

Vulnerable customers and codes workgroup

Agenda – 14 November 2005, 12 noon

1. Welcome and introductions
2. Minutes of 17 October meeting
3. Actions from 17 October meeting
4. Ofgem discussion document – Debt and Disconnection obligations
5. Delivery mechanism for obligations
 - a. Methods employed by other regulators
 - b. Examples from workgroup members
6. Work plan
 - a. Issues for discussion at next meeting
 - i. Priority Service Register and Services for deaf and blind (SLCs 37 & 38)
 - ii. Impact Assessments
7. Issues register
8. AOB

Date of next meeting 12 December 2005