RMDS

Retail Market Design Service

Industry Governance Group

27/04/2022

IGG Agenda

Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:55
CRU Update	10:55 – 11:15
Retail Market Design Service Update	11:15 – 11:35
MRSO Update	11:35 – 11:55
ESBN Networks Update	11:55 – 12:15
Gemserv Update	12:15 – 12:20
AOB	12:20 – 12:25
Next Steps	12:25 – 12:30

Minutes from previous IGG

For Approval Today:

- **Minutes (v1.0) from Conference Call on 30.03.2022**

IGG Actions

Updated IGG Action List issued in advance of meeting

- **2 actions were closed since last IGG meeting**
- **1 action has been carried forward**
- **1 new action was logged at the Conference Call.**

IGG Actions – Open

AP No	Title	Org. Assigned to	Date Due	Date Raised
1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market	RMDS	27/04/2022	23/06/2021
1153	PAYG Metering for Easter 2022 – PAYG Suppliers to provide the relevant details to ESBN Keypad Metering by 8th April 2022	PAYG Suppliers	08/04/2022	30/03/2021

CRU Update

RMDS

Retail Market Design Service

Retail Market Design Update

Lindsay Sharpe, RMDS

RMDS

Retail Market Design Service

DR & MCR Dashboard

MCR Dashboard

MCR Number	Description	
MCR 1189	Removal of Service Safety Incident (additional code in the 017MM)	Awaiting Prioritisation
MCR 1193	Additional Field in 602 Message	Awaiting Prioritisation
MCR 1208	Smart Metering Default Data	Awaiting Prioritisation & Smart Data Access Code
MCR 1209	Estimated Annual Consumption for HH Sites	Awaiting Prioritisation
MCR 1210	Test Webservice	Awaiting Prioritisation
MCR 1215	MCC02 Smart Exchanges	Awaiting Prioritisation
MCR 1216	Smart PAYG - Remote Operations	Awaiting Prioritisation
MCR 1219	Smart PAYG - System & Process Changes	Awaiting Prioritisation
MCR 1221	Smart PAYG - Contingency Process	Awaiting Prioritisation
MCR 1222	Smart PAYG - CTF Algorithm	Awaiting Prioritisation

RMDS

Retail Market Design Service

Updates

Updates

Assurance Contract

- The current retail market assurance contract is up in Q2 2022 so RMDS is currently going through a tender process for a new assurance contract.

Prioritisation Workshop

- A prioritisation workshop will take place on Wednesday 27th April at 2pm
- ESBN will present package options for V14.00.00

