



Institute of Water Retail Competition

A WOC Wholesale Perspective

Content

- **Overview of the First 10 Months**
- **What has gone well**
- **Challenges**
- **Questions**

What do we think of it so far?

- **Overview**
- **Retail Exit**
- **Customers**
- **Retailers**
- **Resources**
- **Settlement**

What has gone well?

- **Systems & Processes**
- **Data**
- **New Connections**

Challenges

- **Systems & Processes**
- **Data**
- **For Customers**
- **For Retailers**
- **Settlement**
- **Operational Requests**

Questions?