

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	26 <sup>th</sup> May 2021	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Lisa Fahy, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney	RMDS	
	Lisa Fahy, Meabh Gallagher, Niki Michael	CRU	
	John Bracken, Carl Murphy, Alan Keegan, Siobhan Melvin, Catherine Leen	ESBN	
	Simon Fox-Mella, Sarah Fuller	Gemserv	
	Jim Long	MRSO	
	Eoin McGurk	BGE	
	Cian Fitzgerald, Lauren Encott	Energia	
	Laura Cotter	Brookfield	
	Keith Donnelly	Naturgy	
	Patricia Ventura, Jessica Gregory	Community Power	
	Andrew McKinnon	Flogas	
	Patricia Ventura, Jessica Gregory	Iberdrola	
	Susan Whyte, Mark Phelan, Aine Dorran	Electric Ireland	
	Lesley Robinson	Bright	
Alan Reynolds	Panda Power		
Donovan Sheridan	Prepaypower		
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
1.	General
2.	Actions from Previous Call
3.	New Conference Call Actions
4.	CRU Update
5.	Retail Market Design Update
6.	MRSO Update
7.	ESBN Update
8.	De-harmonisation Update

9.	Gemserv Update
10.	Notice Board Planned Maintenance, Reminders from IGG, etc.
11.	AOB

### 1 – General

L Fahy requested approval of the previous IGG Minutes of 27<sup>th</sup> April 2021. Minutes v2.0 deemed approved.

### 2. Actions – Previous Conference Call & IGG

L Sharpe provided the Action Item Update:

- **1 – Carried forward Action from the last IGG.**

<b>1145</b>	<b>Brexit – MPs to review the supplementary measures on Brexit as laid out by the European Data Protection Board</b>		
<b>Update for CC</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that that the European Data Protection Board has not come back with any ruling as of yet.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ S Melvin reiterated the update that J Bracken gave at the ReMCoSG last week. ESNB met with the Data Protection Commission on 6<sup>th</sup> May 2021. ESNB outlined the systems which include data that travels between the EU and the UK. No flags were raised by the Data Protection Commission. The Data Protection Commission was complementary about the work that ESNB has done and was positive towards an adequacy statement coming out in the near future. ESNB is just waiting on that final adequacy decision.</li> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> MPs	<b>Status:</b> Action Remains Open	<b>Due Date:</b> 23.06.2021

### 3. Actions – New Conference Call Actions

No new Actions were logged at the Conference Call.

### 4. CRU Update

N Michael & L Fahy provided the CRU update.

#### Smart PAYG Paper

N Michael reported that the Smart PAYG Consultation is closing this Friday 28<sup>th</sup> May 2021.

#### Microgeneration

N Michael reported that an IGG Microgeneration Working Group Meeting took place on 17<sup>th</sup> May 2021. The DR is open for comment until next Monday 31<sup>st</sup> May 2021.

### Disconnections

N Michael reported that the moratorium on disconnections will be lifted on 1<sup>st</sup> June 2021. CRU would like to encourage Suppliers to engage with their Customers and provide reasonable options for disconnections.

L Fahy added that CRU is really encouraging Suppliers to engage with Customers. CRU is really getting this back in from Customer Adequacy Groups and knows that Suppliers are doing a lot for their Customers at the moment and operating in line with the Supplier Handbook.

### Smart Meters Deployment

L Fahy reported that just over 280,000 Smart Meters have been installed so far which is great.

## **5. Retail Market Design Update**

L Sharpe gave the Market Design Update.

### Prioritisation Exercise

L Sharpe reported that MPs received the list of open and approved Schema and Non-Schema MCRs that will be considered for prioritisation. A workshop is taking place next Wednesday 2<sup>nd</sup> June 2021 at 11:00 to prioritise the MCRs and move them forward. If MPs are planning to attend this workshop on behalf of their organisation, they should send an email to RMDS who will provide them with the Conference Call details.

### DR1212 – Cooling Off Period for MCC Changes

L Sharpe reported that this DR was brought forward for approval as a DR on the 31<sup>st</sup> March 2021. RMDS was due to bring it forward for approval as an MCR. It was being looked at by ESNB and CRU.

