

17th March 2026

RWG Steering Group



Agenda

1. Welcome and Apologies
2. Minutes from 5th December 2025
3. Actions Update
4. RWG Quarterly Sub-Group Update
5. RWG Membership Review
6. Self-Assessment of Adherence to RWG Good Practice Guides
7. Review of RWG Guides Update
8. Wholesaler Chair Nominations Process
9. AOB
10. Next Steering Group Meeting – 11 June 2026 @ 10:30

Actions for Closure

Meeting No.	Action No.	Action	Owner	Update	Status
RWG18	01	Update the scope document for the Settlement sub-group and send to the secretariat to place on file.	Fallon Wilkinson	Updated document received and filed.	To close
RWG18	03	Respond to the email (sent 4.12.25 from a Smart Meter Roll Out sub-group member) outlining that the RWG Chairs would be working with the Chair to agree a way forward.	Fallon Wilkinson	Email sent	To close
RWG18	04	Contact the Sub-group Chairs for further examples where Trading Parties may have felt constrained in meetings.	Sam Mawby	Email sent to all sub-group Chairs January 2026 (no feedback received) and discussed at February Sub-group Chairs meeting. Collectively agreed that any issues would be raised with Ofwat on a case-by-case basis.	To close
RWG18	05	Raise the matter of facilitating Trading Party transparency in meetings with Ofwat colleagues	Hayley Ali	In light of the conversation at the February Sub-group Chairs meeting re: RWG18_04 this action has been closed.	To close
RWG18	06	Contact the Drought sub-group co-chairs ahead of the sub-group meeting on 22 December to make them aware of the proposed way forward.	Gerard Lyden	Completed	To close
RWG18	08	Circulate the RWG Communications Ways of Working document to sub-group Chairs.	Sam Mawby	Completed	To close

Open Actions

Meeting No.	Action No.	Action	Owner	Update	Status
RWG12	01	To appoint a RWG Retailer Vice Chair	Fallon Wilkinson	Ongoing	Open
RWG18	02	Meet with the Smart Meter Roll Out sub-group Chair to discuss the way forward.	Fallon Wilkinson & Gerard Lyden	Agreed via email that the Chair should stand down. 18.12.25 FW sent an email to the sub-group confirming this and seeking expressions of interest for the role of Chair. Co-Chairs had been identified but a change of role for one colleague will mean that a new Co-Chair will need to be identified.	Open
RWG18	07	Explore whether MOSL could hold a workshop to review feedback on R-MeX from Trading Parties.	Andrew Johnson	Ongoing - exploring potential options with the Operations Team	Open

RWG Sub-Group Update – Q3 2025-26

* Groups which currently have Secretariat support.

Sub-Group	Purpose	Activity/Outputs Q3 25-26	Future Focus/Anticipated Outputs Q4 25-26/Q1 26-27 (Code change, Good practice guide, Strategic Panel Road Map activity)	Link to Strategic Panel Workstream or Committee	Strategic Panel Roadmap	MOSL Programme
Access (Chair – Neil Presland - Thames)	Explore and capture good practice between Trading Parties in gaining access to customer premises	Review of consultation responses on draft Access Good Practice Guide (GPG).	Finalise GPG and publish (early Q1) at which point the sub-group is anticipated to stand down.	Metering Committee	Accurate and accessible data	Metering programme
Bilaterals (Chair – Noel Bradley - Yorkshire)	To input to the scoping and shaping of further potential enhancements to the Bilateral Hub. To develop good practice guides to promote consistency and reduce frictions for Bilateral Hub users and identify any other areas of improvement.	Updating the Bilaterals Hub Forms GPG to reflect all changes that happened during the Bilateral Hub Programme. Significant piece of work. Worked through the Operational Advisory Group (OAG) backlog to identify which changes to take forward.	Continue updating Bilateral Hub Forms GPG. Have identified several processes that sit outside of the codes and can be addressed by GPG. Consultation on GPG anticipated May 2026. Scope & propose enhancements to Bilateral Hub – to follow on completion of GPG. (Development of Bilateral Common Processes GPG – tbd).	n/a	Processes, capability and economics	Modernisation of Market Systems

