

IGG Meeting Minutes

Date:	27 th April 2021	Time & Location	13:30 Conference Call
Chair:	Lisa Fahy, CRU		
Attendees:	Name	Location	
	Lindsay Sharpe, Alice Mooney, Catherine Keane	RMDS	
	Niki Michael	CRU	
	John Bracken, Carl Murphy, Siobhan Melvin, Catherine Leen	ESBN	
	Jim Long	MRSO	
	Simon Fox-Mella	Gemserv	
	Daniel Michalowski	Glow Power	
	Andrew McKinnon	Flogas	
	Eoin McGurk	BGE	
	Aaron Currie	SSE	
	Cian Fitzgerald, Roisin McCann	Energia	
	Alan Reynolds	Panda Power	
	Donovan Sheridan	Prepaypower	
	Patricia Ventura, Jessica Gregory	Community Power	
	Mark Phelan, Aine Dorran	Electric Ireland	
	Patricia Ventura, Jessica Gregory	Iberdrola	
Megan Nolan	Naturgy		
Lesley Robinson	Bright		
Apologies:			
Version Number	2.0		
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
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1 – General
<p>L Fahy enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 3rd March 2021.</p> <p>Minutes Approved.</p>

2. Actions – Previous Conference Call & IGG
<p>L Sharpe provided the Action Item Update.</p> <p>1 IGG action was closed since the last IGG Meeting (not including this current IGG meeting).</p> <p>2 IGG actions have been carried forward.</p>

Action Items

1145	Brexit – MPs to review the supplementary measures on Brexit as laid out by the European Data Protection Board		
Update for IGG	<ul style="list-style-type: none"> ▪ L Sharpe reported that the European Data Protection Board has not come back with any ruling as of yet. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ Action to remain open. 		
Forum Logged: CC	Assigned to: MPs	Status: Action remains Open	Due Date: 26.05.2021

1146	Additional Slide in MRSO IGG Slide pack – MRSO to investigate if it can provide the numbers of MCC12/MCC16s being switched since Smart Services Go live		
Update for IGG	<ul style="list-style-type: none"> ▪ L Sharpe reported that there is an extra slide in the MRSO slide pack on the RMDS website. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ J Long presented slides on the numbers of MCC12/MCC16s being switched since Smart Service Go Live in the full set of MRSO slides on the RMDS website. ▪ Action deemed closed. 		
Forum Logged: IGG	Assigned to: MPs	Status: Action deemed Closed	Due Date: 27.04.2021

3. Actions – New IGG Actions
<p>No new actions were logged at the IGG.</p>

4. CRU Update

L Fahy gave the following CRU update:

- Smart PAYG Consultation paper – CRU is working towards publishing the Consultation on Smart PAYG this week. This will impact a number of MPs and will inform the development of DR/MCRs over the next few months.
- Smart Metering Deployment – Over 250,000 Smart meters have been deployed and widescale installation activity is going to recommence next week with the installation of indoor meters as well as outdoors which already started again in April.
- De-harmonisation – CRU gave approval for the Assurance Approach for System Separation a number of weeks ago. The project is progressing.

J Gregory asked if there is any update on Microgeneration.

L Fahy replied that she doesn't have any formal update on Microgeneration at this stage. CRU was at a Department working group on Monday afternoon. The update from that group is that the Commission is very much working towards publishing something on Microgeneration by the end of April. They haven't moved that timeline, so she expects certainty around Microgeneration to emerge in the next couple of days. In terms of the Microgeneration Working Group for the IGG, CRU will look to stand this back up as we move through May and we have more concrete information to go on, hopefully informed by the Department decision to come out.

J Gregory reported that it is key. It is now the end of April and the 1st July 2021 is when the tariff is constitutionally supposed to be available to consumers. Even though we don't have the decision, but it is going to be imminent, it might be worthwhile scheduling meetings. There are so many other meetings going on at the moment so perhaps we need to actually schedule them into peoples' calendars so that we have some sort of plan between now and 1st July and going forward beyond that.

L Fahy replied that is a fair point. She will take this away and talk to M Gallagher about getting something in the diary.

Moratoriums

L Fahy reported that at the IGG Conference Call, CRU had asked Suppliers to let it know what they were doing around moratoriums and if they were going to maintain a moratorium on an individual basis. CRU has received feedback from a few Suppliers which is really helpful. She thanked Suppliers for this.

