

# **IGG Conference Call Meeting Minutes**

<b>Date:</b>	25 <sup>th</sup> May 2022	<b>Time &amp; Location</b>	3pm - Conference Call
<b>Chair:</b>	Jack O'Dwyer, CRU		
<b>Attendees:</b>	<b>Name</b>	<b>Location</b>	
	Lindsay Sharpe, Alice Mooney, Catherine Keane, Oonagh Delaney, Patrick Moran	RMDS	
	Sarah McCauley, Jack Walsh, Sharon Cosgrove	CRU	
	Carl Murphy, Siobhan Melvin, Alan Keegan Emer Corcoran, Sinead O'Hagan, Donal O'Connor, Catherine Leen, Kevin O'Connor, Rachel Hassett	ESBN	
	Simon Fox-Mella	Gemserv	
	Daniel Michalowski	Glowpower	
	Ian Grant	Panda Power	
	Ian Mullins	BGE	
	Aaron Currie, Aine Ni Cheara	SSE	
	Aidan Byrne	Iberdola	
	Imelda McCoy, Caoimhe McWeeney	Energia	
	Andrew McKinnon	Flogas	
	Patricia Ventura	Community Power	
	Susan Whyte, Desmond McBride	Electric Ireland	
Canice Kenealy, Sinead Butler, Peter Brett	Ecopower		
<b>Apologies:</b>	<i>Jim Long</i>		
<b>Version Number</b>	1.0		
<b>Status</b>			

<b>Agenda:</b>	
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**

J O’Dwyer requested approval of the previous IGG Minutes of 27<sup>th</sup> April 2022. 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 in the next few months.</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> 22.06.2022

**3. Actions – New Conference Call Actions**

1 new Action was logged at the Conference Call.

<b>1154</b>	<b>PAYG Metering for June Bank Holiday 2022 – PAYG Suppliers to provide the relevant details to ESNB Keypad Metering by 1st June 2022.</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> PAYG Suppliers	<b>Status:</b> NEW Action	<b>Due Date:</b> 01.06.2022

**4. CRU Update**

S McCauley & J Walsh provided the CRU update.

Supplier Handbook Decision

S McCauley reported that the Supplier Handbook Decision which relates to the Smart PAYG changes was approved by the Commission this morning. CRU hopes to publish the paper in the next couple of days.

### Smart Meter Data Access Code Consultation

S McCauley reported that the Smart Meter Data Access Code paper should be published within the next two weeks.

### National Security Framework

S McCauley reported that the Government has published a National Security Framework. There are a number of deliverables and/or actions within that document for CRU. A lot of it falls within the Retail market space. CRU has been having internal discussions regards those actions/deliverables. There is quite a short timeframe on those and the timeline for delivery is Q3/2022 in advance of the winter months. They relate predominately to further protections for Customers that might find themselves at risk from financial hardship and also vulnerable Customers. CRU intends to follow a similar process to what it did for the Electricity Costs Bill, by holding workshops with Suppliers. CRU will be in touch with MPs very shortly on this matter.

J Walsh then outlined some of the key areas that will be addressed.

J Walsh reported that from CRU's perspective, it's balancing the actions raised by the Department without putting undue additional strain on Suppliers, when there is such volatility on wholesale prices. CRU will also take into account feedback it has received from Suppliers and also from the different NGOs and charities that attend the Consumer Stakeholder group. CRU needs to identify any certain cohorts of Customers that it feels are particularly vulnerable now in the face of rising prices and what targeted measures could be taken for them.

CRU has also drawn from an ASO Report which was published about three weeks ago. They are the European Union Agency representing all of the Energy Regulation Boards across all of the EU member states. In this context, some of the measures that CRU is considering is, firstly to implement a more manageable payment plan for Customers in arrears. A more standardised repayment timeline would be under consideration. CRU is also looking at a possible reduction in the data recovery level of PAYG meters for Customers in arrears who would be paying 25% of vends back towards their recovery.

