

IGG Actions Closed

AP No.	Title	Org. Assigned to	Date Due	Date Raised
949	CER to adjudicate on Supplier's position on the Revenue Code of Practice - provide formal response to group.	CER	02/09/2015	14/01/2015
959	CER to provide on update on the Vulnerable Customer Initiative - phase 2 at next IGG	CER	02/09/2015	08/04/2015
960	Suppliers to respond back to ESBN on the Vulnerable Customer Data	Suppliers	02/09/2015	08/04/2015
976	RMDS Private Website - RMDS to circulate an e-mail to Suppliers requesting a designated email address for access to the new RMDS private website for sensitive documents	RMDS	02/09/2015	08/07/2015
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	02/09/2015	08/07/2015
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	08/07/2015
982	Publication of information on the RMDS website. All MPs are to consider their position on what information is published on the RMDS website.	ALL	02/09/2015	05/08/2015

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	07/10/2015	14/01/2015
956	CER to review whether the lock moratorium over the Christmas period should apply for IC sites	CER	07/10/2015	04/03/2015
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	07/10/2015	08/04/2015
979	Following CER review of Supplier submissions to pause or continue LTCA the CER is to advise the approval, or not, of the Independent Consultant and the next steps	CER	07/10/2015	05/08/2015
980	MRSO to present a slide of statistics at the next IGG for messages where Eircodes are being used	MRSO	07/10/2015	05/08/2015
981	ESBN and EI to have offline discussion on the format of the report in relation to PAYG Installations.	ESBN/EI	07/10/2015	05/08/2015

New IGG Actions

AP No.	Title	Org. Assigned to	Date Due
983	Green Source Products - CER invited further comment or questions on the GSP decision. Any response to query which had relevance to the market would be circulated by CER via RMDS to market.	CER	07/10/2015
984	MRSO CoLE Figures - Suppliers to check internally and ensure that they are not inputting Alpha Strings in the Name field of the 010 MM. Correct the issue if they are and report to RMDS who will refer to MRSO.	Suppliers	07/10/2015
985	MP issuing CoS for their own site - MPs to resolve this issue. Prevalence of issue noted in June and August 2015. Relevant Supplier to resolve and report back to RMDS or MRSO.	Suppliers	07/10/2015
986	Technical Details - DR covering the importance of appropriate Technical Details (name and phone) to the 010 to be drafted. Detail to be added to MPD 01 & 02	ESBN	07/10/2015
987	Long Term Non Access - ESBN to summarise the responses they received from Long Term Non Access Communication exercise with Customers and send to Suppliers via RMDS.	ESBN	07/10/2015
988	Long Term Non Access - Suppliers to review ESBN's suggestions on Long Term Non Access and review their own working practices with a view to improving information to customers about ESBN requiring access. Report back findings to RMDS for discussion at next CC or IGG	Suppliers	07/10/2015
989	Vulnerable Customers - A decision around the frequency & yearly timing of an annual reconciliation exercise needs to be determined.	ESBN/CER	07/10/2015
990	Vulnerable Customers - Determine if V C attributes are retained on a customer following COLE. Identify implications of COLE in reconciliation exercise.	ESBN	07/10/2015