

PR24 working group  
**BR-MeX working group**

11 May 2023

**ofwat**

# Agenda

Time	Item
15:00	Welcome and introductions
15:05	Recap of working group purpose and terms of reference
15:10	Recap of timeline
15:15	Discussion on definition of contact for the B-MeX survey and provision of contact details
15:50	Next steps
15:55	AOB



## Recap of working group purpose and terms of reference

**Purpose:** The purpose of the BR-MeX working group is to advise the development of the B-MeX and R-MeX survey design and pilot period. We envision the working group working with Ofwat, MOSL and its contractors to facilitate working-level, detailed discussions about issues, ideas or risks in relation to the implementation of BR-MeX pilot and remaining undecided aspects of the methodology design.

**Members:** The working group is made up of representatives from Ofwat, MOSL, CCW, five Wholesaler members and two Retailer members. We do however note that we are trying to recruit an additional Retailer member following comments from the workshop.

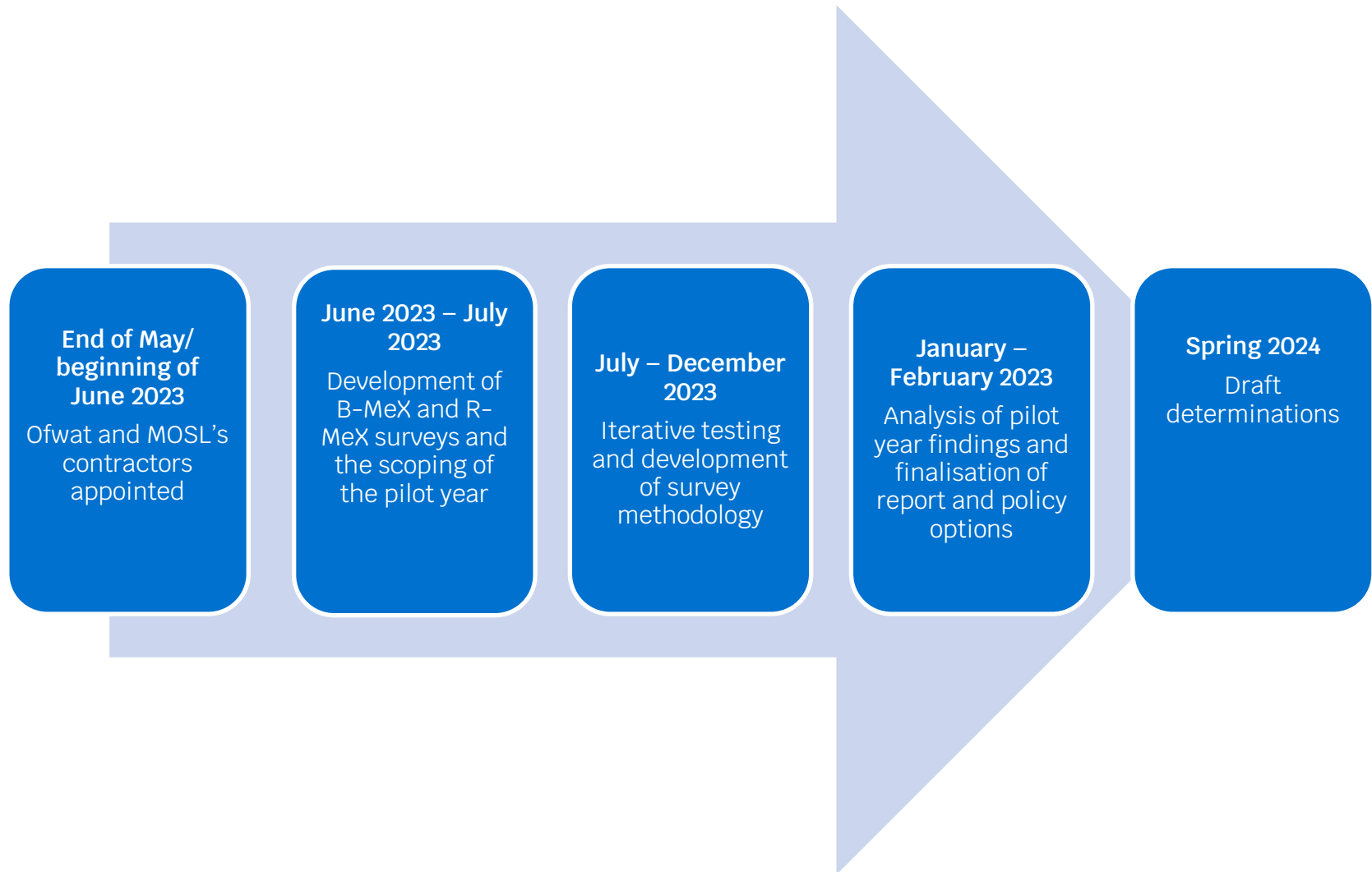
**Frequency and format:** We anticipate regular meetings will take place once Ofwat and MOSL's contractor commences work. We anticipate these meetings will take place frequently in the June/ July period during the scoping and development of the pilot. We will review the frequency of the meetings as the work progresses. Meetings will be held virtually via Microsoft Teams.

### **Method of working:**

Ofwat will chair the meetings, but the meeting Chairs may rotate between Ofwat staff and the research agent by agreement. Ofwat will take any final decisions on the design of BR-MeX. Ofwat will draft the meeting notes, unless agreed otherwise



# Estimated development timeline



## Discussion 1: definition of contact for the B-MeX survey

At the initial BR-MeX workshop some stakeholders noted that in order to source the right business customer contact details for the B-MeX survey the first step is to provide a clear definition on what a “contact” is.

We would like to spend the first half of this session getting views from the group on how we can further define a customer contact for the purposes of the B-MeX pilot and what contacts should/shouldn't be in scope.

Our starting point is that the B-MeX incentive should cover all instances where there has been a meaningful contact between the Wholesaler and the business customer in relation to the a Wholesaler service.

For discussion:

1. What types of contacts come into Wholesalers directly vs indirectly via the bilateral hub?
2. Should B-MeX cover all contacts received by a Wholesaler or are there instances where the customer is in contact with the Wholesaler but the contact should not be included within the B-MeX survey? E.g. issues related to their Retailer?
3. Are there ways to tell within the bilateral hub if a process has resulted in a customer contact? Is this information that Wholesalers would hold? Are there common processes that never result in customer contact and some that always do?

