

# Customer View Group

Keeping customers at the heart of the company

## MINUTES

**VENUE:** The Haven, 161 Banks Road, Sandbanks, Poole, Dorset, BH13 7QL

**DATE & TIME:** 28 May 2019, 16:00 – 18:00

**ATTENDEES:** Richard Lacey (Chair), Ed Vidler (Deputy Chair), Doug Kite, Michael Barnes, Mike Short, Kevin Ward, Dr Bruce Grant-Braham, Kathy Tilbury

Jon Hill – SWW, Rob Scarrott – SWW, Nikki Roberts – SWW, Lily Black – SWW,  
Graham Hindley – Jacobs

**APOLOGIES:** Emma Lee, Linda Willard, Andy Woodland

1.	<p><b>Welcome and Introduction</b></p> <p>RL welcomed all attendees to the meeting and suggested that introductions were made around the table. Each attendee introduced themselves with their name and the organisation they were representing.</p> <p>KW advised that Tamsin Sutton may represent the Environment Agency (EA) in future sessions, following Jeremy Bailey's change in role.</p> <ul style="list-style-type: none"><li>• Minutes from previous meeting</li></ul> <p>The minutes from the last meeting on 13/12/18 were reviewed and accepted by the group as an accurate reflection of the meeting. As such, RL formally approved the minutes for publication.</p>	
2.	<p><b>Actions from previous meeting</b></p> <ul style="list-style-type: none"><li>• Actions log</li></ul> <p>The actions log was reviewed and discussed.</p> <p>Action 52 – Discussion surrounding the Bournemouth Water website.</p> <p>EV enquired whether the BW website would be merged with the SWW website after 2020. JH confirmed that SWW and BW would remain separate customer-facing brands for the next regulatory period.</p> <p>MB commented that the annual results on the customer view group page on the website had not been updated.</p> <p><b>ACTION:</b> JH to update the BW CVG website to reflect 18/19 performance.</p> <p>Action 53 – on the agenda Action 54 – on the agenda Action 55 – on the agenda</p>	JH

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	<p>A previous action (action 49) was for SWW to circulate the CCWater affordability report to panel members. EV noted that on page 19 of the report number of BW customers signing up for extra help was decreasing.</p> <p>JH advised that there will be a further reduction in the number of customers on the PSR reported for 2018/19, as all customers were contacted in the year and a number had asked to be removed. NR noted that the network is relatively stable with regard to interruptions to supply in the region.</p> <p>NR advised that SWW were working with Wessex Water and Scottish and Southern Energy Networks (SSEN) to promote the PSR, as well as having a data sharing agreement with SSEN and also increasing presence with WaterCare advisors.</p> <p><b>ACTION:</b> Provide updated PSR numbers at next CVG meeting.</p> <p>MB commented that increasing the number of customers on the PSR was now a compulsory ODI that Ofwat had set for all companies from 2020. NR advised that this was one of SWW's bespoke ODIs that Ofwat had extended to all companies.</p> <ul style="list-style-type: none"> <li>• Challenge log</li> </ul> <p>23 – Still relevant. RL drew a distinction between PR14 performance and WaterShare+ which will be in operation for BW customers from 2020/21, and asked for an update on BW financial ODIs at the next meeting.</p> <p><b>ACTION:</b> Provide update on the PR14 BW financial ODIs at next CVG meeting.</p>	<p>SWW</p> <p>SWW</p>
<p>3.</p>	<p><b>CCWater update</b></p> <p>MB advised that CCWater's Forward Work Programme was now on their website. MB also informed the Panel that the CCWater chair had stood down, and they were currently awaiting a replacement.</p>	

