

DN Sales Agent Workgroup Meeting 1

20th January 2004

Summary of Actions

1. Ofgem to clarify how documentation will be published on Ofgem's website.
2. Ofgem to consider how terms of reference can be amended to resolve lack of consensus.
3. Ofgem to amend terms of reference to include : clearer drafting about the workgroups' objectives, the need to liaise with GIGG and the production of a workgroup report by end of March 2004.
4. Ofgem to seek understanding of roles of agent workgroup representatives.
5. Ofgem to advise timings and dates of future agent workgroup meetings.
6. Ofgem to devise a work programme for evolution of agent services and circulate to workgroup with NGT slides.