

Yorkshire Water (Wholesale) Market Operations Team (MOT)

Client Relationship Manager (CRM) to Retailer Contract Review/ General Engagement

Terms of Reference

Purpose of the CRM to Retailer Contract Review/ General Engagement:

The CRM's role is to represent Yorkshire Waters Wholesale operations at contract and relationship management level. This role sits within the Market Operations Team where multiple Retailer, MOSL and various other Market interactions are managed. The CRM role requires extensive communications with Retailers covering a variety of subject areas, primarily relating to Part B of the Business Terms, the provision of wholesale services.

In order to ensure compliance with its obligations under the market codes and Competition Act, the Wholesaler must be able to demonstrate a level playing field when undertaking Contract Reviews, and/or any other formal meetings. The format of these meetings may be formal or informal depending on the timing and frequency, as arranged between the Wholesaler and Retailer but may be referenced as the following;

Level 1

- **Wholesale to Retailer 1:1's**
- **Wholesale to Retailer Monthly catch up**
- **Wholesale to Retailer Formal Contract Review Meeting**
- **Wholesale to Retailer Performance Review**
- **Wholesale/Retail Relationship Meeting**

For the purpose of this document, the above meeting titles will be covered under the title **Wholesale to Retail Engagement**. The Wholesale to Retail Engagement meetings will have the responsibility to review the contractual performance and relationship effectiveness between Yorkshire Water Wholesale and the Retailer. This may be under the terms of an existing contractual agreement or in advance of a contractual relationship being established. A proportionate approach will be taken to additional meetings based on factors such as the number of SPIDs registered with a Retailer. Such meetings would provide more technical engagement on specific market/operational processes or common problem/high risk areas. Such meetings may be termed as:

Level 2

- **Wholesale to Retailer Settlement & Data Meeting**
- **Wholesale to Retailer Operational Touch Point meeting**
- **Wholesale to Retailer Monthly Operational Service Meeting**
- **Wholesale to Retailer Trade Effluent Meeting**

The Wholesale to Retail engagement meetings will have the responsibility for overseeing the management and delivery of the wholesale contract for wholesale services in line with the market codes, level playing field and Competition Act legislation.

Out of Scope

1. The Wholesale to Retail engagement meetings will not discuss the retail strategy of any Retailer other than for the purpose of informing the use of wholesale services to enable the wholesaler to anticipate levels of activity for the wholesale market services teams.
2. The Wholesale to Retail engagement meetings will not discuss any matters relating to the meter reading contract, as this is an additional service provided outside of the Wholesale contract.
3. Matters discussed will be within the context of Yorkshire Water wholesale services, therefore matters relating to Kelda Group activity are not relevant and should not be discussed.
4. All discussions will be treated as commercially sensitive.

Duties:

The duties of the Wholesale to Retail Engagement Meetings are as follows:

- a) To discuss the ongoing delivery of the Wholesale Contract for wholesale services, this may include matters relating to (but is not exhaustive);
 - a. Operational issues (escalated)
 - b. Market transactions
 - c. Data
 - d. Financial/Settlement issues
 - e. Systems
 - f. Credit Arrangements
 - g. Wholesale Service
 - h. Retailer feedback, behaviour
 - i. Service improvement matters
 - j. Lessons learned review outputs
- b) To monitor and report on agreed ways of working
- c) To agree a proportionate engagement schedule to ensure the contract delivers the expected outcomes and deliverables
- d) To provide feedback and to consider future improvements that will benefit a successful water retail market
- e) To oversee, govern, resource and track the progress of the delivery of the contract, ensuring issues are resolved and clear communication between the two parties is established.
- f) To cascade key information and updates to Retailers and Yorkshire Water where appropriate
- g) To ensure the correct and relevant contact details and maintained and updated by the Retailer to Yorkshire Water wholesale
- h) To manage any formal processes and ensure where appropriate communication to the market operator/and or the authority (e.g Default and Termination, Disputes and Non-Trading Disputes)

Membership:

Role	Name	Summary Responsibilities
Meeting Chair	Client Relationship Manager (CRM)	Accountable for the contracts and relationships with Retailers. Overall responsibility for facilitation of meetings with Retailers, ensuring that Yorkshire Water and its contracted retailers meet their contractual obligations
Client	Retailer	Attends meetings with Wholesaler to review the contract performance and manages any relevant actions or issues identified
Subject Matter Experts (SME)	Various Retailer or Wholesaler Experts from the business relating to operational, market or financial processes	May attend the meetings from time to time representing either the Retailer or Wholesaler. SME to provide detailed knowledge and information to support technical discussions around operational terms, market terms and processes.
Legal Representative	Legal Executive Lawyer	To provide legal and compliance advice and guidance to the delivery of the Wholesale contract
Senior Management	Manager of Market Operations Manager of the Wholesale Service Desk	To provide support to the CRM, may attend Wholesaler to Retailer engagement meetings where jointly agreed and appropriate. Support in issue resolution and contract performance
Meeting Administration	Client Relationship Manager or other Wholesale delegate	Responsible for the setup, administration and governance of the meetings with Retailers. Ensure meetings are documented, actions are recorded and tracked, key decisions are recorded, and meetings are scheduled appropriately.

Note: Copies of meeting notes are available to Retailers via accessing the YorDocs document management solution. Access is provided to this once the Wholesale Contract has been signed by both parties.

If members of the meetings are unable to attend, they can delegate to a nominated deputy or propose an alternative date to reschedule the meeting. If there is no attendance by the Retailer and no comments are received, it will be assumed that the Retailer does not wish to discuss any matters relating to the performance and/or the delivery of the Wholesale contract. Where appropriate an agenda will be issued

in advance of the meeting to ensure both parties have adequate time to raise any relevant topics for discussion and provide the necessary information in advance if required to facilitate this.

Frequency of Meetings:

Level 1 engagement – as the Retailer requires this frequency is usually monthly but may be quarterly or 6 monthly depending on the level of activity the Retailer has within the Yorkshire Water region.

Level 2 engagement – the frequency is jointly agreed between the Wholesaler and Retailer and may vary from weekly, monthly or bi monthly.

Typical Agenda:

A typical agenda for a Level 1 meeting may be:

1. Review of outstanding actions
2. Review of contract performance (including updates from Wholesaler and Retailer).
3. Business updates
4. Discussion regarding risks, opportunities, issues
5. AOB
6. Summary, agree next meeting and close

Administration:

The meetings shall be supported administratively by the Meeting Administration. The duties in this respect will include:

- Agreement of agenda and attendees with the Chair
- Circulating agenda
- Taking minutes and keeping a record of matters arising
- Ensuring the actions decided upon are carried through by the allocated Owner.

Review:

The terms of reference will be reviewed every year, or sooner if necessary.

Corporate Governance and Reporting:

The Client Relationship Manager will report matters arising through the Wholesaler to Retailer engagement meetings to the Wholesale Market Services Team, and where required any other relevant stakeholder.

Agreement of Terms of Reference:

These terms of reference were drafted in September 2019 by the Client Relationship Manager, and reviewed by;

- Yorkshire Water Compliance Manager