Upcoming Outages for ROI

There are no outages scheduled for May

RMDS
Retail Market Design Service

Thank You

MRSO Update

James Long

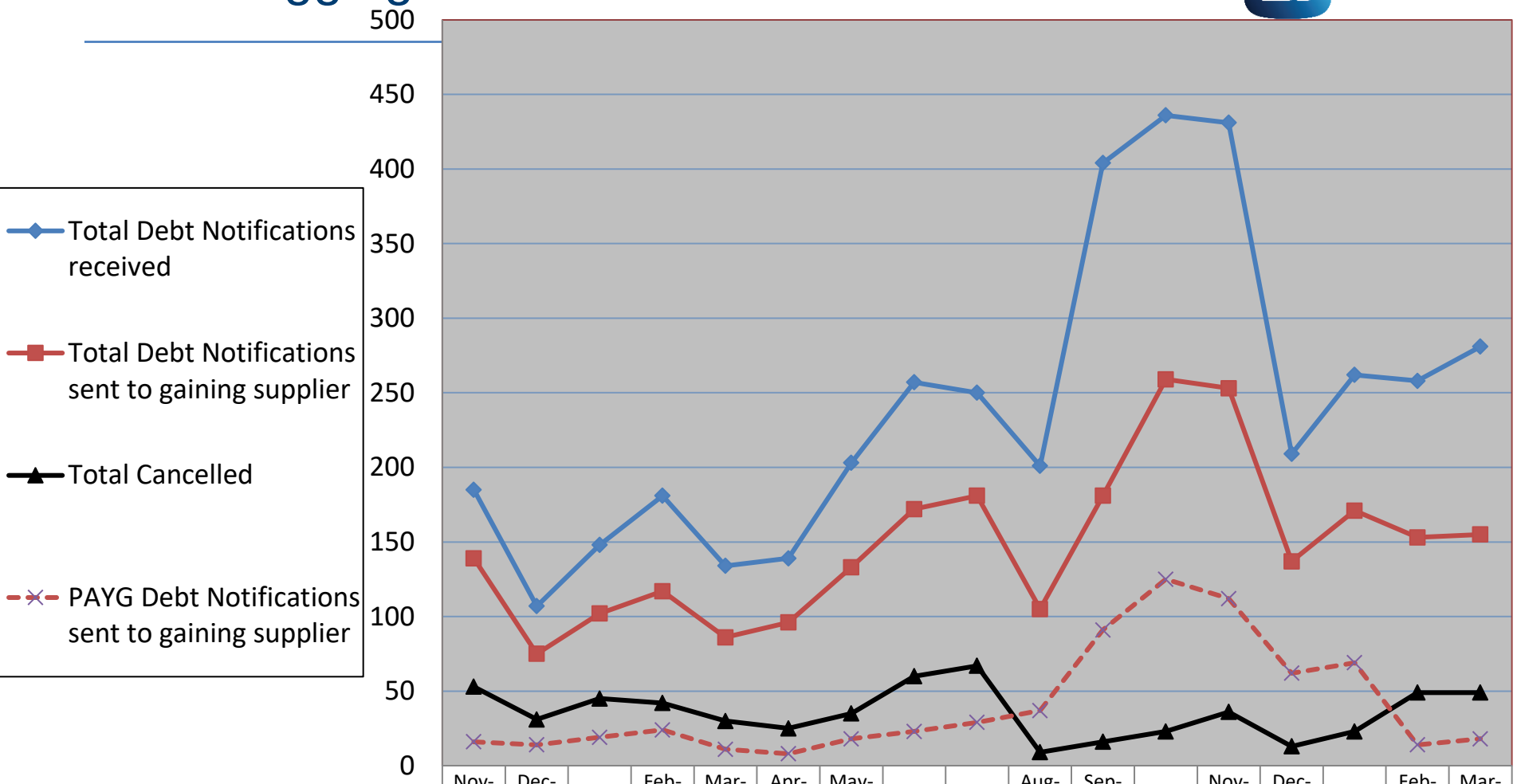
27th April 2022

Debt Flagging

	Jan - 22	Feb - 22	Mar - 22
Total Debt Notifications received (012)	262 (36)	258 (25)	281 (25)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	91 (13)	105 (11)	126 (7)
Total Debt Notifications sent to gaining supplier (112)	171 (23)	153 (14)	155 (18)
Total not cancelled	102 (18)	104 (7)	106 (16)
Total cancelled	69 (5)	49 (7)	49 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.36%	0.51%	0.60%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

