



AGENDA

CCWater Business Customer Workshop

Thursday 28 March 2019

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">• <u>What</u> is being done to improve market data quality?• What are the new Wholesale performance standards?	Christina Blackwell, CCWater
3.	<ul style="list-style-type: none">• Retail Market update• Call for information on wholesale performance• Retail Exit Code Price Controls - Ofcom consultation on controls to apply from 2020	Shaun Kent, Ofwat
4.	<ul style="list-style-type: none">• <u>What</u> does CCW's latest complaints data and Research show us?	Evan Joanette, CCWater
5.	<ul style="list-style-type: none">• <u>How</u> can meter access issues be resolved?• Practice by water wholesalers that affects competition'.• Inconsistency of approach by water wholesalers	Tony Taylor, TT Utilities
6.	Q&A and comments <ul style="list-style-type: none">• What should CCWater be doing to help Business customers?	Group discussion
7.	Lunch and Close Next Meeting 24 October 2019	Tony Smith, CCWater