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<p>* Customer Contact Details (Chair – Gerard Lyden - Thames)</p>	<p>Review previous work, including Code change proposals, RWG Good Practice Guides and consultation responses received as part of the recent Ofwat consultation on the proposal to mandate retailer provision of emergency customer contact details within CPCoP.</p> <p>To make a recommendation to develop a balanced solution that works for Trading Parties and customer that will enable customer details to be captured and shared appropriately.</p>	<p>Held initial review with MOSL on code change proposal.</p> <p>Discussion with Ofwat about plan for sensitive customer definition.</p>	<p>Draft summary of responses to RFI and outline of next steps for publication.</p> <p>Take forward code change proposal:</p> <ul style="list-style-type: none"> • Customer segmentation with different requirements (sensitive, large non-sensitive, Other customers) • Remove barriers to data gathering and sharing • Ensure obligations are deliverable. 	<p>n/a</p>	<p>Accurate and accessible data</p>	<p>Data Assurance/ Strategic Data</p>
<p>* Drought (Chair – Matt Rix - Yorkshire)</p>	<p>To provide a central view to retailers of wholesalers’ drought status; clear and consistent application of drought restrictions to non-household customers; a NHH feed into wider National Drought Group activity such as UKWIR Drought Code of Practice review. In addition, to drive greater consistency in drought communication plans.</p>	<p>Drought Forum meetings held on a monthly basis to share status information.</p> <p>Input to Environment Agency drought 2025 lessons learned activity.</p>	<p>Lessons learned survey published, results being collated. The survey will inform the development of the Drought Communications GPG.</p> <p>Finalise Drought Communications GPG for consultation, anticipated to start end of March 2026.</p> <p>Share and discuss outputs from EA lessons learned drought 2025 with the group when available.</p> <p>Drought Forum meetings suspended due to drought restrictions being lifted .</p>	<p>n/a</p>	<p>Processes, capability and economics</p>	<p>Market Evolution</p>

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Planned and Unplanned Events (Chairs - Mary Porter-Chorley - South Staffs & Lauren Walsh – Wave Utilities)	Standardisation of approach for unplanned and planned events, including terminology and data format, and agreement on roles and responsibilities.	Updated Planned and Unplanned GPGs re: how to manage notification templates to foster greater consistency across Trading Parties (published February 2026).	Input to update of Emergency Contact Details good practice guide (in conjunction with Customer Contact Details sub-group). Providing feedback to MOSL audit team following updates to Planned and Unplanned GPGs.	n/a	Accurate and accessible data	n/a
Settlement (Chair - Fallon Wilkinson - Water Plus)	<p>To agree a standard process for payments that fall outside of the usual settlement process (i.e. that fall into the ‘dead zone’), to enable customers, and retailers, to receive credits in a timely manner.</p> <p>This will result in payments being made in all cases where a refund is due, within a reasonable timeframe (from wholesalers to retailers and to customers). Success will be a (1) Code Change being accepted to require refunds to be paid (2) Adherence to the Good Practice Guide.</p> <p>Retrospective Amendments sub-group set up to look at good practice and/or a code change for the retrospective amendments process in CSD0105 and changes to T reads.</p>	<p>Main sub-group on pause pending Ofwat’s decision on CPW152 Post RF Customer Refunds.</p> <p>Working group regularly meeting to look at Retrospective Amendments.</p> <p>Decision made not to pursue a Market Improvement Fund (MIF) bid (partnering with a third-party organisation) to develop a market calculator as it is in MOSL’s settlement strategy.</p>	<p>To draft GPG to complement code change if approved by Ofwat (development of GPG will commence once Ofwat’s decision is confirmed).</p> <p>Retrospective Amendments working group planning an RFI, anticipated for Q2.</p>	Code Change Committee	Customer engagement and choice	Market Evolution

