

# IGG Meeting Minutes

<b>Date:</b>	3 <sup>rd</sup> November 2021	<b>Time &amp; Location</b>	10:30 Conference Call
<b>Chair:</b>	Dylan Ashe, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney, Catherine Keane, Oonagh Delaney, Patrick Moran	RMDS	
	Brid O'Donovan	CRU	
	Carl Murphy, Siobhan Melvin, Alan Keegan, Emer Corcoran, Donal O'Connor, Sinead O'Hagan, Carmel O'Connor, Kevin O'Connor	ESBN	
	Jim Long	MRSO	
	Sarah Fuller, Simon Fox-Mella	Gemserv	
	Daniel Michalowski	Glow Power	
	Andrew McKinnon	Flogas	
	Eoin McGurk, Mark Speers	BGE	
	Aaron Currie, Amanda Mooney	SSE	
	Dan Twomey	Waterpower	
	Ian Grant, Alan Reynolds	Panda Power	
	Donovan Sheridan	Prepaypower	
	Imelda McCoy, Caoimhe McWeeney	Energia	
	Megan Nolan	Naturgy	
	Jessica Gregory, Patricia Ventura	Community Power	
	Aine Dorrán, Susan Whyte, Mark Phelan	Electric Ireland	
	Aidan Byrne	Iberdrola	
	Lesley Robinson	Bright	
<b>Apologies:</b>			
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
1.	General
2.	Actions from Previous IGGs/Conference Calls
3.	New IGG Actions
4.	CRU Update
5.	Retail Market Design Update
6.	MRSO Update
7.	ESBN Update
8.	Gemserv Update
9.	Notice Board Planned Maintenance, Reminders from IGG, etc.

<b>10.</b>	AOB
------------	-----

<b>1 – General</b>
<p>D Ashe enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 29<sup>th</sup> September 2021.</p> <p><b>Minutes Approved.</b></p>

<b>2. Actions – Previous Conference Call &amp; IGG</b>
<p>L Sharpe provided the Action Item Update.</p> <p>1 IGG action has been carried forward.</p>

<b>Action Items</b>
---------------------

<b>1147</b>	<b>Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market</b>		
<b>Update for IGG</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that she doesn't have much of update on this action at the moment. She has been discussing this action with CRU and it is going to take a little bit longer to come back with an update on this.</li> </ul>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged: IGG</b>	<b>Assigned to:</b> RMDS	<b>Status:</b> Action remains <b>Open</b>	<b>Due Date:</b> 01.12.2021

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

<b>4. CRU Update</b>
<p>D Ashe gave the CRU Update.</p> <ul style="list-style-type: none"> <li>• Supplier Handbook Consultation Paper for 2021 – was issued on 15<sup>th</sup> October 2021 and will close next week on Friday 12<sup>th</sup> November 2021.</li> <li>• Renumeration of Renewable Self-Consumers for exporting electricity – the Clean Export Guarantee Consultation Paper closed on 29<sup>th</sup> October 2021.</li> <li>• Gemserv held a Smart Metering Data Code Access Workshop on 16<sup>th</sup> October 2021. Work is progressing towards a consultation on this.</li> </ul>

J Gregory asked about the Supplier Handbook Consultation which is closing next week. Is there any scope for extending that date? Especially as Suppliers are waiting for some further clarifications from CRU on the policy and the Supplier Handbook obviously relates to the policy. Her concern is the value of providing a response when there are still outstanding questions around the policy which might be counterproductive.

B O'Donovan replied that it's the first time anyone has asked for an extension on this consultation. CRU can extend the date if people think it is needed. She appreciates that there are issues and clarifications outstanding on the policy that CRU is trying to work its way through. She thinks it's a fair point and CRU can give J Gregory more time on it. She asked Jessica to send a note in to CRU regarding this.

J Gregory said thanks. She will send something to CRU.

