

## Agenda

### CCW Business Customers Forum

26 March 2020 10.30am

Room1&2

CCW

1<sup>st</sup> Floor, Victoria Square House

Victoria Square

Birmingham, B2 4AJ

1	10.30	Welcome and housekeeping	Tony Smith, CEO CCW
2	10.40	What our latest market performance and complaint trends show us.  Latest market developments, including changes to the NHH retail market in Wales	Christina Blackwell and Adam Boyns, CCW
3	11.00	How MOSL can use its business plan to improve the use of market data	Evan Joanette and Chris Chiorean, MOSL
4	11.20	Ofwat's research 'Incumbent water companies and the development of effective markets' and what will change following these results	Shaun Kent, Ofwat,
5	11.40	Why can't the customer, retailer or wholesaler find some meters, and what can we do about this?	Joanne Rolloson,, Canal and River Trust
6	12.00	How late payment charges are affecting NFU members	Paul Hammett, NFU
7	12.10	The new switch water supplier website and how this will work for customers	Graham Mann, Switch Water supplier.com
8	12.20	<b>AOB and close at 12.30</b>  <b>Next Meeting 8 October 2020</b>	Tony Smith