

## Consumer Bills and Communications Roundtable

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10 <sup>th</sup> meeting of the Consumer Bills and Communications Roundtable Group	Date and time of Meeting	04 June 2013 09:30 – 11:00
	Location	Ofgem, 9 Millbank Room 9

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### 1. Welcome

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|---------------------------------------|-------------|
| 1.1. Chair introduces the session     | 09:30-09:35 |
| 1.2. Chair presents follow-up actions | 09:35-09:40 |

### 2. Calorific value

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|--|-------------|
| 2.1. Presentation of Npower's research on calorific value (Npower) | 09:40-09:50 |
| 2.2. Participants' feedback  | 09:50-10:10 |

### 3. CBCRG activity report

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|---|-------------|
| 3.1. Introduction (EnergyUK)                              | 10:10-10:15 |
| 3.2. Participants' comments, reactions, work distribution | 10:15-10:35 |

### 4. Standardisation of Terms

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|---|-------------|
| 4.1. Group feedback on comments from non-CBCRG participants   | 10:35-10:45 |
| 4.2. Updated list of terms on supplier communications (Ofgem) | 10:45-10:50 |

### 5. Next steps & AOB

10:50-10:55

### 6. Closing remarks

10:55-11:00