



# Market engagement



# TWUL Market Principles

## How TWUL wants to be seen within the market:

- A company that cares about customers and the success of the market
- A valued and constructive contributor
- Helpful and good to work with
- Commercially clear and straightforward
- Diligent in following the market codes, with similar expectations of others

## Most important aspects of the market:

- Protecting wholesale revenue
- Maximising retailer and NHH customer satisfaction
- Controlling costs, both internally and those generated externally, including from the Market Operator
- Achieving the standards set out in the Market Performance Framework
- Meeting the requirements of the market codes and avoiding Ofwat or Competition and Markets Authority enforcement

# TWUL Market Principles

## Initial focus and priorities for the early stages of the NHH market:

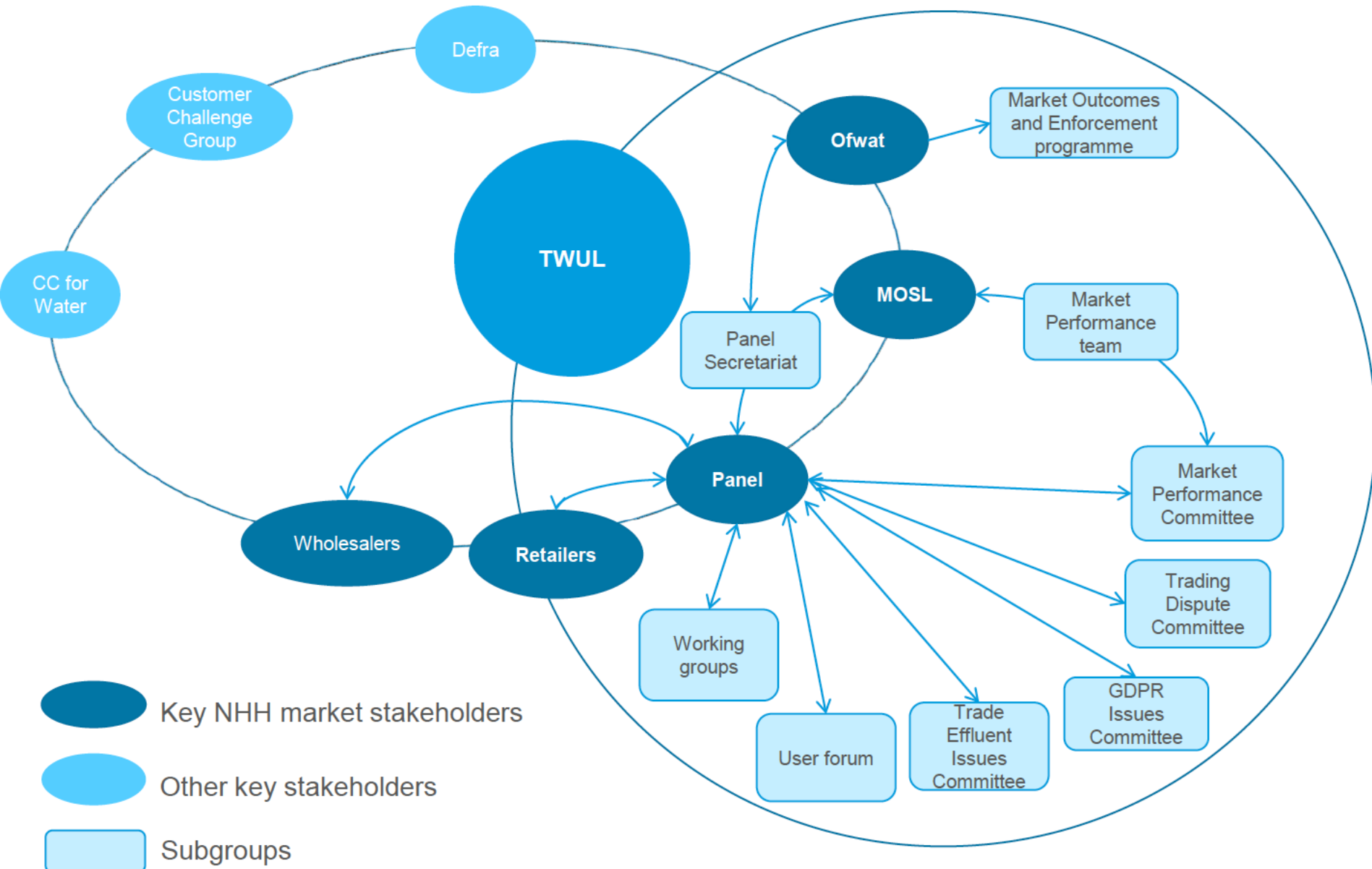
**A stable market** – we will seek to minimise unnecessary market change, focusing on material issues, to facilitate operational stability. This will give the space for us and other market participants to iron out early market problems and close existing data or systems concerns.

**A learning market** – in the short term we will focus on working with our Retailer customers and others, consolidating learning and reducing complexity to make things work well for a successful market.

**An open market** - we will work in an open and collaborative way with Retailers and other stakeholders to help us all to best understand how the market can focus on delivering an efficient, self-regulated market in the interests of customers. As a large wholesaler, with market expertise, we will share our knowledge and commit resources appropriately to support making the market a success.



