

RWG In-Person Meeting 4 June 2024



Agenda

1. Welcome
2. Power Outage Planning (Sam Harris – Severn Trent)
3. Sub-Groups Update
4. Lunch and Networking
5. Advance Tariff Date for T143 – Update Service Component (Chris Dawson – MOSL)
6. Business Assessed Volume Methodology (James Lancaster – Thames Water)
7. Customer Contact Details and Customer Protection Code of Practice (Gerard Lyden – Thames Water)
8. Capturing the Customer View
9. Additional Areas for RWG Focus (RWG Co-Chairs)
10. RWG Chair Elections (RWG Co-Chairs)
11. RWG Awards (RWG Co-Chairs)
12. Any Other Business/Next Meeting

Power Outage Planning Sam Harris – Severn Trent



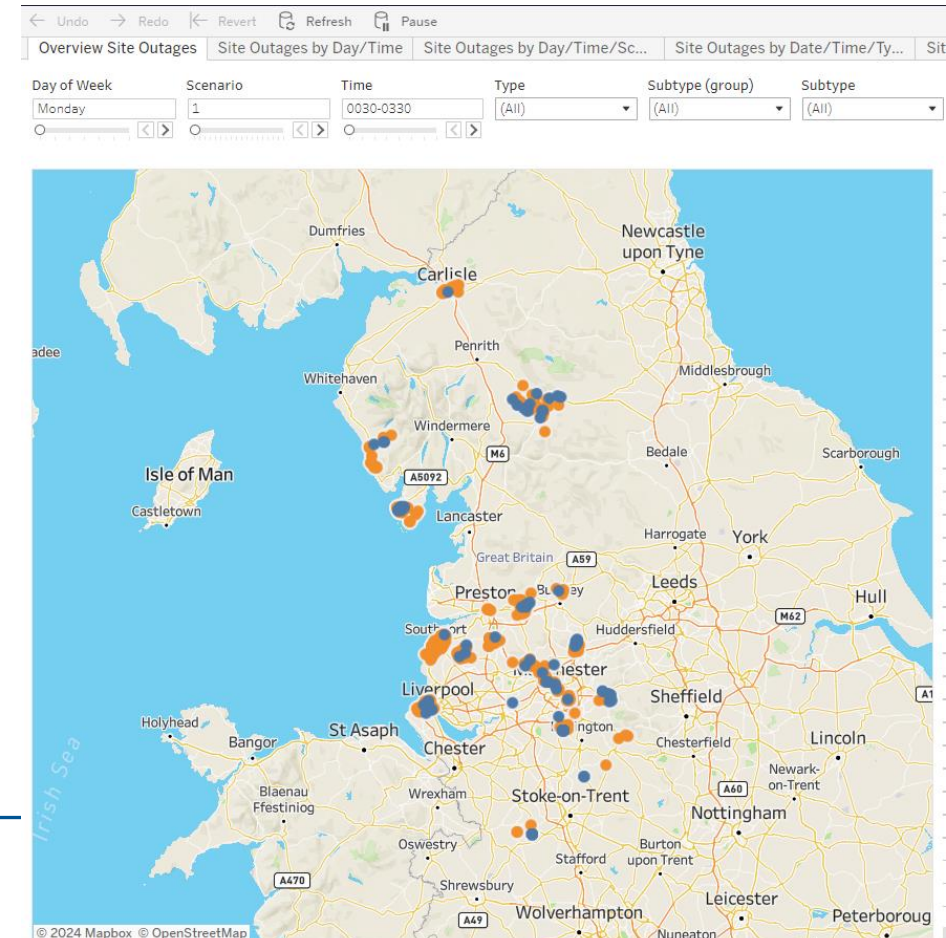


Power Outage Planning

Current position

- Risks relating to power disruption are a feature of the National Security Risk Assessment
- This covers scenarios of regional and national disruption, as well as technical failure (you may have heard of 'Blackstart' in the past) or managed intervention to reduce demand (something called Rota Disconnections).
- Scenarios are assessed as being low likelihood:high impact events.
- Water industry is power hungry and therefore needs to plan proportionately for these scenarios.
- Under WaterUK, workstreams for Impact Visualisation and Emergency Planning have been established. The primary purpose of these groups is to:
 - ensure consistency in approach of the water companies
 - to generate proposals for DEFRA to agree on scope of activity e.g. core components of Impact Visualisation tools.
 - To ensure the industry is communicating salient information to partners, such as Emergency Services and Local Government.
- Feedback from one of these workstream meetings was that we should engage the Retail sector more on this topic to ensure we are communicating our work but also gathering information that will support planning activities.

An example of a power loss impact visualisation tool



Future activity

- We have identified that more frequent industry:DEFRA liaison on this specific topic would be beneficial in order to rapidly raise questions or issues – this has been agreed with DEFRA colleagues.
- Monthly workstream meetings will continue, to maintain pace and focus. There is no formal feedback from wholesalers to retailers on this activity on a regular basis.
- DEFRA require the industry to have robust impact visualisation tools and emergency plans in place before winter 2024/25.
- As part of their NPO planning, several companies are also looking at their resilient communications requirements, as telecommunications infrastructure is likely to be unreliable.

What does this mean for the Wholesaler / Retailer relationship?

- Please flag any general risks that you can see about wholesaler approaches to power outage preparedness where there are interfaces with retailers. (neil.culff@uuplc.co.uk)
- Engage with your wholesalers to ensure key information is being shared about key/sensitive customers that wholesalers might need to consider as part of their planning for power interruptions.
- Advise of any further engagement that you feel would be beneficial from these workstreams.

Sub-Groups Update



Tariffs Sub-Group



RWG Tariff Subgroup – metered consumption band consultation

Following the industry consultation on metered tariff consumption bands that completed in January, the results show that there is a **strong enough consensus** amongst trading parties to recommend a **common structure for the industry** to use.