CRU is also considering optimising the use of NGOs for identifying Customers that fall into arrears and what the next best course of action would be for these Customers. CRU will look at implementing stronger communication messaging and to make Customers more aware of the vulnerable Customers lists. CRU won't be looking at changing the eligibility criteria for Vulnerable Customers but will make sure that Customers who would qualify for it are aware of its existence. CRU is also considering an increase in the emergency credit in PAYG Meters from €10 to €20. This would keep in line with the increase in the cost of energy. CRU is also considering stronger communications for Suppliers letting their Customers know when there is an increase in standing charges. CRU will also enhance its messaging around the benefit of switching and CRU is also looking to make Customers aware of Price Comparison websites because it feels the likes of Bonkers and Switcher wouldn't be that well known by consumers. It would be a useful tool for them to see what the best option would be for them.

There is further progress being made in the rollout of the Smart Metering Programme. CRU will be looking to leverage that with additional communications on the potential benefits of Customers changing to a Time of Use tariff given their consumption patterns. CRU needs to balance what Suppliers can implement as well. CRU is looking at actions that can be implemented quickly ahead of the winter months and doesn't want to introduce measures which will take months to implement and will require what was needed on the €200 credit, a lot of collaboration from Suppliers and ESNB as well. CRU wants to avoid any lengthy measures that would eat into time and might not be that effective in helping protect Customers in the winter months. CRU will be discussing these ideas with MPs in workshops.

C McWeeney stated that in terms of CRU's communications, obviously the energy you don't use is the best saving. Is there anything planned around energy efficiency? The Department has launched a "Reduce your use" campaign. This is important to be captured too.

J Walsh replied that this is one of the things that CRU has also discussed, in terms of what CRU Communications can do.

## 5. Retail Market Design Update

L Sharpe gave the Market Design Update.

### **MCR1189 – Additional Code in the 017MM to select a de-energisation with a Service Removal**

L Sharpe reported that a re-versioned MCR was issued to MPs along with the Agenda last week. ESNB took MPs through the changes at the TWG two weeks ago. The MCR has had some minor edits and the links to documents have been updated.

L Sharpe sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1189.

**MCR1189 approved.**

### **MCR1216 – Smart Metering Remote Operations**

L Sharpe reported that a re-versioned MCR was issued to MPs along with the Agenda last week. ESNB took MPs through the changes at the TWG two weeks ago. The links to documents have been updated.

L Sharpe sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1216.

**MCR1216 approved.**

### **MCR1219 – SPAYG System & Process Changes necessary to delivery policy**

L Sharpe reported that a re-versioned MCR was issued to MPs along with the Agenda last week. ESNB took MPs through the changes at the TWG two weeks ago. This MCR was changed to Non-Schema and some minor edits have been made.

L Sharpe sought approval for the Re-versioned MCR.

Attendees agreed to approve MCR1219.

**MCR1219 approved.**

I Mullins asked if there will be time later to query some of the issues around this. He has some queries around the outcomes of MCR1189.

L Sharpe reported asked what issue I Mullins would like to raise about the MCR.

I Mullins asked how the Extranet will look after the actions in codes in MCR1189

L Sharpe asked I Mullins to send this query to RMDS on the Supplier query tracker and RMDS will pass it onto ESNB for a specific response.

I Mullins agreed to do this.

## 6. MRSO Update

L Sharpe reported that J Long sent his apologies that he couldn't make the meeting today.

He informed her that there was no MRSO update. RMDS issued the latest Smart Data Services to MPs on behalf of MRSO earlier in the day.

## 7. ESB Networks

S Melvin gave the ESNB update.

### V14.00.00

S Melvin thanked Suppliers for voting on the v14.00.00 package options and for providing feedback in relation to the timelines. The scope was confirmed by RMDS on 6<sup>th</sup> May 2022 based on the votes that were received. Feedback provided has been taken into consideration and included in the planning process. ESNB is still working towards Q1/2024. Gemserv is also working on the Market Assurance timelines. ESNB will provide a high-level delivery at the next IGG once the timelines are confirmed and discussed with CRU.

