

IGG Conference Call Meeting Minutes

Date:	30 th March 2022	Time & Location	3pm - Conference Call
Chair:	Dylan Ashe, CRU		
Attendees:	Name	Location	
	Sarah McCauley, Jack Walsh, Sharon Cosgrove, Jack O'Dwyer	CRU	
	Lindsay Sharpe, Alice Mooney, Catherine Keane	RMDS	
	John Bracken, Carl Murphy, Siobhan Melvin, Alan Keegan Emer Corcoran, Ken Murray, Carmel O'Connor, Sinead O'Hagan, Donal O'Connor, Catherine Leen, Rachel Hassett, Luke Shinnors, Kevin O'Connor	ESBN	
	Sarah Fuller, Simon Fox-Mella	Gemserv	
	Jim Long	MRSO	
	Ian Grant	Panda Power	
	Eoin McGurk	BGE	
	Aaron Currie	SSE	
	Aidan Byrne	Iberdola	
	Imelda McCoy, Caoimhe McWeeney	Energia	
	Andrew McKinnon	Flogas	
	Jessica Gregory, Patricia Ventura	Community Power	
	Mark Phelan, Susan Whyte, Desmond McBride, Aine Dorran	Electric Ireland	
	Canice Kenealy, Sinead Butler	Ecopower	
Donovan Sheridan, Brigid Reilly, Anne Hickey	Prepaypower		
Apologies:			
Version Number	1.0		
Status			

Agenda:	
1.	General
2.	Approval of previous IGG Minutes
3.	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.
10.	AOB

1 – General
D Ashe requested approval of the previous IGG Minutes of 2 nd March 2022. Minutes v1.0 deemed approved.

2. Actions – Previous Conference Call & IGG
L Sharpe provided the Action Item Update: <ul style="list-style-type: none"> 1 – Carried forward Action from the last IGG. 2 – Actions were logged at the last IGG.

1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market.		
Update for CC	<ul style="list-style-type: none"> 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 in the next few months. 		
Discussion at CC	<ul style="list-style-type: none"> Action to remain open. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action Remains Open	Due Date: 27.04.2022

1151	Secure Meters Seamless Solution – Suppliers to revert to ESNB if they wish to volunteer to engage with Secure Meters on the Proof of Concept.		
Update for CC	<ul style="list-style-type: none"> Action logged at the last IGG. 		
Discussion at CC	<ul style="list-style-type: none"> S Melvin reported that one Supplier has volunteered and responded directly to ESNB. Action deemed closed. 		
Forum Logged: IGG	Assigned to: Suppliers	Status: Action deemed Closed	Due Date: 04.03.2022

1152	Extra Bank Holiday 18th March 2022 – Lifestyle PAYG suppliers to provide friendly credit times, working arrangements and emergency contact numbers to ESNB.		
Update for CC	<ul style="list-style-type: none"> Action logged at the last IGG. L Sharpe reported that Suppliers provided these details to ESNB. 		
Discussion at CC	<ul style="list-style-type: none"> Action deemed closed. 		
Forum Logged: IGG	Assigned to: Lifestyle Suppliers	Status: Action deemed Closed	Due Date: 12.03.2022

3. Actions – New Conference Call Actions	
1 new Action was logged at the Conference Call.	

1153	PAYG Metering for Easter 2022 – PAYG Suppliers to provide the relevant details to ESBN Keypad Metering by 8th April 2022.		
Discussion at IGG	▪ See Section 7 ESBN update for details.		
Forum Logged: CC	Assigned to: PAYG Suppliers	Status: NEW Action	Due Date: 08.04.2022

4. CRU Update	
<p>S McCauley & J Walsh provided the CRU update.</p> <p><u>Supplier Handbook Decision</u></p> <p>S McCauley reported that this relates to the new requirements regarding Smart PAYG. Unfortunately, CRU is not in a position to publish the decision by tomorrow 31st March 2022. CRU has been really busy in other spaces at the moment and is hoping to get the decision out in the next week or so.</p> <p><u>Smart Meter Data Access Code Consultation</u></p> <p>S McCauley reported that in relation to the DAC, there are ongoing discussions at the moment internally with the Commission and the Senior Management Team. The plan is to get the consultation out as soon as possible.</p> <p>E McGurk said that CRU doesn't have a precise date for the consultation yet but asked if it will be in the next two weeks or a month or so. The more precise the better. He understands it's a moving target.</p> <p>S McCauley replied that she can't comment exactly when it will be, but she will come back to BGE directly on this. Discussions are taking longer than expected. She doesn't have a set date at the moment, but she will follow up on it internally and will come back with hopefully something more concrete.</p> <p><u>Electricity Costs Bill 2021</u></p> <p>J Walsh reported that CRU gave the green light for the scheme's commencement last week following Gemserv's Market Assurance. This green light was followed by the two snapshots which are described in the legislation. The first snapshot took place last Thursday 24th March 2022 and the second one took place yesterday 29th March 2022. These snapshots determined the amount of funding to go from the Exchequer to ESBN and from ESBN onwards to Suppliers. The first tranche of the four tranches was transferred from ESBN to Suppliers yesterday. That was a figure of approximately €200 million. Suppliers should start to see that money landing in their accounts quite soon for onward transfer to Customers. Hopefully Customers will see the benefit of that in their bills in the next couple of weeks. Thanks to Suppliers for their cooperation on that. As CRU has said at previous IGGs, if Suppliers have any problems, they should let CRU know as soon they can.</p>	