A **shortlist of two** options has emerged, per below:

1. REC structure (thresholds at 0.5 MI and 50 MI)
2. ‘Tariff basket’ structure (thresholds at 0.5 MI, 50 MI, 100MI and 250 MI)

Feedback from wholesalers noted **several regulatory barriers** to a common structure working in practice or being widely adopted – see next slide.

We are now **engaging with Ofwat** on what support and assurance they can offer before we go back out to the industry with our findings and ultimately a Good Practice Guide, ideally in time for wholesalers to start implementing phased changes from 2025-26.

RWG Tariff Subgroup – metered consumption band consultation

The **regulatory barriers** noted by several wholesalers were:

- **Cost reflectivity** – most wholesalers mentioned this would be **forgone to varying degrees** depending on which option was adopted. Wholesalers would have to **diverge from what they've deemed to be cost reflective** for many years.
- **Customer impact and fairness** – it seems the 5% annual increase “rule” is no longer realistic, so we need an industry-wide discussion around **what is now deemed to be ‘acceptable’ or ‘significant’**. Bill impact and fairness were also referenced by many wholesalers as a regulatory barrier as they are **likely reasons for customers to complain** about the implementation of a new common structure.

It has also been noted that there are **multiple linked agendas** pulling us in slightly different directions which could lead to **scope creep or scope clash**. With simplification/harmonisation, water efficiency and tariff innovation agendas, we must consider if we can **achieve one without jeopardising the others** and if there is a hierarchy to advise our collective future plans.

RWG Tariff Subgroup – other workstreams

Rateable Value and Business Assessed

The RV and Business Assessed working subgroup continues to work on:

- i. plans to produce an industry-wide common methodology for the derivation of assessed volumes for Business Assessed tariffs; and
- ii. a roadmap to remove RV charging structures from wholesale tariffs across the industry.

Trade Effluent

The Trade Effluent working subgroup has been resurrected and is working towards **issuing a new RFI later in the summer** to obtain industry feedback on challenges faced by trading parties.

Drainage charges (Surface Water and Highways)

The current focus of the working subgroup is on the possibility of harmonising highway drainage charging structures.

RWG Tariff Subgroup – water efficiency and innovative tariffs

Collaboration between RWG and Strategic Panel

The RWG Water Efficiency (WE) and Tariff Subgroup Chairs are meeting with the Strategic Panel members for these two workstreams quarterly to ensure alignment in future work.

Both tariffs and levies are included in the recently finalised Strategic Panel's WE Project Implementation Document (PID).

Engagement with customers on water efficiency

It is still on the radar to engage with business customers to understand the possibilities for reductions in water usage i.e. do any large users have scope to reduce anything other than domestic use?

Those with potable water in manufacturing/products have probably taken all steps they could to reduce commercial use of water.

Innovative Tariff Trials

We are very aware that there is much more activity here in HH, so still need to understand what is preventing NHH trials being considered.

That being said, South West Water are due to run a seasonal tariff trial for NHH customers later this year.

RWG Tariff Subgroup – Good Practice Guide compliance

After engagement with the Market Assurance team at MOSL, it has been suggested that they include in their upcoming **audit of wholesale charges** in CMOS an additional piece on **Good Practice Guide (GPG) compliance** as this seems to be within the remit of an audit.

This was positively received so we are waiting to hear back on the extent of the scope that could be included i.e. restricted only to GPGs related to tariffs (see list below) or extended to all GPGs.

Tariff-related GPGs suggested for compliance audit

- Return to Sewer Allowances GPG
- Wholesale Charges GPG
- Alignment of Wholesale Tariffs with Retail Price Control Groups GPG
- Fixed Meter Charges GPG

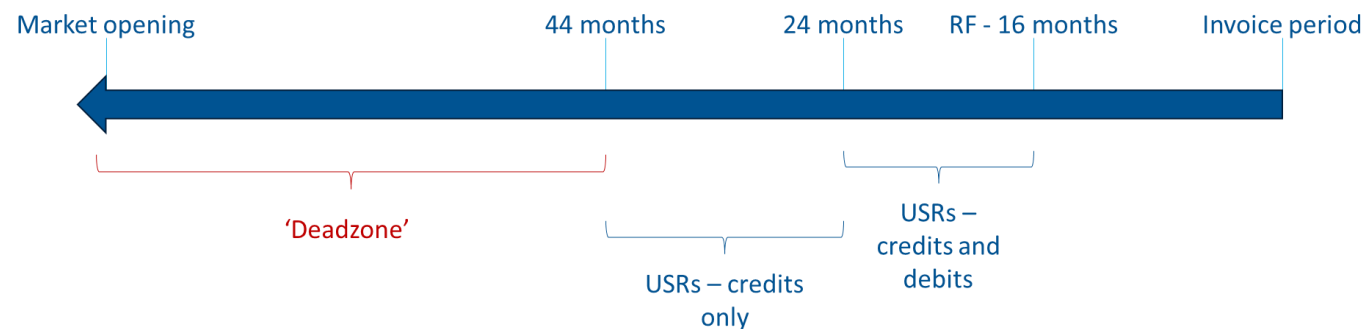
RWG Settlement Group



RWG Settlement Group Update

RWG Settlement Group

- Set up March 23 to ensure customers and retailers receive refunds they are due in a timely manner by addressing the 'Deadzone' – the gap between settlement (44 months after invoice period) and market opening.
- Scope expanded to include review of settlement up to 44 months (including Post-RF USRs), with MOSL involvement.
- Consulted on proposals in December 2023.
- Code Change proposal currently with MOSL and will go to CCC in July.
- Separately working on Good Practice Guide.