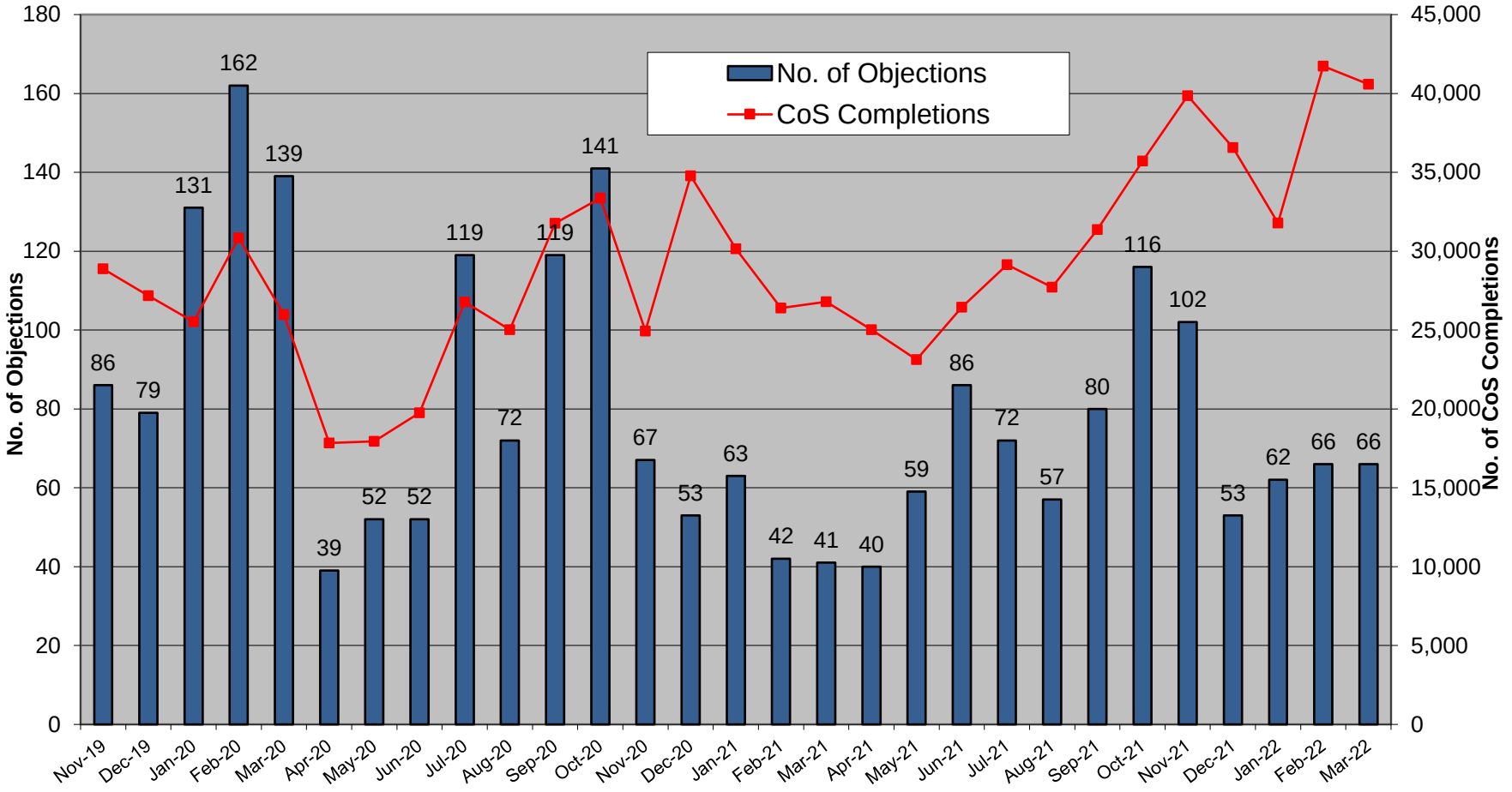


	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Total Debt Notifications received	185	107	148	181	134	139	203	257	250	201	404	436	431	209	262	258	281
Total Debt Notifications sent to gaining supplier	139	75	102	117	86	96	133	172	181	105	181	259	253	137	171	153	155
Total Cancelled	53	31	45	42	30	25	35	60	67	9	16	23	36	13	23	49	49
PAYG Debt Notifications sent to gaining supplier	16	14	19	24	11	8	18	23	29	37	91	125	112	62	69	14	18

Objections – Erroneous Transfer

	Jan - 22	Feb - 21	Mar - 22
No. of Objections	62	66	66
Cancellations from Objections	13	11	15
Objection emails to MRSO	4	7	6
Reasons:			
Uncontactable by phone		1	4
Written communication			
COS confirmed	4	6	2
Other			
Escalation emails	7	5	14

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 24th April

MCC 12 – New Smart HH

Total to date – 60,749

MCC 16 – New Smart Day / Night / Peak

Total to date – 7,719

Industry Governance Group (IGG) Presentation

ESB Networks Retail Market Services
27th April 2022

Agenda

1. Electricity Costs Bill
2. Day/Night meters
3. 2022 EMMA Upgrade Project
4. Automated SFTS
5. TIBCO Outages
6. HUB Relocation Project
7. Interim Retail Market Microgeneration Solution Update
8. Market Participant Survey

IGG Presentation

Electricity Costs Bill

- All Exchequer funds have now been transferred by ESBN to suppliers.
  - Remaining suppliers are reminded to confirm receipt of Tranche 4 funds asap.

