

agenda

To Retail Participants
Subject Retail Gas Governance Forum
When Wednesday 15 April 2009 at 9:30 am
Where Gas Industry Co
Level 8, Todd Building
95 Customhouse Quay
Today's date 14 April 2009

1. Purpose and meeting format
 - 1.1 Introduction
 - 1.2 Review terms of reference
2. Downstream reconciliation
 - 2.1 Review of experience to date
 - 2.2 Update on exemption applications being processed, consulted on and considered
 - 2.3 Short term rule changes
 - 2.4 Event audit programme—progress report
 - 2.5 TOU estimates—draft guideline note and r31-33 compliance

3. Switching rules
 - 3.1 Statistics from first month's operation
 - 3.2 Issue: requested switch dates in GNT
 - 3.3 Issue: issuing and rejecting GNWs
 - 3.4 Breach timers: what the registry can, and cannot, measure
 - 3.5 Update on Nova Gas bypass network exemption application
4. Consumer issues—general update
 - 4.1 Consumer issues paper—next steps
 - 4.2 Complaints resolution scheme—next steps
5. Frequency and dates of future meetings