

Closed IGG Actions

AP No.	Title	Org. Assigned to	Date Closed	Date Raised
1073	Debt Flagging - MRSO to provide RMDS with written information in relation to Debt Flagging Rejection COLE. RMDS will then issue this information to the Market.	MRSO	30/08/2017	26/07/2017
1075	P1 Safety Incident - ESNB to confirm the email address in to be used by Suppliers in relation to the process described in the P1 safety Incident document.	ESBN	30/08/2017	26/07/2017
1078	P1 Safety Incident - RMDS to investigate adding the detail listed in the P1 Incident document to MPD9.	RMDS	30/08/2017	26/07/2017

Actions Carried Forward

AP No.	Title	Org. Assigned to	Date Due	Date Raised
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	04/10/2017	08/03/2017
1049	CER Rebrand - CER to provide an update on the CER Rebrand.	CER	04/10/2017	08/03/2017
1068	Consumer Survey Results - CER to clarify timelines for publication of consumer survey results	CER	04/10/2017	28/06/2017
1074	Debt Flagging - RMDS to investigate if there is a historic reason why the registered company number provided on MMs was not validated by ESBN.	RMDS	04/10/2017	26/07/2017
1076	P1 Safety Incident - Suppliers to confirm that they have briefed all agents with regard to the importance of logging de-energisations with service removal correctly.	Suppliers	04/10/2017	26/07/2017
1077	P1 Safety Incident - ESBN to investigate and potentially raise a DR on how the existing market design could be improved to lessen the likelihood of such an incident occurring again.	ESBN	04/10/2017	26/07/2017
1079	CER to update the IGG with regard the ESBN SLAs.(Linked to Action 1051)	CER	04/10/2017	15/08/2017
1080	ESBN to consider providing more detailed de-energisation statistics to the IGG with particular focus on the breakdown of the following statistic: 30.7% could not be de-energised.	ESBN	04/10/2017	15/08/2017

New IGG Actions

AP No.	Title	Org. Assigned to	Date Due	Date Raised
1081	De-energisations - ESBN to provide clarity with regard to the location of the meter (Linked to Action 1043)	ESBN	04/10/2017	30/08/2017
1082	Industry position on GDPR - ESBN to consider providing information on the ESBN GDPR Project	ESBN	04/10/2017	30/08/2017
1083	Price Changes - CER to communicate to CER networks team, concerns raised by Suppliers concerning tight timelines between publication of tariff papers and Supplier implementation dates, with a view to providing a workable solution.	CER	08/09/2017	30/08/2017
1084	Supplier Handbook – Suppliers indicated that the Supplier Handbook decision made reference to engagement or guidance from the CER with respect to explaining historic energy use to customers. EG to consult with CER team and revert noting suppliers concerns on implementing the Supplier Handbook considering that this item is outstanding.	CER	15/09/2017	30/08/2017
1085	Supplier Handbook - CER to consider Supplier's' request for a revised deadline to implement changes to the Supplier Handbook	CER	15/09/2017	30/08/2017
1086	Debt Flagging Consultation - CER to provide an update as to when the Debt Flagging Consultation will be published.	CER	04/10/2017	30/08/2017
1087	Debt Flagging - MRSO to investigate if the Debt Flagging figures can be broken down to Prepay versus credit	MRSO	04/10/2017	30/08/2017
1088	Debt Flagging - Suppliers to review the Debt Flagging CoLE examples provided by MRSO and to revert to MRSO with which decisions they agree with and which they do not.	Suppliers	04/10/2017	30/08/2017
1089	Debt Flagging - Based on the feedback from Action 1088, MRSO to consider potential tweaks to their CoLE decision process	MRSO	04/10/2017	30/08/2017
1090	Debt Flagging - MRSO to confirm if QH MPRNs are subject to Debt Flagging.	MRSO	04/10/2017	30/08/2017

New IGG Actions

1091	Use of Change of Supply Process to facilitate Supplier Company Name Change Arrangements (20 Day Rule) - CER & RMDS to assess how any future instances of this nature are managed considering Market Design, Market Communications and Customer Communications to include potentially: changes to market process, communication with customers and assurance.	CER/RMDS	04/10/2017	30/08/2017
1092	ESBN I-SEM Presentation Market Trials - RMDS to include both T O'Neill's & J Long's email address on the ESBN I-SEM's slides published on the RMDS calendar	RMDS	01/09/2017	30/08/2017