

Customer View Group

Keeping customers at the heart of the company

VENUE: Sandbanks Hotel, 15 Banks Road, Sandbanks, Poole, Dorset, BH13 7PS

DATE & TIME: 8 February 2018, 16:00 – 17:30

ATTENDEES: Richard Lacey (Chair), Ed Vidler (Deputy Chair), Doug Kite, Michael Barnes, Mike Short, Emma Lee, Andy Woodland, Dr Bruce Grant-Braham, Kathy Tilbury, Linda Willard, Iain Vosper (SWW), Tracey Legg (SWW) and Jennifer Cooke (SWW)

APOLOGIES: Jeremy Bailey, Orlando Venn and Dr Bruce Grant-Braham

1.	<p>Welcome and Introduction</p> <p>RL opened the meeting and welcomed all members. Apologies were shared on behalf of JB, OV and BGB. RL explained that OV had been promoted to a regional role within Natural England and as such will no longer be a member of the CVG, though Natural England will still be represented by DK.</p> <p>RL provided apologies in behalf of BGB along with JB and OV, though RL advised the CVG that he had previously agreed with JB and OV that rather than attending all CVG meetings he would update JB and NE by exception following the WFCP meetings held in Exeter.</p> <p>RL asked the CVG whether they thought the minutes from the meeting held on 18 October 2017 were an accurate reflection, to which the Panel agreed.</p>	
2.	<p>Action log & Challenge log</p> <ul style="list-style-type: none">• Actions log – FOR REVIEW• Challenge log – FOR REVIEW <p>EV and RL reviewed the action and logs, agreeing that the open items were all captured within the agenda and could be discussed during the meeting.</p> <p>JC provided an update on Challenge #14 (use of webchat) advising that the use of webchat was launched in December 2017 though take up has been low to date with only 103 chats taking place within the first five weeks. JC advised that the Customer Service Director would provide further update on volumes and feedback at the next CVG meeting.</p> <p>With regards to Challenge #2 (community engagement), RL suggested that the CVG may wish to start considering which charities they would like the company to donate to (in lieu of the achievement of the 'contribute to our community' reputational measure, an agreed financial contribution will be made by the company for each day not achieved of the end of AMP period). RL stated that the forecast non achievement of this target was</p>	

Customer View Group

Keeping customers at the heart of the company

	<p>not a criticism of the company, to which AW agreed based on the fact that the background to this measure had changed considerably. IV welcomed suggestions from the CVG.</p> <p>KT suggested that a good initiative for the company to support would support aspects such as beach cleans in the community as this would demonstrate the company's commitment to tackling issues such as marine plastics. IV agreed and advised that this would be shared with the company's community team.</p> <p>The group discussed the £100 (per day not achieved, inflated by RPI) payment in lieu of achieving the community days target. IV asked for the CVG to consider a cause / charity that they thought the contribution should be provided to.</p> <p>ACTION: CVG to consider causes / charities to receive the community days financial contribution for discussion at next CVG.</p>	
3.	<p>CCW Reports</p> <ul style="list-style-type: none">Published report 'Addressing customer vulnerability in the water sector 2016-17' – FOR INFORMATION <p>MB advised the CVG that he would take the report 'as read' and invited comments and questions from the group.</p> <p>EV noticed that on page 18 of the report chart 3a showed that the number of Bournemouth Water customers included on the Priority Services Register (PSR) had almost halved since 2013/14 and asked the company why this was. TL responded to state that she believed this to be the result of a data cleanse when the company moved from Syan to Gentrack for billing and customer service data but would investigate and confirm.</p> <p>ACTION: Confirm the reason for the reduction in PSR customers in Bournemouth – COMPLETE (TL advised that this was as a result of the data cleanse when transferring from Syan to Gentrack).</p> <p>EV also noted that on page 14 of the report chart 2a showed that the number of Bournemouth Water customers registered on WaterDirect had also decreased significantly since 2015/16 and asked the company the reason for this. EL advised that it is now much more difficult to enforce WaterDirect as there is a limit on the number of outgoing payments for each customer and there are some payments that are prioritised ahead of Water. MB also pointed out that the decrease wasn't limited to Bournemouth Water and had happened across a number of other companies.</p> <p>RL reminded the CVG that MB also circulated the key points from the affordability seminar CCWater held in November 2017 prior to the</p>	