Code change proposal: Customer Refunds

Part 1 - Deadzone solution:

After 44 months, refunds will still be paid by the Wholesaler to the Retailer where:

- The Wholesaler has changed data resulting in a refund being due
- The Wholesaler has agreed changes resulting in a refund being due (e.g. via a bilateral)
- A change has been court ordered, or ordered by another relevant body (Ofwat, CCW, MOSL)

This will be via a monthly credit note.

Part 2 – Post-RF solution:

After RF, Unplanned Settlement Runs (USRs) should continue up to 24 months, as positive sums can be recovered up until that point.

After 24 months, USRs will be replaced with the Deadzone solution to enable customer refunds to flow more quickly from Wholesalers to Retailers and on to customers.

Wholesaler/Retailer pairings to be allowed to agree payment outside of USRs for the Post-RF period, where the materiality threshold cannot be met, within 2 months of a refund being agreed. This will help to prevent unreasonable delays to refunds being paid to customers (via retailers).

This code change will mean refunds are paid to customers in all cases where they are due, and in a timely manner. It does not extend the time period for which Retailers (or Wholesalers) can increase charges.

Further work

Good Practice Guidance

A Good Practice Guide is also being developed, which will cover:

- Agreeing charge affecting data changes (building on the existing ERRA process in the market)
- A Good Practice process from agreement of data changes through to payment or refunds

Self-service settlement tool

The group have discussed the possibility of a self-service tool, for trading parties to be able to calculate amounts owed.

Currently some Trading Parties have invested individually in systems/tools to do this, but there is no market wide solution.

RWG Complaints Group Update



Complaints Sub-Group Update

Key Sub-Group updates

- Group meets quarterly – last meeting Friday 17th May (notes issued)
- Group have an action to re-review Good Practice Guide (GPG) although it was last reviewed in November – EJ (MOSL) will upload for us
- Key Discussions included:
 - F7 implementation & feedback (Further discussions next time);
 - SWIM positive feedback;
 - CCW Retailer/Wholesaler One Customer Event
 - MPF Reform Programme Performance Advisory Groups (PAG)
 - Next Meeting 9th August 2024
 - **Please review our Page, any questions reach out and sign up to the MoU!**

RWG Water Efficiency Group Update



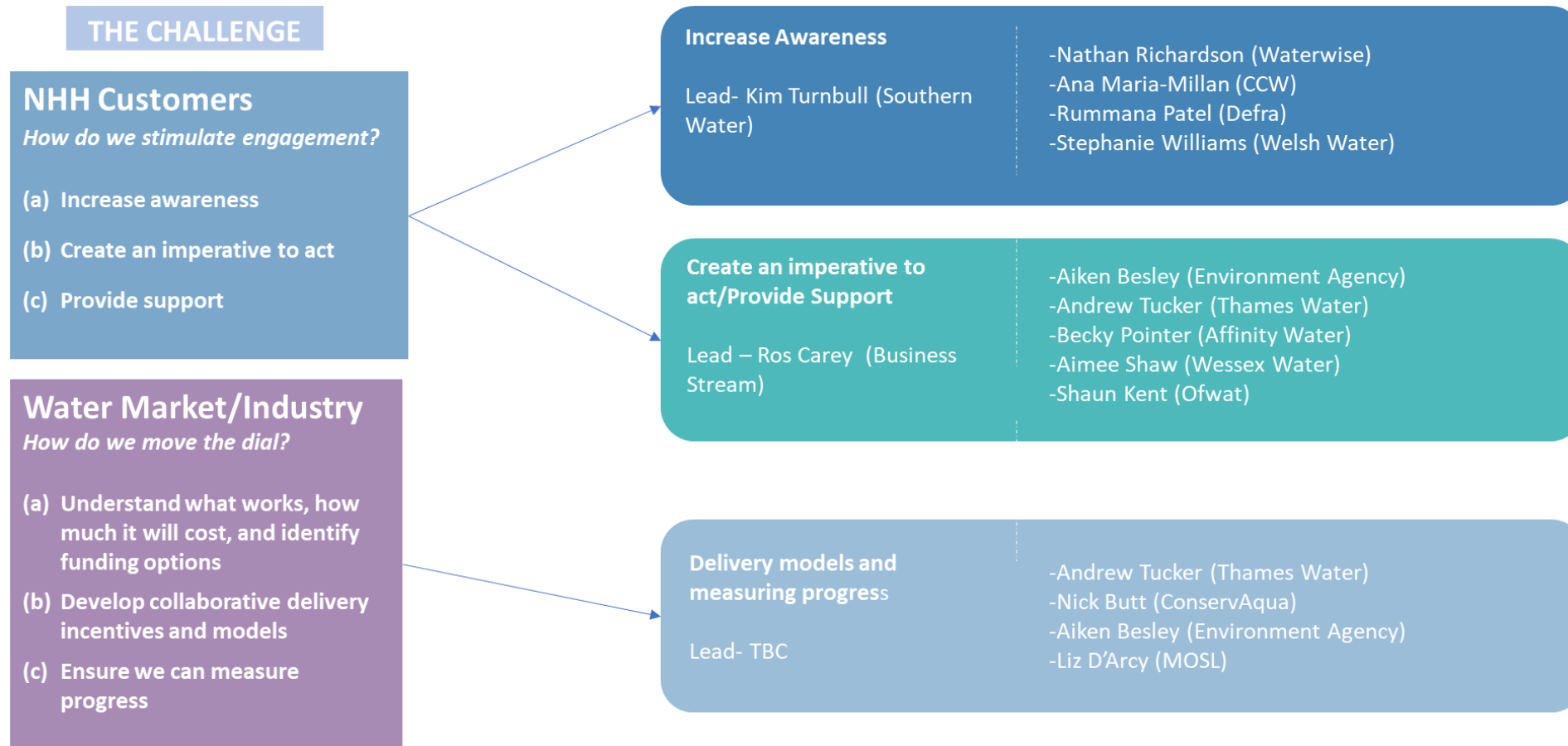
Water Efficiency Sub-Group update

Key achievements for 23/24

- Group now meeting regularly and with a growing membership, including representatives from Ofwat, Defra, EA, Waterwise and Department of Business and Trade
- Strong alignment and support with Strategic Panel water efficiency workstream
- Water Efficiency Road Map published
- Menu for collaborative options between Wholesaler and Retailers published in draft
- Funding agreed with MOSL for development of common market approach to water efficiency saving recording



