

IGG Actions Closed

| AP No. | Title | Org. Assigned to | Date Due | Date Raised |
|--------|---|------------------|------------|-------------|
| 963 | MRSO Debt Flags statistics - MRSO to provide a new line item statistic showing the number of debt flags which are not cancelled as a percentage in further meetings | MRSO | 08/07/2015 | 08/04/2015 |
| 966 | Eircodes - Suppliers to ensure the Eircodes enduring solution proposed in DR 1140 covers all requirements, revert to ESNB with queries if required . The outcome of the action intends to allow for approval of DR at next CC | ESBN | 08/07/2015 | 08/04/2015 |
| 967 | Eircodes - ESNB/Suppliers to confirm a specific time frame within 2016 when DR1140 can be delivered | ESBN/Suppliers | 08/07/2015 | 08/04/2015 |
| 970 | Suppliers to provide the Revenue Protection Team with a single point of contact for Revenue Protection issues | Suppliers | 08/07/2015 | 10/06/2015 |
| 972 | ESBN/Suppliers to consider how to deal with customer receipt of Eircodes during the interim period (between National Eircode provision and implementation of DR1140) in the context of the market design and DR 1140 | ESBN/Suppliers | 08/07/2015 | 10/06/2015 |
| 973 | CER to set up a workshop to cover PAYG concerns | CER | 26/06/2015 | 10/06/2015 |

IGG Actions Carried Forward

| AP No. | Title | Org. Assigned to | Date Due | Date Raised |
|--------|--|------------------|------------|-------------|
| 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 | 05/08/2015 | 14/01/2015 |
| 949 | CER to adjudicate on Supplier's position on the Revenue Code of Practice - provide formal response to group. | CER | 05/08/2015 | 14/01/2015 |
| 956 | CER to review whether the lock moratorium over the Christmas period should apply for IC sites | CER | 05/08/2015 | 04/03/2015 |
| 959 | CER to provide on update on the Vulnerable Customer Initiative - phase 2 at next IGG | CER | 05/08/2015 | 08/04/2015 |
| 960 | Suppliers to respond back to ESBN on the Vulnerable Customer Data | Suppliers | 05/08/2015 | 08/04/2015 |
| 962 | Email encryption - Suppliers to contact MRSO via RMDS if they wish to set up the secure email encryption as discussed at the forum. | Suppliers | 05/08/2015 | 08/04/2015 |
| 971 | Individual Suppliers or a single consolidated Supplier response on the lock moratorium to be sent to CER | Suppliers | 05/08/2015 | 10/06/2015 |

New IGG Actions

| AP No. | Title | Org. Assigned to | Date Due |
|------------|--|------------------|------------|
| 974 | LTCA - CER to circulate ISEM consultation paper re Global Settlement to Suppliers via RMDS. Suppliers to consider whether LTCA should be paused in view of the ISEM discussions backdrop. | CER/Suppliers | 24/07/2015 |
| 975 | Vulnerable Customers - CER to brief D Parashiv on the Vulnerable Customers ongoing discussions at IGGs and consider if further or co-ordinated workshops are necessary. | CER | 05/08/2015 |
| 976 | RMDS Private website - RMDS to circulate an e-mail to Suppliers requesting an designated email address for access to the new RMDS private website for sensitive documents. | RMDS | 10/07/2015 |
| 977 | Longstanding MCRs - RMDS to circulate the 5 oldest outstanding MCRs to Suppliers. Suppliers to review and bring their position to the next IGG. Suppliers to respond before 12/08/2015 | RMDS/Suppliers | 12/08/2015 |
| 978 | Eircodes - DR 1140 to be brought back to the next IGG for MCR Approval. Suppliers to investigate the issues for them in implementing the MCR and also advise the earliest they can implement the new Eircodes. | ESBN/Suppliers | 02/09/2015 |