

IGG Meeting Minutes

Date:	27 th April 2022	Time & Location	10:30 Conference Call
Chair:	Jack O'Dwyer, CRU		
Attendees:	Name	Location	
	Lindsay Sharpe, Alice Mooney, Catherine Keane, Oonagh Delaney, Patrick Moran	RMDS	
	Jack O'Dwyer, Sarah McCauley, Jack Walsh, Sharon Cosgrove	CRU	
	John Bracken, Siobhan Melvin, Carl Murphy, Ken Murray, Emer Corcoran, Donal O'Connor, Rachel Hassett, Luke Shinnors	ESBN	
	Jim Long	MRSO	
	Sarah Fuller, Harry Rix	Gemserv	
	Daniel Michalowski	Glowpower	
	Andrew McKinnon	Flogas	
	Eoin McGurk, Ian Mullins, Julie Anne Hannon	BGE	
	Aaron Currie	SSE	
	Antoin O'Lachtnain	Pinergy	
	Ian Grant	Panda Power	
	Donovan Sheridan	Prepaypower	
	Caoimhe McWeeney, Imelda McCoy	Energia	
	Patricia Ventura	Community Power	
	Mark Phelan, Susan Whyte, Desmond McBride	Electric Ireland	
Odhran Mullan	Cenergise		
Aidan Byrne	Iberdrola		
Canice Kenealy, Sinead Butler	Ecopower		
Apologies:			
Version Number	1.0		
Status			

Agenda:	
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.

10.	AOB
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1 – General
<p>J O’Dwyer enquired if everyone was happy to sign off on v1.0 of the Conference Call minutes on 30th March 2022.</p> <p>Minutes Approved.</p>

2. Actions – Previous Conference Call & IGG
<p>L Sharpe provided the Action Item Update.</p> <p>2 IGG actions have been carried forward.</p>

Action Items

1147	Supplier Categorisation for new entrants – RMDS to look into the categorisation for new Suppliers entering the Retail Market		
Update for IGG	<ul style="list-style-type: none"> ▪ L Sharpe reported that she doesn’t have an update on this action at the moment. She has been discussing this action with CRU and hopes to look at it in the coming months as other matters are taking priority at the moment. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ Action to remain open. 		
Forum Logged: IGG	Assigned to: RMDS	Status: Action remains Open	Due Date: 25.05.2022

1153	PAYG Metering for Easter 2022 – PAYG Suppliers to provide the relevant details to ESBN Keypad Metering by 8th April 2022		
Update for IGG	<ul style="list-style-type: none"> ▪ Action logged at the IGG Conference Call. ▪ L Sharpe thanked MPs who provided feedback for the Easter period which has now passed. 		
Discussion at IGG	<ul style="list-style-type: none"> ▪ Action deemed closed. 		
Forum Logged: CC	Assigned to: PAYG Suppliers	Status: Action deemed Closed	Due Date: 08.04.2022

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

4. CRU Update

S McCauley gave the CRU Update.

- Supplier Handbook Consultation paper – CRU is still progressing work on the Supplier Handbook Decision and is hoping to publish the paper in the coming weeks.
- Smart Data Access Code Consultation Paper – Internal discussions are continuing with Senior Management in CRU on this paper. CRU is aiming to publish the paper as soon as possible.
- Electricity Costs Benefit Payment Scheme – €200 Credit – All four tranches have been transferred to Suppliers. The last tranche was transferred last Wednesday 20th April 2022. Circa 766,000 Customers have now received the credit as of last Friday. Circa 1.3 million Customers have had the credit applied to their accounts and are waiting on bills to issue. That's some positive news. CRU would like to remind all Suppliers on their reporting obligations as set out in the CRU Guidance document and the MCR.

Supplier Handbook Consultation

S Whyte said that we're now at the end of April and CRU is saying that it will be weeks before the Supplier Handbook Decision will be published, not next week?

S McCauley replied that there have been resources issues in terms of the cost of living work, resources have been pulled and that's why it has been delayed. The paper is more or less there so it definitely should be published in the next couple of weeks.

S Whyte added that we're looking to agree a Go live for Phase 2 in the next week or two. How are we going to do that without the Supplier Handbook?

