

## Workgroup Terms of Reference

### 0429: Customer Settlement Error Claims Process

**Date referred from Panel:** 21 June 2012

#### Background – Why Change?

Please refer to [www.gasgovernance.co.uk/0429](http://www.gasgovernance.co.uk/0429)

#### Solution

It is proposed to create a claims process for Shippers to use when major loss is incurred in the gap between the end of the reconciliation window and the Limitation Act, and accommodate a related adjustment of the AUGE process to address the impact of a shorter reconciliation process than the Limitation Act.

#### Topics for Discussion

- Understanding the objective
- Assessment of alternative means to achieve objective
- Development of Solution (including business rules if appropriate)
- Assessment of potential impacts of the modification
- Assessment of implementation costs
- Assessment of legal text.

#### Outputs

Produce a Workgroup Report for submission to the Modification Panel, containing the assessment and recommendations of the Workgroup.

#### Composition of Workgroup

The Workgroup is open to any party that wishes to attend or participate.

A Workgroup meeting will be quorate provided at least two Transporter and two User representatives are present.

#### Meeting Arrangements

Meetings will be administered by the Joint Office and conducted in accordance with the Code Administration Code of Practice.