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Skip Codes (Chair – vacant)	<p>Review of skip codes and which ones should go into CMOS, alongside CPW162 Cyclic Read Skip Codes.</p> <p>Review to understand if the market code obligation for meter reading needs to be adjusted.</p> <p>Consider if there is any good practice guidance that can be drafted for some skip scenarios or highlight any skips/scenarios that do not have a route to resolution.</p>	<p>Supported the development of CPW162, specifically working to define an agreed list of skip codes to be introduced when the change is implemented, if approved by Ofwat.</p>	<p>Sub-group to pause activity pending the completion of the code change process for CPW162 Cyclic Read Skip Codes.</p>	<p>Metering Committee</p>	<p>Accurate and accessible data</p>	<p>Metering Programme</p>
* Smart Meter Roll Out (Chairs – Sian Forward – Northumbrian Water & Kye Smith – United Utilities)	<p>Document an agreed approach to customer engagement before, during and after the NHH smart meter roll out which clearly sets out the role and responsibility of retailer and wholesaler, with the aim of achieving national consistency to handling the smart meter roll out.</p>	<p>Sub-group activity paused temporarily.</p>	<p>New leadership identified for the sub-group</p> <p>Sub-group considering next steps which may include:</p> <ul style="list-style-type: none"> • Progression of a National Information Hub for customers. • Developing guidance for the exceptions identified in the Smart Meter Roll Out GPG with a focus on site access and customer expectations. • Investigating levels of Trading Party adherence to the Smart Meter Roll Out Communications GPG. 	<p>Metering Committee</p>	<p>Customer engagement and choice</p>	<p>Metering programme</p>

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<p>*Tariffs (Chair – James Lancaster - Thames)</p>	<p>To investigate how to simplify the existing primary tariff structure in the Business Retail Market.</p> <p>The Subgroup aims to impact the market by encouraging and enabling wholesalers to align their tariff structures to the best practice that is agreed collectively by market participants.</p> <p>Success will be measured by the degree of wholesaler adherence to published Good Practice Guides as well as feedback from market participants, in particular Retailers and business customers.</p>	<p>Multiple ongoing workstreams covering four areas:</p> <ul style="list-style-type: none"> • Metered tariff structures • Drainage charges and Return To Sewer • Business Assessed and RV tariff structures • Trade Effluent charging <p>Existing published GPGs reviewed for any necessary updates.</p>	<p>Publish findings from Trade Effluent RFI – April 2026.</p> <p>Publish phase 2 Business Assessed and RV tariffs consultation (Q1 2026-27).</p> <p>Continuing review of GPGs.</p>	<p>Tariff workstream</p>	<p>Processes, capability and economics</p> <p>*supporting delivery of W1 and W2 objective</p>	<p>Market Evolution</p>

