

CUSC Panel Actions Log – November 2025

Open Actions

| Action Number | CUSC Panel Action Raised | Minute Ref | Owner | Action | Current position | Due by | Status |
|---------------|--------------------------|------------|------------|--|--|--------------|-------------------|
| 182 | 27 January 2023 | 11768 | Code Admin | Consumer Scotland has inherited some of the statutory powers of Citizens Advice Scotland. Review the wording in the CUSC and bring forward modifications (if required) to reflect this change. | Code Admin have a house keeping review in early 2024 - if changes are required for efficiency, they will be included in a wider non-Section 14 minor legal text housekeeping modification. | Ongoing | Ongoing |
| 184 | 27 June 2025 | TBC | CG/RW | Review the Panel recommendation voting process (Extra time for discussion) | The Panel noted pros and cons for pre-populating their recommendation votes ahead of the Panel meeting, and it was agreed that Code Admin would review this process and come back to Panel with an update for Panel agreement. | Ongoing | Propose to close? |
| 185 | 26 September 2025 | TBC | DA | Confirm position regarding legal costs on connections reform | DA provided an updated that any costs over and above BP2 and BP3 business plans will be passed on through BSUoS charging. Update to be provided at October TCMF meeting. The October TCMF meeting was cancelled so an update was provided at the 06 November meeting. | October 2025 | Propose to close? |

| | | | | | | | |
|------------|-------------------|-------|-------|---|--|--------------|-------------------|
| 186 | 26 September 2025 | TBC | DA/CG | Escalate Connections Reform concerns raised at September Panel meeting. Connections Reform team to be invited to October Panel meeting to provide an update | James Norman, NESO attended the Panel on 31 October to provide the Panel with an update. | October 2025 | Propose to close? |
| 187 | 31 October 2025 | 13034 | CG | CG to liaise with the Workgroup Chair to confirm if any system changes would be required if the BSC is currently sending data to NESO for billing purposes. get this confirmed prior to the Final Modification Report being submitted to the Authority. | CG sent email confirmation of this to Panel prior to the Final Modification Report being submitted to the Authority. | October 2025 | Propose to close? |