



AGENDA

CCWater Business Customer Workshop

Thursday 25 October 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	Evan Joanette, CCWater
2.	<ul style="list-style-type: none"> • What is happening, and who are the new entrants into the market? • What has our Customer Experience research shown? 	Evan Joanette, CCwater
3.	<ul style="list-style-type: none"> • What are Waterwise doing to drive water efficiency in the market? • Developing a 'Retail Water Efficiency Forum' and what this will do for customers. 	Nicci Russell, Waterwise
4.	<ul style="list-style-type: none"> • What are the latest updates in the retail market? • How is MOSL tackling the issue of poor data quality? • What improvements are being made to address the problems with estimated readings? 	Liz Darcy, MOSL
4.	What does 'Open for Business' tell us about the market?	Shaun Kent, Ofwat
6.	Q&A and comments <ul style="list-style-type: none"> • What should CCWater, MOSL or Ofwat be doing to help business customers? 	Group discussion
7.	Lunch and close	Evan Joanette, CCWater