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4.	<p><b>BW Written Complaints Update</b></p> <p>JH referred the Panel to the complaints update, noting the improvement seen for 2018/19.</p> <p>RL commented that the number of complaints had risen significantly when BW transitioned to a new billing system and that SWW arrested this trend on merger. RL commented that the recent migration to SWW systems had been smooth.</p> <p>MS observed that whilst the 592 complaints in 2015/16 caused by a previous system change was exceptional, it was pleasing to note that complaints were now lower (at 207) than the 320 in 2014/15.</p> <p>JH updated the panel on other metrics, with the presentation showing that verbal complaints had also reduced, and the customer service SIM metric remained strong (including the highest quarterly score). JH advised the Panel that this was the last year of SIM as the measure will be replaced with C-Mex and 2019/20 would be a shadow year for the new measure.</p> <p>JH turned to the last slide which showed the customer benefits of the system migration, including the introduction of the MyAccount online account management portal. The migration also allowed for cross-skilling of staff internally to better manage peaks in customer contact.</p> <p>RL questioned whether more staff had been required, JH confirmed that this had been delivered without needing additional resource, though some disruption may have been seen for a short period whilst staff underwent training on the new systems.</p> <p>EV asked what CCWater do in terms of complaint audits. MB explained that they target some companies based on their performance levels, with cyclical audits in place for other companies. As BW complaints are reducing they are not an area of focus for CCWater. MB advised CCWater meet companies annually to discuss performance.</p> <p>GH commented that the BW complaint process is assured as part of the BW annual audit.</p>	
5.	<p><b>Customer Facing Activities Update</b></p> <p>NR took the Panel through the Customer Facing Activities report.</p> <p>NR highlighted an initiative relating to young carers which is currently being scoped. Work is underway with National Energy Action, SSEN, Wessex Water, Thames Water and South East Water with workshops planned for September.</p>	

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	<p>Additional WaterCare Advisors have been recruited so that more time can be spent in the BW area.</p> <p>NR advised that funding for the Water Guru had been extended for 2019/20, though the number of applications via this channel has been relatively low.</p> <p>It was noted that whilst the number of customers on the WaterSure tariff was reducing, there had been an increase in the WaterCare tariff numbers. Taken as a whole, the number of customers on support tariffs is increasing.</p>	
<p>6.</p>	<p><b>BW ODI Performance Update</b></p> <p>JH presented a summary of BW ODI performance updated for 2018/19 year end. Overall, BW are forecasting to achieve all ODI targets with the exception of <i>Contribute to Our Community</i>. RL noted that a number of measures were favourable to their 2020 targets.</p> <p>JH explained that performance for <i>Reduce Energy Used in Water Delivery</i> ODI was relatively high, and this was due to the exceptionally hot and dry summer in 2018 increasing production costs, for example with increased pumping. Forecast is to achieve this ODI for the end of the AMP.</p> <p>DK queried performance against <i>Per Capita Consumption</i> (PCC) ODI, and asked what the company would do if we had a hot summer again this year.</p> <p>RS explained that the targets are set for a 'normal' year and last year was not only hot but dry as well. As demand will go up in the summer we need to make sure that there is sufficient resource available but also make sure customers are using water efficiently. As a result elements of the company's efficiency campaign have been brought forward, and there is a big focus on this within the company ahead of the summer.</p> <p>RS advised that overall there had been an upward trend in PCC across the industry.</p> <p>KW asked how the RAG system worked for PCC and RS explained the target is based on a 'normal' year with regard to weather. DK proposed that the Panel are updated on performance at the next meeting.</p> <p><b>ACTION:</b> Provide update on PCC at next CVG meeting.</p> <p>RL queried the number presented for the <i>Contribute to Our Community</i>, as he recalled a higher number.</p> <p><b>ACTION:</b> Confirm the number days for the <i>Contribute to Our Community</i> ODI to 2018/19.  <b>UPDATE:</b> Number confirmed as 44 as presented.</p>	<p>SWW</p> <p>SWW</p>

