



NETWORKS

Industry Governance Group (IGG) Presentation

25 August 2021



IGG Presentation



1. ESB Networks Covid-19 Activities
2. NGN Reminder
3. Upcoming RMS Survey
4. Day/Night meters
5. DUoS Security Cover

ESB Networks Covid-19 Activities

- ESNB is conducting activities as per the Covid-19 update issued in April

NGNs Reminder

- The primary numbers for ESNB are now the 1800 numbers.
- A reminder to remaining market participants to update the ESNB 1850 number range to the equivalent 1800 number. This includes the emergency number.
- All ESNB numbers are the same as current one except that the '1850' element has been replaced with '1800.'

Upcoming RMS Survey



Retail Market Services (RMS) aims to provide a high quality service to Market Participants (MPs) in accordance with DSO Licence Conditions which supports a high quality service to end customers.

RMS has engaged a third party service provider to conduct a survey on its behalf, the feedback of which will help RMS identify what works well and what may require improvement.

RMS will shortly be engaging with Market Participants to obtain appropriate points of contact within their organisations.

Day Night Meter Update



Original Project (Q4 2020) identified 12.5k Meters/Time Switch stopped on day or night register. Root Cause showed issue to be age related and the need to replace equipment. Work largely paused from January 2021 to April 2021 for pandemic. At August 2021, there are less than 8k calls outstanding and all customers have been advised.

Following the resumption of meter reading on 12th April, a review was undertaken for time clock accuracy on all Day Night Meters installed. 9k further calls have been identified for scheduling. All of these customers will be advised by early September. In advance of this communication, suppliers will be advised of their customers impacted.

The work program to be completed is now 17k metering calls (4% of total 380k D/N population or 0.7% of all Meters). ESBN continue to resolve these issues as appropriate (with Like for Like replacements) and will utilise the Smart Metering Program to replace the balance (plus all other Day Night Meters). This program will commence in January 2022 as per CRU Smart Phase 2 Scope Information Paper.

ESBN wishes to thank Suppliers for their understanding and patience on this matter.

DUoS Security Cover Options

DUoS Agreement Section 7 *Security Cover* obliges suppliers to provide a minimum of 2 months Use of System charges as security cover.

The security cover can be met by one of several means as set out in section 7.2 *Means of Meeting the Security Requirements*.

Following a recent review ESB Networks may now accept, at its sole discretion, an **On-Demand** Bond or a similar collateral instrument such as an **On-Demand** Surety Bond. While these instruments are not prescribed in name under the DUoS Agreement, they are deemed to be encompassed within it under section 7.2.4 *Other Guarantee*.

The acceptance of any such instrument is still subject to approval by ESB Networks.

A key determinant is the assurance of an '**On-Demand**' status attaching whereby these collateral instruments can be called upon immediately with full payment being made to ESB Networks DAC without delay or conditions attaching.

V13.00.00 Retail Market Release (ROI) Update

Smart v13.00.00



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- Hypercare has now completed for Smart v13.00.00
 - All queries going forward should be directed to the relevant mailboxes outlined in the [Smart v13.00.00 Hypercare - External Transition – Market Participant BAU Contacts](#) presentation on the RMDS website.

Thank you