

Notice of Implementation

0474S – Inclusion of the guidelines relating to the “Customer Settlement Error Claims Process” within UNC governance and introduction of the User Pays charges associated with such claims

Date: 15 May 2014

Dear Colleague,

Please note that Modification 0474S will be implemented with effect from 06:00 hours on 09 June 2014. The legal text published alongside the Final Modification Report at: <http://www.gasgovernance.co.uk/0474> was approved by UNC Panel 15 May 2014.

Yours sincerely,

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