

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	1 <sup>st</sup> December 2021	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Brid O'Donovan, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney, Oonagh Delaney, Catherine Keane, Patrick Moran	RMDS	
	Carl Murphy, Siobhan Melvin, Emer Corcoran, Ken Murray, Carmel O'Connor, Catherine Leen, Rachel Hassett, Sinead O'Hagan	ESBN	
	Sarah Fuller, Simon Fox-Mella	Gemserv	
	Jim Long	MRSO	
	Daniel Michalowski	Glow Power	
	Eoin McGurk	BGE	
	Cian Fitzgerald, Imelda McCoy, Lauren Scott	Energia	
	Andrew McKinnon	Flogas	
	Patricia Ventura	Community Power	
	Lesley Robinson	Bright	
	Aidan Byrne	Iberdrola	
	Mark Phelan, Susan Whyte	Electric Ireland	
	Antoin O'Lachtnain	Pinergy	
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

B O'Donovan requested approval of the previous IGG Minutes of 3<sup>rd</sup> November 2021. Minutes v1.0 deemed approved.

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

L Sharpe provided the Action Item Update:

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

<b>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 CC</b>	<ul style="list-style-type: none"> <li>▪ L Sharpe reported that RMDS has been working with CRU on reviewing the criteria for a small Supplier. She hopes to come back to this group with an update at the next IGG.</li> </ul>		
<b>Discussion at CC</b>	<ul style="list-style-type: none"> <li>▪ Action to remain open.</li> </ul>		
<b>Forum Logged:</b> IGG	<b>Assigned to:</b> RMDS	<b>Status:</b> Action Remains Open	<b>Due Date:</b> 12.01.2022

### 3. Actions – New Conference Call Actions

1 new Action was logged at the Conference Call.

<b>1148</b>	<b>PAYG Metering – Suppliers to provide emergency contact details to ESNB via RMDS to use over the Christmas and New Year period.</b>		
<b>Discussion at IGG</b>	<ul style="list-style-type: none"> <li>▪ See Section 7 ESNB Update for details.</li> </ul>		
<b>Forum Logged:</b> CC	<b>Assigned to:</b> Suppliers	<b>Status:</b> NEW Action	<b>Due Date:</b> 17.12.2021

### 4. CRU Update

B O'Donovan provided the CRU update.

[Supplier Handbook](#)

The Supplier Handbook is currently out for consultation. It was due to close a number of weeks ago, but CRU has extended the consultation until next Friday 10<sup>th</sup> December 2021. CRU doesn't expect to publish its decision on it this side of Christmas but hopes to publish it in January.

#### Microgeneration

Microgeneration was at the Commission yesterday and the plan is for CRU to get its decision out on this by Friday 3<sup>rd</sup> December 2021, most likely today or tomorrow.

#### Smart Meter Data Access Codes

Work is progressing on the Smart Meter Data Access Code. CRU is waiting on the legislation from DECC to be a bit more firm before going out to consultation. It is not clear if this is going to be issued out this side Christmas. CRU hopes to get an update on this at the SSG tomorrow.

#### Day/Night Exchanges for the Smart Meter – MCC02 Issue

CRU issued its decision on this earlier today. CRU will work with RMDS on DR1215 to get it updated to be issued out to MPs for impact assessment by January.

C O'Connor asked if the updated DR will be issued in January?

B O'Donovan replied that the impact assessments will be due back by January. The plan is to issue the updated DR in the next ten days or so.

E McGurk asked RMDS/CRU what changes will be made to the updated DR. Will RMDS/CRU be talking to Suppliers who submitted the DR as part of that process?

B O'Donovan replied the plan isn't to talk to Suppliers. The plan is for CRU to update the DR to suit the decision that has been made, that we are going with a Customer led/centric approach.

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

L Sharpe gave the Market Design Update.

#### MMR v13.2

RMDS issued an email about MMR 13.2 which is taking place on Wednesday 15<sup>th</sup> December 2021. This release will cover MCR1214 Interim Metering Responsibilities for Battery Storage and the changes to the market documentation to bring the MCR into effect. There are also changes to documentation as a result of system separation. The new RM code which got approved at the last IGG will be added into the Market Schema Guide (formally the CoBL). There are also some non-conformances in the release. The details of the changes will be issued to MPs following the release.

#### Forum Dates for 2022

The RMDS calendar has been updated with all the forum dates for 2022. The dates are also available on the Guidance page of the RMDS website <https://rmdservice.com/guidance-documents/>.

### Technical Working Group

RMDS has been working with Gemserv and CRU on updated Terms of Reference for the Technical Working Group. RMDS hopes to issue them to MPs either this evening or tomorrow morning for feedback.

### DRs for Smart PAYG

The deadline for Smart PAYG is this Friday 3<sup>rd</sup> December 2021.

L Sharpe wished everyone a Merry Christmas and a Happy New Year. She thanked MPs for their cooperation and work during the year and looks forward to working with everyone in the new year.

## **6. MRSO Update**

J Long gave the MRSO update.

