version? This issue was raised on the IPT call by BGE so maybe we will discuss this at the IPT call tomorrow.

C Leen replied that it will be the final hypercare approach.

L Sharpe reported that as discussed at the last IPT call, RMDS plans to share a draft version with Suppliers and then a final version is due to issued next week as well. By the end of next week, RMDS hopes to have the final hypercare approach agreed and issued out but there will be steps between then and now to get to an approach that everyone is happy with.

Comms Technically Feasible (CTF)

C Leen reported that as communicated in the v13.00.00 Cutover Approach via ReMCoDS, an MPRN level CTF file will be issued to MPs as part of cutover. A single file will be generated and issued to all MPs on 25th February 2021 via a dedicated Email Distribution list, once the Smart Meter Data Sync has completed and scheduled Meter Reading Orders have been issued for that day. MPs are reminded that they are requested to sign up to the Email Distribution list via RMDS in advance of Cutover commencing on Friday 12th February 2021 in order to receive the list of MPRN's. The sample CTF MPRN level file was shared with MPs on 11th November 2020. The CTF high level breakdown was shared on 11th December 2020. There are no plans to issue an updated CTF high level breakdown before the v13.00.00 release.

J Gregory reported that Suppliers need confirmation if there is a change in the CTF values. This has been requested already at the ILG, but it is worth having it here as an item. Suppliers need to get an aggregate view of the changes to the CTF values and this will also be useful for the Smart PAYG before cutover as well. Suppliers would like to see the movement between the CTFs for the previous six months which will inform a lot of their backend considerations.

C Leen replied that she will bring this back to the project for see how ESNB can share this information with Suppliers. Her understanding is that it is quite static and there isn't much movement in the short term.

Access Agreement

C Leen reported that the final version of the Access Agreement was issued to MPs on 21st October 2020, to be signed and returned to RMDS by 30th November 2020. The deadline has now passed, and there are still some Access Agreements outstanding. She asked those Suppliers to return the signed documents to RMDS as soon as possible. MPs are advised that the Access Agreement supersedes the existing Extranet Access Agreement. All MPs must return a signed copy of this agreement in order to access the RMP Extranet, SFTS and MPRN Enquiry Web Service.

9. Gemserv Update

Simon Fox-Mella gave the Gemserv update.

Refer to slides for details.

New Entrants

- 1 Self- Supplier to Small Supplier Requalification – completed Process and records review stage.
- 1 Self-Supplier to Small Supplier Requalification – in Planning Stage.
- 1 Small to Large Supplier Requalification – in Planning Stage.

V13.00.00 Release

- IPT is underway and will run from 11th January to 25th January 2021.
- Gemserv will issue the final Report to CRU by 3rd February 2021

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

L Sharpe provided the outage update.

Outages

- There is a planned outage for the Retail Central Market System on Sunday 17th January 2021 from 15:00 to 18:00 to facilitate essential Server Patching on SAP Pi (usual 3rd Sunday in the month). Notification of this was issued by RMDS yesterday.
- Full outage details are available, as usual, on the [RMDS Website Outages Page](#).

11. AOB

2 items were raised in AOB.

System Separation – location of TIBCO Hub

A O'Lachtnain asked if an action could be raised on what the technical or other reasons are for not moving the TIBCO Hub to an ESNB Site or another datacentre site in ROI.

A Keegan replied that he will take this action and revert on it.

A new action was logged: **Action 1044: System Separation/Location of ROI TIBCO Hub - ESNB to revert with the technical reasons for not locating the TIBCO Hub in ROI following system separation in October.**

Webforms

J Gregory added that with regard to Webforms which was mentioned at the ReMCoWG, there needs to be an understanding around system separation and the implication for Webforms. There are a large number of small players in the market that webforms underlines their operation and businesses in the market. We really need to understand exactly what is involved in the webforms upgrade or change in any way to webforms and whether there is going to be any testing required.

J Bracken replied that is a fair point. ESNB will certainly revert with that project plan in February and can workshop that to make it completely clear what's going to be delivered in the Project.

A O'Lachtnain added it's important to know what the quality approach is to ensure that the new product is exactly equivalent to the existing product and what assurance MPs have that it is exactly the same.

Next Conference call:

- IGG Conference Call Wednesday 3rd February 2021.

Next IGG:

- Wednesday 3rd March 2021 in Belfast (subject to change).

Retail Market Design Service

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