

Summary Note of Retail Market Opening Management Group meeting on 22nd November 2016

Present

Sarah Hendry (Chair, Defra), Cathryn Ross (Ofwat), Ben Jeffs (MOSL), Adam Cooper (Ofwat), Gillian Tanfield (Ofwat), Steve Lyon (MOSL), Martin Silcock (MOSL), Helen Robinson-Gordon (Ofwat), Sebastian Catovsky (Defra), Holly Yates (Defra), Jess Keedy (Defra), Sam Jackson (Defra, secretariat).

Programme update

Management group welcomed the successful outcome of the second phase of assurance, whereby all programme partners and market participants were required to submit letters setting out their readiness and progress against milestones. Ministers praised the progress made and how this reflected continued commitment and hard work within the industry.

The programme maintains a clear focus on deliverables in the final months before market opening. Management group agreed that undertaking a refresh of how these are captured on our Level 1 Plan is a welcome step in providing visibility to the interdependencies between activities. It will also enable a new discussion in the December meeting as to the status of programme readiness on the basis of progress against these steps. The group recognises market participants' growing confidence with the successful operation of settlement.

The management group accepted the PMG's proposal to adopt a working assumption that the market launch date should be 1 April, on the basis of a strong case for the benefits made by the industry. This remains subject to formal approval from the Secretary of State. It was noted that this was a good example of collaboration between all those involved and management group made a clear commitment to continue listening to industry feedback.

Customer-focused practices and plans for the January CEO workshop

Whilst wanting to maintain the focus on readiness, management group discussed the importance of companies ensuring that they evolve their systems and behaviours to support the best enduring outcomes for customers. It was agreed that there is still more to do to make these preparations, and that it would be useful to discuss amongst participants at the January CEO workshop, including perspectives and lessons from other market openings.

Enduring panel nominations

Management group noted that nominations are open until 30 November for members of the enduring Panel. It is important that nominations come from a representative set of companies to contribute to the ongoing success of the market.