

Consumer Journey Forum (CJF15) - Wednesday 21 July @ 2pm

Agenda

Item	Topic
1	<i>Introduction & meeting aims</i>
2	<i>Review of Actions Log</i>
3	<i>Consumer Bodies view: Presentation from Citizens Advice & Energy Ombudsman</i>
4	<i>Topic for discussion: Vulnerability / PSR</i>
5	<i>Topic for discussion: Switch Processing</i>
6	<i>Topic for discussion: Erroneous Transfers</i>
7	<i>Topic for discussion: Opening Meter Reads</i>
8	<i>PCW/Supplier Forum update</i>
9	<i>Risk Register</i>
10	<i>Diary Planning</i>
11	<i>AOB</i>