## 5. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

### V14.00.00 Outstanding Deliverables

L Sharpe reported that these slides have just been added into the slide pack on the RMDS website in the last few minutes. These slides give an overview of the next steps for two of the outstanding deliverables for the V14.00.00 package, MCC02 Exchanges and Smart PAYG:

**Refer to slides for full details.**

#### MCC02 Exchanges

L Sharpe reported that DR1215 was issued on 6<sup>th</sup> September 2021 followed by DR1217 on 12<sup>th</sup> October 2021. An Extraordinary IGG was held on 26<sup>th</sup> October 2021, where both DR1215 & DR1217 were presented. ESNB's approach to DR1215 was also presented.

At the Extraordinary IGG, L Sharpe took away next steps to speak to CRU to look for a way for MPs to present on their impacts of DR1217. The proposed next steps are as follows:

RMDS will issue an email to MPs this afternoon with a call to submit any additional impact assessments for DR1217. RMDS has already received three or four initial impact assessments for DR1217, and MPs can submit any additional impact assessments if they wish. There will also be an opportunity for MPs to present their impact assessment at a second Extraordinary IGG on 17<sup>th</sup> November 2021.

The deadline for submitting any additional impact assessments and requests to present to RMDS is this day week 10<sup>th</sup> November 2021. Hopefully after the Extraordinary IGG takes place on 17<sup>th</sup> November 2021, CRU will then have enough information to take away to look at both DR1215 and DR1217 and come back to the market with a decision on how to proceed.

S Whyte asked if the Extraordinary IGG on 17<sup>th</sup> November will be a good meeting to have the DR which Suppliers have been asked to put together or will they be addressed at the IGG in December.

L Sharpe replied that the timings for the Smart PAYG will be covered in the next section. RMDS has a request to extend the time for the Smart PAYG so at the moment the timings don't align. If people think that they would be ready by 17<sup>th</sup> November, then RMDS can hold one Extraordinary IGG.

## Smart PAYG

### **Refer to slides for details.**

L Sharpe reported that the Smart PAYG policy was issued on 15<sup>th</sup> September 2021. De-energisation/Re-energisation workshops were held throughout the last six or seven months which culminated in DR1216. DR1216 was issued out on 27<sup>th</sup> September 2021. RMDS issued an email to MPs on 22<sup>nd</sup> October 2021 with a call out to submit additional DRs for Smart PAYG. There was a tight timeline with RMDS looking for have those DRs in by the end of this week. L Sharpe reported that she has spoken to a number of MPs and proposes extending the deadline for submitting DRs to RMDS to 3<sup>rd</sup> December 2021. RMDS will review the DRs and issue them out for impact assessment on 10<sup>th</sup> December 2021. MPs will be requested to submit their full impact assessments by 19<sup>th</sup> January 2022.

L Sharpe added that RMDS has pushed the timeline out while trying to keep things moving as she is conscious that there is still a fair bit of work to do on Smart PAYG. Those timelines can be made shorter if necessary as they are not set in stone.

E McGurk stated that its about the length of time between the DRs being issued on 10<sup>th</sup> and needing full impact assessments by 19<sup>th</sup> January. We can see how that goes but this probably won't be doable for Suppliers. It will depend on what's in the DRs.

L Sharpe replied that she's very conscious that we don't know what's in the DRs and how many there will be and how much time it will take. It's more to say that it probably won't be this side of Christmas and will realistically be sometime in January.

J Gregory said that it's good to see something down on how this could work. The main concern is how this is going to be coordinated for industry. Historically the NSMP has always coordinated DR1216 and all the workshops around it, the engagement and having everyone in the same room. The amount of design and change that is potentially going to be proposed whether a single DR or a number of them, could be quite considerable. Is RMDS going to be co-ordinating this now, the workshops, just like was done for DR1216 over the last seven months?

L Sharpe replied that the initial email on behalf of CRU was a call to ask MPs on what the best way they feel is to go forward. One option is to work in the same way as DR1215, which was raised on behalf of three MPs, who saw that there was a gap or an issue and worked together to raise a DR. Whether MPs feel that they could work like that, or work in large or smaller groups, she is not sure how MPs feel. That's why the initial call was put out to MPs on behalf of CRU, as CRU and RMDS are very aware that there are gaps and things that need to be delivered for Smart PAYG that aren't included in DR1216. The best way forward is to get them raised as DRs so that they are on the table and can be looked at. Whether that's through individual DRs being raised or if people have different opinions or suggestions on the best way forward for that, RMDS and CRU is open to suggestions. There is nothing planned at the moment. The ask is on MPs to look at this and either come back with a DR or other suggestions if that's not possible.

