

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	04/05/2016	14/01/2015
986	Technical Details - DR covering the importance of appropriate Technical Details (name and phone) to the 016 to be drafted. Detail to be added to MPD 01 & 02	ESBN	04/05/2016	02/09/2015
993	LTCA Next Steps - LTCA WG to convene following CER decision to support appointment of auditor. Terms of reference to be reviewed to account for pending I-SEM design confirmation. WG to submit update on terms of reference, chairperson, plan for progressing and project managing next stage of LTCA initiative at next IGG.	LTCA WG/ Suppliers	04/05/2016	04/11/2015
1002	Eligible Customer Files - Suppliers/CER/ESBN to review the 3 Options presented by RMDS and respond to RMDS with their position by selection of one option and/or provision of comment	Suppliers	04/05/2016	13/01/2016
1004	CoLE Process - ESBN to review the CoLE Process in relation to a Customer moving out with no immediate Customer move in. Determine recommended Technical and Business process options for managing this, including the implications for ESBN processes. Suppliers to provide comment on how they handle this CoLE scenario and highlight Supplier/Customer implications.	ESBN/ Suppliers	04/05/2016	09/03/2016
1005	Green Source Products - CER to send the Green Source Submission that was presented at the IGG to Suppliers. Suppliers to respond with comments and/or gaps. Suppliers to provide feedback on the Verification process being suggested, timelines outlined, the retrospective application and the need for a consistent set of guidelines for the Terms of Reference Suppliers need to supply coming out of the Audit.	CER/ Suppliers	04/05/2016	09/03/2016
1006	Green Source Products - Green Source Products - CER to provide details of the data to be sought under the Audit to Suppliers, to engage an Auditor(s) to undertake a consistent Green Source Products review within their organisations.	CER	04/05/2016	09/03/2016
1007	Revenue Protection Timelines - Suppliers to send examples of Revenue Protection issues & resolution timelines to ESBN via RMDS. ESBN to consider developing a voluntary SLA for Revenue Protection Activities.	Suppliers/ ESBN	04/05/2016	09/03/2016

New Conference Call Actions

AP No.	Title	Org. Assigned to	Date Due
1008	Vulnerable Customers SI463 – ESNB to provide comments on Suppliers Questions to Suppliers via RMDS.	ESBN	04/05/2016