



NETWORKS

Vulnerable Customers

Reconciliation Exercise

4th March 2015



Vulnerable Customers Reconciliation Exercise - Update



- Last year CER requested ESBN to do a reconciliation with all Suppliers of the customers with Vulnerable Customer attributes, i.e. Life Support and all other attributes.
- Suppliers issued lists of MPRNs that they had registered as VC / Life Support.
- These lists were compared with records held by Networks.
- Discrepancies were found, i.e. MPRNs that were registered as VC on Networks side were not registered on Supplier side and vice versa.
- In December 2014 a defect was rectified on ESBN side . That defect had in some cases caused a VC flag to be created when the Supplier did not request same.
- After the defect was rectified a corrective programme was put in place :
 - Suppliers have been asked to send in up to date lists for checking against Networks records
 - Where ESBN has a vulnerable customer attribute , and after we have checked that the Supplier does not, ESBN will take off that VC attribute from that MPRN (no 114MM will issue for these)
 - The aim is to have all such cases rectified ASAP although this is dependent on Suppliers feedback , at time of writing we are waiting for information from 2 Suppliers
 - And where Supplier has a customer attribute and ESBN does not, these will be referred back to the Supplier who can send in a 013MM to adjust.
- When Suppliers and ESBN have finished we propose to carry out a final reconciliation check