



## AGENDA

### CCWater Business Customer Workshop

Thursday 1 March 2018

CCWater Birmingham, Victoria Square House, Birmingham, B2 4AJ  
10.30am - 12.30pm

<u>Item</u>	<u>Agenda Item</u>	<u>Lead</u>
1.	Welcome and Chairman's update	Tony Smith, CCWater
2.	<ul style="list-style-type: none"><li>• Pricing transparency</li><li>• Latest retail issues</li></ul>	Stephen Beddoes, Ofwat
3.	<ul style="list-style-type: none"><li>• Retrospective look at the market opening</li><li>• Market performance standards review -driving better behavior</li></ul>	Chantal Burgess, MOSL
4.	<ul style="list-style-type: none"><li>• Latest research findings on customer awareness and perception</li><li>• Work with market partners toward better service and consistency</li><li>• New entrants and what it means for the market landscape</li></ul>	Evan Joanette, CCWater
6.	Q&A and comments <ul style="list-style-type: none"><li>• Group concerns</li><li>• What should CCWater, MOSL or Ofwat be doing to help Business customers?</li></ul>	Group discussion
7.	Lunch and Close	Tony Smith, CCWater