

# agenda

To Retail Participants  
Subject Retail Gas Governance Forum  
When Monday 30 November 2009  
Where Gas Industry Co  
Today's date 27 November 2009

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1. Switching & Registry

1.1 Update on switching activity

1.2 Change requests

1.3 Switching operations paper

2. Downstream Reconciliation

2.1 Reconciliation update – first final allocation, rule 37 accuracy threshold

2.2 Event audits – audit processes, approach going forwards  
(a detailed discussion of audit findings will not be appropriate until the current reports are finalised)

2.3 2010 comprehensive rules review – approach; scope; timeframes

- 3. Compliance
  - 3.1 Update
  - 3.2 TOU estimated consumption data
- 4. Consumer issues
  - 4.1 2009 consumer forum
  - 4.2 Complaints resolution
  - 4.3 Retail contracts
- 5. Contingency management
  - 5.1 Go-live data
  - 5.2 First test exercise
  - 5.3 Obligations under the contingency management regulations
- 6. Any other business
  - 6.1 Gas altitude accuracy and compliance with NZS5259 – Rod Crone
  - 6.2 File formats working group update