
User Forum Terms of Reference

Document Details

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Revision History

Date	Version	Author	Description
1/06/2017	1	S. Arthur	User Forum Terms of Reference issued for Face to Face Forums (pre-Covid)
17/06/2024	2	M. Lloyd	To reflect the changes in the User Forum arising from the move to a virtual forum. Key changes from v1: scheduling; accommodating updates to the change process which has shifted the focus of of the User Forum from proposing new changes and debating them to updating trading parties on changes and improvement programmes with an opportunity to debate these

1. Purpose and Scope

The purpose of the User Forum is to:

- Provide Trading Parties with the opportunity to discuss issues arising from the development and functioning of the Competitive Market. This allows for the exchange of ideas, experiences, and concerns fostering a collaborative environment for addressing market-related challenges.
- Encourage updates from industry bodies related to the Non-Household (NHH) Market.
- Act as a forum for Trading Parties to discuss any Change Proposals (including Charging Change Proposals).
- Give Trading Parties the opportunity to raise potential Change Proposals (or Charging Change Proposals) for discussion before these are submitted to the Code Change Committee.

The Chair of the User Forum is responsible for leading and chairing the agenda of the User Forum, ensuring that it fulfills its purpose of facilitating discussion among Trading Parties regarding issues, Change Proposals, and improvement programmes and workstreams related to the development and functioning of the Competitive Market.

2. Membership

The User Forum will have a Chair, who is appointed by the Strategic Panel for a fixed term not exceeding two years. The Chair will be eligible for re-appointment following expiry of their initial or any subsequent term. The Chair of the Market Operator is not eligible to be appointed as the Chair of the User Forum.

Each Trading Party shall be entitled to send one representative to attend any meeting of the User Forum on their behalf, additional attendees may attend at the discretion and approval of the User Forum Chair. For virtual meetings where there is no space or resource constraint trading parties may send more than one representative.

The User Forum shall be entitled to invite other stakeholders to attend meetings of the User Forum from time to time where there is a business or market requirement. Stakeholder invitations will be issued by the Chair on behalf of the User Forum at their discretion.

There will be a Secretary to the User Forum who is appointed by the Market Operator.

3. Meetings

Meetings of the User Forum will be held at least quarterly and may be held either virtually or in person. In person User Forum meetings will usually be held twice a year at a time and place decided by the User Forum Chair, with the location being in England or Wales.

Notice of User Forum meetings should be provided to Trading Parties by the Secretary to the User Forum on a rolling quarterly basis, providing not less than six months' notice of each meeting.

The Secretary to the User Forum shall also convene a meeting of the User Forum before the next regular meeting if required in order to consider any Change Proposal which the User Forum has been consulted on by the Code Change Committee.

4. Responsibilities

User Forum Chair

The Chair of the User Forum is responsible for the following:

- **Leadership and Facilitation**
 - Chair all User Forum meetings, ensuring they are conducted efficiently and effectively.
 - Foster an inclusive environment where all members feel comfortable participating and sharing their views.
- **Meeting Management**
 - Work with the Secretary to prepare and approve meeting agendas and supporting documentation.
 - Ensure virtual meetings are held at least quarterly and that in-person meetings are held twice a year.
 - Ensure that the User Forum agenda is published on the User Forum [website](#) with at least ten (10) Business Days' notice prior to the holding of the Forum, with slide decks published on the User Forum [website](#) five (5) Business Days' prior to the holding of the Forum.
 - Ensure that User Forum meetings run to time, allowing agenda items to be covered efficiently.
 - Maintain the MOSL website with content from past meetings including event recordings.¹
- **Stakeholder Engagement**
 - Invite relevant stakeholders to attend meetings as appropriate.
 - Facilitate constructive dialogue between Trading Parties and stakeholders, promoting collaborative problem-solving.

Secretary to the User Forum

The Secretary to the User Forum is responsible for convening meetings, preparing and distributing agendas and supporting documents, meeting recordings and maintaining the meeting calendar. The Secretary to the User Forum will provide support to User Forum sub-groups where requested and as approved by the User Forum Chair.

5. Content

User Forum meetings standard agenda will typically include:

- **Change**

¹ In person User Forums are not recorded.

- Present a report at each meeting on all in flight Change Proposals
- **Updates**
 - Updates from MOSL's Improvement Programmes
 - Updates from Retailer Wholesaler Group (RWG)
 - Updates from the Market Improvement Fund project team
- **Insights**
 - Insights from NHH Market industry bodies (e.g. Ofwat and CCW)
 - Insights from Third Party Intermediaries (TPIs)
- **Debate**
 - The User Forum will encourage debate on topical items selected by the User Forum Chair or requested by trading parties. This includes any potential Change Proposals or Charging Change Proposals which Trading Parties would like to be discussed at the User Forum. Trading parties must notify the User Forum Chair and Secretary at least fifteen (15 business days in advance of the meeting for any items they would like discussed.

6. Support

The Chair shall be supported by the secretary of the User Forum, who is appointed by the Market Operator.

The secretary is responsible for convening meetings, preparing and distributing agendas and supporting documents, meeting recordings and maintaining the meeting calendar.

7. Conduct and Procedures

The Chair shall ensure meetings are conducted in accordance with established procedures, maintaining order and fairness.

The Chair shall ensure that all virtual User Forums are recorded. The Secretary shall ensure that all recordings are published on the User Forum [website](#) within two weeks of the event being held. The in-person User Forums will not be recorded.

8. User Forum Sub Groups

The User Forum may establish sub-groups to consider any matter put before the User Forum and in particular any Change Proposal or Charging Change Proposal which the User Forum is consulted on by the Code Change Committee. Such sub-group shall consider the relevant proposal and provide a recommendation to the User Forum at the next meeting. The Secretary to the User Forum shall provide support to the sub-groups where requested by the sub-group and as approved by the User Forum Chair.

9. Review and Amendment

These Terms of Reference shall be reviewed periodically by MOSL.