Plan for 24/25 – workstream based approach



RWG Drought Group

Matthew Rix



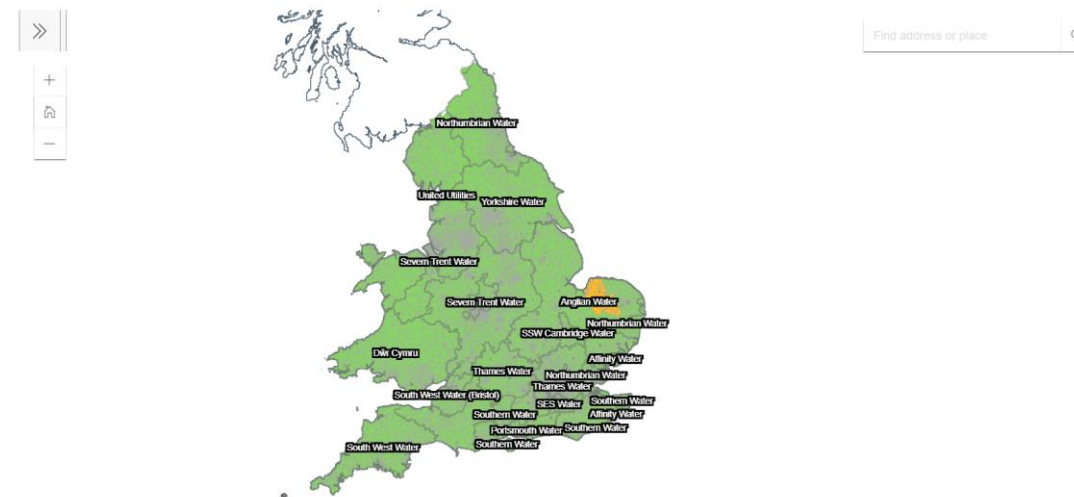
RWG Drought Group Purpose

To provide:

- central view to retailers of wholesalers' drought statuses;
- 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.

Drought Restriction dashboard

Notes: click >> to view the legend and +- to zoom in/out; type a name or a postal reference in "Find address or place" to search a specific location.



Update

central view to retailers of wholesalers' drought statuses;

- No drought triggers have been disclosed by wholesalers so far this year.
- If the wet weather continues, we are unlikely to see temporary usage ban restrictions in 2024, but the usual caveats apply regarding isolated localised water resource challenges that may arise.

clear and consistent application of drought restrictions to non-household customers;

- The Environment Agency will be consulting on the next round of Drought Plan updates over summer 2024 so there will be an opportunity for the RWG Drought Group to feed in views to the next round of company plans. The consultation has not yet published.
- The consultation will provide an opportunity to align and promote communications best practice regarding companies approach to each of the EA defined drought triggers.
- Regarding consistency of drought restrictions see next update re UKWIR work.

Update

a NHH feed into wider National Drought Group activity such as UKWIR Drought Code of Practice review

- UKWIR drought guidance was updated in 2023 which covers HH, NHH and NAVs – RWG DG fed into this review in 2023
- A new UKWIR project has commenced to review the application of non-essential use bans which includes NHH retailers and customers in its scope – Matt Rix is on the UKWIR steering group and there will be an opportunity for RWG to feed into this. The project is at an early stage and the steering group is still reviewing supplier bids.

Planned/Unplanned Events Group Update

Mary Porter-Chorley



Planned/Unplanned Subgroup

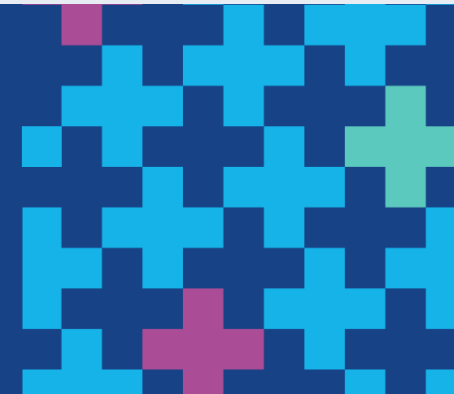
Subgroup Update

- New Chair in Post as of April 2024
- 2 meetings since group re-ignited
- Completed recent survey to all trading parties
- Good Practice Guide Focus – Unplanned Events
- Review of Emergency Contact Details

RWG Planned and Unplanned Events Group Survey May 2024

01.05.2024 – 01.06.2024

**Unplanned
Events and
Incidents**
Good Practice Guide



Planned/Unplanned Subgroup

Group Key Milestones

July 2018: Good Practice Guide was created for Unplanned Events

June 2020: Good Practice Guide was created for Planned Events

February 2021: CPW099 was clarified to align the market codes to the GPG in relation to the responsibility of trading party during planned events

March 2021: Good Practice Guide was created for Emergency Contact Details

November 2021: Data sharing of customer contact data under CPW110 was proposed as part of the CMOS solutions where retailers can have the option to share/not share customer data. This was an unsuccessful rejection by OFWAT as it is also a costly change in CMOS.

