

AGENDA

MEETING NAME [Issue 73 'Review of fault management and resolution timescales'](#)

Meeting number 3

Date and time 13 June 2019 10:00 – 16:00

Venue Orange Room
ELEXON Ltd, 4th Floor, 350 Euston Road, London, NW1 3AW

Teleconference [+44 \(0\) 207 380 4005](#)
Conference Id: 3833472
[Join via Skype](#)

Classification Public

Agenda item	Lead
1. Welcome and Housekeeping	Douglas Alexander (Chair)
2. Review of CP and redlining to carry forward fault communication changes	Chris Day
3. Overview of process for involving Distributors in the fault rectification process	Chris Day
4. Overview of proposed Service Level Agreements for fault rectification	Chris Day
5. Interactions with Change of Agent process	Chris Day
6. Next Steps	Matthew Woolliscroft (Lead Analyst)
7. A.O.B.	All