- Weekly reporting – discrepancies
  - Please use the report format provided via RMDS and only information specified in MCR1220 should be included.
  - ALL MPRNs provided by ESBN in the Snapshot file should be included in the report file by the supplier.
  - A validation discrepancy will occur if an MPRN does not follow the path

    0. Yet to Be Credited → 1. Customer Credited → 2. Customer Notified
  - ESBN will be following up with individual suppliers where issues with reporting were encountered.

Day Night Meter Update

Continuing with like for like meter exchanges

IGG Presentation

2022 EMMA Upgrade Project

Updates to MP's Test EMMAs progressing well.

MP Project Technical Contacts will be contacted by the TIBCO Application Support team to inform them when this is scheduled for Production EMMAs.

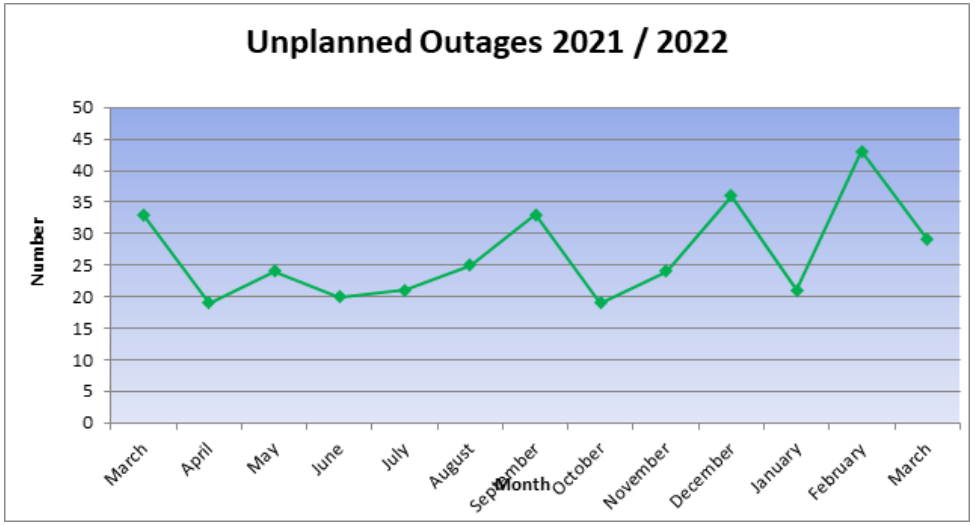
SFTS Automation

The Automated SFTS Option is now available with GoAnywhere and can be requested via RMDS.

Please see communication from RMDS 21st April.

Supplier Unplanned Outages March 2022

Supplier	Unplanned Count		Supplier	Unplanned Count
Supplier1	1		Supplier13	0
Supplier2	2		Supplier14	0
Supplier3	0		Supplier15	0
Supplier4	0		Supplier16	0
Supplier5	1		Supplier17	0
Supplier6	9		Supplier18	0
Supplier7	5		Supplier19	0
Supplier8	1		Supplier20	3
Supplier9	1		Supplier21	2
Supplier10	0		Supplier22	1
Supplier11	0		Supplier23	1
Supplier12	0		Supplier24	0



- 8 Planned Outages in March
- 27 Unplanned Outages in March

- Planned outages should be notified to ESBNetworksServicedesk@atos.net

IGG Presentation

HUB Relocation Project Kick-off

- Following on from the System Separation project the next phase of this programme is to begin with the Hub Relocation Project.
- The HUB Relocation Project aims to commission a new TIBCO HUB on ESBN infrastructure, replacing the existing TIBCO HUB currently hosted on NIEN's infrastructure
- Target timeframe to issue the Market Plan to MPs: **May 2022**
- Target timeframe to cutover to the new TIBCO Hub: **Q1 2023**
- Initial request to MPs will be to respond to RMDS' request to provide your Project Technical Contacts – due to be issued in the coming days