S McCauley replied that she will take this away and flag it again internally in CRU.

S Whyte stated that we agreed a Go live date based on the MCRs and based on the work that's there. What if there is something in the Supplier Handbook which is going to cause extra work, but hopefully not. It's been so long since we've been through the Supplier Handbook, and we all need to review it and check that there isn't any impact on the MCRs that we've reviewed and that there isn't an impact from a Go live point of view. She appreciates that everyone is being pulled in a lot of different ways with different requirements that are landing on them, some of them not planned at all, but there is a risk there that we are at the beginning of May trying to get a Go live date for Phase 2 agreed, and we're still waiting on the Supplier Handbook. We've let it go as long as we can, and its crunch time now.

S McCauley replied that she appreciated the concerns. She will take it back and flag it internally. With resources, CRU has lost a lot of team members and has been pulled into a number of unforeseen work items at the start of the year. She appreciates that everyone is in the same boat.

5. Retail Market Design Update

L Sharpe gave the Retail Market Design Update.

Refer to slides for details.

DR/MCR Dashboard

L Sharpe reported that there are no open DRs at the moment. There are 10 MCRs that are going forward for prioritisation.

Refer to slides for details.

The prioritisation Workshop is taking place this afternoon at 14:00. RMDS issued the pack this morning to MPs. ESN will take MPs through the package options this afternoon.

The Smart Data Access Code is outstanding for MCR1208 to proceed.

MCR1213 for the Interim Microgeneration Solution will not be included in the workshop but is progressing on a separate path.

Assurance Contract

L Sharpe reported that 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

L Sharpe reported that the prioritisation workshop will take place today Wednesday 27th April at 2pm. ESN will present package options for V14.00.00.

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. 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.

J Long reported that he wants to draw MPs attention to the 010MMs. In the first quarter of 2022, he has noticed a marked jump in the number of 010MMs which MRSO received, it is up to nearly 145,000. This is a significant number and from his time in MRSO, is the highest number of 010MMs that MRSO has received in any given quarter. It's probably reflective of what's happening in the wider electricity market.

Refer to slides for full details.

J Long reported that on the Smart Data Services the following figures are up to date as of 24th April 2022:

- The figure to date for MCC12 which is the 24-Hour Meter is **60,749**.
- The figure to date for MCC16 which is the Day/Night Meter is **7,719**.

7. ESB Networks Update

S Melvin and J Bracken gave the ESBN Update.

Refer to slides for details.

Electricity Costs Bill

S Melvin reported that all exchequer funds have now been transferred by ESBN to Suppliers. Remaining Suppliers are reminded to confirm receipt of Tranche 4 funds as soon as possible.

Weekly reporting is progressing. There have been a few discrepancies. ESBN is asking Suppliers to:

- 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 following path: 0. Yet to Be Credited → 1. Customer Credited → 2. Customer Notified.
- ESBN will follow up with individual Suppliers where issues with reporting were encountered.

Day/Night Meters

S Melvin reported that ESBN is continuing with like for like meter exchanges. There are approximately 3,175 calls remaining outstanding.

2022 EMMA Upgrade Project

S Melvin reported that updates to the MP's Test EMMAs are progressing well.

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

STFS Automation

S Melvin reported that the Automated SFTS Option is now available with GoAnywhere and can be requested via RMDS.

An email on this issued to MPs from RMDS on 21st April 2022.

TIBCO Outages

S Melvin reported that there were eight planned outages in March and twenty-seven unplanned outages.

Planned outages should be notified to ESBNetworksServiceDesk@atos.net.

HUB Relocation Project Kick-off

S Melvin reported that 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 ESN infrastructure, replacing the existing TIBCO HUB currently hosted on NIE Networks' infrastructure. The target timeframe to issue the Market Plan to MPs is May 2022. The target timeframe to cutover to the new TIBCO Hub is Q1/2023. An initial request to MPs to respond to RMDS' request to provide their Project Technical Contacts is due to be issued in the coming days.

M Phelan asked if it would be possible for Suppliers to get sight and possibly a walkthrough of the plan.