S Whyte said that it would be good to understand between now and the next IGG, ESNB has said that the prioritisation feedback has been received and Gemserv is looking at the market assurance approach and CRU is involved as well. The next IGG is not until 22<sup>nd</sup> June 2022. That's a long time away for Suppliers not to have a Go Live date. She's trying to understand the steps between now and the next IGG in a month.

S Melvin replied that ESNB plans to present a high-level plan at the next IGG. It's going to be Q1/2024. ESNB is not going to come to the next IGG with a specific Go Live date as such because all of that will be refined over the coming months. ESNB is working towards Q1/2024.

S Whyte said that ESNB has taken on board the assurance from Gemserv, and it has to be validated by CRU. Has this been included at this stage with the Q1/2024 date?

C Murphy replied that in putting its plan together, ESNB shared it with CRU to make sure that it's reasonable. ESNB will then present it to Suppliers. A number of Suppliers have come back with various feedback, some may want x, and some may want y and are not compatible with each other. ESNB has taken that feedback onboard and has also shared it with CRU as well. ESNB will take that feedback on board, looking at what can be delivered, looking at the Gemserv assurance timelines, and what's reasonable that ESNB thinks considering all those things, taking it back to CRU to see if it is ok with that. Hopefully CRU will say that it seems reasonable for all parties in the market. ESNB will then go back to the IGG on 22<sup>nd</sup> June 2022 to present it.

S Whyte said that ESNB has got back the feedback from Suppliers and received the assurance from Gemserv. When is the meeting with CRU taking place to confirm that CRU is happy with what ESNB is proposing?

C Murphy replied that it might be a series of meetings as there is a couple of different steps within it. ESNB doesn't have a specific date when exactly it will be, but all of those activities will be happening between now and 22<sup>nd</sup> June 2022.

S Whyte asked if there is a plan.

C Murphy replied that there's not so much a plan written down, but he doesn't think there needs to be one.

S Whyte asked if there are dates in diaries.

C Murphy replied that there are some dates in diaries, there are initial meetings in diaries. There may be further meetings put in diaries. ESBN will come back on 22<sup>nd</sup> June 2022, and after that the plan will be refined like any other project plan where you have parameters you start off with so say within this window, we're going to do x, y, and z. We're going to produce a plan on this date and its going to refine the parameters even more. Within that plan even further, ESBN will refine even more.

S Whyte said ESBN is saying that it will have a plan on 22<sup>nd</sup> June 2022 that it's going to be further refined and further refined. Supplies are all trying to stand up programmes, for IPT here and get resources like ESBN. Phase 2 is going on way too long even at this stage just having a Q1/2024 ballpark doesn't seem reasonable.

C Murphy replied that given that we're in May 2022 and the Go Live is proposed for Q1/2024, so it's just a little under two years away.

S Whyte said it sounds like ESBN has everything it needs apart from the CRU thumbs up. ESBN has feedback from Suppliers and feedback from Gemserv, so ESBN just needs CRU to understand the plan and be happy with it. She doesn't understand why this is going to take ESBN a month to do.

I McCoy said that she doesn't want to go over old ground as no one will benefit from that, but will Suppliers know what the IPT approach is and the timelines and the details that's required for IPT on 22<sup>nd</sup> June 2022. It's being discussed at various different forums. That seems to be the biggest concern that Suppliers have. We know what the timeline is at a high level and what the scope is but that's very dependent on what's required on Suppliers to deliver market assurance. What will be the Suppliers' part in IPT? Is it going to be similar to the approach to what was done in Phase 1 or is it completely different? Suppliers still don't have sight of that. From Energia's perspective, it is uneasy because it has no idea about the IPT.

C Murphy replied that ESBN is expecting to get the confirmed timelines from Gemserv. ESBN will take that on board along with what Suppliers have feedback, along with its own capacity and ability to deliver and present this on 22<sup>nd</sup> June 2022. If there is more refinement that has to be done to the market plan after that, it will come after that as it always does.

S Whyte said that didn't happen in Phase 1. We had a Go Live date agreed and we worked to it. There was a delay at the end due to IPT, but it wasn't refined and changed. It was set.

C Murphy replied that there are plenty of Schema releases that work that way.

