

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: 13 December 2018, 16:00 – 17:30

ATTENDEES: Richard Lacey (Chair), Ed Vidler (Deputy Chair), Doug Kite, Michael Barnes, Mike Short, Emma Lee, Dr Bruce Grant-Braham, Linda Willard, Jo Ecroyd (SWW), Tracey Legg (SWW)

APOLOGIES: Kathy Tilbury, Jeremy Bailey, Andy Woodland

1.	<p>Welcome and Introduction</p> <p>RL welcomed all attendees to the meeting.</p> <p>The minutes from the last meeting on 18.10.18 were reviewed and accepted by the group as an accurate reflection of the meeting. As such, RL approved the minutes for publication.</p>	
2.	<p>Actions from previous meeting</p> <p><u>Actions log</u></p> <p>The actions log was reviewed and discussed:</p> <ul style="list-style-type: none">• Action 10 can be closed down as it is also action 39 – this action to be kept open• Action 35 – RL paper on the agenda to be discussed• Action 39 – on the agenda• Action 43 – on the agenda• Action 44 – Nothing further for CCW to add therefore this action can be closed• Action 46 – on agenda <p><u>Challenge log</u></p> <ul style="list-style-type: none">• 9 – Is closed but a forward action is wanted to provide external audit report at the time it is produced. It was agreed that RL needs and uses GH's Jacobs report. ACTION: to ensure that GH attends May meeting to present report. COMPLETED: GH invited to the meeting• 23 – Still relevant. JE advised that after 2020 some areas, for example her own, will continue to monitor SWW and BW performance separately in order to understand what costs what. EV confirmed it is also important that the correct benefits are paid to each set of customers. JE confirmed that until 2020 the companies will be separately treated for customer benefits.	SWW

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	<p>RL raised his previous concerns over NHH retail market opening and the pre issues in the power industry. RL asked for CCW's view on Ofwat's recent publication regarding retailer complaint performance. MB confirmed that CCW has been disappointed with some retailers and they are working with these retailers to improve the situation.</p> <p>There was a discussion on leakage at the community centre in the SWW area and local media coverage. JE explained the background and how it was resolved by SWW. JE concluded that the confusion for customers caused by the wholesale / retail split has exacerbated the issue. JE confirmed that SWW's view is to approach the matter so that the customer isn't caught in the middle. MB agreed that the confusion and the wider gap between wholesale and retail does create confusion.</p>	
4.	<p>Gentrack to RAPID</p> <p>Transition from Gentrack to RAPID technically very successful and was carried out in the third week of November.</p> <p>JE is monitoring contacts on a daily basis and is pleased to report no increases in complaints due to the transition and unwanted contacts have not increased. Early signs are showing that the project has gone smoothly. JE advised that the new project provides great granularity and ability to manage contracts through better tracking and better analysis. Monitoring will go to weekly in the New Year, but will continue to be watched carefully for several months.</p> <p>MS commented that the BW Gentrack issues were created by the timing and the direct debit requirements. JE confirmed there were key lessons learned that SWW ensured were not repeated for the RAPID migration.</p> <p>JE confirmed that the RAPID bills still branded Bournemouth Water and this will not be changed.</p>	
5.	<p>Performance reports</p> <p><u>ODI performance update</u></p> <p>There were no concerns on the metering target. SIM target still stands.</p> <p>BGB asked about dumb meters, but JE confirmed she is trialling different technologies in Devon. AMR meters are being trialled. These will be trialled in the BW area in the future. JE described SWW's approach to dual billing to help customers and dispel some of the concerns over metering.</p> <p>RL commented on the natural healthy water environment performance commitment. DK had emailed RL to confirm he is now satisfied. TL updated the Panel from Saska McGrath's email.</p>	

Customer View Group

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	<p>EV asked if CCW has had any meetings with BW that are relevant to CVG. MB confirmed that quarterly liaison meetings are held. MB confirmed that there are no issues that CCW feel should be raised with CVG.</p>	
6.	<p>Customer communications (Presentation produced by the Head of Communications)</p> <p>JE explained that BW customers can now use MyAccount. There was a soft launch to allow data to build – once this is more robust SWW will start to actively promote the service. There is also now web chatting available with customers which also had a soft launch.</p> <p><u>Water Level</u></p> <p>ACTION: JE to investigate the delivery of WaterLevel and whether the PO confirms their delivery as members didn't recall receiving the publication. COMPLETED: The PR19 Waterlevel for Bournemouth was sent out in two different ways – 1) to individual households in postcodes covered by both BW, WW or Southern 2) large mailing covering the rest of the postcodes. Delivery is confirmed in so much as we have the start and finish dates.</p> <p>EV asked about the content of Water Level – he stated that it is a good magazine but the use of terminology such as “free” and “win” will increase people's attention. EV felt the current magazine didn't use enough of this type of terminology. JE agreed that a recent initiative to win a free water butt was proving successful.</p> <p>EV commented that CAB would be keen to get an article on the Water Guru in the magazine. ACTION: JE to take that back and look at increasing the visibility on the website. JE will liaise with EL. COMPLETED: this action is on hold until a decision is made about the WaterGuru funding.</p> <p>JE asked for CVG views on the best publications to place adverts in. EL commented that BH Living is very new so hard to tell. EL also commented on the usefulness of local community magazines. ACTION: Agreed to review at the next CVG meeting. SWW will track the initiatives and report back to CVG. COMPLETED: Added to May agenda</p>	<p>SWW</p> <p>SWW</p> <p>SWW</p>
7.	<p>Safe water environment Already covered in the meeting</p>	
8.	<p>Community Days Service Reputation Target</p> <p>RL introduced his paper and covered the key points. Believe there is around £11.8k to be allocated.</p>	

Customer View Group

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	<p>EL raised further suggestions:</p> <ol style="list-style-type: none"> 1. Bournemouth Council Voluntary Services may be able to supply a list of local groups operating in the area, including small and specific groups 2. Bournemouth, Christchurch and Poole Homelessness Collaboration (of 20-30 local organisations) "Change for Good" fund is distributed to those at risk of homelessness or those that may require, for example a washing machine <p>ACTION: for all members to advise RL or TL for a preliminary list. ACTION: EL to provide contact details for the suggested charities. COMPLETED: Added as agenda item to 2 May 2019 meeting</p> <p>MB supported the positive communications surrounding the grants.</p> <p>ACTION: JE to provide the date on which the funding is available. COMPLETED: Actual date unknown but will be after year end and data audited.</p> <p>BGB suggested that as a PR-exercise, would it benefit from a water-related theme, but TL confirmed that was not the original intention following PR14 customer feedback.</p> <p>MB raised that CVG will be disbanded around the same time the funding becomes available, so will need to factor that in to the planning.</p>	<p>All EL</p> <p>SWW</p>
<p>9.</p>	<p>AOB ACTIONS:</p> <ul style="list-style-type: none"> • The Reporter (G. Hindley) needs to be invited to the next meeting on 2 May 2019. • Also invite the Reporter to the final meeting on 14/5/2020 • SWW to send the future meeting dates to all CVG members – (2 May 2019, 5 Sept 2019, 12 Dec 2019, 14 May 2020). <p>RL presented the headline bill impacts and key aspirations in the PR19 Business Plan.</p>	<p>SWW</p>