

September 2020 User Forum

17 September 2020 | 10:00 – 12:50

[Microsoft Teams](#)

Agenda

Item	Description	Who	Time
	<ul style="list-style-type: none"> Intro to User Forum 		
1	<ul style="list-style-type: none"> look forward to new structures with Strategic User Forum and Partnership with RWG 	Steve Arthur	10:00 – 10:20
2	RWG Water Efficiency plan feedback	Simon Bennett	10:20 – 10:40
3	Recap of Ofwat’s RISE report findings	Darren Hayes	10:40 – 11:10
4	Market Performance Operating Plan (MPOP) data cleanse activity – findings so far	Matt Labrum	11:10 – 11:30
5	COVID-19 unwinding reporting and guidance	Pam Nash	11:30 – 11:50
6	COVID-19 Transition Review Group	Dan Mason	11:50 – 12:10
7	Look forward to R-MeX	Gerard Lyden	12:10 – 12:30
8	Market Performance Standards (MPS) and Operational Performance Standards (OPS) charges resuming	Alex Piper	12:30 – 12:40
9	<ul style="list-style-type: none"> Overview of October User Forum AOB and Close 	Steve Arthur	12:40 – 12:50