

Terms of reference – retailer operational meetings (Hamble)

Logistics

Frequency	Quarterly/six-monthly
Format	Call or face to face
Time	One hour

Attendees

Retailer	Southern Water
TBC	Ben Day – Retailer Relationship Manager
TBC	Martin Pope – Retailer Relationship Manager
	Karina Soulyha – Ops Desk Manager

Objectives

- To monitor day-to-day operational performance
- To ensure interactions are working effectively
- To identify and resolve any day-to-day issues or areas for improvement
- To escalate any matters that can't be resolved

Inputs

Retailer	Action log
SW	Volumes reports
SW	Escalations log
SW	Settlement dispute log

Agenda

10 mins	Actions
10 mins	Performance review
10 mins	Escalations
10 mins	Settlement disputes
10 mins	Issues/opportunities
10 mins	Review new actions

Outputs

Retailer	Updated action log
SW	Updated escalations log
SW	Updated settlement dispute log