

Terms of reference – retailer operational meetings (Adur)

Logistics	
Frequency	Weekly
Format	Call
Time	One hour

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

Objectives
<ul style="list-style-type: none"> • 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

Terms of reference – retailer account meetings (Adur)

Logistics	
Frequency	Monthly
Format/Location	Face to face - Alternate
Time	3 hours

Attendees	
Retailer	Southern Water
TBC	Chris Dawson – Wholesale Services Ops Lead
TBC	Ben Day/Martin Pope - RRM

Objectives
<ul style="list-style-type: none"> To review retailer and wholesaler performance To review financial matters (settlement / disputes) To share relevant changes or developments in each other's business (e.g. projects, policy, organisational or systems development) To identify, review and implement opportunities for improvement To resolve escalated issues

Inputs	
Retailer	Action log
Retailer/SW	Performance reports
Retailer/SW	Escalated issues/opportunities/themes
SW	Settlement dispute log
SW	Transition / data issues log
SW / Retailer	Business updates (eg changes, CRs, etc.)

Agenda	
20 mins	Actions
30 mins	Performance
20 mins	Issues/Opportunities
30 mins	Transition/data issues
20 mins	Settlement disputes
20 mins	Business updates
10 mins	WOC issues
20 mins	Relationship slide pack
10 mins	Review new actions

Outputs	
Retailer	Updated action log
SW	Updates on escalated issues/opportunities
SW	Updated settlement dispute log
SW / Retailer	Slide pack for relationship meetings
SW / Retailer	Information/actions to cascade

Terms of reference – retailer senior account meetings (Adur)

Logistics	
Frequency	Quarterly (2 nd half of month)
Format	Face to face
Location	Alternate: Home/Away
Time	2 hours

Attendees	
Retailer	Southern Water
TBC TBC	Jamie Ford – Commercial Director Ashley Marshman – Head of Wholesale Services

Objectives
<ul style="list-style-type: none"> To review retailer and wholesaler high level performance To review financial matters including settlement and disputes To share strategies or developments in each other's business areas (eg projects, policy, organisational or systems development) To identify, review and implement opportunities for improvement To resolve escalated issues

Inputs	
Retailer	Action log
Retailer / SW	Performance reports
Retailer / SW	Escalated issues / opportunities / themes
SW	Settlement dispute log
SW / Retailer	Business strategy

Agenda	
1.	Actions
2.	Account escalations
3.	Performance
4.	Settlement
5.	Business strategy and development including service improvement
6.	Summary and review new actions

Outputs	
Retailer	Updated action log
SW	Resolution of escalations
SW / Retailer	Strategy progress
SW / Retailer	Information/actions to cascade