# TWUL market stakeholders



# Engagement focus

- Engage in line with Market Principles
- Focus on decision-makers
  - Panel members, Chair of Committees, Ofwat Market Outcomes team
- Focus on customers
  - Retail Supply Forum, Account Manager meetings
- Benchmark and learn from peers
  - Wholesaler Interface Group, Informal benchmarking
- Work closely with MOSL officers
  - ensure good understanding and collaboration for efficient operation of market
- Maintain map of market groups and membership (WMS)
- Maintain register of market stakeholders and stakeholder profiles (WMS)



# Pro-active market engagement

Org/Role	Stakeholder Name	Thames lead	Engagement
[Redacted content]			

# Codes panel and sub-committees

Forum	Elected Membership	TWUL responsibility
<p>NOTE: All elected members of the Code Panel or its sub-committees must work in the interests of the market, not as representatives of their employers            Relationships with Panel and Committee members will be developed by the elected Thames member and the nominated responsible manager.</p>		
Codes Panel	[REDACTED]	[REDACTED]
<ul style="list-style-type: none"> <li>Trading Disputes Committee</li> </ul>	[REDACTED]	[REDACTED]
<ul style="list-style-type: none"> <li>Market Performance Committee</li> </ul>	No Thames member elected	[REDACTED]
<ul style="list-style-type: none"> <li>Market Incident Management Plan Committee</li> </ul>	TBC	[REDACTED]
<ul style="list-style-type: none"> <li>General Data Protection Regulations Issue Committee</li> </ul>	[REDACTED]	[REDACTED]
<ul style="list-style-type: none"> <li>Trade Effluent Issues Committee</li> </ul>	[REDACTED] nominated	[REDACTED]
<ul style="list-style-type: none"> <li>Working Groups</li> </ul>	Established on needs basis	[REDACTED]

# TWUL representation on market groups

Meetings	BAU attendees
Panel	[REDACTED] (member) [REDACTED] (observer)
Market Performance Committee	[REDACTED] (observer)
Trading Dispute Committee	[REDACTED] (member)
Market Incident Management Committee	TBC
GDPR Issues Committee	[REDACTED] (member)
Trade Effluent Issues Committee	[REDACTED] nominated
Industry Technology Committee	[REDACTED] (to be nominated)
Market Participant User Forum	[REDACTED]
Wholesaler Interface Group	[REDACTED]
Operations and Release Working Group	[REDACTED]
Market operations call	[REDACTED]
CMOS operations call	[REDACTED]

