

**MINUTES OF
CUSTOMER ENGAGEMENT PLANNING FORUM MEETING
HELD ON TUESDAY 13th November 2012
AT 9.00 A.M. AT The RNLI Poole.**

PRESENT: Charles Howeson (Chair) – CH
Philip Warr (Deputy Chair) - PW
Douglas Kite (Natural England)-DK
Roger Harrington (SBW) – RH
Tracey Legg (SBW) -TKL
Peter Bridgewater (SBW) – PB
David Harrison (SBW) –DH
Jacky Atkinson (DWI)-JA
Lindsay Cass (C` Church BC)-LC
Ed Vidler (CCW)-EV
Alan Burrows (EA)-AB
Jenny Suggate (CCW)-JS

Apologies

Gillian Mayhew (CCW)
Mike Holmes (Borough of B`mouth)
Jonathan Holyhead (Dorset Blind Association)

- **Welcome and Chairman`s opening remarks:** CH welcomed those present and gave a brief overview of the group`s progress to date. He advised that the 3 other forums under his chairmanship had agreed to amend the name of “Willingness to Pay” to “Customer Preferences on Service and Cost” and asked everyone both CEPF members and SBW staff to do the same; this was agreed.

Apologies: these were received from Gillian Mayhew, Jonathan Holyhead and Mike Holmes.

- **Minutes of last meeting:** These were agreed and will now be published on the SBW web site.
- **Matters arising:** These were included in the next item.
- **General Update by SBW:**

Queries raised at previous meeting: a revised graph showing the cost of local authority rates separately from abstraction licences was distributed to the group.

A paper on the current SBW customer debt position was circulated. CH summarised that the feeling of the meeting was that SBW`s debt position was very good, below industry average and showed evidence of good practice.

Time table for PR14: TKL advised the expected dates for the PR14 process. An updated chart was distributed to the group; TKL advised that as of today we were broadly on track. It was confirmed that the CEPF existence may extend beyond Sept 2014 if there was still work to be done.

A paper was distributed to the group “Defining and Incentivising Outcomes and Measures of Success”. TKL advised that the paper was for information only at this point and that SBW would deliver a full presentation of this at the next meeting.

JS questioned how the measures of success would be defined and agreed by the CEPF.

- **Water Quality Risk Management:** RIH gave a verbal presentation to the group; SBW have no obvious concerns that would not be dealt with by routine asset maintenance; SBW work with the DWI on future water quality risk management and catchment management; AB gave the Environment Agency’s stance which agreed with the SBW view.
- **Update on SBW research to date:** EV gave a detailed overview of the customer research to date. With one minor amendment the group agreed that the report by Ed Vidler on behalf of the sub group, dated 13th of November 2012 represented an accurate record of the research to date and supported the research approach being taken.

AB asked what effect the CEPF’s function had had on SBW’s leakage policy and projections; RIH replied that it had given levels of assurance rather than a fundamental shift. PW suggested that the same question was asked in 12 months time.

DK asked if SBW should educate their customers on our policy of abstraction and augmentation; RIH responded that it would be considered for future research but that it was more of an issue for stakeholders.

PW suggested that SBW further investigate and research customer preferences in respect of the rate of metering the remaining unmetered household customers.

- **Research :The next steps :** TKL advised the group that work on “Customer Preferences on Service and Cost” would begin next week and that EV on behalf of the group would assist in the creation of the questionnaire.

An on line Bulletin Board was to be set up this month.

Our Future Customer Surveys were now ready to be analysed.

- **Observations on previous day’s workshop:** Group universally agreed that it had proved very useful.
- **AOB.** EV asked that SBW advise the group if any significant shifts in customer views were detected during the next phase of research.

CH wished the meeting record the support that SBW had given to the CEPF and the entire process to date.



It was agreed to schedule a workshop focussed on Outcomes and measures of success to be held in late January 2013.

- Meeting closed at 11.45, date of next meeting 19th March 2013