S Melvin replied that she will take this request back to the project.

C Murphy added that it is expected that the project plan will be published by the end of May 2022. There should be plenty of that detail in the plan.

Interim Retail Market Microgeneration Solution Update

S Melvin reported that the following updated Market Design Documentation and Extranet screenshots will be published on 9th May 2022:

- 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:

S Melvin reported that ESN's working position is to recommend the application of the LV DLAF values to the microgen export. ESN asks MPs to channel Interim Retail Market Microgeneration queries to ESN via RMDS.

E McGurk asked if he could get more explanation about how the DLAFs are going to work. For the Distribution Loss Adjustment Factors for the LV, there's a composite for a Day and a Night. Would it just be a composite that will be applied? If MPs could get a short example of how they are going to be applied to any microgeneration volumes, that would be great. It's important for setting tariffs and BGE needs to know them at this point.

C Murphy replied that it's ESBN's working position at the moment, that it will utilise the LV DLAF values. The rationale behind that is mainly ESBN wants to avoid the use of site specific DLAFs, which is totally unworkable. He doesn't think anyone would be in favour of ESBN doing that. ESBN looked at other jurisdictions to see what they were doing and has seen that other jurisdictions are also using LV DLAFs. For the time being, that's ESBN's working position and the intention is that ESBN would apply the Day value to the Day period and the Night value to the Night period, the same way that ESBN applies the LV values at the moment for import, ESBN will apply them for export. The intention is to make this recommendation to CRU over the next month or so and formalise it as part of the wider piece of work that it does in bringing its new DLAF values to CRU.

E McGurk said that when he looks at the values, the Day value is 1.092 so if that's being applied into an export volume, it's actually going to be inflated, which he assumes is the opposite of what it should be doing.

C Murphy replied that this is the position that ESBN is taking at the moment. If there are any specific questions as to the validity of that, ESBN will take them away.

E McGurk added that it's more to understand how it is going to work more than anything.

C Murphy replied that it will work the same as any other way ESBN applies the DLAF values for any other generation quantity.

E McGurk said that he's used to looking at this with TLAFs on the generation side and they are reducing the quantity of what they are exporting by a certain amount.

C Murphy replied that's not always the case.

E McGurk agreed.

RMS Market Participant Survey 2021

J Bracken reported that this was a piece of work that was done at the tail end of 2021. ESBN tried to catch up with MPs in terms of how ESBN RMS is doing. It was an interesting time to do a survey due to the pandemic and general busyness in the market. ESBN, like MPs, also had to manage staff exits, new staff coming in, turnover and all sort of various things. When it comes to surveys, your last experience sometimes can colour the response that actually goes into a survey. ESBN asked "Behaviours and Attitudes" to undertake the survey and presented the survey results back to ESBN. ESBN doesn't know who or what the various makeup of the ratings actually were and can only see the final output. ESBN undertook four follow up interviews with MPs. The lesson that ESBN has learnt, is that it's like holding up a mirror to yourself and getting a sense of how actually you are doing.

J Bracken thanked MPs for engaging in the process. He said we always learn from these sort of sessions and hopefully there will be some improvements and various things that ESBN can actually put in place after taking on board the findings. ESBN has never completed a survey like this previously. The market opened in 2005 and ESBN has never asked MPs what their experience was dealing with it, so it was a bit of a step into the unknown. ESBN wasn't too sure what was going to come back. The aim firstly was to show exactly what ESBN does and to get a sense of how it actually is performing and to get a sense of MPs needs, areas that can potentially work well, why they work well. Is there something that ESBN is doing well in one area, that it potentially can do in another area. ESBN then wants to try to pull together some sense of improvements that it can make. There is an ongoing improvement ethos within ESBN. The survey also provided an opportunity to engage, and this is what this presentation is about. The audience was the regular users of ESBN RMS and a member of the IGG. Some Suppliers circulated the survey across their businesses which was of really good value. ESBN also made contact with some senior Managers in the Supply companies and CEOs just to ensure that it got a good take-up of the survey.

J Bracken presented slides on the following output findings:

Refer to slides for details.