J Gregory stated that she has a concern about this as we need to understand the governance structure. All of this is in the clarification log. The concern now is for the next year or eighteen months, what is the governance arrangements? Is RMDS and the NSMP going to be delivering on the reality of the policy Smart PAYG from September 2023? Who is governing this? The way that these projects would typically have run is that they would all have fallen under NSMP Phase 1 and all of the design that was delivered as part of that would have been within that remit. This is now different. It's really important that Suppliers get clarity on how this DR is going to be coordinated within the remit of the Smart PAYG policy and NSMP Phase 2. Suppliers are all putting resources in to deliver and paying huge costs and how is this going to work between now and September 2023. The DRs could be produced but how will they work together and dovetail with DR1216? We need guidance here from CRU on how this is expected to work.

B O'Donovan replied that at the moment we're trying to find our way out of a situation where there is a very clear and fundamental difference of opinion being ESNB Smart and Suppliers in terms of what the market changes are that are required to deliver for Phase 2 of the Smart Metering Programme. RMDS is presenting a roadmap to try to get through the initial problem that we have at the moment. There's a fundamental difference between what one side thinks needs to be delivered and the other. The DRs will

be dealt with in the normal process, and we have to respect the IGG process. CRU will listen to Suppliers' concerns, talk to ESNB Smart, and will do all the things that it ordinarily does. We have a problem today, that we are trying to fix today to try and help us with tomorrow.

J Gregory replied that it doesn't. We've had a year of issues precisely because this matter has been kicked down the road. The amount of involvement, the amount of work and commitment that Suppliers have to make to deliver this enormous piece of change to their systems and that ESNB has to deliver, Suppliers need clarity on how this project is working. It's not realistic to think that we can just rely on some unprecedented Suppliers creating DRs in order to try and get out of a little corner that we're in now. It's been the corner for the last twelve months at this stage as to how this is going to be governed. It's the scope of Phase 2 is who is responsible ultimately for the PM and the SI of it? The sentiment that she is hearing offline is that this is a major issue for suppliers.

E McGurk added that from a BGE perspective, he shares some of the concerns that J Gregory has raised, on how Phase 2 is progressing and clearer governance structures around it. It would help elevate BGE's concerns and would help to deliver something that works for Suppliers, ESNB and Customers in the end. BGE is concerned that things are moving too slowly at the moment to achieve that.

B O'Donovan replied that's a fair comment. She gets that things are moving slowly at the moment, but they are moving at the pace that they need to move at and that we respect the process that we are in. She is not sure how CRU can accelerate what we're trying to do at the moment. We are in an unusual territory as we have disagreement on both sides of the fence here in terms of what actually needs to be delivered. What we're trying to do at the moment is to find our way through that storm so that we actually get to the next part and move on with delivering Phase 2. If there is something different on the governance structures, CRU can talk about them separately as she doesn't think they are for today.

J Gregory added that we definitely need to talk about governance structures. Suppliers have been raising this for a long time and how this project is actually going to be delivered. She is more that happy to talk about it offline as well to try to find a way that this project can be properly governed/managed or delivered so that we can actually provide a solution in September 2023 that provides Smart PAYG for the Irish industry. At the moment, we are delivering with DR1216, a tiny portion of that and it does not deliver Smart PAYG. We need to find a way as to how the industry plans on delivering this. If that means half of it being delivered by NMSP and half co-ordinated by RMDS so be it, but we need to be clear on what that looks like.

B O'Donovan replied that's why CRU put out the call to Suppliers to raised DRs, if they think there's something beyond DR1216 that they think needs to be delivered.