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7.	<p><b>Ofwat Draft Determination</b></p> <p>JH took the panel through the activity to date on PR19 activities, highlights of SWW's successive fast-track status and upcoming milestones, with the final determination expected for all companies on 11 December.</p> <p>RL noted the significant investment planned for treatment works under the plan which will benefit BW customers, with investment supported by the merger.</p> <p>The Panel discussed the forecast average bill for PR19, and queried the duration of the SWW/BW differential and whether inflation had been factored into the forecast.</p> <p><b>ACTION:</b> SWW to confirm if SWW/BW bill differential extended for PR19 and inflation method used in the forecast. <b>UPDATE:</b> Bill differential confirmed for the next regulatory period to 2025. Forecast bill values are nominal.</p>	SWW
8.	<p><b>Technical Assurance of BW ODIs</b></p> <p>GH walked the Panel through the assurance report that Jacobs had put together for BW ODIs. He explained that the assurance process began in February 2019 with calendar year measures such as water quality and leakage which are reported to the DWI, followed by audits of the financial year end measures.</p> <p>GH noted improved governance as a result of the recent migration to SWW systems.</p> <p>The Panel were aware that the ODI for volunteer days would not be met, but were satisfied with the financial donation provision as laid out in the performance commitment.</p> <p>EV queried whether the donation could be released earlier if the company did not expect to achieve the number of volunteer days; JH advised this would be subject to assurance of performance following 2019/20 closedown.</p> <p>For <i>Large Scale Interruptions</i> MB queried whether the limit was 12,000 properties.</p> <p><b>ACTION:</b> SWW to confirm target for <i>Large Scale Interruptions</i> ODI. <b>UPDATE:</b> Performance commitment is to reduce risk of large scale interruptions to 12,000 properties by March 2020 so that there is no greater risk of interruption than other properties. 12,000 properties to benefit from the laying of a reinforcement main by 2020 (Wimborne</p>	SWW

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	resilience scheme). Performance commitment is to achieve 12,000 with penalties and reward in place for under and overachievement respectively.	
9.	<p><b>Safeguarding the Water Environment</b></p> <p>RS explained that the company had put together various plans for habitats and ecology, and presented a report on updates for key sites.</p> <p>RS confirmed that in relation to six SSSI areas, a new grassland management regime had been introduced that would improve biodiversity on the sites. Financial investment has already been made in this area.</p> <p>DK advised that he had met with Saska McGrath (author of the report) and would be visiting some of the sites with her to gain a better understanding of the work being undertaken, in particular at Knapp Mill and Nomansland reservoir.</p> <p>RS drew attention in particular to the Christchurch harbour where we have been successful in obtaining a PhD at Bournemouth University to investigate the non-native red algae in the harbour.</p> <p>Overall management plans are part of the day-to-day activities at the sites and we are always seeking opportunities to maximise the environment, for example the successful introduction of nesting boxes for peregrine falcons.</p> <p>DK noted the timely production of the report, and observed that there was opportunity to bring forward elements of the programme of work to avoid potential weather delays.</p> <p>BGB was not familiar with the location of all the SSSI areas detailed.</p> <p><b>ACTION:</b> Circulate a map of the sites to the Panel.</p>	RS
10.	<p><b>Progress update on potential Charity / Community projects donations in lieu of shortfall in Community service days</b></p> <p>RL said that there had been a suggestion at the last meeting that half of the donation could go to environmental charities and half to community charities. RL advised that he had discussed options with the CEO of Dorset Wildlife Trust, and would provide a further update at the next meeting.</p> <p><b>ACTION:</b> RL to update on proposals for use of charitable donation at next CVG meeting.</p>	RL
11.	<p><b>Customer Publication</b></p>	

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	<p>JH confirmed that the company would continue to issue quarterly promotions in local publications, and confirmed that alternative options from CVG would be considered.</p> <p>RL advised that councils for Bournemouth, Christchurch and Poole had recently combined, which may create new publications in future.</p>	
12.	<p><b>AOB</b></p> <p>BGB reflected on recent press coverage on the levels of medicine found in rivers around the world. BGB asked if the company undertake similar sampling.</p> <p>RS confirmed that sampling is undertaken at treatment sites, and advised that raw sources are generally more rural and of higher quality than those highlighted in the report.</p> <p>RS offered to circulate a note on the company's approach to water treatment and quality sampling.</p> <p><b>ACTION:</b> RS to draft a summary note for the Panel.</p> <p>RL thanked the Panel for their attendance and closed the meeting with no further business.</p>	RS