M Gallagher added that CRU is minded to reject DR1212. That's really stemming from the fact that the CRU position remains the same as was set out in the discussion around DR1200 back in September 2019. Then also subsequently in the clarification as part of the Policy Clarification Log in November 2020. Giving more context for that decision, if an MCC12 or MCC16 is applied to a Customer account as part of a CoLE or a Change of Customer Details scenario, it can't be reversed to MCC01 because it wasn't built as part of the design process. That issue was discussed during the original market Process Design Workshop back in 2014/2015. At that time, the project took the decision that reversal to MCC01 wouldn't be included in the design. CRU's understanding is that ESNB has considered a manual solution unfeasible and that an automated solution for those instances would require an extensive technical design and a long implementation window. It's important to say that this was only one of a number of factors that were taken into consideration. CRU is satisfied that Suppliers are able to offer a 24-hour flat rate tariff to Customers on a MCC16 meter configuration. In those circumstances, you can use MCC configuration as a useful bridge for those Customers in their transition to Time of Use, allowing them to see their consumption via registers even if they are on a flat 24-hour rate. Separately in terms of the Cooling off legislation, CRU views that the Cooling off legislation can be managed outside of the electricity market processes. As noted in the Policy Clarification Log, Suppliers can manage their own Cooling off periods by submitting the MM after the time has elapsed. CRU acknowledges that some Suppliers have raised issues around the introduction of a potential disjoint between Suppliers' cost base and revenue streams in offering a 24-hour tariff to MCC16 Customers. Back in the discussion on DR1200, the Retail and Smart Metering team discussed this with the Wholesale team in CRU and considered that these issues were not conclusive. CRU remains satisfied that Suppliers can offer a flat rate to Customers on a MCC16 configuration if they choose to do so. All of this is really informing CRU's position that it is minded to reject

DR1212 and will seek formal rejection at the next IGG.

J Gregory reported that the key thing to accept is that this is going to be rejected on the basis of regulatory position. Suppliers who don't offer 24-hour virtual tariff, there is an error in this move and Customers who insist on having it, Suppliers will be passing these Customers to CRU. If the Customer is not happy, there is nothing that can be done. As long as CRU is comfortable with that. Customers will be passed to CRU because there is no other mechanism to fix an error if what Suppliers are being told now and ESNB refuses a manual intervention.

M Gallagher replied that Suppliers can pass on any Customers that are objecting to this to CRU.

E McGurk added that a lot has been said about CRU's reasoning for this and BGE could have a long conversation about some of those where BGE would disagree with CRU. The question is more why ESNB thinks the manual workaround isn't practical. BGE doesn't think there will be large numbers of Customers with this working practice and the numbers would be low. It would cause problems for Suppliers if there was no way for this to happen in the market design. Holding off switching Customers until after the Cooling Off period doesn't really work for CoLE or CoCD. If Suppliers have to send these issues to CRU, then this is not a good Customer journey.

L Fahy reported that CRU has outlined the rationale very well. The position hasn't changed since 2019 and is still the same. The overarching objective of the programme is to get Customers onto Time of Use and there has already been a decision made about not allowing reversion. CRU is being consistent with that. She understands it's disappointing. CRU has flagged its minded to position and is unlikely to change its mind between now and the next IGG. If Suppliers feel that they would like to outline their concerns or pass their Customers onto CRU that is fine.

J Gregory stated that the key thing from her perspective is that this has been brought up a number of times because there is a gap and there is no mandate for Suppliers to offer a flat rate tariff and a lot of them don't. Unless there is a mandate to offer that in order to get around this issue, it's good to know that Suppliers are allowed and will be providing the information to Customers, and that Customers who have a problem with it can take it up with CRU. Is there anyone in particular or any Department in CRU to pass them on to, is it the Customer Care Team?

L Fahy replied that the Customer Care Team deal with complaints once they've come through Supplier processes, and they are escalated to the CRU Customer Affairs Team. If Suppliers want to make a representation in relation to the policy CRU is implementing here, they can certainly send them to Lisa directly. She doubts there are any Customer complaints live at the moment in relation to this issue.

