



AGENDA

CCWater Business Customer Workshop

Thursday 5 October 2017

CCWater Birmingham, Victoria Square House, Birmingham, B2 4AJ

10.30am - 12.30pm

<u>Item</u>	<u>Agenda Item</u>	<u>Lead</u>
1.	Welcome & Chairman's update	Tony Smith, CCWater
2.	CCWater Monitoring and Support of the Market <ul style="list-style-type: none">• Complaint data from retailers• Our on-going role in supporting consumers• Market awareness -has this improved	Evan Joanette, CCWater
3.	What are the latest updates in the retail market? <ul style="list-style-type: none">• What improvements are being made?• Developing the market• Latest facts and figures	Steve Arthur, MOSL
4.	What does the Customer Insight survey show? <ul style="list-style-type: none">• Actions following the research• Changes to market codes• Arising issues	Stephen Beddoes, Ofwat
6.	Q&A and comments <ul style="list-style-type: none">- TPI's- Access to pricing information	All
7.	Lunch and Close	Tony Smith, CCWater

