

## Note of the Consumer Council for Water Meeting for Business Customers 28 March 2019

| Agenda Item | Discussion topic   |
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| 1           | <p><b>WELCOME AND PLAN FOR THE MORNING - Tony Smith</b></p> <ul style="list-style-type: none"> <li>• Attendee list is attached at Annex 1.</li> </ul> <p><b>Update</b></p> <p>Aqua flow is the first retailer that has folded. We will be closely monitoring what happens to their customers.</p> <p><b>Plan for the morning</b></p> <p><b>Christina Blackwell</b> from CCW will be starting the meeting talking about the developments in the market including Market Codes, in particular the Customer Protection Code of Practice.</p> <p><b>Shaun Kent</b> is here from Ofwat discussing amongst other things the results of latest consultation on Retail Exit Codes of Practice and what this means for you.</p> <p><b>Evan Joanette</b> will then be updating us on the finding of our latest research</p> <p>And <b>Tony Taylor</b> on behalf of ASPCoP (Automated Meter Reading Code of Practice) will be leading a discussion on meter access codes.</p> |
| 2.          | <p><b>Christina Blackwell - CCW</b></p> <p>Update for what is happening in the retail market that are likely to impact business customers, including:</p> <ul style="list-style-type: none"> <li>• Changes to market codes and codes of practice.</li> <li>• What is being done to improve market data quality?</li> <li>• What are the new Wholesale performance standards?</li> </ul>  |

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|           | <p>Slides are <a href="#">here</a></p> <ul style="list-style-type: none"> <li>• Issues in the retail market are shining a light on pre-existing and new data problems.</li> <li>• Key to ensure business customers that do not switch remain protected.</li> </ul>   |
| <p>3.</p> | <p><b>Ofwat - Shaun Kent</b></p> <ul style="list-style-type: none"> <li>• There has been some improvement in year 2 from wholesalers. 80% of tasks were completed on time compared to 60% last year.</li> <li>• Wholesale/Retailer interaction is still an issue.</li> <li>• Retailer Wholesaler Group (RWG) have identified issues and are trying to bring some harmonization of good practice - this however isn't mandatory.</li> <li>• MOSL are consulting and focusing on customer outcomes and expectations looking at possible introduction of an incentive framework.</li> <li>• MPOP consultation will be sent out to the group.</li> <li>• Retail Exit Code (REC) report was published in December. More details can be seen in Christina's slides.</li> <li>• Competition is working better for larger customers.</li> <li>• Price Control decision is due to be published in the summer -including billing in advance (Castle) and the principal of price protection for customers.</li> <li>• Ofwat are currently carrying out Customer research which is qual and quant and will be published later this year.</li> <li>• Currently working with Retailers to see developments over the last year which will be completed in the summer.</li> </ul> <p><b>Q&amp;A's</b></p> <p>TS-Why not restore Service Incentive Mechanism on wholesalers for NHH or something similar? Wholesalers don't have much incentive to perform well.</p> <p>SK-Ofwat need to put a matrix in place that works - Ofwat need to look at this more closely</p> <p>JA-Water efficiency (WE)-has this improved?</p> <p>SK-Ofwat are looking at this -self supply is still interesting to many customers. It is a significant way of managing saving water. This may become more prevalent in the next 18 months.</p> <p>JA- There is interest in WE by customers but once retailers put their mark up on it becomes too expensive.</p> <p>RC- Trying to drive WE by putting the obligation onto retailers.</p> |

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| <p>4.</p> | <p><b>Evan Joanette CCWater</b></p> <p>What does CCW's latest complaints data and Research show us?</p> <p>Slides are <a href="#">here</a></p> <ul style="list-style-type: none"> <li>• There are 3 or 4 retailers that are dragging the complaint figures down - not all retailers are doing badly.</li> <li>• The 3 companies who we receive the most complaints about are responsible for 80% of the complaints that we receive (60% of the market share). This will be published in July.</li> <li>• What we want to see is improvement in awareness and case studies published by retailers showing how they engage customers.</li> </ul> <p><b>Q&amp;A</b></p> <p>TS- What are CCW missing?<br/> DJ- CCW are pushing the right buttons but maybe need to come down harder on the companies.<br/> JA- Is CCW getting enough issues published in the media/social media?<br/> TS-On the complaints side yes, but we can now turn up the pressure as no longer a new market. We also need to put pressure on MOSL etc to provide evidence and publish findings.</p> |
| <p>5.</p> | <p><b>Tony Taylor ASPCOP - Discussion</b></p> <p>Slides are <a href="#">here</a></p> <p>TT-What do we need to do to make water management work for customers and retailers? Market isn't as far as data is concerned.<br/> CW -Should Ofwat be doing something about this?<br/> TT- At what point do Ofwat say that the retailer or wholesaler is responsible?<br/> EJ- RWG recognise that something needs to be done to harmonise the approach.<br/> SK- Is the issue about the access or the equipment?<br/> TT - Do not want the equipment owner to have access but not provide the data to the customer.<br/> TT- Some data is better than no data.<br/> EJ -Industry wide standards would need to be approved -maybe an accredited entity scheme to include loggers.</p>  |
| <p>6.</p> | <p><b>AOB</b></p> <p>PH- Retailers are still heavily influenced by incorrect wholesaler readings. Farmers know how to take their own readings and these should be excepted by the retailer.<br/> EJ- Debt should only be classed as debts if the bill is correct and has been invoiced.</p> <p><b>Lunch and Close</b></p> <p>Next meeting <b>24<sup>th</sup> October 2019</b></p>  |

