

Terms of reference – retailer meetings Hamble (During COVID-19)

Logistics	
Frequency	Six monthly
Format	Call
Time	One hour

Attendees	
Retailer	Southern Water
TBC	Martin Pope – Retailer Key Accounts Manager
TBC	Karina Soulynha – Service 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

