

## Consumer Bills and Communications Roundtable

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8 <sup>th</sup> meeting of the Consumer Bills and Communications Roundtable Group	Date and time of Meeting	04 April 2013 08:45 – 10:30
	Location	Ofgem, 9 Millbank Room 1

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Tea and Coffee 08:45-09:00

### **1. Welcome from the Chair**

1.1. Introduction 09:00-09:20

1.2. Follow-up actions:

- EnergyUK update on the report on the group's recommendations to Ofgem and government
- EnergyUK update on how large suppliers combine their communications to customers
- Ofgem update on the regulatory requirements for MPAN/MPRN numbers.
- All: Group to provide update on further information to aid recommendation on calorific value information on bills.

**2. Future framework for information requirements on communications** 09:20-9:50

2.1. Identify potential approaches for a framework to evaluate the information on communications

2.2. Develop key criteria required to assess new information requirements on communications

**3. Standardisation of Terms** 9.50-10.15

3.1. Update from EnergyUK and other group members on existing consumer research on standardisation of terms.

3.2. Following group members review of initial terms, identify the key terms for standardisation.

**4. AOB** 10:15-10:25

**5. Closing remarks** 10:25-10:30