

Agenda and action log for EDAG Meeting 10

Date and time: 15/09/2016, **13:00 to 16:15**
 Location: Room CR9,Ofgem, Millbank, London

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|----|---|---|--|
| 1. | Introductions | Angelita Bradney (Ofgem) | For information |
| 2. | Minutes and actions | Angelita Bradney (Ofgem) | Minutes – for review and agreement Actions – for information |
| 3. | Work Package 2-Business Process Design Workstream | Jenny Boothe (Ofgem) | For comment and feedback prior to submission to Design Authority |
| 4. | Supplier of Last Resort-Business Process Design Workstream | Jenny Boothe (Ofgem) | For comment and feedback prior to submission to Design Authority |
| 5. | Need for customer differentiation in the CRS-Business Process Design Workstream | Jenny Boothe/Harshini Samarakoon(Ofgem) | For comment and feedback prior to submission to Design Authority |
| 6. | Service Availability & Helpdesk-Business Process Design Workstream | Gavin Critchley (Ofgem) | For comment and feedback prior to submission to Design Authority |
| 7. | Testing Strategy-Delivery Strategy Workstream | James Crump (Ofgem) | For comment and feedback prior to submission to Design Authority |
| 8. | Post Implementation Strategy-Delivery Strategy Workstream | James Crump (Ofgem) | For comment and feedback prior to submission to Design Authority |
| 9. | Any other business | Angelita Bradney (Ofgem) | Review agenda for next meeting |

EDAG meeting dates

| Meeting | Date |
|---------|----------------------------------|
| EDAG 11 | 13 Oct (12:00 to 17:00) |
| EDAG 12 | 21 Nov (12:00 to 17:00) |

EDAG Action Log

| No. | EDAG meeting | Action | Responsible party | Update | Status |
|-----|------------------------------------|--|-------------------|---------------------------------------|--------|
| 23 | EDAG 6, 16 th June 2016 | Ofgem to develop a more detailed consumer journey map in relation to objections (including the role of TPIs) | Ofgem | Update to be provided in the meeting. | Open |
| 33. | EDAG 7, 18 July 2016 | Ofgem to consider developing a paper on the role of PCWs and TPIs in the new switching arrangements | Ofgem | Underway | Open |