Customer View Group

Keeping customers at the heart of the company

	<p>meeting, though believed this to be too late to be of value for PR19. MB confirmed that this wasn't intended solely for PR19 and was instead meant to be ongoing.</p>  <p>CCW - Affordability seminar notes</p> <p>EV pointed out that on page 12 of the report table 3 showed Bournemouth Water as a significant outlier in the number of customers (per 10,000 connections) helped by debt write off schemes. IV agreed that the figure seemed disproportionately high and advised that the company would look into this figure to understand the background.</p>	
<p>4.</p>	<p>Performance reports</p> <ul style="list-style-type: none"> 2017/18 (Q3) ODI Performance update – FOR AWARENESS <p>TL provided an overview of the ODI performance report, confirming that these were the figures reported to the SWW Board in January. Since this point, the figure for WS (WQ) regulation compliance – mean zonal compliance had changed to 100% from the initial forecast of 99.98% (against a target of 100%). TL advised the CVG that the lower figure was as a result of a presumptive sample failure.</p> <p>TL invited comments and questions from the group.</p> <p>RL queried the energy forecast asking whether the company were still on track to hit the 19/20 target, advising that at the last annual CVG meeting Graham Hindley from CH2M auditors explained that this target was still on track. RL requested an update on this position at the next CVG meeting to enable him to accurately reflect this in the CVG Annual Report.</p> <p>RL asked whether the company performance figures would have been through SWW Board and shared with the City prior to the next CVG meeting on 31 May 2018. IV advised they would have gone to the Board for approval but would confirm whether they would have been shared with the City.</p> <p>ACTION: Confirm timing of publishing 2017/18 results to the City in 2018 – COMPLETE – annual results will be shared with the City on 25 May 2018</p> <p>EV questioned what 'Fair Customer Bills' as a reputational measure meant. TL confirmed that this was the percentage of a customer bill that goes towards collecting debt. RL suggested adding a footnote to the ODI performance report as a reminder.</p> <p>ACTION: Add a footnote to the ODI performance report to provide a brief explanation of 'fair customer bills'- COMPLETE – footnote added</p>	

Customer View Group

Keeping customers at the heart of the company

	<ul style="list-style-type: none">• 2017/18 (Q3) Customer complaints performance (including 2014/15 comparison as per challenge 17) – FOR AWARENESS <p>JC provided an overview of customer complaints performance at Q3 which included a specific slide providing a comparison with current performance to 2014/15 performance.</p> <p>EV said that he thought that the comparison illustrated that performance appeared static. RL stated that it was clear there had not been any reduction in the level of service provided to customers following the transition to South West Water.</p> <ul style="list-style-type: none">• Bill comparison 2014/15 – 2018/19 – FOR AWARENESS <p>In line with the current performance comparison with 2014/15, TL presented an overview of the change in customer bills. TL explained that the average household bill is calculated as total revenue divided by the number of customers of a company. TL explained that in relative, real terms the graph illustrates that average bill is getting cheaper.</p> <p>AW queried whether the bill reduction was linked to the increase in meter penetration. TL advised that this wasn't linked and the reduction is due predominantly to efficiencies being made internally.</p> <p>IV confirmed that whilst Bournemouth Water customers would see a bill increase of 3% in 18/19, the average cost per day to each customer is £0.37. In comparison, the average cost for South West Water customers is £1.35 per day.</p>	
5.	<p>Safeguarding the Water Environment</p> <ul style="list-style-type: none">• Update from DK on approach confirmed with Dr Saska McGrath regarding the Safeguarding the Natural Water Environment report (example provided) - FOR INFORMATION <p>JC provided the CVG with some background on the work that had been undertaken to date between DK and Dr Saska McGrath (SMcG) on the reputational report. Following the last CVG meeting in October 2018, DK expressed concerns regarding some of the content of the report, specifically the lack of a plan that effectively detailed what the company would and would not achieve within the AMP, set out in a project list. Since this point, a detailed project list has been created along with detailed summary documents for each project. SMcG provided DK with the document for review and feedback.</p> <p>DK agreed with the summary provide by JC and added that he felt initially that the report was lacking detail, but was pleased with the progress to</p>	

