



# Agent Workgroup – Workgroup progress update

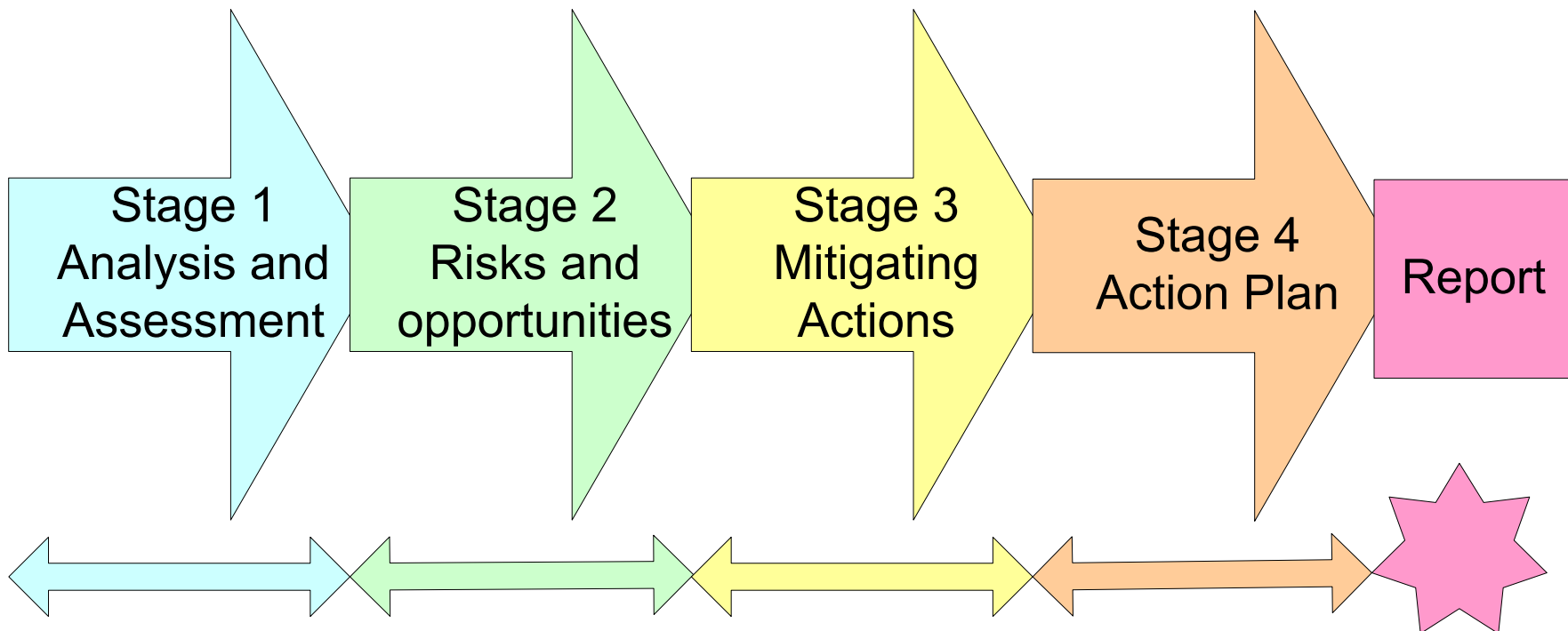
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# Workgroup Deliverables

**Inform Ofgem's view of the risks and mitigating actions associated with the Agency proposal:**

- Understanding scope of Agent services
- Shipper/supplier service matrix's
  - ungoverned activities
- Development of action plan to hive down and beyond ...

# Agent workgroup Work Programme



# Agency - nature of risks

- Service definition
  - network code is not comprehensive
- Costs
  - divergence, credit, development and maintenance of new interfaces ....
- Accountability
- Are standards of service adequately defined
- Additional complexity – relationship with DNs

# Mitigation - Structural

- Central credit arrangements
- Single point of contact for all shipper/supplier services
- Shippers/suppliers obtain stake in agent
- Minimal changes to systems and interfaces

# Mitigation - Governance

- All agent services defined
  - appended to code or in SPAA
- Robust standards of service
- Unified escalation routes
  - ensure clear accountability arrangements
  - shippers/suppliers relationship with agent

# Action Plan

- Objective to inform Authority of the risks and mitigating actions
  - What needs to be done for hive down
  - What future action needs to be set in stone for delivery following hive down