ESB Networks Update

Interim Retail Market Microgeneration Solution

Updated draft Market Design Documentation and Extranet screenshots:

- New Working Practice 0031
- SFTS Job Aid
- MPRN Enquiry Webservice Guide
- MPRN Enquiry Webservice metadata file
- Retail Market Participant Extranet Guide
- Downloadable Meter Point Files

- Date of publication now aligned with sample files (**9 May 2022**)

File structure definitions (sample files):

- 344 xml and 345 xml
- New Webservice Metadata
- domS_CUST file

- Date of publication (**9 May 2022**)

DLAFs:

- ESB Networks working position is to recommend the application of the LV DLAF values to the microgen export

Gentle reminder: ESBN asks MPs to channel Interim Retail Market Microgeneration queries to ESBN via RMDS

RMS Market Participant Survey 2021

Presentation to IGG

27th April 2022

RMS Approach to MP Survey 2021

Market Participants have not been surveyed previously to gain their insights into all aspects of RMS.

The **Overall Aim** of the Market Participant's Survey 2021 was to:

- Share with Market Participants the service presently provided by RMS
- Obtain insights into the performance of Retail Market Services in meeting Market Participant's needs and identify areas which work well and which could be improved
- Define and communicate actions to support improvements based on the survey feedback
- To provide RMS with an opportunity to improve engagement with Market Participants

Target Audience of the survey

- Regular users of the services of Retail Market Services (ESBN)
- Those who may play an active role in shaping ESBN's initiatives through the Industry Governance Group (IGG)
- Senior manager which can be designated by the Supplier's CEO

Survey undertaken in confidence by **Behaviours & Attitudes**

Scope

In Scope

- MRSO
- Meter Reading (NQH)
- Profile Data Services (QH)
- Database
- Revenue Protection
- Systems and Regulation
- DUoS Billing
- Meter Operations

Out of Scope

- RMDS
- Smart Metering Project
- Smart Metering Operations Centre

Key Insights – RMS Market Participants Survey 2021

Overall, the message is one of high levels of satisfaction with RMS

Coverage

n=16 companies took part, representing **85%** market share by vol. of customers in the ROI Market

RMS Function Awareness
(Mean: MPs aware of 5.3 functions)

