



NETWORKS

Industry Governance Group (IGG) Presentation

27 April 2021



1. ESBN Covid-19 Activities
2. Day/Night meters
3. IP Address Change
4. SFTS Update
5. Revenue Protection Workshop
6. NGNs Reminder

ESBN Covid-19 Activities

- ESBN is conducting activities as per the Covid-19 update issued on 12th April
- We continue to monitor Government guidance and we will update MPs on any changes to our activities via RMDS

Day/ Night Meters

- Like for Like meter exchanges are progressing

ESB IP Address change

- ESB will be moving to a new IP address range for all internet based communication on 5th May
- See communication from RMDS for further information.

Secure File Transfer Service Replacement

- Cutover 19th May
- Key dates from SFTS Market Plan
 - 23rd April MPs to confirm that the new SFTS login page can be viewed from their company network
 - 14th May Users to confirm successful logon to new SFTS
 - 18th May No file uploads after this date
 - 19th May Cutover to new SFTS

Revenue Protection Workshop

- Held 14th April
- Slides available on RMDS Confidential website
- Reminder for suppliers to send a RP point of contact to ESNB RP email address

NGNs Reminder

- ESBN Meter Reading and General Enquiries 1850 numbers were dead-ended last week
- Customers calling the 1850 number will hear a recorded message which will include the 1800 number
- To avoid customer confusion ESBN strongly encourages suppliers to update all relevant customer communication to display the appropriate 1800 number.
- All ESBN numbers are the same as current one except that the '1850' element has been replaced with '1800.'

V13.00.00 Retail Market Release (ROI) Update

- Hypercare Calls are in place between ESN and Market Participants
- A number of the **208MM** are being rejected due to invalid values populated in the Meter Category field.

Please be advised, Market Participants should either populate this field with the correct Meter Category value, eg RM005, or leave blank.

Where a value has been provided, e.g. DUMMY, this is validated, and as it is not a valid Meter Category value, the check fails.

This behaviour has not changed with the introduction of v13.00.00

Thank you