Market Monitoring Reports

J Walsh reported that a couple of Suppliers have contacted CRU regarding the Market Monitoring reports. Suppliers have seen the 2022 Supplier timeline which was issued on 11th March 2022. Thankfully most Suppliers have been reporting regardless on their monthly data. This timeline was a formal reminder and sets out the monthly deadlines for the reporting of the previous month's figures. There may still be bits of data that CRU might have to contact Suppliers for, because this was left on the backburner. CRU has been doing this over the last few weeks. There have been a couple of enquiries as to when the published market monitoring reports might recommence. These will recommence in Q2/2022. The formal reports may be a bit different to what Suppliers would have seen during Covid times when some reports went from quarterly to monthly. Suppliers will see over the coming months what form the reports will take. Thanks to all Suppliers for continuing to report those monthly figures and CRU will have those reports up and running again shortly.

5. Retail Market Design Update

L Sharpe gave the Market Design Update.

Microgeneration Assurance

L Sharpe reported that the Microgeneration Assurance Approach was issued out on Monday 28th March 2022. The approach was approved by CRU before it was issued out. Hopefully everyone has seen the approach. In summary, there will be PQs for all MPs and RMDS is hoping to issue them out to the IGG Rep this afternoon and there are two weeks to get them turned around. The closing date to get the PQs back is Wednesday 13th April 2022. There will also be a formal assessment of ESNB. There will be a small IPT window which will be looking at the changes to the Extranet, Webservice and access to the SFTS and the new files there. Gemserv is looking for two large and two small Suppliers to take part in the IPT. The closing date for letting RMDS know if you would like to take part in IPT is not until May. Suppliers should get in touch with RMDS if they would like to take part. RMDS will issue out a reminder of this to Suppliers nearer the time.

MCR1213 – Interim Retail Market Microgen Solution

L Sharpe reported that a re-versioned MCR was issued to MPs.

L Sharpe sought approval for the MCR.

Attendees agreed to approve MCR1213.

MCR1213 approved.

Re-versioned DR1215 MCC02 Smart Exchanges

L Sharpe sought approval for DR1215.

E McGurk said that BGE is happy to approve the DR. There are still a few open questions on it and hopefully these will be progressed via the Technical Working Group.

L Sharpe reminded MPs to send through any questions on any DRs relating to v14.00.00 through on the query template. RMDS will keep the Smart Tracker open and progress any questions through the Technical Working Group.

A Byrne added that Iberdrola is happy to approve the DR. Thanks for coming back on some queries that Iberdrola raised on the DR.

S Whyte reported that Electric Ireland is happy to approve the DR and is looking forward to the Working Practice being developed through the TWG.

J Gregory added that Community Power is happy to approve the DR but wants to really stress the importance of the Working Practice. She presumes that the Working Practice is going to be signed off through the IGG as well as per normal process. She's looking forward to getting the detail on that.

L Sharpe reported that the Working Practice will be progressed through the Technical Working Group and then brought to the IGG.

The remaining attendees agreed to approve DR1215.

DR1215/MCR1215 approved.

Re-versioned DR1216 Smart Metering Remote operations

L Sharpe reported that a re-versioned version of this DR was issued out a couple of weeks ago.

L Sharpe sought approval for the DR.

E McGurk reported that BGE is fine with the content of DR. BGE would like to flag that DR1216, DR1219, DR1221 and DR1222 are all essential to provide a good Smart PAYG solution. BGE is happy to approve DR1216 conditional that these other three DRs are going forward and being finished. It would be good to talk, after the approvals, about how that process is going to work. There is a prioritisation workshop pencilled in for 14th April 2022. What are the timelines and steps to get DR1221 and DR1222 approved in time for the Workshop?

