

## User Forum Agenda

20 June 2018 | 10:00 – 16:00  
 1 America Square, 17 Crosswall, London EC3N 2LB

Item	Description	Who	Time
	<b>Live video streaming starts*</b>		
1	“Way forward”  <ul style="list-style-type: none"> <li>◆ User Forum agendas and change to way of working</li> </ul>	Steve Arthur	10:00 – 10:30
2	PWC Market Audit	PWC	10:30 – 11:10
3	Annual Market Performance Report	Sam Webb	11:10 – 11:45
	Overview MPOP – forward view	Mark Crowley	
4	Coffee break		11:45 – 12:00
5	Thames Water – accelerated programme	Gerard Lyden	12:00 – 12:25
6	Retail Wholesale Group (RWG) update	A Bamber	12:25 – 13:00
6	Lunch		13:00 – 13:45
7	Role of technology in solving market frictions  <ul style="list-style-type: none"> <li>◆ DigDat – events notifications</li> <li>◆ Occutrace – vacancy and meter reads</li> </ul>	Vendor presentations	13:45 – 15:15
8	AOB and close		15:15 – 15:30
	<b>Live video streaming ends*</b>		

**\* Please note: agenda items 1-8 will be videoed and streamed live. Streaming will end at 15:45.**