Highest awareness

- MRSO
- RMSR
- Meter Reading
- DUoS Team

Lower awareness

- Database
- PDS
- Revenue Protection
- Meter Operations

RMS Functions Satisfaction

High satisfaction

- Revenue Protection
- MRSO
- Meter Reading
- DUoS Team

Moderate satisfaction

- RMSR
- Database
- PDS

Operational Service Delivery

88%

Overall satisfied with RMS' Operational Service Delivery

Supplier Engagement

81%

Overall satisfied with RMS' Supplier Engagement

Planning Market Changes

88%

Overall satisfied with RMS Planning & Communication of Market Changes

Implementing Market Changes

81%

Overall satisfied with RMS' Implementation of Market Changes

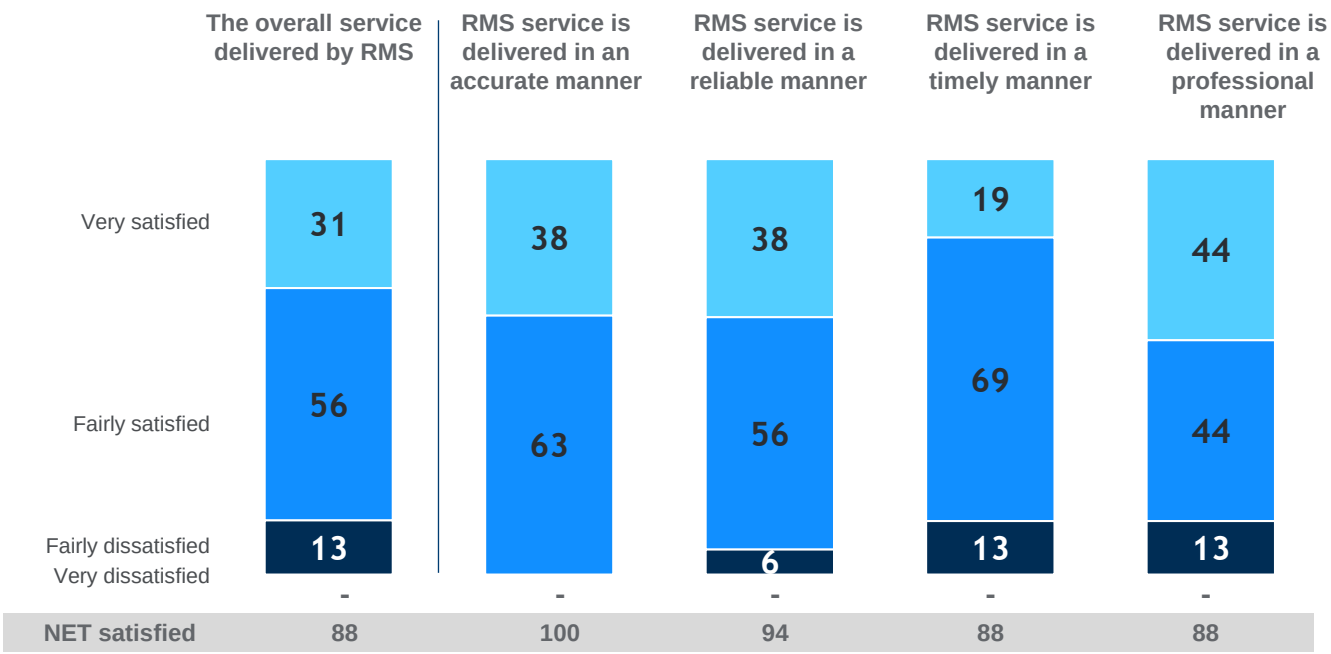
Larger suppliers experience less operational issues but also want more supplier engagement

Smaller suppliers want their voices heard more in group settings as a result of moving to Teams conf. calls due to Covid

Satisfaction with Operational Service Delivery

Satisfaction highest for accuracy and reliability.

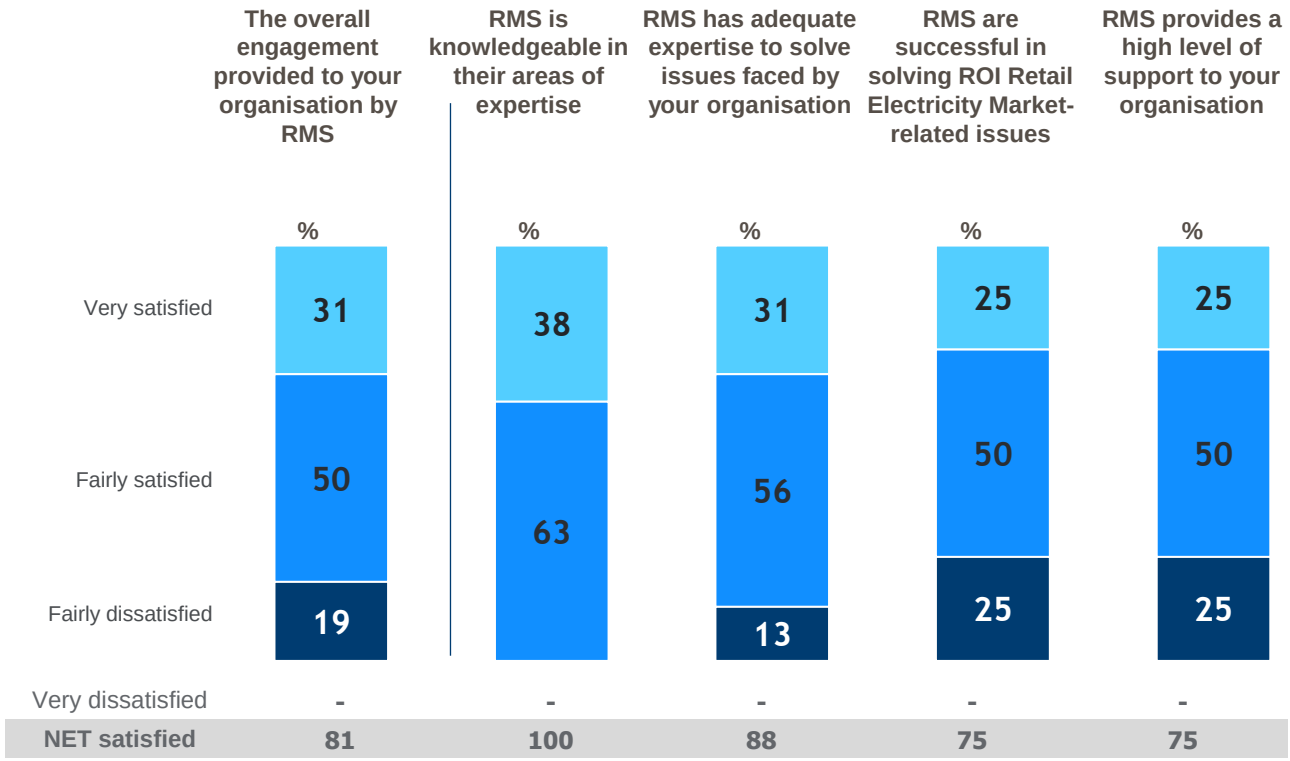
Operational Service Delivery – Satisfaction