L Sharpe replied that in relation to DR1221 and DR1222, thanks to those Suppliers who provided feedback on these DRs. RMDS is in the process of updating these DRs with additional information and is hoping to re-issue them out to MPs in the next couple of days. RMDS will arrange an Extraordinary IGG to get them approved so that they can be included in the prioritisation workshop. In the last plan that RMDS went through at the last Technical Working Group, it had set out the prioritisation workshop for next week. However, RMDS wants to get these two DRs approved so that it can include them in the pot for prioritisation, so this might push things out by a week or so, to ensure that we have all the Smart MCRs together for prioritising as they need to be looked at as a package rather than individually. RMDS is working with ESNB to try and get a date for that Prioritisation Workshop to line up with getting approval for those two DRs.

Attendees agreed to approve DR1216.

DR1216/MCR1216 approved.

Re-versioned DR1219 Smart Metering Remote operations

L Sharpe reported that RMDS has received some feedback from Suppliers about removing the temporary PAYG flag from this DR. RMDS is looking to approve the DR, re-version it and remove the temporary PAYG Flag. She asked if MPs are happy with that approach.

J Gregory stated that the flag needs to be removed. The other piece that she would like referenced in there is the fact that we need detail around debt flagging rules and the different scenarios because this will have technical implications down the line. Suppliers need the different scenarios, especially for the Suppliers who will not be providing Smart PAYG or who don't have the existing Hardship PAYG solution. It's critical that we know the different scenarios for when and when not to provide debt flags. This was raised as a consultation question to CRU, and we need this as part of the DR for design.

L Sharpe replied that she will take this away and will update the DR to remove the temporary PAYG flag and also re-version this DR along with DR1221 and DR1222.

J Gregory added that she wants to stress the same point that E McGurk made earlier in relation to DR1219. These all have to be released as a package for NSMP Phase 2 and also some of the other MCRs that have been linked to NSMP Phase 2, need to be considered as part of same group to go together.

L Sharpe replied absolutely. That's why RMDS is trying to get them all approved so that they are all in the pot when we come to the Prioritisation Workshop so that they will all be considered together.

E McGurk said that the PAYG flag decision is finished at this point, but BGE sees that there are going to be issues falling out of that. It was there to optimise the Customer journey and without it, BGE sees that there are going to be problems. BGE will try to avoid that as much as possible but there will be complaints arising out of that design decision. When the complaints come, it is not on Suppliers but it's a CRU decision and BGE will be directing those complaints to CRU.

J Gregory added that she supports that point as well. The requirement of the flag was for a Customer solution and to optimise the Customer experience. The decision has been made and Suppliers would have liked more substantiation as to the reasoning behind that action and this is very much a CRU decision and it will impact Customers negatively, as long as everyone is aware of that.

L Sharpe sought approval for the DR.

Attendees agreed to approve DR1219.

DR1219/MCR1219 approved.

6. MRSO Update

J Long gave the MRSO update.

Smart Data Services

J Long reported that on the Smart Data Services the following figures are up to date as of 30th March

2022:

- The figure to date for MCC12 which is the 24-Hour Meter is **55,676**.
- The figure to date for MCC16 which is the Day/Night Meter is **6,806**.

He will issue these figures to the market to MPs via RMDS after the meeting. *(These figures were subsequently issued to MPs following the meeting).*

Objection Process

J Long reported that MRSO has seen a sharp increase in the number of queries and emails from losing Suppliers when there is a CoS in progress but where there is also a CoLE associated with that, which unfortunately means that the losing Supplier is unable to object to that. What's happened as a result is that MRSO has been getting queries and emails from the losing Supplier asking MRSO to contact the gaining Supplier for them to cancel the registration. There is a defined process here and MRSO cannot get involved in manually writing to gaining Suppliers on behalf of losing Suppliers looking for them to cancel the registration. He wants to reinforce the point that as much as MRSO would like to help and assist Suppliers as much as it possibly can, MRSO cannot get involved in this scenario whereby there is a CoS and there is a CoLE associated with that. If Suppliers feel strongly about it, they can raise it as an action or issue through RMDS, but this is something that he has seen over the last number of weeks and will probably continue to see going forward.

J Gregory thanked J Long for raising this. She stressed that the design that is in place around debt flagging is going to be one hundred times more complex in the future, especially for the smaller players in the market. The details around the debt flagging policy and the different scenarios really does have to be fleshed out in DR1219.

7. ESB Networks

S Melvin gave the ESBN update.

