



**RWG In-Person Meeting**  
**Tuesday 4 June 2024**  
**Severn Trent Water Offices, Coventry**  
**10:00-16:00**

**Purpose:**

An opportunity to meet in person to update the RWG membership on the work of the RWG sub-groups, to discuss current issues, identify gaps, and consider as a group our future work programme and how we organise our delivery.

**Agenda:**

**Morning Session (10:00-12:30):**

1. Welcome
2. Power Outage Planning (Sam Harris – Severn Trent)
3. Sub-Groups Update (Sub-Group Chairs)

**Lunch and networking (12:30-13:30)**

**Afternoon Session (13:30-16:00)**

4. Advance Tariff Date for T143 - Update Service Component (Chris Dawson – MOSL)
5. Business Assessed Volume Methodology (James Lancaster – Thames Water)
6. Customer Contact Details and Customer Protection Code of Practice (Gerard Lyden – Thames Water)
7. Capturing the Customer View
8. Additional areas for RWG focus (RWG Co-Chairs)
9. RWG Chair Elections (RWG Co-Chairs)

10. RWG Awards (RWG Co-Chairs)
11. Any Other Business/Next Meeting (RWG Co-Chairs)