J Gregory stated that Suppliers have been saying for the last year that this stuff needs to be delivered. Now we've delayed the project by seven months by starting again now to look at what we've been saying needs to be included in the remit seven months ago.

B O'Donovan replied that the policy wasn't actually published until 15<sup>th</sup> September 2021. Regardless of conversations that were had before that, we can now deal with what we can deal with today. There's no point in us talking about what happened in the last year. The bottom line is that the policy went out on 15<sup>th</sup> September and we're dealing with it now on 3<sup>rd</sup> November, only six weeks later. She completely gets that there's frustration in the market and that she doesn't know all of the history that is here. We are trying to deal with the situation as best as it possibly can right now. If people want to talk to her separately about governance or think that there's something that CRU is missing here, they should let her know. CRU is trying its best to get through this particular issue which is delivering a Smart PAYG solution as part of Phase 2.

E Corcoran reported that from the ESNB Smart Project side of the house, by pushing out the submission date for the DRs for Suppliers, by extending this it will have an overall impact on the whole programme timeline. At moment we are working towards September 2023 and the more we push this out, there will be overall impact on the programme.

C Murphy reported that we are where we are unfortunately, at this position. From an ESNB perspective, ESNB has produced DRs and MCRs that it sees are appropriate. We've been through the prioritisation process and proposed some package options as part of prioritisation. ESNB understands that there is

disagreement in the market between ESNB and Suppliers. ESNB supports the actions that CRU and RMDS has taken to outline a way forward to come to some sort of agreement on what the package will be that we will eventually deliver for v14.00.00. ESNB thinks it's a good framework to help us through this challenging time. There are some dates in here that ESNB doesn't necessarily agree with but will feed this back to CRU but overall, it's a path forward.

### **DR/MCR Dashboard**

L Sharpe reported that the DR/MCR dashboard was an undertaking that RMDS gave to an MP when looking at the Governance guidelines. Going forward at the IGG RMDS will present an overview of all DRs and MCRs that haven't yet been implemented.

**Refer to slides for full details.**

### **Re-versioned MCR1210 – Test Webservice**

L Sharpe reported that this MCR was discussed at the Test Webservice Workshop recently on 13<sup>th</sup> October 2021. The main discussion was about the availability of the Test Webservice. Following the workshop, ESNB updated the MCR to make the Test Webservice available on an ongoing basis for an initial six-month trial which will be reviewed afterwards.

L Sharpe sought approval for the re-versioned MCR.

MPs thanked ESNB for coming up with the solution.

Attendees agreed to approve MCR1210.

**MCR1210 approved.**

### **Re-versioned MCR1209 – Annual Consumption for HH Sites**

L Sharpe reported that this MCR was recently updated with a minor clarification. ESNB has added in that the interim solution will be retired once the enduring solution is implemented.

L Sharpe sought approval for the re-versioned MCR.

Attendees agreed to approve the MCR.

J Gregory requested that this MCR is linked to the delivery of NSMP Phase 2.

L Sharpe replied that this request was noted at the prioritisation workshop, that will be added into the Smart PAYG deliverables.

**MCR1209 approved.**

### **Re-versioned MCR1193 – Tibco Reconciliation file to include list of TxRefNums**

L Sharpe reported that following the last re-versioning of this MCR, an MP came back with a suggestion

that rather than amending the 602MM, that a new 603MM be introduced. ESBN took this way, looked at this and also spoke to the original requestor SSE. SSE is happy to go with that proposed solution. ESBN has updated the MCR to that effect.

L Sharpe sought approval for the re-versioned MCR.

**MCR1193 approved.**

### **DR1216 – Smart Metering Remote Operations**

L Sharpe reported that there are other Smart PAYG DRs coming.

L Sharpe sought approval for the DR.

E McGurk reported that BGE would not be happy to see this DR approved today. With the additional DRs that are coming along to supplement this, MPs needs to see all DRs.

S Whyte added that Electric Ireland feels the same way. Community Power, Prepaypower and Energia supported the view not to approve the DR.

**DR1216 not approved.**

### **DR1218 – MCC Implementation for 3-phase and CT DG5 customers G5 customers**

L Sharpe sought approval for the DR.