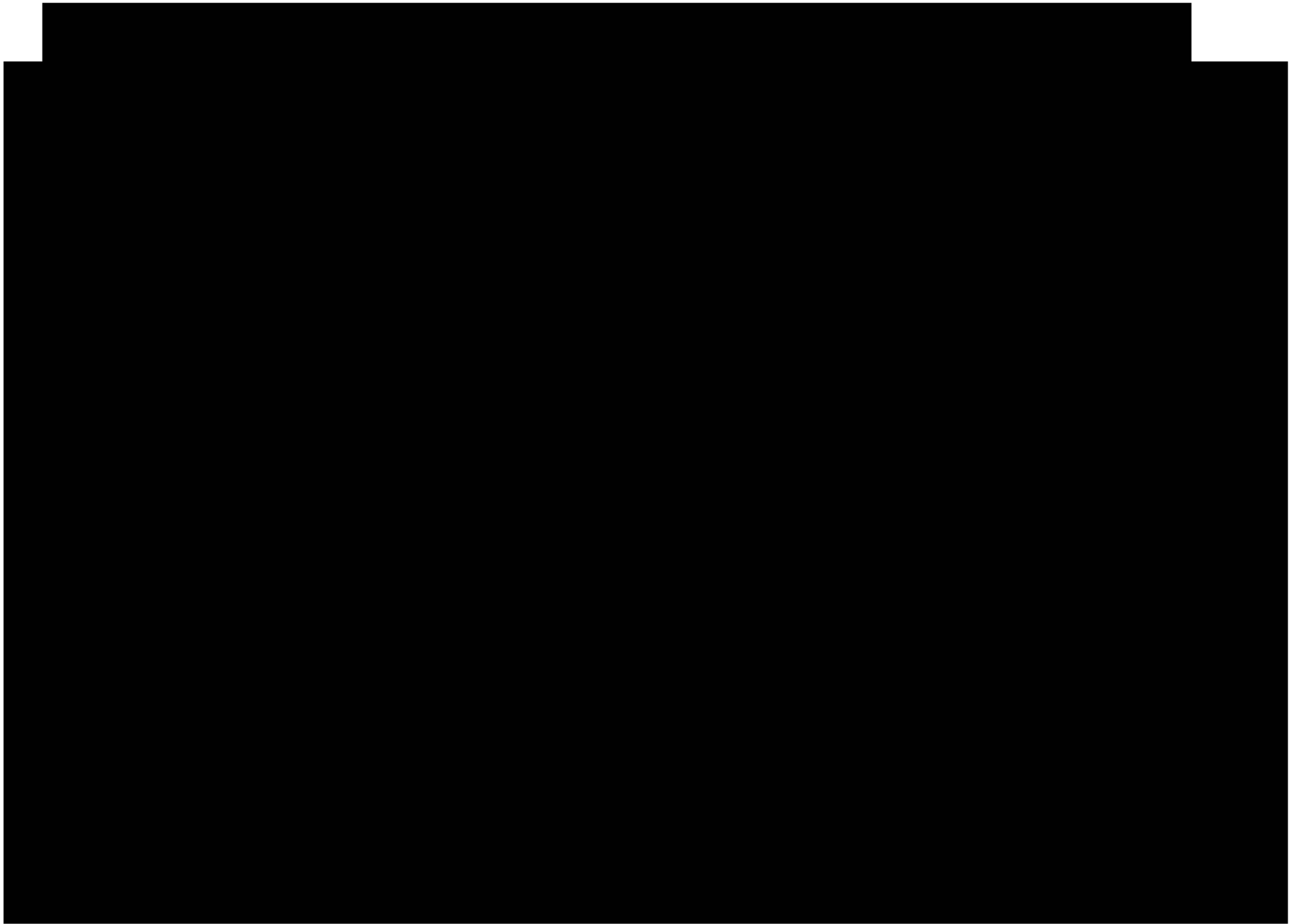


# Thank you



[REDACTED]

[REDACTED]



