

# Gas Customer Forum

## Terms of Reference

The Gas Customer Forum (GCF) meetings will act as a forum to facilitate education, involvement, discussion and feedback between gas industry participants and consumers and their representatives. In doing so, they will:

- Provide an opportunity for those not directly contracted to gas Transporters or Shippers to hear the latest information and discuss the current thinking behind significant moves in the gas industry that may affect consumers;
- Provide an opportunity to raise issues that consumers feel should be addressed by the industry; and
- Allow Shippers and Ofgem to hear issues raised and discussed.

### Members:

- The Joint Office of Gas Transporters will administer the forum
- GCF meetings will be open to all interested parties, including:
  - Consumer representative bodies
  - Energy buyers who represent large energy consumers (i.e. Corus, NHS)
  - Purchasing organisation representatives
  - Shippers and Suppliers
  - Gas Transporters
  - Consultants and others who have a strong affiliation to the energy industry.

### Location and Frequency of meetings:

A minimum of four meetings a year will be arranged. Additional meetings may be arranged, and requests for such meetings can be addressed to the Joint Office ([enquiries@gasgovernance.com](mailto:enquiries@gasgovernance.com)). It is proposed that meetings are held alternately in London and the Midlands on the last Monday of January, April, September and November, plus the second Monday in July.

Notice of meetings will be provided via the Joint Office web site and by email, with the final agenda and any available supporting papers being issued a minimum of five business days ahead of each meeting.

### Agenda:

To ensure the forum remains relevant to attendee needs and addresses issues that are important to them, GCF members are encouraged to contribute to the agenda. To facilitate this, it is proposed that a standard agenda format is used as follows:

- 1. Introduction**
  - Chair's introduction
  - Approval of minutes
  - Actions arising
- 2. Specific Presentations**
  - Presentations on specific issues (as advised to the Joint Office in advance)
- 3. Modification Proposals**
  - Update on any UNC modification Proposals which may have a significant impact on consumers
- 4. Customer Issues**
  - Opportunity for GCF members to raise potential agenda items and for transporters, shippers and Ofgem to raise awareness of issues of potential importance to consumer groups.
- 5. Date and Venue for Next Meeting**
  - To be informed by discussion under previous item.
- 6. A.O.B.**

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## **Meeting Minutes:**

Minutes will be made available within five business days, along with copies of any material provided at the meeting.