Planned/Unplanned Subgroup

Current and Future Planning Updates

Unplanned Events Good Practice Guide

- GPG for unplanned events is now in progress for re-drafting and review (review in due course)

Survey Review

- Survey to be structured based on the impact it has to the process, code change and current guideline structures. Subgroup to review.

Planned Events

- Review of Good Practice Guide to in line with the D process
- Incorporate National Metering Strategy to include non-household customer communications.

Collaboration with Drought Group

- Share learnings from recent unplanned events and develop understanding on how retailers can be supported during major incidents

E1/E2 Process

- Build a Good Practice Guide in relation to Identifying NHH Sensitive Customers and Public Health Related Site-Specific Arrangements

Planned/Unplanned Subgroup

Upcoming Meetings

- **13.06.2024** – Unplanned Events GPG Draft Review
- **28.06.2024** – Unplanned Events GPG Final Review and Survey Response review
- **12.07.2024** – Emergency Contact Details Review and AOB from previous meetings
- **26.07.2024** - TBC

Subgroup Members

Wholesalers: Portsmouth Water, South Staffs Water, Welsh Water, Yorkshire Water

Retailers: Business Stream, Water Plus, Waterscan, Wave Utilities

Market Operator: MOSL

RWG Eligibility Group

Mike Rathbone



A large, stylized, light blue 'CCW' logo is positioned in the background, spanning across the top and bottom of the page. The letters are thick and rounded, with a slight shadow effect.

ccw

The voice for water consumers
Llais defnyddwyr dŵr

RWG Eligibility Update

MOSL/CCW

June 2024

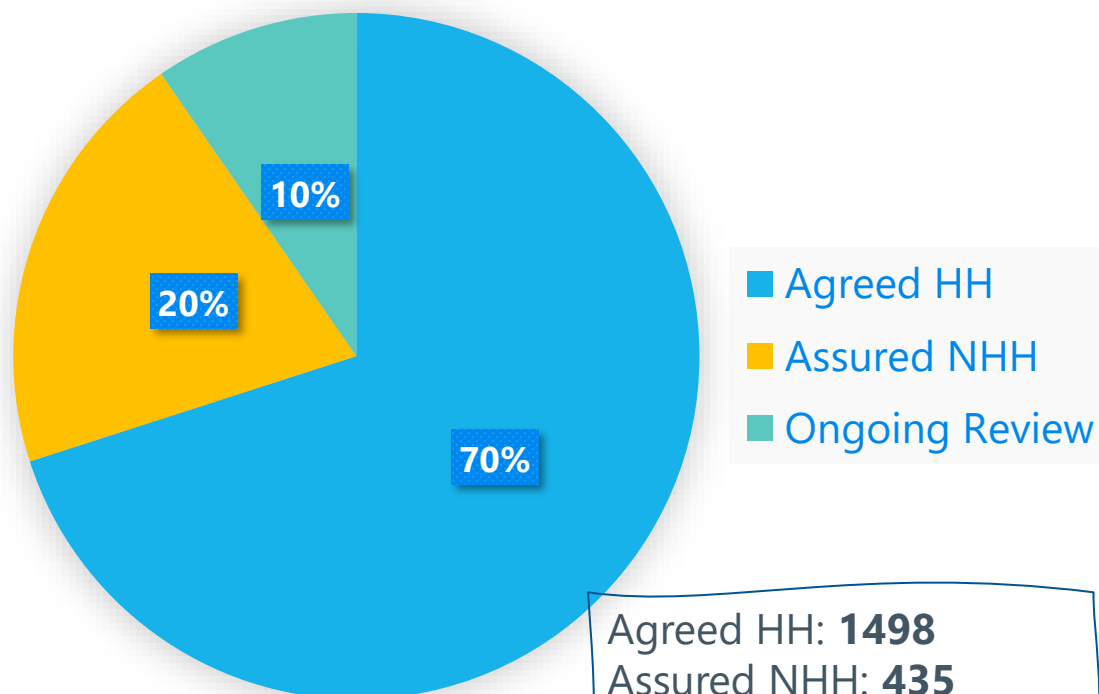
ccw.org.uk

Issues raised by customers and retailers

- Inconsistency in deregistration process including back-billing
- Determining principal use of mixed-use premises
- Responsibilities of wholesaler and retailer – who is decision maker?
- “Edge cases”: Farms, holiday lets, student accommodation etc.
- Customers unable to consolidate billing due to mix of eligible/ineligible decisions on portfolio
- Premises flipping in and out of market depending on occupancy

Market Eligibility Assurance Review

Level 1 Eligibility Assurance Approval Rate (April 24)