#### Electricity Costs Bill

S Melvin reported that Suppliers are asked to continue providing weekly reports to ESBN even if there is no change in the figures. Once the Supplier has both credited all Customers accounts and the Customer has been notified, then Suppliers can cease submitting the weekly reports. Suppliers should just send an email to the Electricity Costs Bill email address when this occurs. Suppliers are asked not to return funds to ESBN until the scheme ends on 30<sup>th</sup> June 2022. The 1<sup>st</sup> July to 15<sup>th</sup> July 2022 is when Suppliers can return unallocated funds. ESBN will discuss this at the next IGG.

#### Day & Night Meters

S Melvin reported that ESBN is continuing with the like for like exchanges. There are under 2,700 calls outstanding.

#### EMMA Upgrade Project

S Melvin reported that the project is progressing. ESNB is working with all MPs to upgrade the TIBCO components on their EMMAs. ESNB thanks those Suppliers who have received the TIBCO component upgrade to date. For the remaining Suppliers, the TIBCO Application Support Team will be in communication with each of Suppliers technical contacts prior to the upgrades beginning with information and any instructions.

#### HUB Relocation

S Melvin reported that as communicated at the last IGG, the HUB relocation project is currently underway. A request for project, business and technical contacts was issued to the IGG Reps on 28<sup>th</sup> April 2022 via RMDS. If Suppliers haven't already done so, they should provide them to RMDS. A market plan will be issued out to MPs this week via RMDS which will provide more detail on the upcoming steps for this project.

#### Microgeneration

S Melvin reported that Retail Market Microgeneration project remains on track for the end of June 2022 deadline. The updated draft market design documentation and sample files were shared with MPs via RMDS on 10<sup>th</sup> May 2022. ESNB has also made available the cutover approach to MPs on 17<sup>th</sup> May 2022. ESNB is currently working closely with RMDS and Gemserv to prepare for IPT with those Suppliers who volunteered for it which is due to commence on 30<sup>th</sup> May 2022.

#### VAT decrease

S Melvin reported that in line with last month's Government announcement, DUoS and PSO invoicing is now at 9%. The ESNB DUoS team has been liaising with individual Suppliers DUoS teams in relation to DUoS bills.

#### PAYG Metering for June Bank Holiday

S Melvin reminded Suppliers that the June Bank Holiday weekend, Monday 6th June 2022 is not a credit friendly holiday. If a Customer loses supply on that Monday, the purchase of credit is required to top up the meter and restore supply. A Customer will need to replenish the emergency credit plus the accumulated daily charge before supply is restored. ESNB will process PMP requests submitted via the extranet up to 5 p.m. on Friday 3<sup>rd</sup> June 2022. Requests submitted after this will be processed on Tuesday, 7<sup>th</sup> June 2022. Customers can still purchase credit using their old KPN card, to their old Supplier until the PMP is processed.

ESNB would like to remind Suppliers of Lifestyle Meters that, ESNB may receive Customer calls to its Emergency 24/7 number over the Bank holiday period in relation to Suppliers' lifestyle meters and 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 ESNB 24/7 On Call Supervisor.

Please send these details to Keypad Management Team – email: [keypadmanagement@esb.ie](mailto:keypadmanagement@esb.ie)

S Melvin asked for a new action to be logged for Suppliers to provide that information to ESNB via RMDS by 1st June 2022.

A new action was logged, **Acton 1154: PAYG Metering for June Bank Holiday 2022 – PAYG Suppliers to provide the relevant details to ESNB Keypad Metering by 1st June 2022.**

*(A briefing note on this matter was issued by RMDS on behalf of ESNB following the meeting).*

Secure Meters Solution

S Melvin reported that this project is progressing and ESNB will keep the IGG updated on that.

**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 are no outages for June as of yet.
- Full outage details are available, as usual, on the [RMDS Website](#).

**10. AOB**

No Items were raised in AOB.

**Next Meetings:**

- IGG 22<sup>nd</sup> June 2022 at 10:30 – this meeting will be a Conference Call on MS Teams. Details will issue in due course.

**Retail Market Design Service**

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