

CUSTOMER VIEW GROUP CHALLENGE DIARY

No.	Date raised	Raised by	Challenge Description	Company response	Follow up	Status	Date closed
1	17.09.2015	CV Sub Group	BW, along with the external auditor, should consider how far back in time company data should be audited, as part of its review of risks, strengths and weaknesses.	BW provided members with a detailed update on risks, strengths and weaknesses at the meeting on 28 January 2016. This subject remains work in progress and may well require further challenges later on, which will be separately recorded.	To be flagged as a regular agenda requirement at future meetings. New challenge opened as Challenge 6.	Closed	28.1.2016
2	06.10.2015	RSW communications survey CV result	BW should make their environmental work and their community engagement more high profile in their communications; at present BW only state they have satisfied legal obligations.	BW provided an update on their communication strategy on 28 January 2016 which appears to have addressed the concerns raised. This however remains work in progress. Alan Hyde, Head of Communications has provided a summary of activities to be shared at CVG on 08/02/18	BW should provide quarterly updates for each CV meeting. Added as a regular agenda item. Closed on 21.1.2016 but reopened at CVG request following 19 April 2017 meeting. Head of Communications attended 19.7.2017 meeting. Updates from the Head of Communications will be provided at future CVG meetings.	Closed	09.02.2018
3	15.10.2015	CV meeting	BW were challenged on the poor performance on repairing visible leaks.	BW acknowledged that August was not a good month due to resource issues in this area. With added focus in September and performance has recovered but the BW will maintain focus on the issue.	Visible leaks performance noted as being back on track in December 2016	Closed	14.10.2015
4	15.10.2015	CV meeting	BW were challenged to explain their intentions with regards to any gain shares from performance during 2015-20	BW responded by explaining the process and that any gains would not be by way of a cash handout to customers but would be built into the next price review.	See Challenge 8.	Closed	14.10.2015
5	28.01.2016	CV meeting	The Chairman challenged when BW would start using social media to communicate	BW acknowledged the option as a communication tool but needed to put it in to context regarding the number of people reached. Update from Head of Communications (as per challenge 2) to be shared at CVG on 08/02/18 to incorporate social media update.	To be included as a recurring agenda item as part of the communications update provided by the head of Communications.	Closed	31.05.2018
6	28.01.2016	CV meeting	Continuation of Challenge 1 where the outcome was considered to require further work. Review at CV meeting 28.4.2016	Reviewed with the BW independent technical auditor on 28.4.2016	Reviewed on 28.4.2016. Independent technical auditor reported that he is satisfied that BW has maintained control of its data during the reporting year. Final report to be discussed by CV on 7 July 2016.	Closed	07.07.2016
7	28.01.2016	CV meeting	Update requested on where BW is on implementing a social tariff	BW is now looking at a social tariff using the SWW model modified to include 'working debtors' and will be undertaking additional research to further investigate customer levels of support	BW to report to CV once the research results are available	Closed	07.07.2016
8	28.01.2016	CV meeting	The company's explanation on gain sharing requires further explanation. (See Challenge 4)	When referring to gainshare it must be clear that this is not the same policy as the SWW gainshare. As laid out in the company's business plan and in the CVG ToR, any gainshare proposals will relate to unexpected, one-off 'windfalls' that are unrelated to regulatory totex and outcome delivery incentive reward and penalty mechanisms. BW agreed that it will form an annual agenda item.	Agreed to be reviewed each January to assess whether the potential for a gainshare, as defined in the BW business plan and the CVG ToR, for the reporting year is known.	Closed	07.07.2016
9	28.4.2016	CV meeting	A member challenged what audit procedures are in place to give the group assurance that all of the performance commitment and ODI performance is green.	BW replied that the assurance would be available but that the audit process was still in progress.	BW to provide all copies of the audit assurance to the group. Also on the agenda for the 7 July 2016 meeting. 5.10.2016: IV confirmed that tender for new reporter going out next week. To consolidate audit and efficiency the same company will be used. 18.1.2017: now that the new technical auditor has been selected it was agreed this challenge is now closed.	Closed	18.01.2017

