

Workgroup Terms of Reference

0474S – Inclusion of the guidelines relating to the “Customer Settlement Error Claims Process” within UNC governance

Date referred from Panel: 19 December 2013

Background – Why Change?

Please refer to www.gasgovernance.co.uk/0474

Solution

To support the implementation of Modification 0429 - Customer Settlement Error Claims Process, it proposed that a Customer Settlement Error Claims Process Guidance Document is developed and referenced within the UNC as a UNC Related Document.

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