### Christmas and New Year Working Arrangements

J Long outlined some key items that relate to MRSO in the Christmas and New Year Working Arrangements document which was issued to MPs last week:

MRSO will be working right up to 24<sup>th</sup> December 2021. MRSO will then be providing a restricted service on 30<sup>th</sup> and 31<sup>st</sup> December 2021. MRSO will be back fully operational on 4<sup>th</sup> January 2022.

Tuesday 21<sup>st</sup> December 2021 is the last date for the receipt of the Change of Supplier request in relation to a QH site, for a Change of Supplier day of 1<sup>st</sup> January 2022. There are a lot of contracts out there for the QH Customers that do move or change on 1<sup>st</sup> January.

MRSO will be providing full indicative and initial aggregations as normal over the Christmas and New Year period in line with the settlement calendar. MRSO will also be running the settlement files for 1+4 and 1+13. The 341MM and 342MMs which are the QH messages will also be issued over the Christmas and New Year period.

J Long thanked MPs for their help throughout the year. Hopefully MPs received a similar service from MRSO. He wished MPs a Happy Christmas and a peaceful New Year.

## **7. ESB Networks**

S Melvin gave the ESN update.

### RMS Survey

S Melvin thanked MPs for completing the survey and providing ESN with constructive feedback. ESN is working with the agency who conducted the survey now to close out the process and will revert to the IGG in early 2022.

### Day & Night Meters

ESBN is continuing with the like for like exchanges. There are approximately 4,000 calls outstanding.

#### PAYG Metering

Following this call, ESBN will be issuing a briefing note via RMDS on Friendly Credit and PMP requests over the Christmas and New Year Period. In relation to Lifestyle PAYG Customers, ESBN expects to receive Customer calls over the Christmas and New Year period into the Emergency 24/7 number.

Therefore, ESBN is requesting that the following information is provided by Suppliers of Lifestyle Meters to assist with these Customer calls. This information will be included in the Briefing Note. If the Friendly Credit times for the Lifestyle Customers are different to the Hardship times, if Suppliers could please provide ESBN with the working arrangements for their Customer Service teams for over the Christmas and New Year period.

Suppliers are asked to provide an emergency contact number for an on-call supervisor which ESBN can get in contact with if a Lifestyle Customer is off supply. This is just for ESBN use and ESBN won't share the information with Customers. Suppliers are requested to send this contact number into the ESBN Keypad Management Team at [keypadmanagement@esb.ie](mailto:keypadmanagement@esb.ie) by the close of business on 17<sup>th</sup> December 2021. In order to support those Customers over the holiday period, it's extremely important that ESBN has this information.

A new action was logged: **Action 1149: PAYG Metering – Suppliers to provide emergency contact details to ESBN via RMDS to use over the Christmas and New Year period.**

#### EMMA Upgrade Project

A questionnaire has issued to the technical contacts and responses are due by 14<sup>th</sup> December 2021.

M Phelan asked if ESBN is planning on issuing any more clarity on the plans and timelines.

S Melvin replied that she doesn't have any further information on this. She asked M Phelan to send an email to ESBN via RMDS on what information he is looking for, she will forward it onto the project to see if there is any more information on it.

M Phelan added that Electric Ireland has noticed that the proportion of SMEs reads that are coming through as estimates seems quite high. Is there any reason for that? It's probably down to businesses not being up and running as they had been before. Has ESBN noticed anything its end?

S Melvin replied that ESBN is reading meters as normal, meter readers are calling to premises as they normally would. It could possibly be to do with premises being shut or opening at different times. She is not aware of any issue that is causing an increase in estimates. If Electric Ireland gets any meter reads from a Customer, send them into ESBN who will get them onto the central market systems.

S Melvin then thanked MPs for their support and contributions over the year and wished MPs a Happy Christmas and New Year.

### **8. De-harmonisation Update**

B O'Donovan reported that de-harmonisation is now complete and will be removed from the agenda going forward.

### 9. Gemserv Update

S Fox-Mella reported that there was no Gemserv update. He wished MPs a Merry Christmas and a Happy New Year.

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

L Sharpe reported that there are no outages planned as of yet. RMDS hasn't received any notification from ESNB or Atos for any outages. RMDS will let MPs know if it is notified of any outages.

### 11. AOB

One Item was raised in AOB.

#### Smart Meter Data Access Codes

A O'Lachtnain said as there is a delay on the consultation, would there be any chance of Suppliers and ESNB having sight of what it is proposed to consult on in advance of the consultation, so that we can get things to happen quicker?

B O'Donovan replied that she doesn't expect the delay to go beyond January, CRU never planned to get the consultation out any sooner than just before Christmas. Really the delay is just the two-week holiday period. It would be better if CRU concentrated on getting the consultation out there so that people actually have it, rather than doing a pre consultation and then an actual consultation. CRU will consider this if things change on the legislation and it looks like its going to be a longer delay.

A O'Lachtnain said that's fine, as long as we don't leave it too late.

#### **Next Meetings:**

- IGG 12<sup>th</sup> January 2022 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

B O'Donovan thanked MPs for their engagement and wished MPs a Happy Christmas and New Year.

**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)