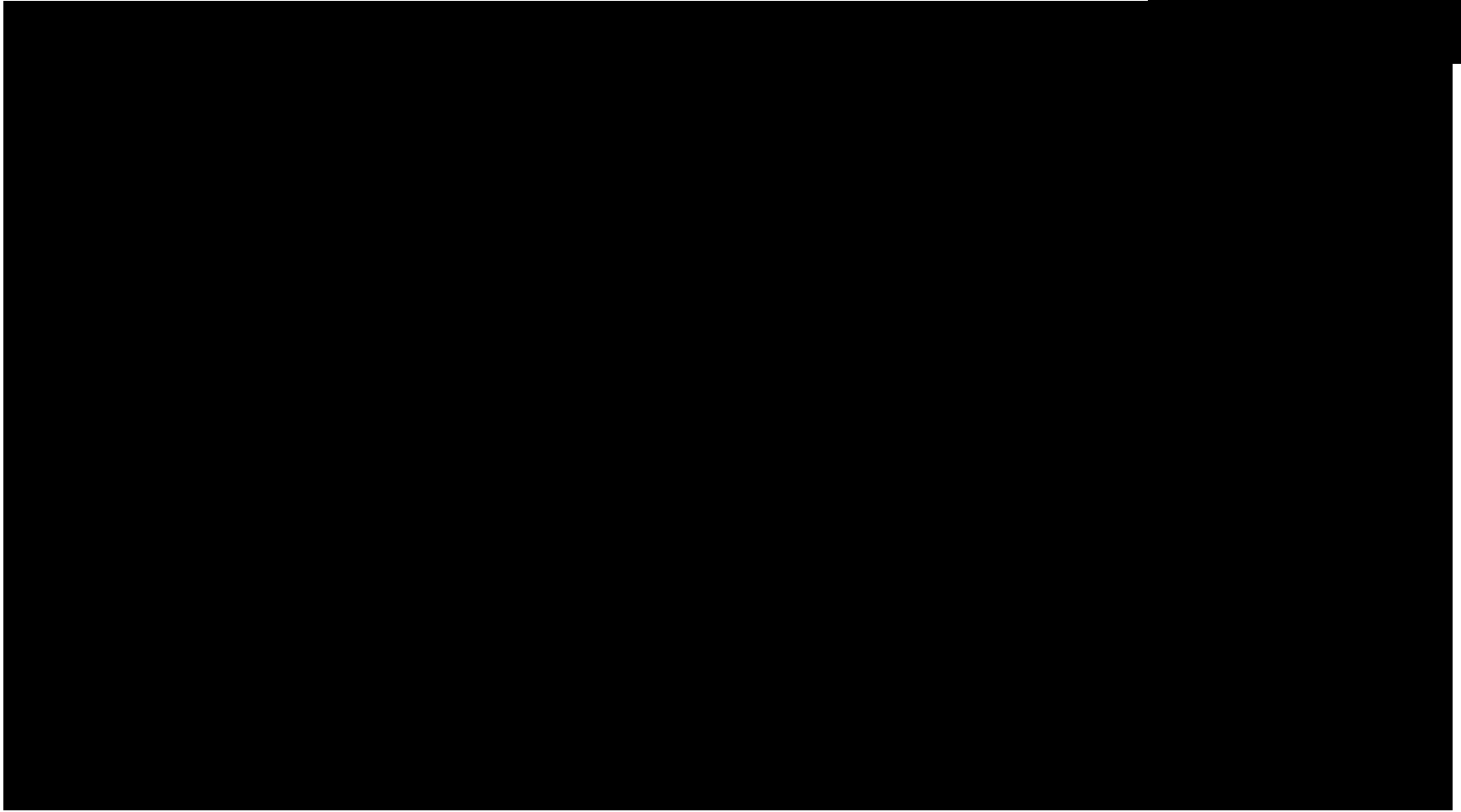


**Panel**

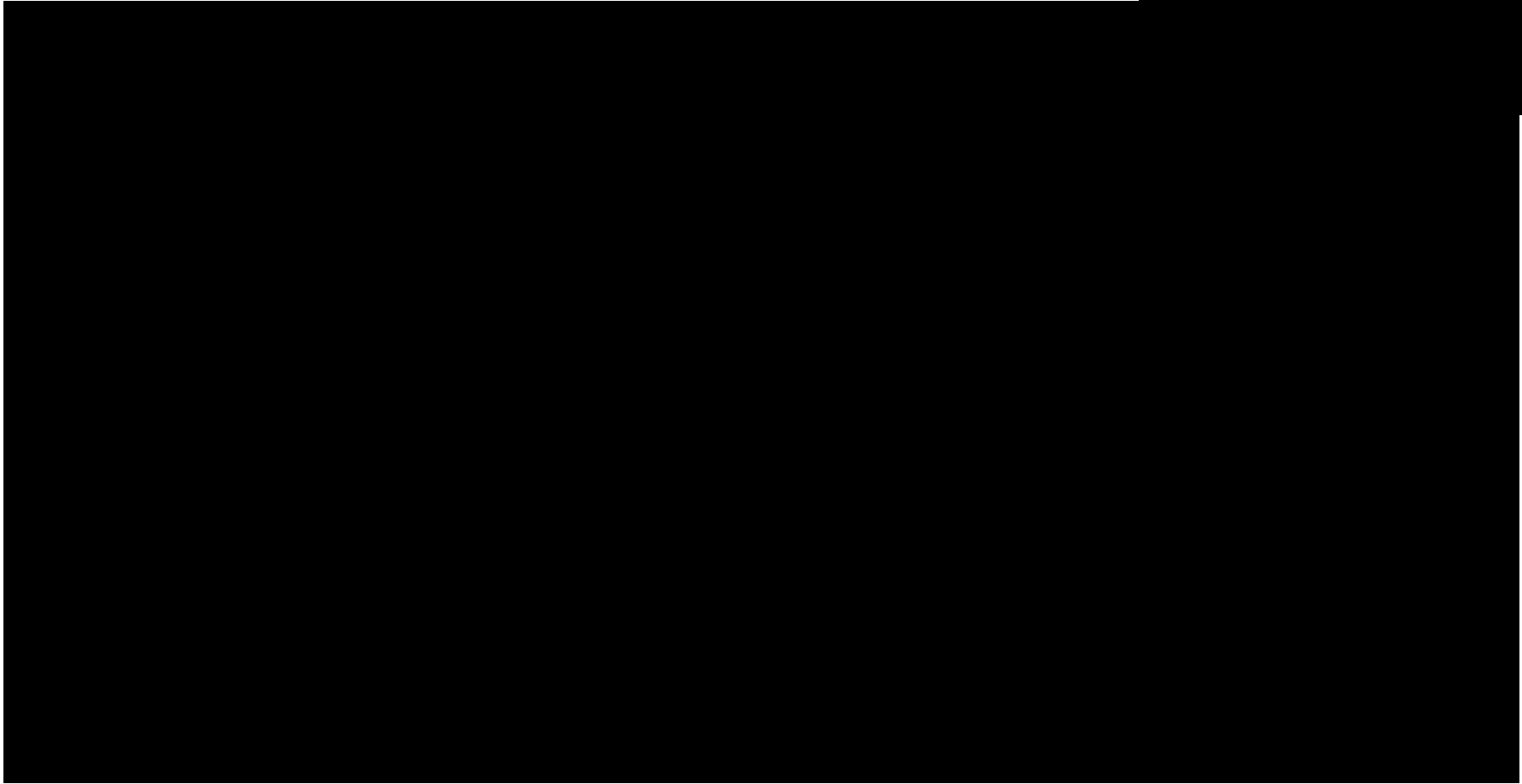
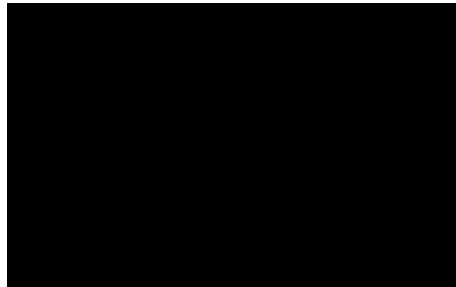
[REDACTED]

[REDACTED]