To give MPs an indication where CRU is at in terms of the customer protection measures, it will be considering removing the moratorium over the next couple of weeks. Any decision around it will be made a number of weeks in advance of the moratorium being removed. On a number of occasions up until now, a decision was made at the end of a week and the moratorium was removed on the following Wednesday for example. What CRU plans to do this time is to make a decision, make it known to the market for a moratorium to be removed maybe two to three weeks later. CRU will be in touch with various Suppliers and stakeholder groups over the next couple of weeks on this. There will be a call on Suppliers to increase their communication with customers who are in significant levels of debt, and to contact Customers above and beyond the Supplier Handbook requirements. If Suppliers wish to discuss this in more detail, they should get in touch with L Fahy separately.

5. De-harmonisation Update

L Fahy reported that she had no further update on de-harmonisation.

(An update on system separation was given by NIE Networks at the ReMCoWG which preceded this forum).

6. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

Refer to slides for full details.

MCR1210 – Test Webservice

L Sharpe reported that this MCR was approved as a DR at the last IGG in March.

L Sharpe sought approval for the MCR.

MCR1210 approved.

DR1210 Cooling off Period for MCC Changes

L Sharpe reported that DR1212 was approved at the last IGG. This DR is still being impact assessed by ESBN. She doesn't have an update on this DR for this forum but hopes to have one soon.

Retail Market Prioritisation Process

L Sharpe reported that RMDS is proposing kicking off the Prioritisation exercise for the V14.00.00 Schema release in May. Workshops for the two Smart MCRs, Remote Energisation/De-energisation and MCC Exchange, kicked off this morning. Rather than waiting for these two MCRs to be approved, as we already know that they will make up the bulk of the v14.00.00 Schema release, she is proposing that a prioritisation exercise for the other Schema and Non-Schema MCRs that are already approved and are on the register waiting runs in parallel.

This will allow MCRs to be approved to go forward for prioritisation, to be put on hold or to be withdrawn. We will then be able to look at everything as a whole package. RMDS will issue an initial register of all of the Schema and Non-Schema MCRs to MPs. On the list there are a number of Non-Schema MCRs which we are hoping to deliver in advance of the v14.00.00 Schema release which is scheduled for December 2022. This will allow us to build a full picture of what is going to be happening over the next eighteen months, between now and December 2022. MPs will know what's on the radar and what resources are being asked to work on. We have Microgeneration, System Separation and the two main Smart MCRs, so this will look at what else is going to be on the work plan between now and the end of 2022. RMDS will issue the register of MCRs and will ask MPs to review and evaluate them from their own point of view. RMDS will then schedule an MCR workshop where MPs can go through all the existing MCRs, putting them either forward for approval for prioritisation, withdrawn or on hold.

It is currently a co-ordinated prioritisation process but as v14.00.00 will be taking place post system separation, RMDS will be doing a ROI only prioritisation exercise. NIE Networks know that MPs will be going ahead with a ROI only prioritisation exercise.

The Prioritisation Process is available on the RMDS Website: <https://rmdservice.com/governance-documents/>.

J Gregory stated that in relation to the timelines for prioritisation and the current MCRs that are in the pipeline, there are a couple of MCRs that have been approved or are pending approval that are purely documentary or are working practices. For example, DR1212 is something that we are facing now in the industry where we need a way to be able to manage errors that Suppliers are making around Customers moving to a new MCC. She doesn't really see that it's practical for some of these MCRs to wait until a full prioritisation exercise is completed and to align them to a roadmap for v14.00.00. The prioritisation exercise is going to be embedded into the v14.00.00 roadmap which doesn't really seem appropriate for Non-Schema documentation related changes. She requested that we are able to fast track some of them, especially DR1212 because it is a working practice.

L Sharpe replied that it is good point. MCRs that don't require any technical input or system changes can absolutely be fast tracked. The Non-Schema MCRs that do require resources and technical inputs, such as DR1210 Test Webservice, these are the ones that she is more thinking of making sure they are on a roadmap and we will know when they will be delivered. We hopefully won't have to wait until December 2022 for the Test Webservice and other MCR's that require technical resources but that are outside the Schema release for December 2022, we will need to get them on a roadmap and know when they will be delivered. DR1212 is a simple working practice and doesn't need to be held up by any technical workings or resources.

J Gregory said that the concern is that we don't even have DR1212 to approve today. The delay and the period of time it's taking for MCRs to move through business as usual is just not quick enough for changes taking place out there. We have to wait for another month before we get that DR to even an approved status and that may have missed the prioritisation window. It's just too slow.

L Sharpe replied that she's takes that on board, it's a fair point. She will take that away and look for MCRs that are just looking at working practices and introducing documentation changes. She will talk to various parties as to how we can fast track them.

V13.1 Minor Market Release

L Sharpe reported that RMDS is looking to do a minor market release (MMR) in the next couple of months, to update the following two Briefing Documents. These are two new Briefing Documents that were issued out as part of the v13.00.00 release.