Agreed HH: **1498**
 Assured NHH: **435**
 Ongoing Review: **206**

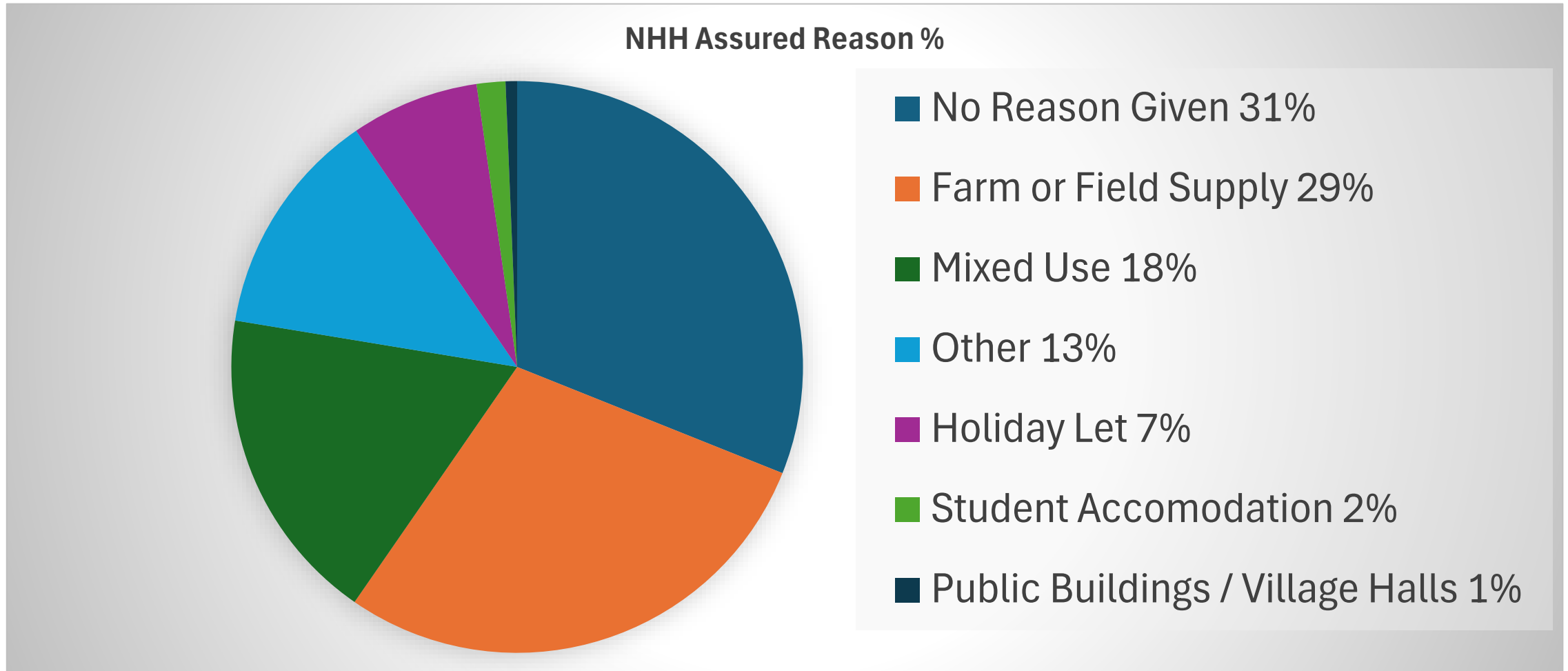
We have seen a ramp up in the volume of supply points being reviewed and deregistered in the month of April

With trading parties dedicating resource to this activity now the new financial year has commenced

We will see an increase in those supply points that fall into the Ofwat eligibility guidance requiring decisioning, such as Farms, Mixed Use, Holiday Lets etc (See next slide)

Those that fall under Ongoing Review (circa 10%) are those where more time is required to reach an agreed outcome.

