



## Agenda

### From 10.00

Registration and breakfast refreshments

### 10.30 Welcome and opening address:

- Claire Forbes, Senior Director for Communications.

**Short introduction to Retail Market Opening – the largest market of its kind in the world.**

- Adam Cooper, Senior Director, Ofwat for Retail Market Opening

### 10.50 What are customers thinking now about the market and what could it mean for you?

*You will hear a variety of views on the market, from both customers and independent commentators, and the sorts of benefits and improvements business customers will be looking for. What is a national survey of business customers telling us about awareness and current views of the new market? What improvements could the market bring for your members and stakeholders and how should they choose the right retailer for them?*

### 11.50 Comfort Break

### 12.05 Panel and Q & A

- Tony Smith – Chairman, CC Water and panel chair.
- Adam Cooper, Ofwat
- Helen Robinson-Gordon, Head of Communications for Retail Market Opening, Ofwat
- Graham Pontin, Eligibility Lead, Ofwat
- Jess Keedy, Retail Competition, Defra
- Tom Notman, Director of Market Engagement, MOSL

*Drawing on your questions and queries, this will be an opportunity for you to ask the panel about any aspect of the Retail Market and the Open Water programme.*

### 12.50 Round-up and moving ahead – how you can help

- Claire Forbes

*A quick look back across the morning and the time to outline what the Open Water partners would like you to do to help increase customer awareness of the market and how we will support you to do it.*

### 1.00 Lunch and networking

*Enjoy a well-earned lunch and take the opportunity to talk to fellow delegates before you head for home (or the office!)*