

IGG Actions Closed

AP No.	Title	Org. Assigned to	Date Closed	Date Raised
1065	ESBN Meter Project – CER to consider the minimum threshold figure for Refunds	CER	28/06/2017	31/05/2017
1066	ESBN Meter Project – ESBN to publish the End to End process on the RMDS Private website.	ESBN	28/06/2017	31/05/2017

IGG Actions Carried Forward

AP No.	Title	Org. Assigned to	Date Due	Date Raised
1049	CER Rebrand - CER to provide an update on the CER Rebrand.	CER	26/07/2017	08/03/2017
1063	CER Monthly Switching Report - CER to clarify publication timelines for Change of Supplier report.	CER	26/07/2017	03/05/2017

De-energisation Actions

AP No.	Title	Org. Assigned to	Date Due	Date Raised
1032	De-energisations Schedule of Charges for failed disconnections - CER to raise Suppliers' concern over the practice of charging suppliers for failed disconnections by ESBN, as outlined in previous IGG Minutes, with the CER Networks Team. CER to consider the merits of the CER Networks Team attending a future IGG or breakout session within a workshop on this issue to provide an update on this matter. (This Action was reworded at the IGG on 03.05.2017)	CER	26/07/2017	07/12/2016
1043	De-energisations - ESBN to engage with the Data Protection Commissioner in relation to the use of personal information held by Meter Readers being used by NT's charged with disconnecting premises. (Propose to delete as we consider that this does not accurately reflect conclusion of discussions.) (Follow-on from Actions 948/1004 closed at IGG on 08/03/2017).	ESBN	26/07/2017	08/03/2017
1044	De-energisations - Suppliers to provide comments on the De-energisation position as outlined by ESBN as presented in its slides. (Follow-on from Actions 948/1004 closed at IGG on 08/03/2017).	Suppliers	26/07/2017	08/03/2017
1045	De-energisations - ESBN to consider ways of making the Market Message and Engagement Process between ESBN and Suppliers clearer. ESBN and Suppliers to consider what can be done to benefit Suppliers and to revert with detailed suggestions. (Follow-on from Actions 948/1004 closed at IGG on 08/03/2017).	ESBN/ Suppliers	26/07/2017	08/03/2017
1047	Lock Moratorium - Suppliers to send comments/feedback on the Lock Moratorium update as presented by ESBN at the IGG on 08/03/2017. (Linked to Action 1040)	Suppliers	26/07/2017	08/03/2017
1051	ESBN SLA Agreement - CER to liaise with its internal Networks Team with regard to the wording of the paragraph pertaining to Access Arrangements in the ESBN SLA Agreement as briefed by ESBN in Action 1039 in relation to de-energisations. Where appropriate, an update could be included as part of ongoing discussions on de-energisations as part of an information-sharing workshop.	CER	26/07/2017	08/03/2017

De-energisation Actions

1053	De-energisation Process whereby Customers are unable to contact their Suppliers directly. SSE Airtricity to submit examples of this issue. CER to review the previous Pilot findings completed by ESNB in 2015 into this issue and determine if it needs to be reopened.	CER/Suppliers	26/07/2017	08/03/2017
1054	De-energisations - ESNB to engage with the Data Protection Commissioner in relation to the use of personal information held by Meter Readers being used by NT's charged with disconnecting premises. – ESNB and CER to consider if this meeting should include Suppliers and/or CER (Linked to Action 1043)	ESNB/CER	26/07/2017	05/04/2017
1058	De-energisations - ESNB's engagement with the Data Protection Commissioner in relation to the use of personal information - CER to relay perspectives from both ESNB and Suppliers on this issue, to CER Senior Management. (Linked to Action 1043). CER to revert a week before the next Conference Call.	CER	26/07/2017	03/05/2017
1059	De-energisation Information Session - CER to set up a De-energisation Information-Sharing Session. The following IGG Actions will form the agenda of the Information Session: Actions: 1043, 1044, 1045, 1051 and 1054. CER then to determine if a De-energisation Workshop is required.	CER	26/07/2017	03/05/2017
1064	De-energisations Workshop - CER to set up a De-energisation Workshop. CER to provide rationale behind de-energisations actions that will not form part of the workshop.	CER	26/07/2017	31/05/2017

New IGG Actions

AP No.	Title	Org. Assigned to	Date Due	Date Raised
1067	IGG Meetings - Suppliers invited to submit suggestions for improvements to the IGG	Suppliers	26/07/2017	28/06/2017
1068	Consumer Survey Results - CER to clarify timelines for publication of consumer survey results	CER	26/07/2017	28/06/2017
1069	Debt Flagging - MRSO to investigate & provide reasons for the difference between Debt Flagging notifications received and notifications passed on. MRSO to also determine which CoLEs were residential and which CoLEs were commercial	MRSO	26/07/2017	28/06/2017
1070	Prioritisation Process - CER to clarify the existing Prioritisation process & documentation	CER	26/07/2017	28/06/2017
1071	Supplier Handbook reference to Organisations - CER to provide clarity on a question raised by SSE Airtricity	CER	26/07/2017	28/06/2017
1072	LTCA - RMDS to engage with the LTCA Chairman to progress this matter	RMDS	26/07/2017	28/06/2017