- HH Validation Estimation and Substitution Summary Briefing Document.
- CTF Briefing Document.

During Hypercare, there have been a couple of updates or clarifications to both of the two briefing documents. RMDS will make sure that these clarifications are updated in the briefing documents. As soon as RMDS has them, it will issue them to the IGG list and will bring them to the next IGG for approval.

L Fahy asked if these are purely documentation updates or are there any technical changes.

L Sharpe replied that it is clarifications and updates and there are no technical changes. The HH

Validation Estimation and Substitution Summary Briefing Document update will cover scenarios where estimates won't be replaced by actuals and for the CTF Briefing Document there was discussion in hypercare around the 30-day proving period, so it is to give clarification around that.

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.

J Long reported that in relation to Action 1146 which was raised at the last IGG and closed today, he gave a brief update to MPs and advised that these figures will be included in the full MRSO set of slides going forward:

The figures to date for the new Smart MCCs which come in via the 010MM are as follows:

- The figure for April to date for MCC12 is 3,977 which was up to the end of last week.
- The figure for April to date for MCC16 is 144 which was up to the end of last week.

8. ESB Networks Update

S Melvin & C Leen gave the ESNB Update.

Refer to slides for full details.

ESBN Covid-19 Activities

S Melvin reported that ESNB is conducting activities as per the Covid-19 update issued on 12th April 2021. ESNB continues to monitor Government guidance and will update MPs on any changes to its activities via RMDS.

Day/Night Meters

S Melvin reported that Customer Letters are issuing for Like for Like meter exchanges and meter exchanges are progressing. She thanked those Suppliers who contacted ESNB and availed of the one to one sessions and found them useful.

A Dorran asked if there is going to be more engagement with Suppliers around the communication plan on

this matter.

S Melvin replied absolutely. There will be communications with Suppliers and communications with Customers in due course. The letters that have gone to Customers to date are in relation to like for like meter exchanges. A number of Suppliers have indicated that they would like some of their customers to move to Smart meters if possible. So, there will be further engagement with Suppliers in how we go about communicating with Customers in instances where the Supplier or the customer themselves wishes for a Smart meter to be installed.

IP Address Change

S Melvin reported that as communicated by RMDS on Friday, ESB will be moving to a new IP address range for all internet-based communication on 5th May 2021. She requested that Suppliers forward this information to the relevant personnel in their organisations if they need to take any action.

STFS Update

S Melvin reported that the market plan for SFTS was issued to Suppliers on 1st April and was reissued last Thursday. She outlined the key dates from the plan. MPs were asked if they could assess the new login page from within their own network by last Friday 23rd April. She thanked those MPs that have confirmed this back to ESBN via RMDS. There are still some MPs who have yet to send confirmation and asked that they revert on this as soon as possible to RMDS. RMDS has been issuing the new login credentials from yesterday. As soon as MPs receive them, between then and 14th May, MPs should try to log on and make sure that they can successfully log onto the new SFTS and confirm this back to RMDS. The 18th May will be the last day for files to be uploaded to the current SFTS. The Cutover for the new SFTS is on 19th May.

Revenue Protection Workshop

S Melvin reported that the Revenue Protection Workshop was held 14th April. She thanked those Suppliers whose representatives participated in the workshop. The slides are on the RMDS Confidential website. Suppliers are reminded to submit a Revenue Protection point of contact to the ESBN Revenue Protection email address. ESBN needs a name and phone number that it can contact for anything urgent.

NGNs Reminder

S Melvin reported that the ESBN Meter Reading and General Enquiries 1850 numbers were dead-ended last week. Customers calling the 1850 number will hear a recorded message to say that the number has changed and will provide the 1800 number instead. She thanked those Suppliers who have already changed the number on their customer communications to the new 1800 number. ESBN strongly encourages the remaining Suppliers to update all relevant customer communication to display the appropriate 1800 number. All ESBN numbers are the same as current ones except that the '1850' element has been replaced with '1800.'

L Fahy added that she echoes what S Melvin said around the NGN numbers. It would be great if Suppliers can make sure that the right number is being used.

S Melvin raised two additional items that were not included in the ESBN slides:

Friendly Credit Day

ESBN has been asked by Teresa Williamson to remind Suppliers that next Monday 3rd May is not a friendly credit day for PAYG Customers. ESBN is asking Suppliers to remind their Customers of this. ESBN is also asking Suppliers who offer both lifestyle and hardship PAYG to provide to ESBN an emergency contact number so that Suppliers can be contacted in the event of a PAYG customer losing supply and needing assistance from their Supplier. The number will only be used by on call supervisors in the National Contact Centre. This relates to an incident on Easter Monday 5th April whereby PAYG customers were unable to vend. They lost supply and were ringing the ESBN Emergency numbers. It would be useful to have contact details for Suppliers in that scenario.