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10	28.4.2016	CV meeting	A member challenged how merger benefits will be returned to customers for example via bills or other means	BW replied that the CMA allowed an unconditional merger with one commitment to return the small company premium to customers, which had been done in 2016/17. BW replied there is already a challenging programme of efficiencies in addition to those already in the company's business plan. This will ultimately feed through in to bill reductions.		Closed	28.04.2016
11	28.04.2016	CV meeting	In relation to the risk register update a member challenged how the new technical audit firm for both BW and SWW (when appointed) would satisfy itself on the approach to assurance to date and that continuity would be maintained		5.10.2016: TL confirmed that handover plans have been requested from the current two firms. 18.1.2017: now that the new technical auditor for both areas of the business has been appointed, and that firm is familiar with BW, the challenge is closed.	Closed	18.01.2017
12	07.07.2016	CV meeting	Circulate the 'Help Support a Healthy Natural Water Environment' report once surveys have been completed and the report finalised.	5.10.2016: BW advised that SMcG is liaising with DK on the updated report. 18.1.2017: the surveys have been completed and a meeting with Natural England is being arranged. 19.4.2017: written confirmation from NE requested on level of satisfaction with final report. 19.7.2017 - not yet finalised but on action list to circulate. 18.05.18 - Discussed with CVG at meeting on 18.05.2018 - SMcG to provide	Agreement that a report covering years 2 and 3 of the PR14 period would be provided to Natural England for review.	Closed	19.07.2017
13	06.10.2016	EV/RL post 5.10.2016 CV meeting	NHH retail market opening - CV requests feedback on PWS performance in relation to customer service and support for NHH customers where the market is not the solution	BW confirmed that PWS would be invited to a future meeting. Also await comparative performance data for retailers. Wholesale activities will continue to be regulated and offer ongoing protection to customers.	19.7.2017 - CCWater report to be used as proxy	Closed	19.07.2017
14	18.1.2017	CV meeting	JE confirmed that BW will definitely commence using webchat during 2017/18. Member asked whether the statistics would be reported to CVG and JE replied that was possible. BW to add request to challenge diary as follow-up.	BW commenced using webchat in December 2017, though take up to date has been low with only 103 chats taking place in first 5 weeks. A further update on volumes and feedback will be shared at the CVG meeting on 31 May 2018.		Closed	18.05.2017
15	19.4.2017	CV meeting	CVG raised a challenge for BW to analyse and advise why there has been an increase in 'don't know' responses in the VFM tracking survey.	Ed Vidler confirmed that Sally Mills had provided direct responses regarding queries relating to the 'customer facing activities' report created following CVG in July 2017		Closed	18.10.2017
16	19.4.2017	CV meeting	How does BW satisfy itself that the 91% of customers stating that the amount of information provided is about right actually reflects customer satisfaction with communications and whether information provided is effective and enables the company to reach out to customers and improve communications.	Ed Vidler confirmed that Sally Mills had provided direct responses regarding queries relating to the 'customer facing activities' report created following CVG in July 2017		Closed	18.10.2017
17	19.4.2017	CV meeting	Analyse and report why, when overall complaints have reduced, the number of billing complaints as a proportion of overall complaints to CCW has increased.		19.7.2017 - information provided, CVG request a further comparison with 2014/15 data Direct comparison with 2014/15 was provided for CVG on 08/02/18	Closed	09.02.2018
18	19.4.2017	CV meeting	As direct debit payers tend to reduce debt levels, the proportion of direct debit payers to BW was in line with other companies. CVG asked BW to find out and advise members.	66% of customers pay by Direct Debt. The available industry figures were from 2016 and only included 8 companies who were willing to share data. At that time BW was joint second with Bristol Wessex, and second to Cambridge.		Closed	19.7.2017
19	18.10.2017	CV meeting	Confirm why company is forecasting to achieve 99.98% against a target of 100% for the WS (WQ) regulation compliance (mean zonal compliance)	Company is now forecasting to achieve 100%. Water Quality have advised that 99.98% was a forecast based on presumptive sample failure.		Closed	29.01.2018