	The overall service delivered by RMS	RMS service is delivered in an accurate manner	RMS service is delivered in a reliable manner	RMS service is delivered in a timely manner	RMS service is delivered in a professional manner
NET satisfied	88	100	94	88	88

Satisfaction with Supplier Engagement

Highest satisfaction for knowledge and relevance. 1 in 4 are dissatisfied with level of support from RMS

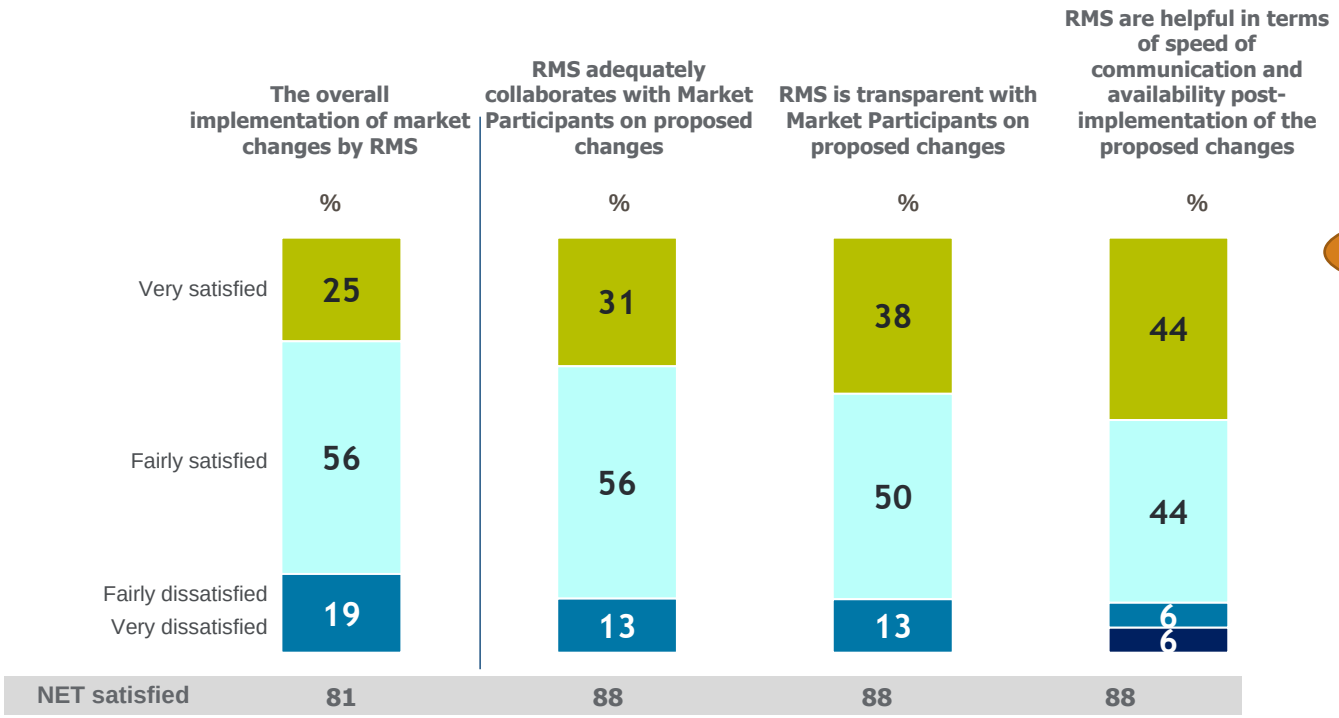


Larger suppliers are solely responsible for the dissatisfaction with RMS solving market-related issues and level of support provided to Market Participants.

Implementation of Market Changes

Satisfaction high across all statements

RMS Implementation of Changes in ROI Retail Market – Satisfaction



Qualitative

From the qualitative in-depths, satisfaction was also high with RMS communicating and implementing market changes.

Samples from Improvement Plan

Relationship Manager and Formal 121s
For liaising on 'bigger issues' & relationship development

Improved Communications with MPs
Speed of response to be looked at, also ensuring that requests are sent to the right people to allow for a timely response

Education about RMS Role/Functions
Improved contact structure & separation from RDMS function

New Entrant On-Boarding Process
Look at training/documents & resourcing to improve this experience

Post-Covid 19 Engagement with MPs
The move to 'remote' sessions may have negatively impacted smaller MPs than larger MPs

Thank You

Retail Market Assurance Services for the Irish Electricity Market

Industry Governance Group (IGG)

27 April 2022

Harry Rix

Gemserv

Market Assurance Activity

- 1 Self Supplier to Small Supplier Requalification
  - Process and Records Review stage
- Tibco Upgrades (Material Changes)
  - 19c Oracle Database Upgrades
  - Tibco Business Connect
- Interim Retail Market Microgen Solution
  - Self Assessment Stage complete
  - Formal assessment (ESBN)

Forward Work Plan

Questions

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Thank you

Gemserv

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GlobalGROUP ISO 14001 UKAS MANAGEMENT SYSTEMS 0039

GlobalGROUP ISO 50001 UKAS MANAGEMENT SYSTEMS 0039

LLOYD'S REGISTER LRQA ISO 9001 UKAS MANAGEMENT SYSTEMS 001

CYBER ESSENTIALS PLUS

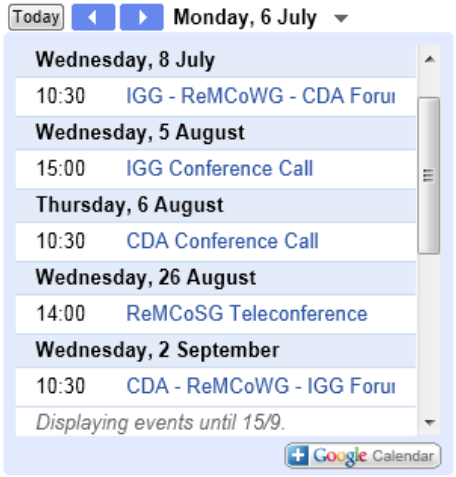
AOB

Next Steps

Retail Market Design Service

Diary dates for next meetings:

- **IGG Conference Call – Wednesday 25th May 2022**
- **IGG Meeting – Wednesday 22nd June 2022**
- Dates for 2022 are on Calendar of Events on RMDS website www.rmdservice.com



QUALITY
ISO 9001:2008
NSAI Certified

RMDS
Retail Market Design Service

Thank You