- Overall aim of the survey
- Target audience
- In scope/Out of scope
- Key insights
- Satisfaction with Operational Service delivery
- Satisfaction with Supplier engagement
- Implementation of Market changes
- Samples from Improvement Plan

Refer to slides for details.

Samples from Improvement Plan

Following the presentation, J Bracken added that the survey has been very useful and valuable. There is a piece that ESNB needs to manage and think about in terms of engaging with Suppliers, maybe more formally, maybe with more 1-2-1s, just to see what the issues actually are. To see if there are things that ESNB does which are annoying or frustrating MPs. ESNB should actually have a forum to listen to that to try to make it right or try to take things onboard. ESNB probably doesn't have that there but it's probably something that ESNB could easily put in place. In terms of communications, he is conscious that ESNB is a very big entity and sometimes big entities do not make it easy to get to the right person, so there's a piece there that ESNB needs to think about. ESNB probably takes it for granted that people know what it does in the individual teams, and it's something that it needs to be clearer about.

J Bracken added that one item that came to the fore, was after Covid-19, was how will ESNB best engage with MPs. Are there always going to be remote sessions, or will there be more formal face to face sessions? ESNB is conscious that some MPs are larger in terms of being able to link with RMS. Sometimes larger entities can be more self-sufficient, but if you are a smaller Supplier, you may have fewer resources. There is a piece of learning there for ESNB. In terms of change, people have a different appetite for change depending on the seat that you are sitting in and something people may not always agree with a change that is put forward. He is conscious that ESNB has a role to fulfil there.

J Bracken thanked MPs for participating in the survey. ESNB RMS will try to do this more regularly and will try to do it on an annual basis. It was very worthwhile for the RMS team and hopefully for MPs. He asked if MPs had any thoughts or questions on the survey.

E McGurk thanked J Bracken for presenting the survey results. He looks forward to seeing the final report when it comes out. He has one suggestion about how the survey was carried out, if it's going to be done on an ongoing basis. He was the primary contact in BGE, and it was left to him to go the business and gather all of the information. It would be easier and ESNB would get better data and information if the survey was sent out to a number of people across the businesses. ESNB could send it to the Billing team, Settlements team etc so they could fill out the survey themselves. ESNB would get better insights as to how the operational teams actually engage with it and what their viewpoint is to the service that ESNB is offering. The way the survey was set up, it was hard to provide that level of granularity.

J Bracken replied that he hears exactly what E McGurk is saying and it's probably something for ESNB to think about. "Behaviours and Attitudes" who supported ESNB with the survey, were certainly keen that there was only one response that came back from each entity, and that's the way they had the survey built. If one Supplier came back with multiple responses, in terms of how they would manage that logistically was problematic. For the first outing, ESNB kept the survey to that high level that "Behaviours and Attitudes" recommended. He is curious to see if this recommendation is something that could be plugged in in the future and could discuss it with "Behaviours and Attitudes" if they are doing the survey again for ESNB later in the year.

E McGurk added that some of the suggestions that came out of the survey are very interesting and seem very good. It will be good to see how they progress.

J Bracken replied that they are not very heavy technical or system changes. It's really just being clear about what ESNB RMS does and trying to explain itself and try to engage and talk openly. ESNB getting a sense of how things are going with each MP is a really positive thing and can only be beneficial. We spend

a lot of time working on the same things and going in the same direction, so it's useful that we can step back and see how things are going. ESBN appreciates the time, help and support with the survey. It was very valuable.

8. Gemserv Update

H Rix gave the Gemserv update.

Refer to slides for details.

Market Assurance Activity

- 1 Self-Supplier to Small Supplier requalification – Process and records review stage.
- TIBCO Upgrades (Material changes) – Oracle Database upgrade to 19c and TIBCO Business Connect.
- Interim Retail Market Microgeneration Solution – self assessment stage is now complete. Thanks to Suppliers for their cooperation on the Interim solution. Formal assessment stage will be beginning soon by ESBN.

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

L Sharpe provided the outage update.

Outages

- There are no outages planned for May 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 on Wednesday 25th May 2022.

Next IGG:

- Wednesday 22nd June 2022 – will be a conference call.

Retail Market Design Service

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