



AGENDA

CCWater Business Customer Workshop

Thursday 24 October 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.	What do we know about customers' experience of the NHH retail market?	Christina Blackwell, CCWater
3.	What has been happening in the NHH retail market? Is there enough support from incumbent water companies for the market to function effectively?	Shaun Kent, Ofwat
4.	How can the processes between retailers and incumbent water companies be improved? What will this mean for you?	Fiona Murray, MOSL
5.	What are the latest market code changes? How will they affect you?	Evan Joannette, MOSL
6.	Plans for our Business Hub	Grainne Roper, CCWater Lucy Byrnes, CCWater
7.	Q&A and comments What can we do to help you?	Group discussion
8.	Lunch and Close Next meeting date	Tony Smith, CCWater