

JOINT GOVERNANCE ARRANGEMENTS COMMITTEE
MINUTES OF THE 41st MEETING HELD ON FRIDAY 13 JANUARY 2017

Attendees:

Representatives: A Musgrave (AM), Scotia Gas Networks; C Logue (CL) 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: None

Also in attendance: D Handley (DH), Scotia Gas Networks

41.1. Welcome and Introductions

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

AM introduced David Handley, who would be taking over SGN's JGAC responsibilities after this meeting.

41.2. Review of Minutes and Actions

The minutes from the last meeting were approved.

There were no outstanding actions.

41.3. 2016/17 Q3 Financial Update

LJ provided a brief overview of the current financial performance for the Joint Office. He reported a continuation of the prior period's underspend against the budget, whilst the costs for the additional temporary Workgroup Manager were now included for the first time.

LJ reported that he was working with the respective Finance departments to ensure that costs are properly and fully accounted following separation of the National Grid businesses.

A year end projection was provided along with a first view of the 2017/18 forecast, which would include the additional staff for the first time. LJ undertook to circulate more detail about the assumptions and figures in this forecast to allow further consideration by JGAC after the meeting.

JGAC thanked LJ for the financial report.

41.4. 2016 Year End Customer Satisfaction and 2016 Q4 CACoP KPI Reports

LJ gave an overview of the 2016 Year End Customer Satisfaction survey. He highlighted that the overall picture remained a good one and welcomed the broad range of views represented in respondent's comments. The meeting noted that there were opposite viewpoints on many aspects of the JOs activities and this was fairly reflective of experience on the ground. Ultimately a reasoned balance had to be struck and JGAC believed that this continued to be the case.

JGAC discussed continuing concerns about teleconferencing; LJ described the situation in more detail and reassured that this was a complex problem – both technological and behavioural (for meeting attendees). It would continue to be a focus.

The website comments were also discussed. LJ confirmed that it was planned to refresh the website as soon as workload permitted. He was especially cognisant that the majority of users recognised and appreciated that it was a working site and

the good points should not be lost. A consultation would be conducted to test any proposals. Ultimately the operating system was in need of an update and this was becoming a priority.

LJ asked members to note that this was the last survey in this form now that Ofgem's central survey was operating.

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

41.5. Update on JO Recruitment

Since the last meeting two people had been appointed to roles in the JO. Rebecca Hailes had started as a permanent additional Workgroup Manager on a phased basis on 03 January, and a permanent Workgroup Coordinator (replacing Lorna Dupont) was expected to start on 01 February. LJ hoped to be able to make an announcement on this appointment soon. The final vacancy had not been filled during the recruitment exercise and options were being considered.

41.6. JGAA – Updates for FGO

PR explained that some 'technical' changes to the JGAA that would be required once the new CDSP arrangements were approved by Ofgem for implementation into the UNC. Following a short discussion it was agreed that a quotation should be sought from Dentons for this work. In the meantime, Members would establish if any in-house legal resources were able to complete the updates.

41.7. UNC Panel – Independent Chair Process

Further to the extension of Alex Plant's current term to the end of 2017, LJ set out a likely process, along the lines of that used to recruit Mr Plant, which would seek to identify a preferred candidate for JGAC's recommendation to Ofgem by late summer 2017. It was again proposed to utilise an Advisory Panel to conduct the actual process, and both a Transporter and a Shipper representative would be required to work alongside LJ on this Panel.

LJ indicated that he would be raising this at the Panel on 19 January to seek their views on the process and so that Shipper User Members could determine their nominee in good time.

Noting that SP had sat on the Advisory Panel in 2014, it was agreed that CL would represent Transporters this time.

41.8. JGAC Chair – rotation

The JGAC Chair rotates annually in time for the April meeting; Scotia Gas Networks are next to take this role. DH would become the Chair effective from the next meeting.

41.9. Any Other Business

None.

41.10. Diary Planning and Content of Next Meeting

JGAC (2017) meetings will take place as follows:

Time/Date	Venue	Agenda
10.00 – 11.00, Thursday 13 April 2017	Via teleconference	tbc
10.00 – 11.00, Monday 17 July 2017	Via teleconference	tbc
10.00 – 11.00, Monday 16 October 2017	Via teleconference	tbc

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