

## **Commentary on the January 2019 CCG Minutes by the Thames Water CCG chair**

In January, the CCG heard more about Thames's plans for PR19. They also received an update briefing on Thames's smart metering programme. The main part of the meeting was taken up with deep dives into understanding the new measures that are being put in place for PR19 - C-MeX which relates to consumer customers, D-MeX which is aimed at developers and R-MeX which addresses retailers. Thames also gave a more detailed briefing about how they planned to use Net Promoter Score within their business to improve service to their customers. Finally, the CCG heard about Thames's plans (following discussion with the CCG) to introduce a newsletter to be available to local communities and bodies to provide an update on Thames's local activities.