

# Non-household Market Steering Board – Terms of Reference

<b>Purpose:</b>	To act as the single forum to holistically review Thames Water’s performance, compliance and operation in the non-household retail market and act as a decision making and escalation point for cross-company non-household market related items.		
<b>Chair:</b>	Strategy & Regulatory Director	<b>Frequency:</b>	Monthly (at first)
<b>Standing Members:</b>	<ul style="list-style-type: none"> <li>• CIO</li> <li>• Group CFO</li> <li>• Head of Wholesale Market Services</li> <li>• Wholesale Water MD (on behalf of Wholesale Water and Waste)</li> <li>• Head of Strategy (Group) / Head of Economic Regulation (alternating)</li> <li>• Retail representative: Retail CFO</li> </ul>		
<b>Responsibilities / Standing Meeting Agenda:</b>	<ul style="list-style-type: none"> <li>• To review issues with Thames Water’s revenue performance in the non-household retail market</li> <li>• To review issues with Thames Water’s compliance to the non-household retail market codes and SLAs</li> <li>• To agree any major change programmes driven by the impact of market-driven change on Thames Water’s business e.g. inclusion of developer services</li> <li>• To agree any major change programmes driven by Thames Water-driven change that impact Thames Water’s operation in the market</li> <li>• To monitor the wider compliance risk in the market and major market escalations (market fines and regulatory complaints)</li> <li>• To drive communication about the non-household retail market across the Group</li> <li>• To draw up plans for integrating the Steering board’s activities into the Group governance once the pace of change around the NHH retail market has stabilised and the NHH market operation has been full embedded in the business</li> </ul>		
<b>Meeting support</b>	<ul style="list-style-type: none"> <li>• Strategy and Regulation team / WMS</li> </ul>		
<b>Quorate</b>	<ul style="list-style-type: none"> <li>• When 3/6 members are present AND 2/4 of the Exec members are present</li> </ul>		