

agenda

To Retail Participants
Subject Retail Gas Governance Forum
When 27 May 2010
Where Gas Industry Co
Today's date 21 May 2010

Morning Session (09.30-12.30) – Downstream Reconciliation

1. Results of Strata's review of retailer estimation methodologies 09.30-10.15
2. Next steps for reconciliation policy review 10.15-11.00

Coffee break 11.00-11.15

3. Straw man for determination and settlement of rule 37 breaches 11.15-12.15
4. Programme of audits 12.15-12.30

Lunch 12.30-13.00

Afternoon Session (13.00-16.00) – All Other Business

5. Chief Executive update (retail contracts & consumer complaints) 13.00-13.30
6. Switching rules review 13.30-14.30

Coffee break 14.30-14.45

7. Compliance regulations review 14.45-15.15
8. Gas billing factors 15.15-15.30
9. File Formats 15.30-15.45