

## November Virtual User Forum

**Location:** [Microsoft Teams](#)

**Date:** 12 November 2025

**Time:** 3pm – 4:50pm

**Status:** Final

### Discussion details

Item No.	Description	Presenter	Time
1	Introduction and Welcome: MOSL	Markus Lloyd and Tom Daborn	3 - 3:05pm
2	RWG: update	Fallon Wilkinson	3:05 - 3:15pm
3	Ofwat update: GSS Guidance, State of the Market and Customer Insight	James Hawthorne and Sarah Lafond	3:15 - 3.45pm
4	Change: update	Olivia Bletsoe	3:45 – 4:05pm
5	Providing Assurance to the Market: Audit and Assurance Statement updates	Axelle Saada	4:05 to 4:20pm
6	Strategic Data Program	Lisa-Ann Lott	4:20 – 4:35pm
7	Eligibility	Markus Lloyd	4:35 – 4:55pm
8	Closing	Markus Lloyd and Tom Daborn	4:55 – 5:00pm

**Please note there will be no User Forum in December, the next User Forum will be 3-5pm, 14 January 2026**