

ESB Networks

Revenue Protection Service

1. Review the level of compliance of ESB Networks and Suppliers with Revenue Protection Code of Practice at present.
2. With available resources, propose a strategy which will optimise the benefit for all stakeholders from the Revenue Protection activity. This includes resourcing of individual case follow ups, court cases, targeted leaflet drops and use of media channels.
3. Explore the concept of having a moratorium on Change of Supplier where Revenue Protection issues exists (Ref Workshop June 15).
4. Review the 260 Market Message process in relation to the treatment of Revenue Protection Queries including timescales and undercharges. Develop practical guidelines around same which will improve speed of turnaround and more efficient scheduling.
5. Agree and obtain IGG approval to a proposed Revenue Protection Work Plan for 2017 including targets and milestones.

Group Participants: (must be people dealing with RP issues on a daily basis)

1. ESB Networks Revenue Protection (Martina and Hilda),
2. SSE Rep (TBA - Danny O Sullivan?),
3. Electric Ireland Rep (TBA - Maureen Browne?),
4. Prepay Power (TBA – Paddy Colclough?)
5. BGNI TBA

Group Chair – Revenue Protection ESNB

Milestones:

1. September 2016 – First meeting to be scheduled
2. October 2016 – Second Meeting
3. November 2016 – Agree Findings and Recommendations
4. December 2016 – Report to IGG

In parallel, any particular supplier issues or concerns will be addressed.