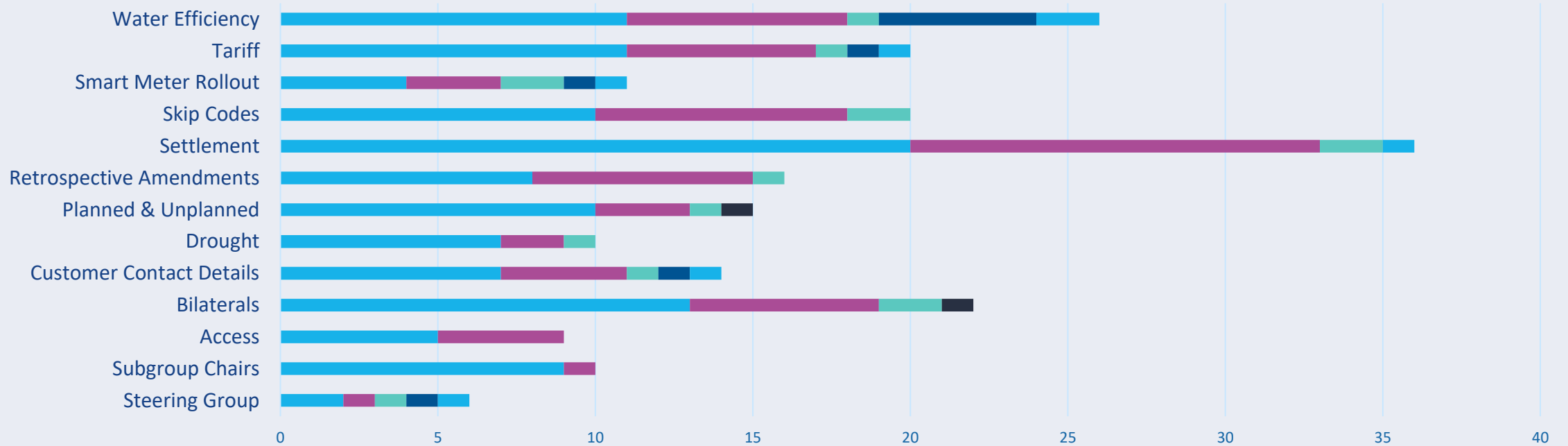
RWG Sub-Group Update – Q3 2025-26

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<p>* Water Efficiency (Chair – Garry Beaver – Anglian)</p>	<p>The Water Efficiency sub-group oversees the development and delivery of an industry led water efficiency action plan, which will deliver improved levels of water efficiency in the non-household market for the benefit of all water consumers and the environment.</p>	<p>Publication of Water Efficiency report: Assessment of options to incentivise BRM customers to reduce their consumption and associated actions.</p> <p>Continuous Flow (CF) working group set up in collaboration with the Metering Committee.</p> <p>ODI evidence of collaboration process working group – drafted feedback for Ofwat’s consideration.</p>	<p>Sub-group seeking new Chair.</p> <p>CF Working Group collaborating with the Metering Committee to update the CF GPG (Anticipated completion Dec 2026).</p> <p>ODI evidence of collaboration process feedback (pending Ofwat response to feedback from sub-group).</p> <p>Working group created to summarise responses on draft Menu for Collaboration and agree next steps (Anticipated completion - Aug 2026).</p> <p>Considering development of a consistent model for savings analysis (Anticipated completion - July 2026).</p> <p>Golf course/leisure sector analysis/optioneering (Anticipated completion Mar 2027).</p>	<p>Water Efficiency workstream</p>	<p>Processes, capability and economics</p> <p>*supporting delivery of W1 and W2 objective</p>	<p>Market Evolution</p>

