

<b>Meeting:</b>	<b>Non-Household Market Steering Board (NHHMSB)</b>
<b>Meeting Date:</b>	<b>25 September 2017</b>
<b>Meeting Time:</b>	<b>12:30 – 13:45</b>
<b>Attendees:</b>	
[REDACTED]	
<b>Apologies:</b>	
[REDACTED]	

Agenda Item	Approvals / <b>Actions</b> / Key Points
1.2 Review of Actions – [REDACTED]	<ul style="list-style-type: none"> <li>• See Meeting Materials</li> <li>• <b>LAHAs 1:</b> is closed, eligibility rules are now defined</li> <li>• Data retail actions still ongoing. They depend on a small team in retail to put these transactions onto CIS</li> </ul> <p><b>ACTION:</b> [REDACTED] to support the move of some of the activity in retail in support of [REDACTED] into the [REDACTED] team and stress the importance of these activities with [REDACTED]</p> <p><b>ACTION:</b> [REDACTED] to document the issues around retail resourcing of [REDACTED] support activities and set up a [REDACTED] operational meeting to discuss issues/performance</p>
2.1 Market Performance Reporting – [REDACTED]	<ul style="list-style-type: none"> <li>• See Meeting Materials</li> <li>• Keen to see: where are we on performance and how do we get on track on performance against the SLA. This will help our reputation and commercial discussions with retailers</li> <li>• SLA targets for April 2018 will be adjusted to more realistic levels now we have some more experience of operating the processes</li> </ul> <p><b>ACTION:</b> [REDACTED] Inskip to draw up a realistic version of SLA performance forecasts and action plans to improve this performance broken down by delivery team</p> <ul style="list-style-type: none"> <li>• Actions already taken to address underperformance:             <ul style="list-style-type: none"> <li>○ [REDACTED] have taken on extra resources, additional training being carried out to catch process issues, [REDACTED] feedback is positive on the management of [REDACTED]</li> </ul> </li> </ul>

Agenda Item	Approvals / <b>Actions</b> / Key Points
<p>2.2 Sales Update (August Data) - [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials</li> <li>• Vacant property flag change by [REDACTED] we have sampled some of these and found about 20% of them to not be vacant. Will discuss with [REDACTED]</li> <li>• <b>ACTION: [REDACTED] to check the potential impact for [REDACTED] of marking occupied properties as vacant e.g. would this support their cashflow if [REDACTED] was struggling to collect charges from the property? and confirm potential impact of a dip in wholesale revenues from this happening on the revenue cap</b></li> <li>• [REDACTED] all payed their wholesale charges late this month. [REDACTED] will engage with MOSL to flag this as a potential unwanted trend.</li> <li>• Discussions on going with Ofwat on smoothing the process of retailer termination due to non-payment. The initial legal view from Ofwat suggests that the commercial exposure on wholesale payments is 10 days longer (£20m) in the case of a default.</li> <li>• <b>ACTION: [REDACTED] to review options to get a QC view of the legal standing of the exposure in the market to a retail non-payment</b></li> </ul>
<p>2.3 Pre-market Legacy Debt collection update - [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials.</li> <li>• Board Session taking place on 27.9 to discuss the [REDACTED] relationship. We aim to provide support to them around their issues in managing collections.</li> </ul>
<p>2.4 Retailer default process preparation - [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials</li> <li>• Working through a more detailed wholesale process for a retailer defaulting and a specific worked example if [REDACTED] were the retailer failing. Expect to set up a working group to war game potential scenarios of [REDACTED] failing</li> <li>• We need to engage with Ofwat further on their views on the activities required to manage a potential retailer failure (in particular if this were to be [REDACTED])</li> </ul>
<p>2.5 Nav charges collections – [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials</li> <li>• We have a potential £10m billing backlog for NAV infrastructure charges going back to 1 April 2015. Some NAVs have been accruing for these charges and are keen to see movement there.</li> <li>• <b>ACTION: [REDACTED] to clarify whether the backlog of NAV infrastructure charges falls within the revenue cap or not, work through options for collecting the debt and clarify root cause for the lack of collection</b></li> </ul>
<p>3.1 Market Change update – [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials.</li> <li>• Taken as read</li> </ul>
<p>3.2 Market Engagement Update – [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials.</li> <li>• Taken as read</li> </ul>
<p>3.2 Market Systems year 3 plan – Jon [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials.</li> <li>• Taken as read</li> <li>• <b>ACTION: [REDACTED] to reach out to [REDACTED] to align market system data strategy with the overall data strategy</b></li> </ul>
<p>4.1 Market audit visit update – [REDACTED]</p>	<ul style="list-style-type: none"> <li>• See Meeting Materials.</li> <li>• Taken as read</li> </ul>