

**UNC Workgroup 0429 Agenda  
Customer Settlement Error Claims Process**

**Tuesday 10 July 2012**

**at 31 Homer Road, Solihull, B91 3LT**

**Please note: This meeting will be accommodated during the Distribution Workgroup.**

- 1.0 Outline of Modification**  
Proposer to explain the rationale for raising the modification and the intended outcome, and any specific areas that the Workgroup needs to address.
  
- 2.0 Initial Discussion**
  
- 3.0 Consider Terms of Reference**  
Consider Terms of Reference in light of previous items
  
- 4.0 Diary Planning for Workgroup**  
Agree agenda items and actions for next meeting

Please contact the Joint Office if you wish to use teleconference facilities for this meeting

Contact Details: [enquiries@gasgovernance.co.uk](mailto:enquiries@gasgovernance.co.uk)

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