RWG Membership Review

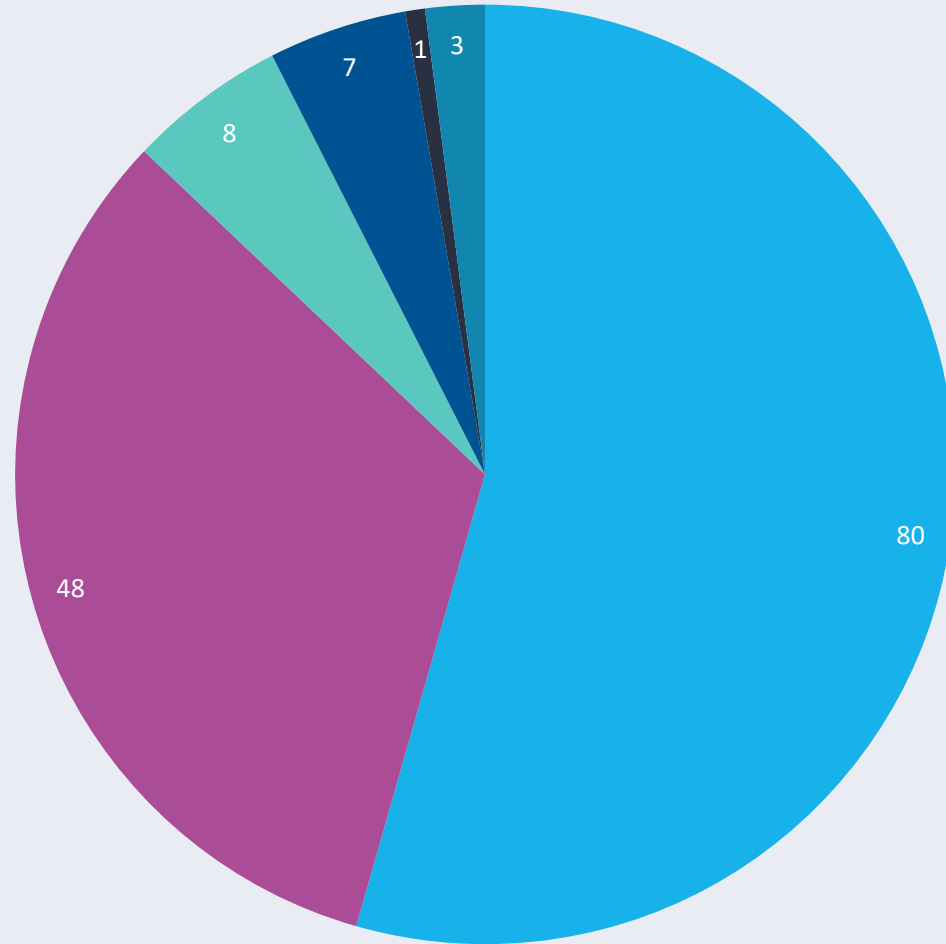


Split of Membership by Stakeholder Type



	Steering Group	Subgroup Chairs	Access	Bilaterals	Customer Contact Details	Drought	Planned & Unplanned	Retrospective Amendments	Settlement	Skip Codes	Smart Meter Rollout	Tariff	Water Efficiency
Wholesaler	2	9	5	13	7	7	10	8	20	10	4	11	11
Retailer	1	1	4	6	4	2	3	7	13	8	3	6	7
Market Operator	1	0	0	2	1	1	1	1	2	2	2	1	1
Regulatory	1	0	0	0	1	0	0	0	0	0	1	1	5
Consultancy	0	0	0	1	0	0	1	0	0	0	0	0	0
Other	1	0	0	0	1	0	0	0	1	0	1	1	2

