

## Code Change Committee Nominations November 2023

The Code Change Committee Nomination Committee will review nominations and shortlist candidates suitable to progress through the selection process from the nominations received below.

### Retailer Nominations

Nominee	Seat	Nominee's Current Employer	Nominating Party
Paul Baker	Retailer	Business Stream	Business Stream
Matthew Glover	Retailer	Wave Utilities	Wave Utilities
Euan Mitchell	Retailer	Castle Water Limited	Castle Water Limited

### Wholesaler Nominations

Nominee	Seat	Nominee's Current Employer	Nominating Party
Michael Rathbone	Wholesaler	Severn Trent Water	Severn Trent Water
Paul Walmsley	Wholesaler	Yorkshire Water	Yorkshire Water

Further information on nominees is below.

## Paul Baker, Retailer, Business Stream

### Summary of the nominee's relevant skills and experience

I have extensive knowledge of the market codes and the legal framework they sit within, developed over a career of twenty years in the water industry, fifteen years of which have been related to the competitive market for Non-Household Customers. This has included authoring and reviewing code changes, implementing changes throughout the business, and developing teams of market experts. I am an experienced contributor to various market groups and forums, with directly relatable experience acting as regular/go-to stand-in for colleagues in our Regulation and Compliance team on various occasions. This includes acting as Alternate for the Scottish equivalent of the Code Change Committee (Technical Panel and Market Participant's Forum). I have also acted as Alternate for the Market Performance Committee, in August and September 2022. I have been a strong advocate and influence for the implementation of the Bilateral Hub, from participation in various groups that led to the development of the code change and current programme – including the RWG Bilaterals group and Digital Strategy Committee in 2017/2018 – through to an active part in design and delivery of the programme. This includes acting as the Retailer representative on the Bilateral Steering Group between (September 2019 to November 2022) and an active contributor to the Operational Advisory Group throughout the lifetime of the programme. I am committed to market improvement for the benefit of customers as demonstrated through my engagement with various forums and groups, including numerous RWG working groups (Drought, Policies – Datalogging, Return to Sewer, Allowances, Water Efficiency and R-Mex). I am also an active participant in the User Forum – having presented on how Business Stream (working in collaboration with Southern Water) improved our long unread meter performance, and our Market Improvement Fund project findings into effectively managing vacant premises (co-sponsored with Yorkshire Water) – as well as regularly contributing through debates, challenges and questions.

### Nominees' statement of why they are suitable to be a Trading Party Code Change Committee Member

I believe I would be a strong Committee member based on my skills, knowledge and experience (as set out above). I have demonstrated relevant skills for the role – i.e., positive influence on the market, impartiality and objectivity, forward thinking, constructive challenging and influencing, decision making and effective communication and stakeholder management – through the direct experience above, as well as a diverse career encompassing monumental change in the water industry from both wholesaler and retailer perspectives. I would like to take on this role to continue

my own personal development and contribution to the development of a successful market, delivering benefits for customers and the wider economy.

## Matthew Glover, Retailer, Wave Utilities

### Summary of the nominee's relevant skills and experience

Currently Head of Wholesaler Management at Wave managing a team that covers bilateral operational submissions, Wholesaler relationship management and settlement activities. 20+ years' experience in the water industry, formally at Northumbrian Water in both trade effluent and customer account management roles. One of the original members of Wave's team prior to market opening developing an in-depth knowledge of the market codes to ensure Wave's success at market opening. Retailer representative on the Code Change Committee (CCC) for the last two years helping establish the new change process and recommending change decisions to Ofwat. Also current Retailer representative on the MOSL Bilateral Steering Group, active participant in the RWG RF Working Group and previous member of the CPM046 sub-group for approved codes of practice. Former chair of the RWG sub-group on Planned and Unplanned events the outputs of which have included two good practice guides and two change proposals. Also separately authored a successful change proposal for the consistent use of F/01 forms and an ultimately unsuccessful change proposal relating to the materiality threshold for post RF settlement runs. Waves representative at the CMA Technical Panel and Market Participants Forum assessing and approving change proposals in the Scottish market. One of Wave's nominated MOSL Contract Managers.

