

JOINT GOVERNANCE ARRANGEMENTS COMMITTEE
MINUTES OF THE 40th MEETING HELD ON MONDAY 17 OCTOBER 2016

Attendees:

Representatives: A Musgrave (AM), Scotia Gas Networks; P Hobbins (PH), National Grid NTS; P Rogers (PR), National Grid Gas Distribution; S Edwards (SE), Wales & West Utilities and S Parker (SP), Northern Gas Networks (Chair)

Joint Office: L Jenkins (LJ).

Apologies: C Logue, National Grid NTS

Also in attendance: N/A

40.1. Welcome and Introductions

SP introduced proceedings, noting that all members or their appointed alternates were present.

40.2. Review of Minutes and Actions

The minutes from the last meeting were approved.

There were no outstanding actions.

40.3. 2016/17 Q1 Financial Update

LJ provided a brief overview of the current financial performance for the Joint Office to date. He reported a good first half, with an underspend mainly due to lower than expected conferencing costs and a deferral of a website operating system upgrade.

LJ noted that the new Ofgem-instigated Customer Satisfaction would come on line during Q3 and expected some additional unbudgeted costs by the end of the financial year, which would be absorbed within the budget.

The additional budget, associated with recruitment and that was agreed by correspondence earlier in the year, was noted.

JGAC thanked LJ for the financial report.

40.4. 2016 Q2 Customer Satisfaction and 2016 Q1 and Q2 CACoP KPI Reports

LJ gave an overview of the 2016 Quarter 3 Customer Satisfaction survey. He highlighted that the overall picture remained a good one, with a few isolated and anonymous concerns raised through the survey. JGAC agreed with this summary, noting that there was always a tension between making timely progress and open and involved discussion. LJ reported that it was his experience that most parties expressed general satisfaction at how meetings were conducted. He also noted that concerns about timely progress that, although valid, were beyond the control of the Joint Office – in the modifications cited the proposer had either highly-complex analysis or had not provided a satisfactory Solution. LJ further reported that he was considering how a newsletter might be produced, noting that he had recently introduced a post-Panel 'quick summary' that had been well-received.

LJ introduced the latest Code Administrator Code of Practice KPIs, summarising what could be observed. No further comments were made by JGAC.

40.5. Update on JO Recruitment

Since the last meeting, Lorna Dupont had formally retired from National Grid at relatively short notice and had been re-engaged on contractor terms to ensure

meeting commitments could be met. In addition, Chris Shanley had been engaged on a time-limited basis to increase the JO's capacity.

The agreed additional roles – one Workgroup Manager and two Workgroup Coordinators – had been advertised and were now in the shortlisting/interview phase.

PR, for National Grid Gas Distribution Ltd – the formal employer – was supporting the JO.

40.6. Any Other Business

None.

40.7. Diary Planning and Content of Next Meeting

JGAC (2016) meetings will take place as follows:

Time/Date	Venue	Agenda
14.00 – 15.00, Monday 16 January 2017	Via teleconference	2015/16 Financials Quarterly Reporting Recruitment Independent Panel Chair – recruitment
14.00 – 15.00, Thursday 13 April 2017	Via teleconference	tbc
14.00 – 15.00, Monday 17 July 2017	Via teleconference	tbc
14.00 – 15.00, Monday 16 October 2017	Via teleconference	tbc

Action Table					
Action Ref	Meeting Date(s)	Minute Ref	Action	Owner	Status Update
			None.		