

# Business Customers Forum

## Delivering improvements for customers

**10:30** **Welcome and expectations from the forum**  
Christina Blackwell, CCW

**10:40** **Sharing retailer performance data with you**  
Adam Boyns, CCW

**10:50** **5 year review of the retail market in England**

- Update by CCW
- Open discussion and feedback

**11.30** **‘Tell Us Your Issues’**

Open discussion to tell us what is going on. What should we be doing to support you?

**11:55** **Final thoughts**  
Christina Blackwell, CCW

The next forum is 18 October 2022

# CCW

The voice for water consumers  
Llais defnyddwyr dŵr



**14 June 2022**



**10:30-11:55**



**Zoom ID:  
814 3583 0473**

**Passcode:  
345007**