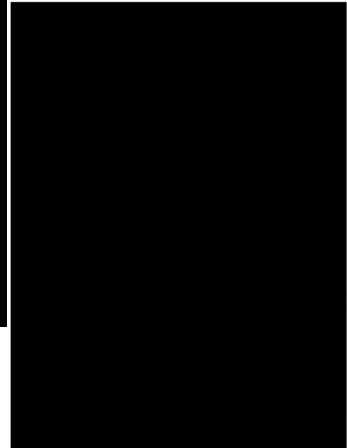
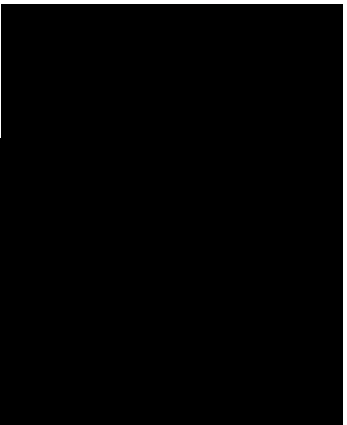
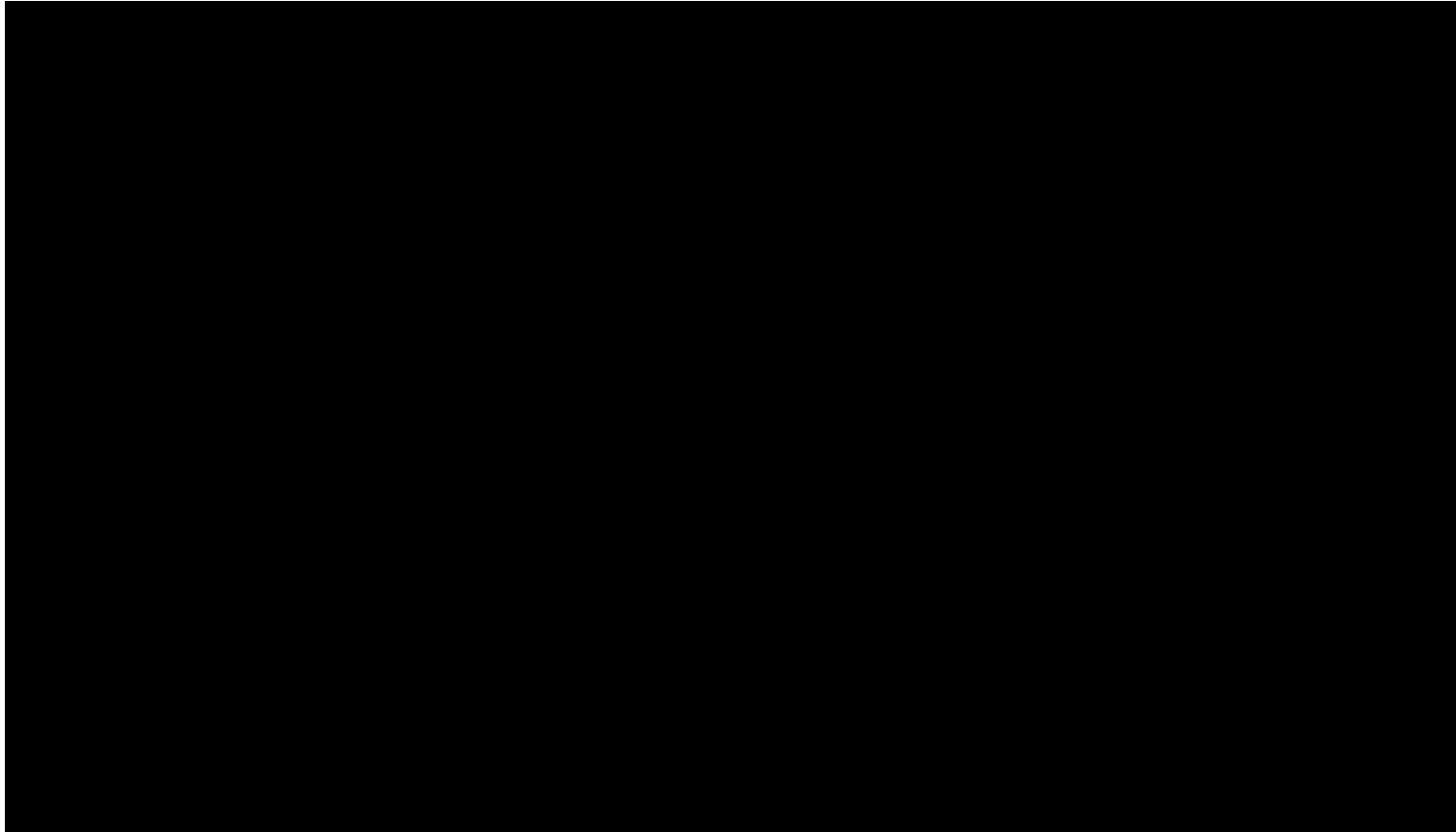
Panel chairman:



