

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

**Monday 10 February 2014**

**at Consort House, 6 Homer Road, Solihull, B91 3QQ**  
([Directions to Consort House](#))

***Please Note: This meeting will be considered during the Distribution Workgroup***

- 1.0 Review of Minutes and Actions**
  - 1.1 Minutes
  - 1.2 Actions
- 2.0 Guidelines**
- 3.0 Legal Text**
- 4.0 Any Other Business**
- 5.0 Diary Planning**

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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