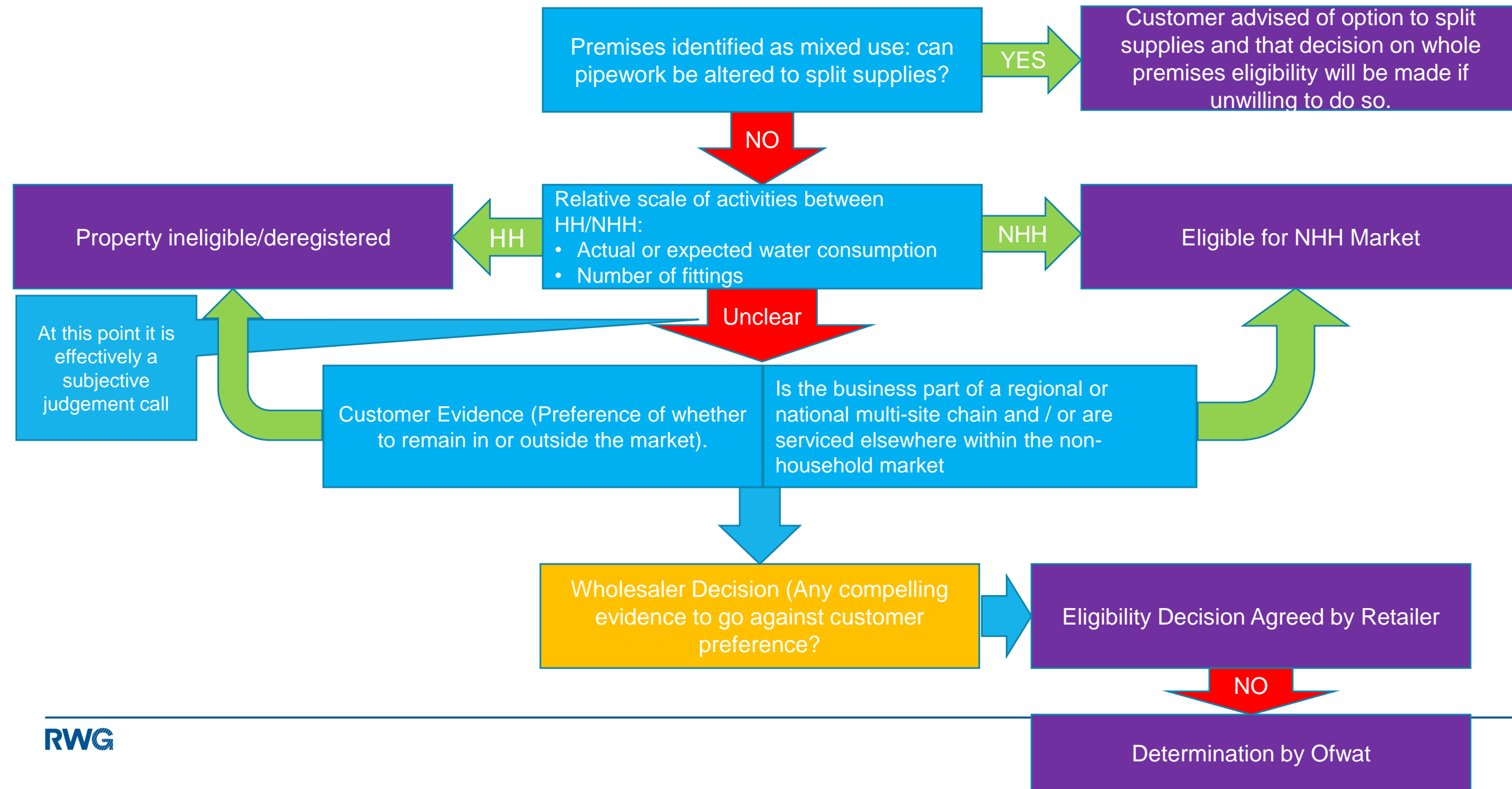
Eligibility NHH Assurance Reasons



Feedback from Wholesalers on Existing Principal Use Guidance

- Many ask customer or retailer their view on principal use – may not be the most suitable way but often the only way to make a decision. “Rough assessment” made if mixed use.
- Majority felt **ownership** of premises was not a relevant consideration
- **Payment arrangements** not usually used for determining principle use, except if it was a shared supply with historic billing arrangement – although this not a determining factor
- **Relative size of NHH/domestic element.** Rarely used, consumption (or fitting info) more likely to be considered, although some said not for mixed use where dependencies are more relevant.
- Most said **meter location** was irrelevant – one said it could be useful for indicating a private network requiring more investigation.
- **Incidence of rates** not used to determine eligibility (where there are both business rates will end to be higher but this doesn’t necessarily mean it must be NHH)
- **Activities** – differing views. Some saw this as the same as principal use i.e. where is consumption being used. Some said it was the primary consideration for determining eligibility, others mentioned dependency being more important (for mixed use)
- **Customer evidence** – clear that different wholesalers give different weight to customer evidence. One said if customer provided evidence it was domestic they would abide by this, other use it as supplementary to other info.
- **Wholesaler evidence** – generally desktop review followed by site visit considering factors above and any historic information (or that provided by customer/retailer)

Principal Use Flowchart – to replace Ofwat’s Red Box



Next Steps

- Feedback on revised principal use flowchart for revision before getting views of customers and presenting to Ofwat.
- Back-billing on deregistration
- Guidance on edge cases – caravan sites with year round occupancy, holiday lets, student accommodation, farms

Lunch and Networking



Advance Tariff Date for T143 - Update Service Component



MOSL

MOSL Programme update

*Advance Tariff Date for T143 – Update
Service Component*



MOSL Programme update



T143 - Update Service Component

Allow **Wholesalers** to change tariff start date to a future date. Helps the end **customer Retailer** can make changes to their billing system in advance to start date.
CMOS – Dec release



Bilaterals

CPW139f - go live **26th June**.

Reviewing release plan – due to General Election timing now known.



MPF

The next consultation, which considers the design and scale of penalties and charges as well as target levels, is due to open on 8 July. Ahead of the consultation, as per Consultation 3, MOSL will issue pre-reading documents on specific topics in June.



Strategic Metering

National Metering Strategy available. Working with Planned/unplanned groups on two follow up NMS actions. Meter rollout plans etc
Struggled to get in front the Access group with QSP17 Internal Meter Process. Plan to sign off in June (MC39)

RWG in-person meeting – 4 June 2024

Business Assessed Volumes

Review of methodologies



Business Assessed tariffs – calculation of volumes

The RWG Tariff Subgroup is working on plans to produce an industry-wide common methodology for the derivation of assessed volumes for Business Assessed tariffs.

This agenda item is to:

- review and confirm current practices used by wholesalers across the industry
- collectively review what best practice might look like
- assess what barriers may exist to prevent a common methodology being implemented successfully and what would be needed to overcome these barriers

Feedback gathered today will be passed to the Business Assessed working subgroup to feed into their work, so please do share any thoughts you have.

Alternatively, please email any feedback to james.lancaster@thameswater.co.uk.

Current Business Assessed volume methodologies

Of the 15 wholesalers for which Business Assessed information was obtained, there are typically **three different approaches** used. Note: **South Staffs Water** don't currently have a Business Assessed tariff.

- 1. Assessed volume calculated** according to varying methodologies and **metered unit rate applied**
 - *Affinity Water, Anglian Water, Hafren Dyfrdwy, SES Water, Severn Trent, South East Water, South West Water, Southern Water and Thames Water (9)*
- 2. Assessed volume calculated** according to varying methodologies and **banded fixed charge applied**
 - *Dwr Cymru, Northumbrian Water, Wessex Water and Yorkshire Water (4)*
- 3. Banded fixed charge applied** on non-volume basis (e.g. number of employees, assessed meter size)
 - *Bristol Water and United Utilities (2)*

1. Assessed volume and metered unit rate method (9 wholesalers)

Five of the nine wholesalers that use this method have very similar approaches and bandings.

Company	Assessed volume (m3) per employee based on type of business				
	Band 1	Band 2	Band 3	Band 4	Band 5
Affinity: Central/East	15	50	100	200	By inspection
South East	15	50	100	200	By inspection
Severn Trent	15	50	100	200	By inspection
South West	20	50	100	200	By inspection
Thames	15	50	100	200	By inspection

Anglian Water calculate non-domestic usage using SINCON values.

SINCON Property Type	Daily Usage m3	Annual Usage m3
FACILITIES	2.55	930.75
FOOD PROCESSING	33.02	12052.3
HAIRDRESSING	0.29	105.85

1. Assessed volume and metered unit rate method (9 wholesalers)

The business classifications used to allocate customers to bands are also very similar, generally using SIC codes.