S Whyte reported that Electric Ireland isn't happy to approve to the DR on the basis that what happens with the MCC02 exchanges will have a bearing on this. It's very difficult for Suppliers to deliver the DR in its current format.

J Gregory added that there needs to be more detail in the DR on the impacts of all the process changes that are necessary to effectively deliver the same tariff changes for these two compared to all others for Phase 1.

Energia, Community Power, BGE all agreed with the view to not approve the DR.

E McGurk added that BGE submitted an initial impact assessment on this DR which was circulated yesterday. BGE has a lot of questions and clarifications on this DR and asked when ESBN will be able to provide answers to those queries, preferably in an industry log because he imagines that other MPs would share those questions.

E Corcoran replied that she doesn't have a timeline for a response at the moment, but she will take this away and get back to BGE. If MPs have any design related queries about this DR or DR1216, ESBN Smart is open to those so MPs can send them in.

**DR1218 not approved.**

### **CCR017 – New RM Code**

L Sharpe reported that this Code Change Request is for a new RM Code for a new Smart Meter type

which will start to be deployed in April 2022.

L Sharpe sought approval for the CCR.

E McGurk reported that BGE is happy to approve the CCR but still has some outstanding questions on the CCR. BGE sent its questions to RMDS, which were also raised at Smart Workshops and is still waiting for answers to those questions. As a note to ESNB, these code changes in the past might not have had much impact on Suppliers, but now in the Smart world they do. This is something to keep in mind moving forward.

C Murphy asked what impacts to these Code changes have?

J Gregory reported that because RM106 was designated for Smart Metering, it's often been used as a code to distinguish a Smart process versus a non-Smart Process. From a consumer point of view, ESNB has produced some really good comms and videos on how to read Smart Meters, so there's a need to understand what this new Smart Meter is. Is it going to be read in the same way? From a consumer point of view, what is the implication for this new meter for industry? As it is so significant in terms of the Smart rollout, it's more that in the code change request, historically it wouldn't have really had an impact to the consumer of the processing in the backend of systems. Since Smart, that caveat in the CCR needs to be taken out because CCRs when it comes to Smart, do have significant impacts, potentially on backend systems if they are Smart. She sent this matter in an email to RMDS. She's sure that RMDS will forward the email onto ESNB for information.

C Murphy reported that the introduction of meters is something that ESNB has done and will continue to do into the future. ESNB expects Suppliers' continuing support and that there wouldn't be any hold up when it introduces new RM codes. There is an acceptance that meters are going to come in and ESNB will endeavour to provide as much notice as possible and will flag what type the meter is.

E Corcoran added that, to address some questions raised around the customer side of things, ESNB's Comms & Engagement team is currently working on putting together a package similar to what was done for RM106. This will be communicated through the Comms & Engagement Working Group so there should be something early next year on this.

Attendees were happy to approve the CCR.

**CCR017 approved.**

#### Assurance Contract

L Sharpe reported that the current assurance contract is up for renewal in Q2 2022 so RMDS will be going out to tender shortly for a new assurance contract.

#### Forum Dates 2022

L Sharpe reported that the forum dates for 2022 are now available on the RMDS Calendar. The dates will also be available on the Guidance page on the RMDS Website in December <https://rmdservice.com/guidance-documents/>. RMDS hasn't made a decision on in-person versus virtual meetings for next year as of yet.

E McGurk requested that RMDS lets Suppliers know if the first IGG Meeting on 12<sup>th</sup> January 2022 will be an in-person meeting.

L Sharpe replied that we can take it for now that the first IGG on 12<sup>th</sup> January will be a virtual meeting. If this changes, RMDS will let MPs know.

S Melvin asked if the IGG meetings will now all start at 10:30 since we are not altering with NI?

L Sharpe replied that RMDS has suggested that IGG meetings will take place at 10:30. If Suppliers have any other preferences for a different time, they can let RMDS know, as we have more flexibility now as we don't have to alternate with the CDA.