Split of RWG Membership by Stakeholder Type

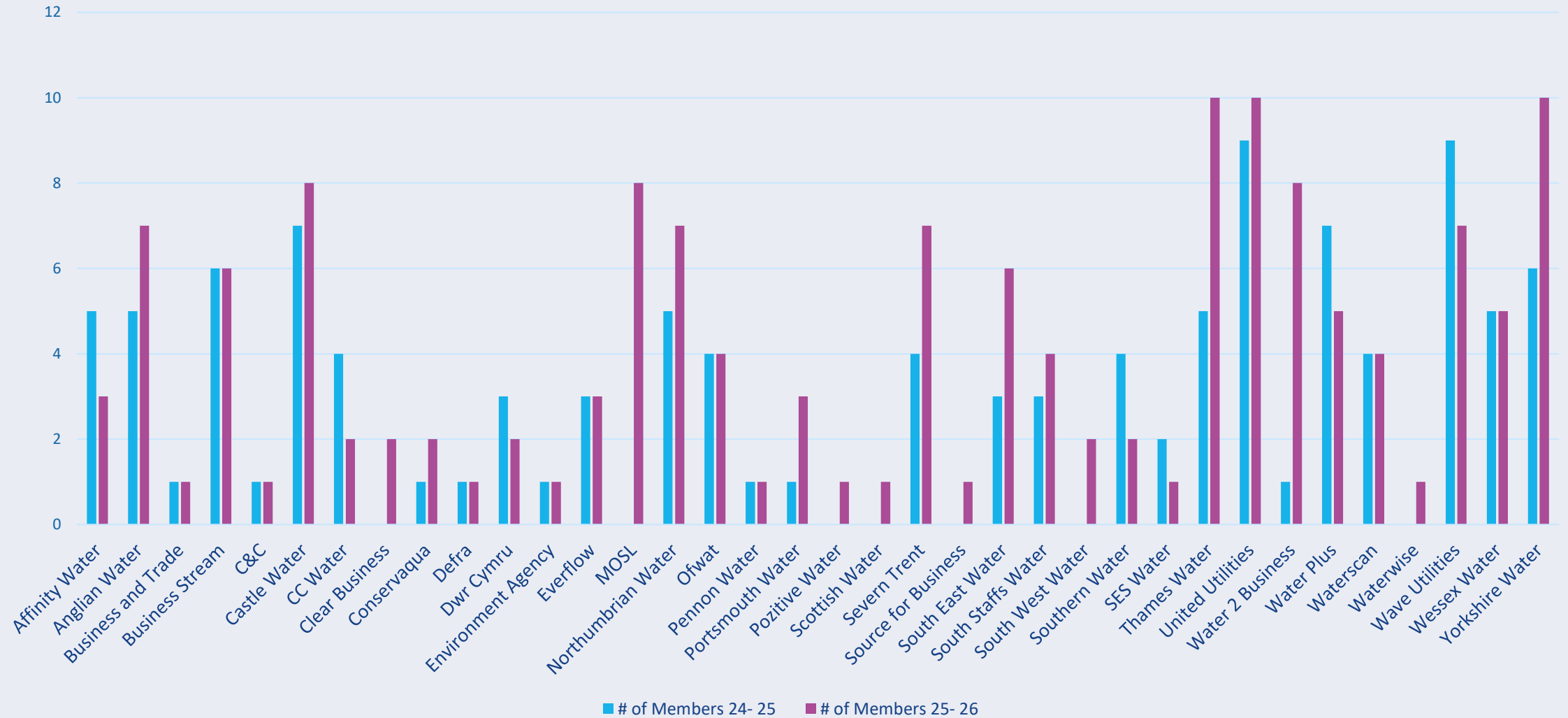


■ Wholesaler ■ Retailer ■ Market Operator ■ Regulatory ■ Consultancy ■ Other

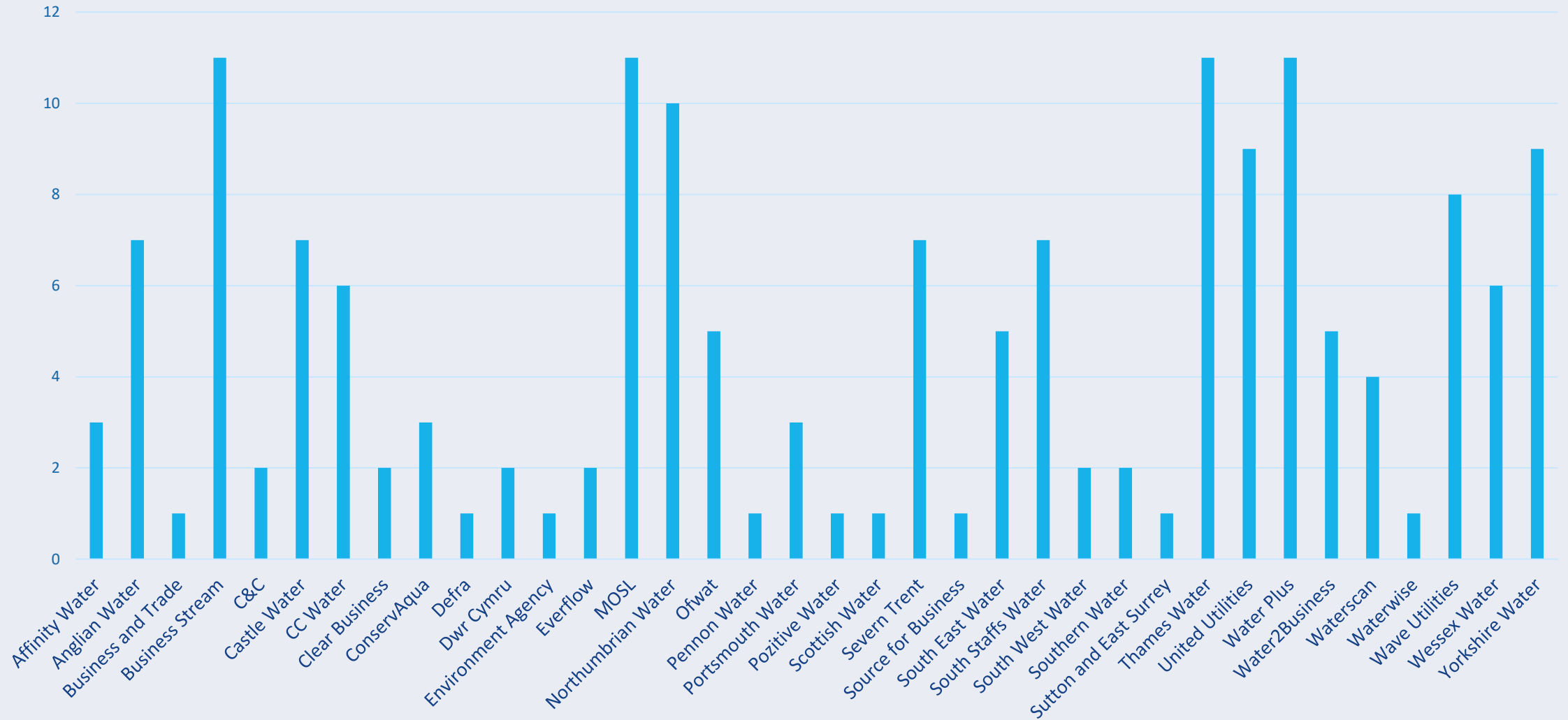
Trading Parties with Leadership Roles

Trading Party Name	25-26
Thames Water	5
Northumbrian Water	2
Yorkshire Water	2
South Staffs Water	1
Business Stream	1
Castle Water	1
Water Plus	2
Wave Utilities	1

Year on Year Comparison of Number of Members per Organisation



Number of Groups per Trading Party



Trading Party Adherence to Good Practice Guides

What has the initial exercise achieved?

- Raised the profile of the RWG guides
- Good level of engagement from Trading Parties
- High rates of self-assessed full adherence
- Reinforced the expectation that Trading Parties should align to good practice guidance where possible, encouraging consistency of approach
- Feedback on existing guides to indicate where updates may be needed and to assist with review prioritisation

Limitations:

- Adherence is self-assessed with varying degrees of engagement evident in the submissions
- Is a useful indicator but is not a compliance check

Trading Party Adherence to Good Practice Guides

Proposed Next Steps:

- Publish Retailer Summary of Adherence to RWG Guides (March 2026)
- Annual request to Trading Parties to undertake self-assessment (timeline from request to publication November-March)