Electricity Costs Bill 2021

As CRU has already mentioned, the first tranche of payments were paid to Suppliers yesterday. ESBN asked Suppliers to confirm to the Electricity Costs Bill mailbox within one working day of them receiving the funds. ESBN has already received confirmation from a number of Suppliers and ESBN thanked those Suppliers. From the testing done a number of weeks ago, ESBN expects that most Suppliers would have received the money today, ESBN would appreciate if Suppliers could confirm to ESBN when they receive the funds.

In relation to the MPRN lists, they were put onto the SFTS yesterday. If any Suppliers are encountering problems assessing those, they should contact RMDS as soon as possible so ESBN can address any issues there. Reminder that the Supplier is responsible for crediting all MPRNs contained in their list as the MPRNs were registered to the supplier on 29th March at 7am when the extract was taken. The reporting will commence on Friday 8th April 2022. Suppliers are asked to upload their weekly report to the SFTS no later than 18:00 on that Friday.

Day & Night Meters

ESBN is continuing with the like for like exchanges. There are under 3,500 calls outstanding.

EMMA Upgrade Project

ESBN thanks Suppliers who completed the prerequisite upgrades on their EMMAs to date. The next phase will be the rollout of the TIBCO component upgrades which is due to begin on 31st March 2022. The TIBCO Application Support Team will be communicating with each MP's technical contact twenty-four hours prior to the upgrades beginning with information on any instructions to be followed. As highlighted in the recent communication to Suppliers, the rollout upgrades will begin with the MPs Test EMMAs initially on 31st March 2022 followed by the rollout of the upgrades to the production EMMAs beginning on 6th May 2022. Thanks to MPs for their support on the project.

PAYG Metering Easter 2022

In relation to PAYG and Easter, a reminder that Good Friday 15th April 2022 and Easter Monday 18th April 2022 are not friendly credit holidays. If a Customer loses supply during these dates, they are required to top-up the meter to restore supply. That Customer will need to replenish the emergency credit plus the accumulated daily charge before supply is restored.

For Easter, ESBN will process PMP requests submitted via the extranet up to 5 p.m. on 14th Thursday 2022. Requests submitted after this will be processed on Tuesday 19th April 2022. Customers can still purchase credit using their old KPN card, to their old Supplier until the PMP is processed.

For Lifestyle PAYG Suppliers, ESBN may receive customer calls to its Emergency 24/7 number over the Easter period in relation to Suppliers of lifestyle meters. ESBN requests the following information from Suppliers to assist with these customer calls:

- (a) Friendly credit times in operation if different to above times.
- (b) Working arrangements for provision of customer service.
- (c) Emergency contact number for ESBN 24/7 for an On Call Supervisor who ESBN can contact if there are any issues.

Suppliers should send these details to the Keypad Management Team at: keypadmanagement@esb.ie by CoB on 8th April 2022. ESBN will circulate these details in a document to MPs via RMDS following this meeting. *(This document was subsequently circulated to MPs following this meeting).*

S Melvin requested a new action be logged for the PAYG Suppliers in relation to this.

A new action was logged, **Action 1153: PAYG Metering for Easter 2022 – PAYG Suppliers to provide the relevant details to ESBN Keypad Metering by Friday 8th April 2022.**

RMS Survey

Following the meeting, ESBN provided the following update on the RMS Survey:

“ESBN would like to advise the IGG that it updated CRU recently on the RMS Survey results and will share the summary of key findings at the next IGG”.

8. Gemserv Update

S Fox-Mella reported that there was no Gemserv update.

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

L Sharpe provided the outage update.

Outages

- There is a planned outage for the RMP Extranet on Sunday 3rd April 2022 from 10:00 to 15:00 to facilitate middleware update to WebSphere 9 and DMZ Servers. RMDS will issue a completion notice once RMDS has been notified that the outages is over.
- Full outage details are available, as usual, on the [RMDS Website](#).

10. AOB

Two Items were raised in AOB.

Market Monitoring Reports

A Dorran asked CRU a question about the market monitoring reports. Should Suppliers be expecting the 2021 Report or a H1 Report or will it just be the full report?

J Walsh replied that it will be more so the monthly reports that were being published during Covid. He doesn't think that the 2021 report is in any way imminent. He will have to revert on the H1 Report as he's not sure what the timeline for publishing that is. He will get back to Electric Ireland on this.

SoLR

A Byrne asked about the SoLR review process. This is probably something for CRU to answer, who committed to a review of the SoLR process. Has this gone away as he hasn't seen any mention of it recently?

S McCauley replied that she's not familiar with any review of the process. MPD04 is published that sets out the process.

A Byrne said that the review process was referenced in another document and it's a query he received internally. He will email CRU separately on this matter.

Next Meetings:

- IGG 27th April 2022 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

Retail Market Design Service

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