

## Summary Note of Retail Market Opening Management Group meeting on 19th October 2016

### Present

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

Apologies: Martin Silcock, MOSL.

### Programme update

The management group recognised the enormous amount of work and progress across market participants and programme partners that allowed the shadow market to open successfully and on time on 3 October. The fact that all companies have been able to participate in the testing and improvement of their processes is a major success on the path to market opening and this was welcomed by the group.

The group agreed this was the right point to make a number of revisions to programme risks, reflecting increased confidence in the overall governance structure and the delivery of the central IT system, refocusing it onto issues and activities for the next six months. These include the evolution and improvement of systems throughout shadow and the importance of ensuring a level playing field for all participants. The group agreed to the publication of these documents as well as a note of the discussion at the recent CEO Workshop forum and key programme contingency scenarios.

### Assurance framework activity

The management group discussed the initial themes emerging from the second phase of the assurance framework, which required all market participants and programme partners to submit letters on progress and plans to Defra's Secretary of State. The group expressed its gratitude to all for their significant efforts to ensure that these were submitted to the deadline. Despite the fact that assurance evidence requirements increase in rigour as we approach market opening, the group heard positive indications of the progress made against milestones and forthcoming plans. This was reflected in the views of the independently-chaired assurance group, who also met in October.

### Communications, engagement and customer awareness

Customer awareness-raising was again a key area of discussion, and the group recognised the importance of impartial communications in ensuring all participants have the chance to compete on a level playing field. The group welcomed Water UK's support with the planning and co-delivery of a tightly targeted, cost effective and neutral communications campaign to raise current levels of understanding. The group will receive further updates as this work is defined with industry partners.