C McWeeney asked if L Sharpe could send her the invite for the Microgeneration meeting taking place tomorrow.

L Sharpe agreed to do this.

A Dorran asked if DR1213 has issued yet.

L Sharpe replied that the Microgeneration Workshop is taking place tomorrow to discuss DR1213. RMDS hasn't received the updated DR yet.

## 6. 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.

## 7. ESB Networks Update

S Melvin gave the ESNB Update.

**Refer to slides** for full details.

### RMS Survey

S Melvin reported that RMS would like to thank the MPs who have already completed the RMS survey. ESNB encourages remaining MPs to complete the survey as the results will help it to see what it's doing well and what it may need to improve regarding the service ESNB provides.

RMS will consider the responses and will engage with IGG in due course in relation to any areas of improvement identified.

### Day/Night Meters

S Melvin reported that ESBN is continuing with like for like meter exchanges. Out of the 12,500 exchanges, around 5,000 are still remaining.

### Storm Season

S Melvin reported that as we enter storm season, it is essential that ESBN has up to date contact information for customers.

This is particularly important for vulnerable customers during storm season. ESBN asks MPs to inform it of any updates to customer contact information via the 013MM.

ESBN PowerCheck.ie can be used by customers and Suppliers to obtain up to date information on outages.

### 2022 Standard Load Profiles

S Melvin reported that the reference period for Standard Load Profile development is usually the three years up until commencement of profile development.

For the 2022 Standard Load Profile development ESBN has used data up until February 2020.

ESBN, in consultation with industry specialists, has excluded the period post February 2020 from the 2022 Standard Load profile development process.

Consumption patterns analysed post February 2020 are not in line with previous consumption patterns and for the most part are expected to be non-representative of estimated usage profiles for 2022.

ESBN will review the relevance of the reference period post February 2020 and may include this period for future years profile development.

ESBN understands that the Standard Profiles will be issue shortly.

E McGurk stated that as ESBN has excluded the period post February 2020, he is curious how it will work going forward in the future because we're probably not going to return to 2019 consumption levels depending on how working from home pans out.

S Melvin replied that's where the three-year period view comes in. A more detailed update is going to be provided when the profiles are published. She will mention this to PDS and get them to address it in the note that they issue on the load profiles. If MPs have any questions on the load profiles, send them to ESBN via RMDS and ESBN will send them onto PDS.

## **8. Gemserv Update**

S Fox-Mella gave the Gemserv update.

S Fox-Mella reported that Gemserv is giving a different approach to its update at the IGG this month. Gemserv doesn't have anything on the books at the moment in terms of requalifications or new entrants to

report and felt that it is a good opportunity to remind Suppliers about material changes, i.e., any changes to their internal systems or processes.

Material Change Definitions and Requirements

**Refer to slides for details.**

MPs will mostly be familiar with changes to databases, migrations to systems and changes from a fiscal server to a cloud. Also included are new Service Providers alongside application upgrades, transfer and subsequent sale of business that results in changes to systems, processes or staff and a change to an IP address.

MPs should inform RMDS of any changes they intend to make to their market facing processes, systems and any significant changes to staff/service providers, along with timescales etc.

RMDS and Gemserv will discuss this and assess whether these will constitute a material change and any level of assurance required. Sometimes there are no material changes required as it is low risk. Where a material change is required, a full Re-Qualification Process of three to four months isn't always necessary. In terms of an IP address change Atos require three weeks to do the changes and Gemserv requires an initial week to assess that.

**9. Notice Board: Planned Maintenance, Reminders from IGG etc.**

L Sharpe provided the outage update.

Outages

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

**10. AOB**

No items were raised in AOB.

**Next Conference call:**

- IGG Conference Call Wednesday 1<sup>st</sup> December 2021.

**Next IGG:**

- Wednesday 12<sup>th</sup> January 2022 in Dublin (subject to change).

**Retail Market Design Service**

39, Merrion Square East, Dublin D02 NP96. T +353-1-669 2410; [info@rmdservice.com](mailto:info@rmdservice.com); [www.rmdservice.com](http://www.rmdservice.com)