### Skills:

Diverse knowledge of the water industry and the NHH retail market and the associated codes. Ability to digest written material and form well-constructed, impartial, assessments and challenges. Calm and professional in nature and supportive of other's views and opinions. Excellent communicator and builder of long term, trust-based relationships.

### Nominees' statement of why they are suitable to be a Trading Party Code Change Committee Member

I have built a wealth of experience in my 20+ years in the water industry. I have been a passionate and active participant in the NHH market and have a strong desire to help develop a sustainable market that adapts to the needs of NHH customers, trading parties and regulators alike. I have an excellent knowledge of the NHH market and the associated market codes and have developed and

managed a team that covers a diverse range of activities from detailed settlement analysis to bilateral operational form submissions. I have been actively involved in a range of crucial market groups including most recently my two-year tenure on the CCC. I believe I have been able to bring value and experience to this role and have demonstrated impartiality while providing Retailer experience to the decision-making process. My additional roles on the Bilaterals Steering Group and RWG RF Working Group have ensured I am informed and am influencing critical areas of market development. Having developed a number of change proposals myself and as a member of the CCC and the associated sub-group that developed changes to the change process I believe I have an excellent understanding of this area of the market and the practical experience needed to continue in this role. I am an active member on the Scottish CMA's Technical Panel and Market Participant's Forum where I perform a role very similar in nature to that of CCC member. I remain committed and passionate about improving the NHH market to ensure it delivers the service customers require and aligns to the strategic direction that has been developed.

## Euan Mitchell, Retailer, Castle Water Limited

### Summary of the nominee's relevant skills and experience

Solicitor in Scotland (qualified 2000) Solicitor in England (qualified 2006). General Counsel and Head of Legal at Castle Water since December 2017.

I have worked in the legal world for over 25 years both as a solicitor in private practice focused on commercial law. Throughout my time as a solicitor, I have regularly been involved in novel areas of law and regulation including public sector infrastructure and finance. I have extensive experience in the review and analysis of law and regulation and its application in a commercial context. The law cannot operate in the abstract and my focus as a solicitor has always been to consider the bigger commercial picture and context.

I have extensive experience in working in a committee setting to develop law and regulation. I have been a Council Member of the Law Society of Scotland since 2019 and serve on the Education and Training Committee. In these roles I am used to working with stakeholders from a variety of backgrounds and to engage constructively with and support other committee members.

## **Nominees' statement of why they are suitable to be a Trading Party Code Change Committee Member**

I have been General Counsel and Head of Legal at Castle Water since December 2017. Throughout my time with Castle Water my role has been to consider and analyse the Codes from the perspective of Castle Water's rights and obligations as a retailer. On a daily basis, my role is to consider the application and effect of the market codes and to identify areas which could be enhanced, improved or clarified. As such I consider I have knowledge and experience of the Non-Household Retail Market and its market codes and the wider framework that would rival any other individual. My role at Castle Water and indeed all of my experience as a solicitor necessitates a need to absorb complex issues and to analyse problems and find and propose effective resolutions to such issues. It is vital as a legal counsel to be able to see the wider picture and be focused on achieving acceptable outcomes. I consider I have very strong communication skills. It is a vital part of any solicitor's role to persuade and encourage parties to accept your arguments to achieve resolution. This requires the skill to communicate often quite involved or intricate matters to ensure that the other party understands your point of view and can be persuaded of your position. On a daily basis, I provide an assessment of elements of the Codes, how provisions interact and the impact of such matters. I also have to provide regular guidance on areas which could be improved and also a firm steer as to Castle Water's rights and obligations. As General Counsel, my role is one of trusted adviser to all in the business. In that role I have to lead discussions, provide guidance and warning about steps that can and cannot be taken and to find ways in which commercial objectives can be achieved in line with legal and regulatory requirements. As such, I consider that I am able to facilitate discussions well and to be collaborative to achieve goals. For all of the reasons set out above, I consider that I have all of the qualities and experience to be a strong member of the Code Change Committee.

