

Consumer Bills and Communications Roundtable

11 th meeting of the Consumer Bills and Communications Roundtable Group	Date and time of Meeting	24 September 2013 10:00 – 12:00
	Location	Ofgem, 9 Millbank Conference Room 6

Tea and Coffee 10:00-10:10

1. Welcome from the Chair (Ofgem)

1.1. Introduction 10:10-10:30

1.2. Follow-up actions:

- Ofgem update on GDN's point of view on contact numbers on bills
- EnergyUK update on how large suppliers combine their communications to customers, as per table template in minutes of 26/02/13
- Ofgem update the purposes of supplier communications table
- Npower update on consumer research (calorific value)

2. CBCRG activity report (EnergyUK) 10:30-11:10

2.1. Discuss progress on CBCRG activity report (aim for final report by Oct 2013); including:

- updated recommendations (Action EnergyUK)
- including input by Consumer Futures
- added communications catalogue (Action EnergyUK)
- reviewed language and framing (Action Which?, Ofgem, all)

3. Standardisation of Terms (Ofgem) 11:10-11.40

3.1. EnergyUK + consumer groups give update on existing and planned consumer research on standardisation of terms

3.2. Decide on CBCRG view on potential stakeholder event about Standard Terms in November.

4. AOB 11:40-11:50

5. Closing remarks 11:50-12:00