**MOSL CEO:**

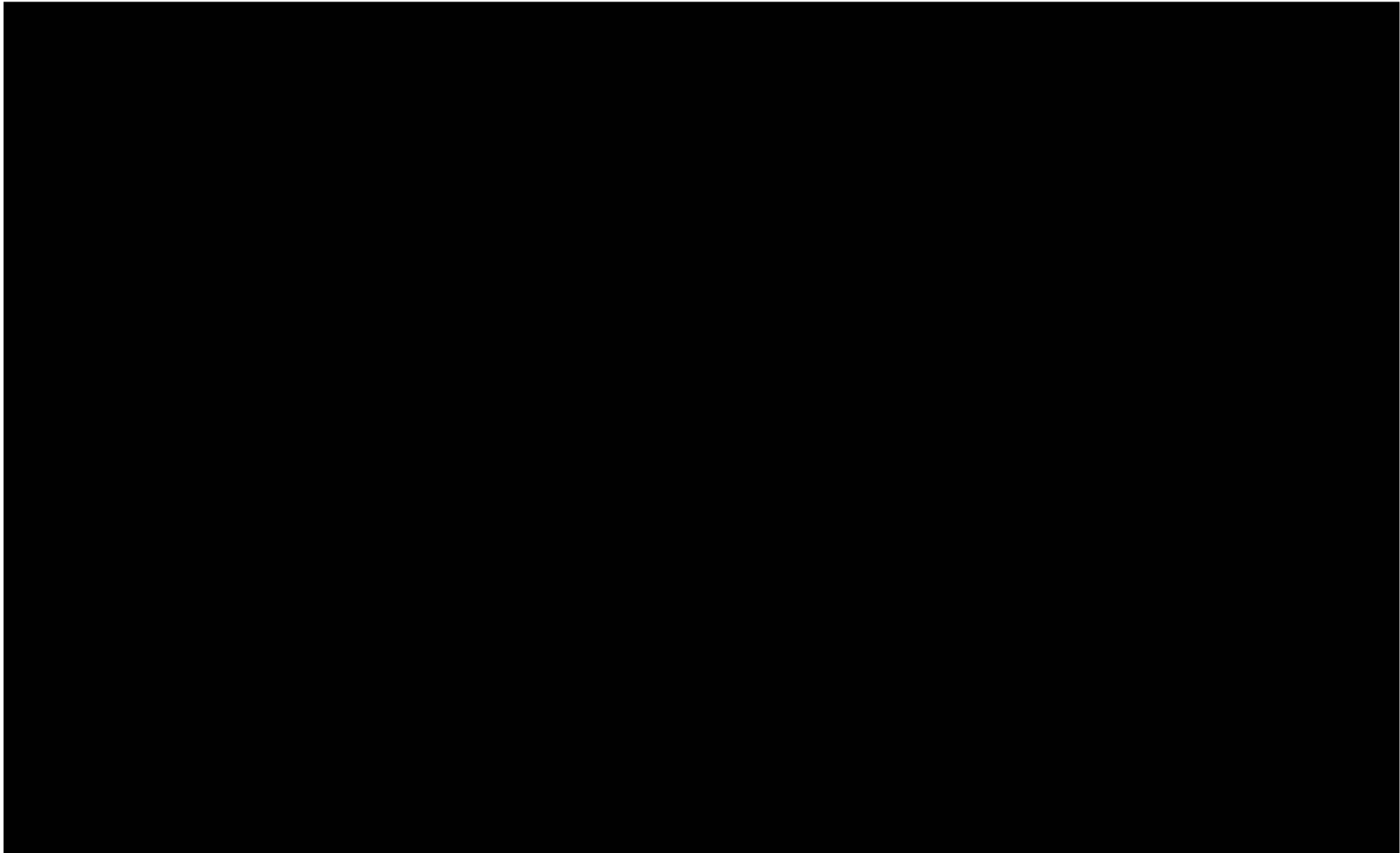


# Panel Secretariat

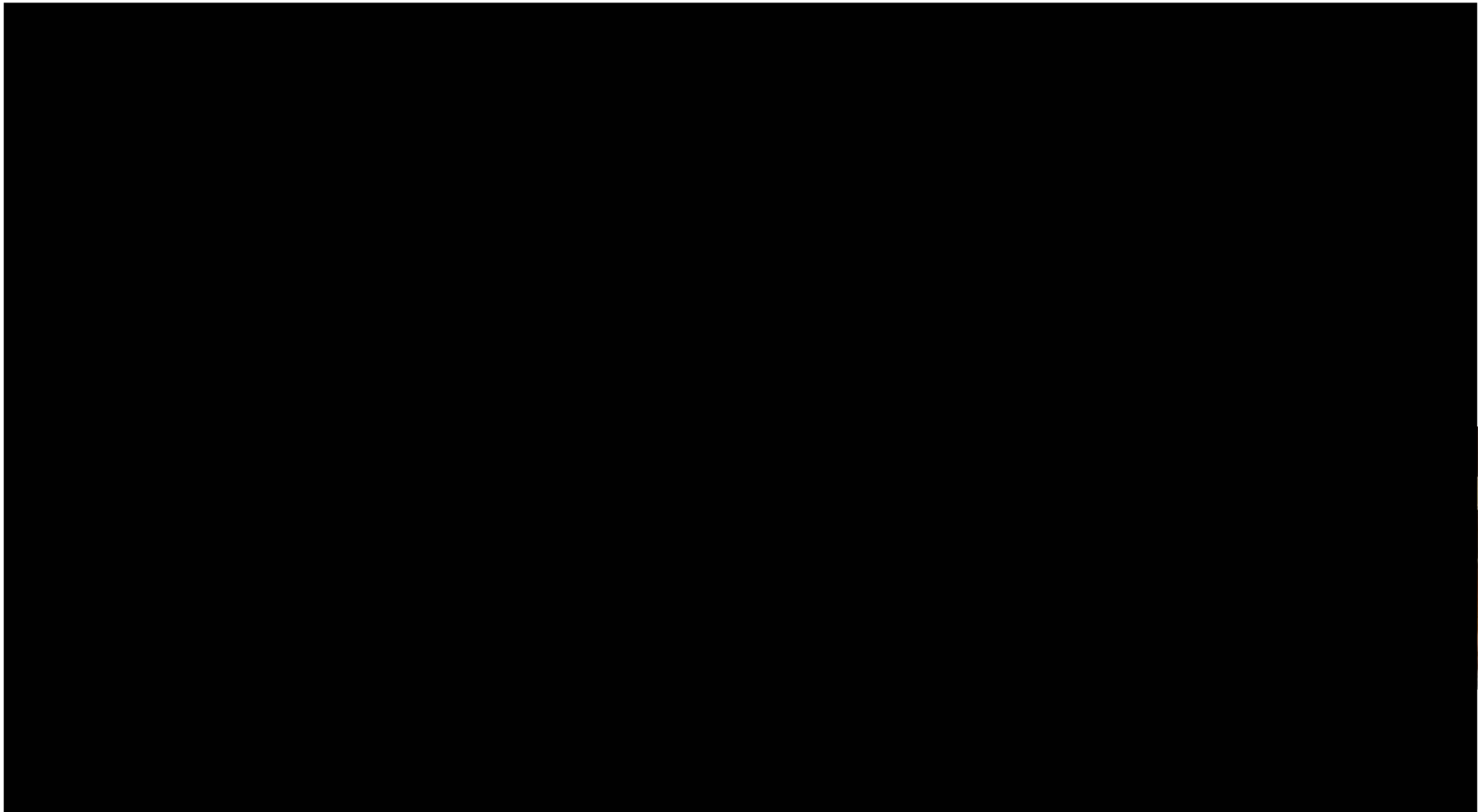




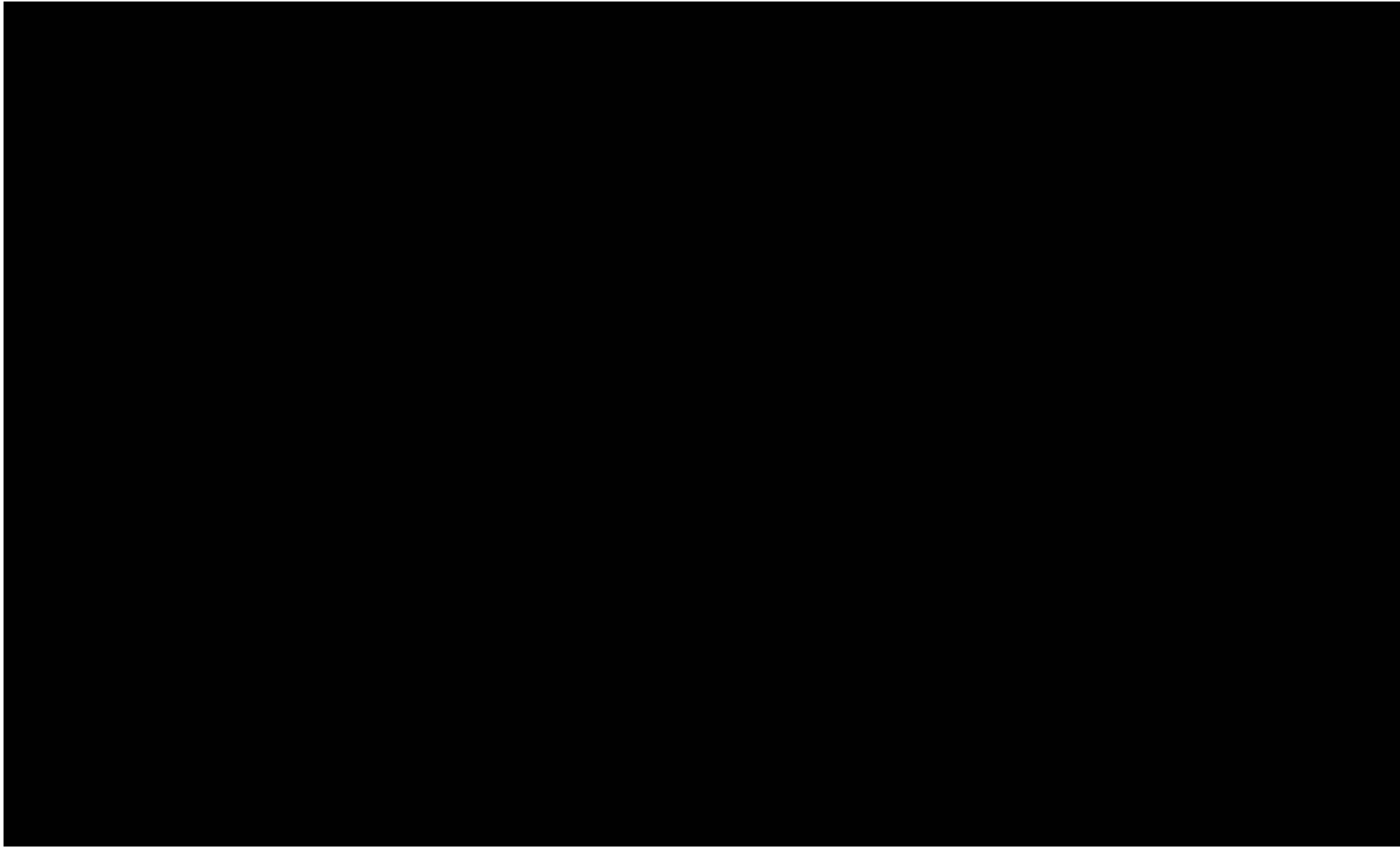
## 3 Independent members



# 3 Wholesalers



## 3 Associated Retailers



# 3 Unassociated Retailers





# Sub-committees

# Sub-committees

- **Market Arrangement Code (MAC), section 5.2 Role of the Panel - 5.2.1**  
