

September User Forum

14 September 2022 | 3-5 pm
Microsoft Teams meeting

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Agenda

Item	Description	Who	Time
1	Introduction: MOSL /RWG	M Lloyd and S Bennett	3-3.05pm
2	Retailer Wholesaler Group – drought group	Matt Rix	3.05 – 3.20pm
3	Dashboards in Action - drought	Liz D’Arcy	3.20 – 3.30pm
4	MIF – Project Deja Vu	Matt Labrum	3.30 - 3.45pm
5	Market Membership Review	Andrew Johnson	3.50 – 4pm
6	Break		4 – 4.05pm
7	Change	Oli Robins	4.10 – 4.20pm
8	Forum Debate – customer submission of G2 forms ^{*1}	Andy Watkins (Pennon)	4.20 – 4.50pm
9	Closing	M Lloyd and S Bennett	4.50 – 5.00pm

^{*1} Item 8 – Following on from the last User Forum in which we discussed the options for opening a Forum debate, Item 8 has been proposed. The background to the intended discussion is the premise that some wholesalers are not allowing customers to submit G2 requests themselves, or are actively encouraging them to route requests through retailers, which is not in line with the requirements of Section C of Part G (Trade Effluent) of the [Wholesale Contract Schedule 1, Part 3: Operational Terms](#).

This is a 30 minute slot in which Andy Watkins (Pennon Water Services) will ask fellow members of the Forum to share their views on the experiences of customers submitting G2 requests and for their thoughts on whether the process needs further definition, clarification or change. The G02 form which is to be submitted to wholesalers can be found [here](#).

This is not a universal issue and an example of a customer-centric approach to the G02 process is offered here [Trade effluent services \(southwestwater.co.uk\)](#)