	South West Water	Thames Water	South East Water	Severn Trent
Band 1	Retail, accountants, legal services, doctors	Shops, Offices, Doctors Surgeries	Business lock-up garage, Depot, Factory (water not an input), Garage repairs, Industrial works (water not an input), Office, Petrol filling station without car wash, Place of worship, Shop Retail - Goods or Services, Showroom, Warehouse, Workshop, Yard	Retail, Accountants, Legal Services, Medical Doctors
Band 2	Dentists, hairdressers, schools	Hairdressers, Dental Practices, Takeaways	Hairdressing/beauty salon, Multi-storey car park, Public library/museum/gallery, Surgery/clinic, Take away only shop, Vet	Dentist and Hairdressers
Band 3	Hotels, nightclubs, licensed bars, restaurants, cafes	Cafes, Restaurants, Schools, Nurseries, Guest Houses, B&Bs	Cafe/restaurant, Hotel/guest house, School/college	Hotel trade, Nightclubs, Licensed bars, Restaurants, Snack bars, Cafes and Photographic processing
Band 4	Public houses, sport and recreation facilities, photographic processing	Dry Cleaners, Sports Facilities, Clubs, Bars, Pubs	Dry Cleaners, Laboratory, Laundrette, Park/sports ground, Petrol filling station with car wash, Pub/bar/club, Sports facility	Pubs, Sports and recreational facilities
Band 5	Laundries, concrete production, brewing	Factories, Hospitals, Community Centres, Church Halls, Communal Areas, Golf Courses, Farms	Community centre, Farm/allotment, Hospital, Other, Public Convenience	Laundries, Concrete products, Textile finishing

1. Assessed volume and metered unit rate method (9 wholesalers)

Anglian Water calculate assessed domestic usage based on headcount and whether there is a canteen and/or residential facilities on site.

Domestic use Calculator	Response	Litres
How many people work there? (25 litres per person per 8 hour shift)	4	100
Is there a canteen? (50 litres per person per shift)	no	0
Is there onsite residential accommodation? (140 litres per person per day)	no	0
	Total	100
	Annual Consumption m ³	36.5

A very similar approach is used by **Affinity Water** in their Southeast region.

	Assessed volume (m3) per employee			
	No canteen facilities	With canteen facilities	Residential occupation	Part time employees
Affinity: Southeast	6	10	35	50%

1. Assessed volume and metered unit rate method (9 wholesalers)

SES Water apply a simpler method:

- standard 15m³ per employee per annum regardless of business type, staff working hours or the extent of on-site facilities, subject to a minimum annual volume of 30m³.
- the tariff only applies if the property RV is less than £2,000 and in instances where on-site usage is solely for domestic purposes.

Hafren Dyfrdwy apply a different metered unit rate dependent upon four geographical charging zones, but no further information is available regarding the calculation of the assessed volumes.

Southern Water apply assessed charges calculated by reference to the number of persons employed and water-using facilities at the premises, but no further details are available regarding assessed volumes.

2. Assessed volume and banded fixed charge method (4 wholesalers)

There is little commonality in the number of bands or band thresholds amongst the four wholesalers that apply Business Assessed tariffs by way of a banded charge based on an assessed volume.

	Assessed volume (m3) band thresholds							
	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8
Dwr Cymru	500	1,000	2,000	4,000				
Northumbrian Water	150	300	750	1,000	>1,000			
Wessex Water	46	81	104	123	149	169	189	208
Yorkshire Water	30	145	255	550	1,000			

Northumbrian Water have a detailed spreadsheet that determines annual assessed volume using headcount, working hours, on-site facilities and business type.

3. Banded fixed charge (non-volume) method (2 wholesalers)

Two wholesalers apply **banded fixed charges** on the basis of a metric other than volume.

- **United Utilities** have fixed charges based on an assessed meter size:
 - One banded fixed charge for **15mm assessed meters**
 - One banded fixed charge for **20mm assessed meters**
- **Bristol Water** have fixed charge bands that relate to the number of employees:
 - increment thresholds set at **every 5 employees**

Business Assessed volumes – group discussion on best practice

To assess the methods currently in use, we should consider the following questions:

What would best practice look like

1. What are the merits and drawbacks of each method relative to the others that are in use?
2. What challenges do retailers experience in applying and/or understanding each method and in explaining it to their customers?
3. Are there any methods that use too much or too little detail when calculating assessed volumes?

Barriers to successful implementation of best practice

4. If a method of best practice could be agreed, what barriers would prevent such a method from being successfully implemented as an industry-wide standard methodology?
5. What would be needed to overcome the barriers that have been identified?

Customer Contact Details and Customer Protection Code of Practice



Capturing the Customer View



Additional Areas for RWG Focus



RWG Chair Elections



Current Process As Outlined in RWG Governance Framework

- The RWG Chairs or RWG steering group will issue a call for nominations.
- Members will vote for the RWG chair with voting ring fenced for retailer and wholesaler members for their respective Chair. Each member organisation will get one vote.
- The Chairs will serve a maximum term of two years from the date of their appointment .
- Chairs can serve a maximum of two consecutive terms.
- The appointment of retailer and wholesaler chairs will be staggered such that the retailer chair will be selected one year and the wholesaler chair selected in the following year and so on – this will help to ensure stability and continuity for RWG

Proposed Next Steps

- Call for nominations via MOSL email comms starting w/c 10 June for 3 weeks.
- Collate nominations w/c 1 July and check validity (overseen by Vice Chairs).
- Start election process w/c 8 July with voting window open for 3 weeks.
- Conclude voting, count and verify votes received.
- Appoint Chairs w/c 29 July with email comms to follow to confirm appointments.

RWG Awards



Any Other Business/Next Meeting





RWIG