The Panel shall carry out the following activities: establish
  - A Trading Disputes Committee - TDC (sub-section k)
  - A Market Performance Committee - MPC (m)
  - A Market Incident Management Plan Committee - MIMPC (o)
  - Additional Panel Committees (p)
  
- Duties and composition of the TDC, MPC and MIMPC are detailed in the schedules 9, 10 and 11 of the MAC respectively
  
- Report to the Panel only: make recommendations on Codes changes





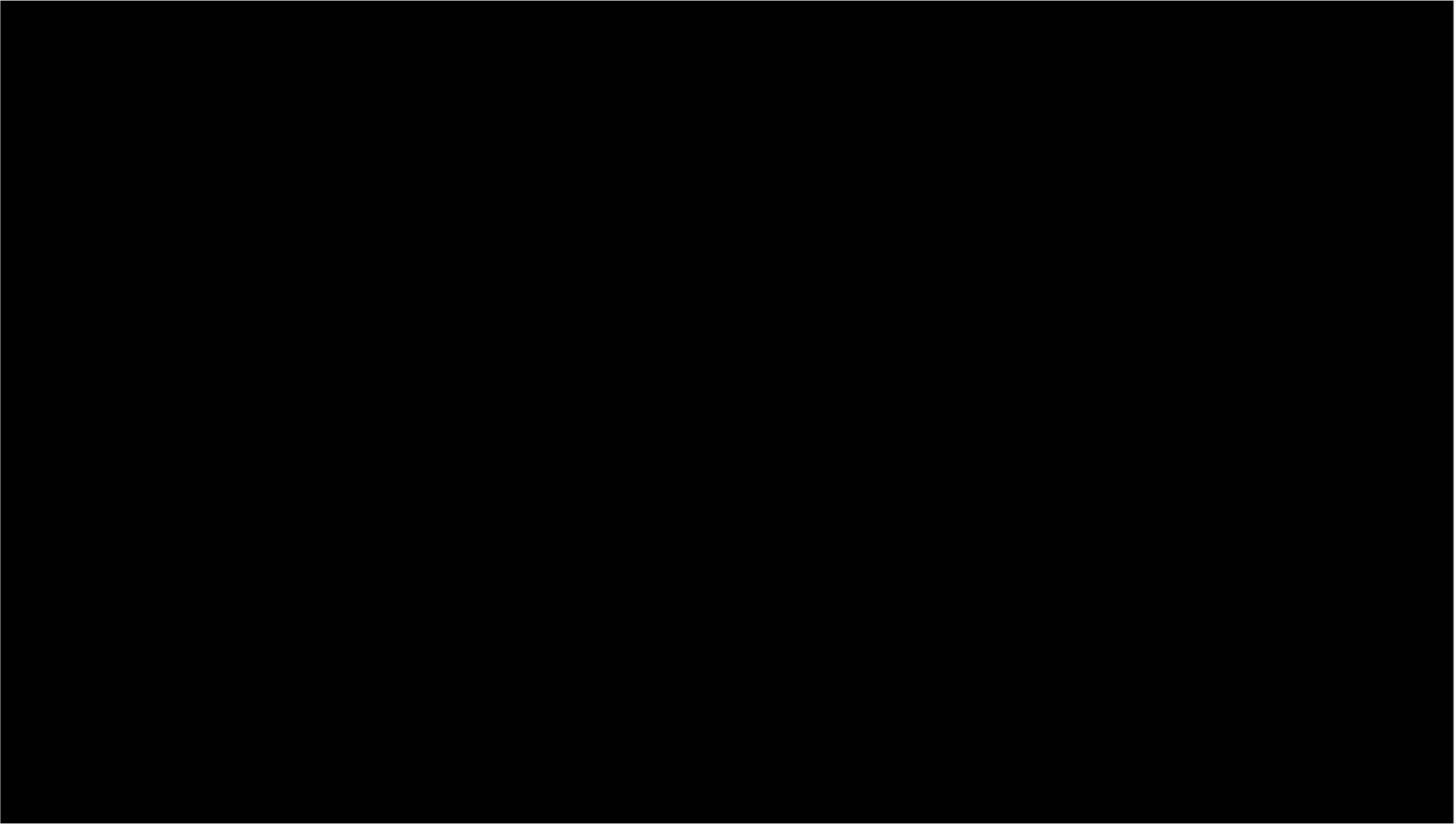




# Market Incident Management Plan Committee - MIMPC

Panel Reviewing ToR prior to electing members





# Trade Effluent Issues Committee (TEIC)

Panel electing members 26 September

