

Meeting of the Gas Customer Forum

**10:30 Monday 10 March 2008
(lunch available from 12:00)**

Elexon, 350 Euston Road, London

<http://www.elexon.co.uk/contact/locationMap.aspx>

Agenda

1.0 Introduction (Chair)

- 1.1 Minutes of last meeting
- 1.2 Actions arising

2.0 Presentations

- 2.1 DN Interruption Reform Updates
 - Scotia Gas Networks (B Grubb)
 - National Grid (M Freeman)
 - Wales & West Utilities (L Spierling)
 - Northern Gas Networks (R Cameron-Higgs)
- 2.2 Transmission Issues (R Hewitt, National Grid NTS)
Including NTS Exit Reform, TBE, Planning Code, Emergency Exercise, SO Incentives and Winter Update

3.0 Presentations

- 3.1 [Review of UNC Modification Proposals \(Joint Office\)](#)

4.0 Customer Issues (All)

- 4.1 DNO Update
 - Transportation charge information
 - Customer Satisfaction Survey
- 4.2 Customer Issues
- 4.3 Regulatory Issues

5.0 Date of next meeting and agenda items

6.0 AOB

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