L Fahy added that in relation to the request for PAYG contact details, it would be great to make sure that that contact information is available and that we can make sure that there is continuity of supply and any issues around it can be dealt with as quickly as possible for Customers.

Industrial Action

S Melvin reported that as MPs may have seen in the media, ESB Networks continues to manage issues associated with industrial action taken by a number of technicians last week. To date, there has been minimal impact to electricity customers.

V13.00.00 Smart

C Leen reported that Hypercare Calls continue between ESBN and MPs. ESBN is continuing with its hypercare mailbox and the management of that. A query that has come through the hypercare mailbox, in relation to the 208MM is as follows:

A number of the 208MM are being rejected due to invalid values populated in the Meter Category field. Just to note, MPs should either populate this field with the correct Meter Category value, e.g. RM005, or leave it blank. If it is populated, this is validated and consequently the Market Message is rejected. This behaviour has not changed with the introduction of v13.00.00 but just to call it out for education.

9. Gemserv Update

Simon Fox-Mella gave the Gemserv update.

Refer to slides for details.

New Entrants

- 1 Export Only Supplier to Small Supplier Requalification – approved by CRU.
- 1 Export Only Supplier to Small Supplier Requalification – prep for IPT stage.
- 1 Large Supplier entering New Market Segment – in BSA stage.
- 1 Self-Supplier to Large Supplier Requalification – in Planning Stage.
- 1 Small to Large Supplier Requalification – in Planning Stage.
- 1 Large Supplier Material Change – under review.

System Separation

- The Assurance Approach has been approved by CRU. Gemserv is currently moving to the PQ stage of self-assessment. PQs to be issued on 7th May 2021.

L Fahy added that the Lessons Learned Workshop for v13.00.00 Assurance Approach took place last Thursday. There was some very good discussion there and some really good feedback from Suppliers and MPs generally. When the report comes to CRU, CRU will be in touch with the market with regard to the next steps.

S Fox-Mella thanked MPs for attending the workshop. Gemserv will issue the minutes, slides and recordings to MPs this afternoon.

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

L Sharpe provided the outage update.

Outages

- There are no outages planned for April or May as of yet.
- Full outage details are available, as usual, on the [RMDS Website Outages Page](#).

11. AOB

2 items were raised in AOB.

Delay in Market Messages

D Sheridan reported that Prepaypower has been experiencing a delay in Market Messages coming from ESBN. It seems that the 300MM has been trickling through the day so Prepaypower is only getting other messages after 15:00 which is affecting retention and customer acquisition. He asked if other Suppliers are experiencing this delay as well. Can ESBN comment on this matter?

S Melvin replied that she will follow up on this matter internally and will get back to Prepaypower on it. ESBN hasn't heard of any other Suppliers experiencing delays. She asked if Prepaypower could provide ESBN with some examples of MPRNs in Market Messages that have been delayed.

D Sheridan said that he will provide examples of Market Messages affected to ESBN.

Forthcoming engagement by ESBN with industry on Customer Signals/monitoring.

S Melvin raised the following matter on behalf of Michael Sammin, ESBN Asset Manager Metering Assets on forthcoming engagement by ESBN with industry on Customer Signals/ monitoring. Michael was hoping to join the forum but given that this forum is an hour ahead of schedule, he is not on the call yet:

ESBN would like to remind MPs that there's an existing process for customers to request signals to be installed at their meters for energy management purposes. The process is available on the 'Existing Connections' section of the ESBN website under 'Alterations & Meter Works'. The document is named 'Revenue Meter Signals for Customer Energy Management System (EMS)'.

[https://www.esbnetworks.ie/existing-connection/alterations-meter-work/energy-management-system-\(ems\)--meter-signals](https://www.esbnetworks.ie/existing-connection/alterations-meter-work/energy-management-system-(ems)--meter-signals).

Over the past number of months ESBN has identified interference with meter seals and CT cabinets which is a safety concern to ESBN.

ESBN is planning to engage with industry over the next few months to understand monitoring requirements and 3rd party energy management requirements and ESNB would ask MPs to input and respond to the paper once it's published. It'll be published on the ESNB website.

Next Conference call:

- IGG Conference Call Wednesday 26th May 2021.

Next IGG:

- Wednesday 23rd June 2021 in Belfast (subject to change).

Retail Market Design Service

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