J Gregory said there are. Suppliers have been waiting on it. There aren't complaints but there are concerns and a number of angry Customers. Suppliers will send these onto CRU until there is an alternative.

## 6. MRSO Update

J Long gave the MRSO update.

### Point of Clarification – MCC12/MCC16 Figures

J Long reported that he has a point of clarification which refers back to the MRSO slides that he presented at the last IGG, in particular around the figures he gave on Smart Data Services, the MCC12 and MCC16 figures.

The data he gave out was incorrect. He mistakenly assumed that the figures were for the months of March and April separately when in fact it was a rolling total that he gave out. Thanks to a couple of Suppliers who noticed the discrepancy in the numbers. He clarified this issue with RMDS and v2.0 of the IGG minutes were issued quickly to MPs.

Just for the record going forward, he will still continue to report these figures, but they will be a rolling total in the slides at the next IGG. For the record, the latest figures he has for MCC12 is 6,225 and for MCC16 is 280. That's the number MRSO received since the end of February. He is aware that some of this information may have been given out yesterday on the Supplier Hypercare call.

## 7. ESB Networks

S Melvin gave the ESBN update.

### Covid-19 Activities

ESBN is continuing its activities in line with the tracker which was issued in April.

### Day & Night Meters

ESBN is continuing to have one to one sessions with Suppliers. ESBN thanks Suppliers for their continuing engagement on this issue and is continuing with like for like meter exchanges. 2,500 letters have already issued to Customers with another 3,800 letters issuing in the coming days. So far, over 3,000 meter exchanges have been completed and there are another 2,400 calls due to schedule for exchanges. ESBN will continue to engage with Suppliers in relation to any adjustments that are necessary. Over the next while, the programme for like for like exchanges will continue for the CT and 3 Phase metered Customers and those registers that are stuck on Day. The priority is these Customers at the moment and that programme will continue on into Q3. ESBN will then start looking at exchanging the meters that are stuck on Night. ESBN will continue to keep the IGG updated on the progress of exchanges.

### SFTS

The Secure File Transfer replacement took place last Wednesday 19<sup>th</sup> May 2021. Thanks to Suppliers for their engagement on this. RMDS issued an email the same day reminding Suppliers that the Job Aid is available on the RMDS Website. The old SFTS site will be retired on the 8<sup>th</sup> June 2021. MPs will still be able to access files created before the cutover on 19<sup>th</sup> May 2021 on the old site up until 8<sup>th</sup> June 2021. If there are any files on the old site that Suppliers wish to have access to, they should go on before 8<sup>th</sup> June 2021 to download them because they will be deleted after 8<sup>th</sup> June 2021.

### NGNs

ESBN encourages the remaining MPs to update the ESBN 1850 number range to the 1800 number range. All numbers are the same except the 1850 number has changed to 1800.

### PAYG Friendly Credit

ESBN wishes to remind Suppliers that the Bank Holiday on Monday 7<sup>th</sup> June 2021 is not a friendly Credit day. ESBN is requesting that Suppliers remind their Customers of this. ESBN wants to thank those Suppliers who have provided it with contact details which it requested at the last IGG. ESBN encourages the remaining Suppliers to provide ESBN with contact details, and those Suppliers that are offering hardship and lifestyle PAYG, particularly where their call centres are closed or are only open for short hours on Bank holidays. It is important that ESBN has someone to contact. Only the Supervisors in the National Contact Centre will use the contact details if Customers can't vend and ESBN would need to get in contact with someone to get them back in supply.

### 8. De-harmonisation Update

L Fahy gave an update on De-harmonisation.

CRU had given an update at the last IGG that it had approved the Assurance Approach that it had been asked to approve.

L Sharpe added that the PQs are with MPs at the moment and the deadline to send them back to RMDS is this Friday 28<sup>th</sup> May 2021

### 9. Gemserv Update

S Fox-Mella reported there is no Gemserv update.

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

L Sharpe reported that there are no outages planned at this stage. RMDS will let MPs know as soon as it receives notification of any.

### 11. AOB

No AOB was recorded.

#### Next Meetings:

- IGG 23<sup>rd</sup> June 2021 (is due to take place in Belfast) – this meeting will be a Conference Call. Details will issue in due course.

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