### **Michael Rathbone, Wholesaler, Severn Trent Water**

#### **Summary of the nominee's relevant skills and experience**

Mike has a wealth of experience in the Non-household Market having worked in a variety of roles within Severn Trent Water's Wholesale Market Unit since it was established in 2016 in preparation for market opening. Mike joined Severn Trent Water in 2013 from Anglian Water Business (which became Wave) and previously held a variety of customer facing roles in the water and environmental services sector, following completion of a degree in Chemistry from the University of East Anglia. Prior to market opening Mike led a team of account managers with responsibility for large industrial as well as corporate customer accounts from a range of segments. In 2018 Mike took on the role of Contracts Manager at Severn Trent Water, managing credit facilities and contractual relationships

with Retailers as well as NAV organisations. In 2020 Mike moved to be Market Strategy Manager at Severn Trent Water, leading on Market interaction and participation. He continues to serve on the Market Performance Committee, Code Advisory Group and a number of other working groups. Mike also co-chairs the RWG and is also involved in several other sub-groups such as the RWG eligibility group, which he currently chairs. More recently Mike has been involved in the setting up of the Market Improvement Fund as well as working with MPC, Ofwat and MOSL colleagues on the review of the Market Performance Framework on the MPF Steering Group and a number of other significant groups. He is also a current member of the MPC so has a good insight into the way that the codes currently drive performance in the market. Mike is a keen advocate for customers of all sizes in the non-household market and is looking forward to bringing a focus on customer outcomes and benefits to the Code Change Committee. Mike is the chair of a local sports club and enjoys running competitions and fund-raising events as well as providing coaching for new and existing members.

### **Nominees' statement of why they are suitable to be a Trading Party Code Change Committee Member**

I believe I'm a considered and logical person with an eye for detail, particularly within the codes and similar documents. At the same time I can be relied on to maintain a pragmatic view of what is possible and in the interests of customers. I also take an interest in the views of others and can balance those views with my own to reach the right conclusion both for the market, and most importantly its customers. I am capable of balancing conflicting views, remaining independent whilst forming my own opinion and then articulating my position to allow others to understand clearly how I arrived at my conclusion.

### **Paul Walmsley, Wholesaler, Yorkshire Water**

#### **Summary of the nominee's relevant skills and experience**

I have extended experience working in stakeholder engagement and influencing, with a strongly innovative and dynamic approach to change.

- Extensive experience in relationship management, policy, and change
- Exceptionally passionate about customer-centric outcomes, particularly for vulnerable and high-complexity customers
- Demonstrable experience of managing and influencing key high-level relationships
- Direct experience of working with and presenting at industry forums/events
- Highly collaborative approach

- Excellent communicator; degree-level qualification in Creative Writing
- Strong background in team management and problem solving

**Nominees' statement of why they are suitable to be a Trading Party Code Change Committee Member**

I moved to my current role at Yorkshire Water earlier this year, with my focus primarily on market engagement and change in the Non-Household side of the organisation. Prior to this I spent ten years working in the charity and advocacy sector at Christians Against Poverty, where my remit was in relationship management and policy in the wider utilities sector. My focus in that space was very much around household vulnerability and debt, topics I am incredibly passionate about. As part of that work, I was involved with Ofgem's Consumer Vulnerability group, and was invited to join Energy UK's Vulnerability Commitment panel. With my role also extending into the water sector I would regularly attend and present for the CCW forum and the Essential Services Access Network. In my latter time in role I was required to represent the charity in TV and radio interviews on specialist topics. My overall strengths lie in communication and collaboration, and certainly I am at my best in a very relational environment where I can try to bring different perspectives together. While I might lack a long-term knowledge of the Non-Household market, I think this could actually have advantages as I bring a fresh perspective; one that comes from a very customer-centric background and personal values. I see any potential participation in the committee as a great opportunity to learn and grow from some knowledgeable industry experts, while contributing to great outcomes for all market participants.