Customer View Group

Keeping customers at the heart of the company

	<p>date, advising that the new report provided the ability to see progress and development made. DK noted that he would like to see more progress made as there are a number of aspects to be completed, but was optimistic that the company will achieve its plans.</p> <p>DK advised the CVG that Bournemouth Water and Natural England had agreed that the most efficient use of time and resources to deliver an updated report would be to have a report that covers a 2 year period – 2016/17 and 2017/18. DK advised that this would be his recommendation, but advised that this would require the approval of the Chair of the CVG. RL confirmed that he was happy with this approach.</p> <p>DK noted that the report would need to be with Natural England in May to allow sufficient time to review the content.</p> <p>ACTION: Advise SMcG that DK requires the combined report in May 2018 – ONGOING – SMcG has advised DK that the report will be submitted to him w/c</p> <p>RL queried the presence of Japanese knot weed at Knapp Mill. DK believes that eradication should be achieved within this AMP.</p> <p>DK pointed out that the programme of work is extensive, with the plan and credited SMcG for detailing such a vast array of projects so clearly.</p> <p>AW queried whether there were any opportunities to share the benefits of the planned environmental improvements with the local community.</p>	
<p>6.</p>	<p>Affordability & Vulnerability</p> <ul style="list-style-type: none"> • 2017/18 (Q3) Social tariff and tracking survey update– FOR INFORMATION <p>JC presented an overview of social tariff and tracking survey presentation, inviting comments and questions for the group. RL commented that it was clear very real benefits were being seen as a result of employing the South West Water methods of customer engagement and noted that the outputs of the tracking survey were very positive.</p> <ul style="list-style-type: none"> • Merger of Bournemouth and Poole CAB – FOR INFORMATION • ‘Jane the Water Guru’ – FOR INFORMATION <p>EL gave an update on the merger of Bournemouth and Poole Citizens Advice (CA), stating that that the change had been well received to date and enabled the CA to cover a much larger area than before, with an increase from 3 to 15 outposts as a direct result, making them much more accessible.</p> <p>EL also provided an overview of ‘Jane the water guru’, an in-house expert</p>	

Customer View Group

Keeping customers at the heart of the company

	<p>who can assist with financial issues regarding water, jointly funded by Bournemouth Water and Wessex Water.</p> <p>KT challenged what the approach was in the larger areas outside of Bournemouth and Poole, and asked whether there were any plans to expand this service to those areas. EL responded to state that this is 6 month pilot, and once completed the benefits will be reviewed and an approach formulated regarding the continuation/expansion which Bournemouth & Poole CA are keen to do.</p> <p>ACTION: EL to provide a further update on progress of 'Jane the water guru' at the next CVG.</p> <p>RL congratulated EL for her new role within the wider Bournemouth and Poole Citizens Advice.</p>	
7.	<p>Customer communications</p> <ul style="list-style-type: none">• Bill wrapper overview – FOR AWARENESS <p>JC shared the new bill wrapper for Bournemouth Water bills, which mirror the South West Water approach. AW commented that he thought this was a good idea. EV queried whether the company sought approval from CCWater on the content of the bill wrapper. MB confirmed that the company had sought (and were granted) CCWater approval.</p> <p>AW questioned the volume of correspondence to his home address that he was receiving from Homeserve, offering insurance/maintenance cover. He approximated around 2/3 letters since Christmas. IV advised that we would investigate internally.</p> <ul style="list-style-type: none">• WaterLevel – Customer proposals and choices (PR19) – FOR AWARENESS <p>JC advised that the version of WaterLevel included within the document was a very rough draft, based initially on the South West Water framework and that updates were being made to each section to ensure it solely relates to Bournemouth Water customers. This document would be sent to all BW customers for them to share their views on the proposals and choices set out within.</p>	
8.	<p>Update from CVG Chair</p> <p>RL provided the group with a brief update relating to the Ofwat Company Monitoring Framework (CMF) published in November 2017 along with the outputs of the WFCP meeting on 21/12/2018.</p> <p>The next CVG meeting date was confirmed as 31 May 2018.</p>	

Customer View Group

Keeping customers at the heart of the company

8.	AOB RL asked the group whether there was any further business for discussion, which there was not, and as such thanked all members for attending and brought the meeting to a close.	
9.	Close	