

CONSUMER FOCUS MAIN BOARD MEETING NO.24

Agenda for the meeting to be held on Wednesday 24 February 2010, 9.30 - 3.30 pm
at Artillery House, Artillery Row, Westminster, London SW1P 1RT.

9.30 **Closed session: Board, SMT and secretariat only**

- | | | |
|--------|---|----------------------|
| Item A | Chair's update | |
| Item B | mpower potential overcharging and consumer redress | Paper B For decision |
| Item C | Cost reflectivity and implementation of EU directives | Paper C For decision |
| Item D | Chief Executive's paper – to follow | Paper D |
| | 5 minute break | |

10.45 **Open Session: All attendees welcome**

- | | | | |
|-------|---------|---|-------------------------|
| | Item 1 | Apologies and announcements | |
| | Item 2 | Declaration of relevant interests | |
| | Item 3 | Minutes of previous meeting (20.01.10) | Minutes for agreement |
| | | HR Committee minutes (19.01.10) | to note |
| | | A&R Committee minutes (13.01.10) | to note |
| 11.00 | Item 4 | Chair's oral update | To note |
| | Item 5 | Chief Executive's report | Paper 5.1 to note |
| | Item 6 | Quarter 3 Balanced Scorecard | Paper 6.1 to note |
| | Item 7 | Finance and Resources Report | Paper 7.1 to note |
| | Item 8 | Consumer Advocate consultation response | Paper 8.1 for decision |
| 12.30 | | Lunch | |
| 1.00 | Item 9 | 2010-11 Annual Plan | Paper 9.1 for comment |
| | Item 10 | Supercomplaint | Paper 10.1 for decision |
| | | 5 minute break | |
| | Item 11 | NSMC Programme Presentation | |
| | Item 12 | Matters Arising | |
| | Item 13 | Any other Business | |
| | Item 14 | Review of meeting | |

NEXT MEETING:

Wednesday 24 March: Consumer Focus Main Board
9.30am- 3.30pm, Artillery House