

## IGG Actions Closed

| AP No. | Title  | Org. Assigned to | Date Closed |
|--------|--|------------------|-------------|
| 915    | CER to ensure gas revenue protection processes are shared with the IGG   | CER              | 14/01/2015  |
| 925    | CER to get back with a formal response as to what further information they require on LTCA.  | CER              | 14/01/2015  |
| 927    | Meter Tampering - Market to provide feedback as to how they recommend ESNB to handle sites   | Suppliers        | 11/02/2015  |
| 929    | ESBN to provide a step by step process for tampering   | CER              | 11/02/2015  |
| 932    | MRSO / RMDS to co-ordinate the raising of a DR in relation to Cancellation Reason Code OS  | MRSO/RMDS        | 11/02/2015  |
| 933    | Suppliers to revert with position on the Revenue Code of Practice in light of supporting or otherwise, the revised version   | Suppliers        | 11/02/2015  |
| 934    | DR1149 - Suppliers asked to consider if they can check the MPBREF on 016 and 300MM on their side so as to validate the correct Market Message. Linked to previous action 924               | Suppliers        | 11/02/2015  |
| 937    | ESBN to contact NIE regarding the Anti-PAYG Meter Tampering workshops recently held. S. Gray agreed to action this item  | ESBN             | 11/02/2015  |
| 938    | On receipt of the processes in action items 929 and 930 above Suppliers to review the processes and submit comment   | Suppliers        | 11/02/2015  |
| 940    | Statement of Charges. CER to feedback Supplier concerns in relation to timing and applicability of ESNB Charges to Paul Brandon. Paul to circulate a response                              | CER              | 11/02/2015  |
| 942    | Meter Tampering – CER to write a terms of reference for the Work stream  | Suppliers        | 11/02/2015  |
| 943    | ESBN to create generic note to Suppliers detailing items to be considered outside of the Revenue Code of Practice. The items include but not limited to costs, dates, re-registrations etc | ESBN             | 11/02/2015  |

## IGG Actions Carried Forward

| AP No. | Title  | Org. Assigned to | Date Due   | Date Raised |
|--------|--|------------------|------------|-------------|
| 917    | Notification Address - Suppliers to complete data cleanse & update training material as a preventative measure for future incidents.   | Suppliers        | 04/03/2015 | 10/09/2014  |
| 922    | RMDS to provide a list of outstanding approved MCRs, including date raised & any previous inclusion in a prioritisation exercise   | RMDS             | 04/03/2015 | 10/09/2014  |
| 928    | CER to convene a meeting re Disconnection Taskforce actions as well las circulating actions  | CER              | 04/03/2015 | 05/11/2014  |
| 939    | CER to review comments on processes from Suppliers (Action 938) and set up a Revenue Protection Workshop. Action 923, 925, 926 to be used as supporting documentation  | CER              | 04/03/2015 | 03/12/2014  |
| 941    | ESBN to investigate the addition of UK addresses to BGE customers  | ESBN             | 04/03/2015 | 03/12/2014  |
| 944    | CER to develop terms of reference for Revenue Protection (linked to action 933   | CER              | 04/03/2015 | 14/01/2015  |
| 945    | Suppliers to provide feedback to CER on CoS/Debt Transfer Workshops that were held Q4 2014.  | Suppliers        | 04/03/2015 | 14/01/2015  |
| 946    | CER with the assistance of MRSO to analyse and report back to IGG on the debt flag trends for 2014.  | CER              | 04/03/2015 | 14/01/2015  |
| 947    | LTNA Suppliers to review LTNA reports received from ESBN and provide feedback to ESBN on any actual/potential initiatives or action taken in relation to them.   | Suppliers        | 04/03/2015 | 14/01/2015  |
| 948    | Data Protection - ESBN to report back on how the COLE process currently records the moving out of an occupant to identify whether the moved out customer details are retained in the ESBN system. If details are retained data protection concerns need to be investigated | ESBN             | 04/03/2015 | 14/01/2015  |
| 949    | CER to adjudicate on Supplier's position on the Revenue Code of Practice.  | CER              | 04/03/2015 | 14/01/2015  |
| 950    | Multi-site MPRNs. ESBN to send list of MPRNs with Multi-sites to SSE Airtricity  | ESBN             | 04/03/2015 | 14/01/2015  |