- Publish a summary of findings and how that will inform work to enhance existing guides, outline next steps and thank Trading Parties for engaging with the self-assessment (date tbc)
- Leveraging more support (via Ofwat and Strategic Panel) to encourage **all** Trading Parties to complete a self-assessment

Review of RWG Guides Update

Document Name	Guide Owner	Status	Lead
Emergency Contact Details Good Practice Guide	Steering Group	Under Review	Gerard Lyden, Mary Porter-Chorley
Emergency Contact Details Template	Steering Group	Under Review	Gerard Lyden, Mary Porter-Chorley
Disconnection for Non-Payment Good Practice Guide	Steering Group	Reviewed (next steps – finalise document for approval and publication)	Angela Brown
Meter Reading Standards Market Guidance	Steering Group	Reviewed (next steps – finalise document for approval and publication)	Angela Brown
Standardising Meter Location Free Descriptor	Steering Group	Reviewed (next steps – finalise document for approval and publication)	Angela Brown
Meter Reading Services Retailer Information Document	Steering Group	Window open for Trading Parties to make updates - deadline for changes 27 March)	MOSL
Fixed Meter Charges - Good Practice Guide	Wholesale Tariff Simplification Sub-group	Reviewed and approved (no changes except updating branding)	Will Chivers, James Lancaster
Wholesale Charges Scheme Good Practice Guide	Wholesale Tariff Simplification Sub-group	Reviewed and approved (no changes except an updated weblink)	Wendy Monk, James Lancaster



RWIG