

Independent Chair: **Richard Lacey**

c/o **Bournemouth Water Ltd**
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**MINUTES OF
CUSTOMER VIEW GROUP
HELD ON WEDNESDAY 18 OCTOBER 2018
AT 16:00 AT DUDSBURY GOLF AND COUNTRY CLUB**

Present:

Richard Lacey – Chair (RL), Ed Vidler – Deputy Chair (EV), Dr Bruce Grant-Braham – Bournemouth University (BGB), Andy Woodland - Vice-Chairman Bournemouth Accommodation and Hotel Association (AW), Doug Kite – Natural England (DG), Jeremy Bailey – Environment Agency (JB), Emma Lee – CAB (EL) Kathy Tilbury (KT), Linda Willard (LW) Mike Short – Consumer Council for Water (MS)

Also present from South West Water:

Sally Mills – Head of Customer Relations (SMi) and Jennifer Cooke – WaterFuture Stakeholder Manager (JC)

Apologies:

Michael Barnes – Consumer Council for Water (MB), Iain Vosper – Regulatory Director, and Tracey Legg – Senior Regulation Manager (TL)

Item		Action
1	Apologies and minutes of last meeting	
	<p><i>Apologies and introductions</i></p> <p>RL welcomed all members to the meeting, and advised that due to a PR19 customer focus group that EV was attending the meeting would be slightly shorter than usual to enable EV to travel to the venue.</p> <p>RL introduced Jennifer Cooke to the meeting, explaining to the group that Jen would be the key contact for all CVG, Panel and sub group matters going forwards.</p> <p>Apologies were given on behalf of MB, IV and TL.</p> <p>RL advised that the WaterFuture Customer Panel and the WaterShare Panel had merged to provide greater efficiency and flexibility in the run up to PR19 business plan submission in September 2018. RL advised he had produced a summary briefing note detailing the associated minor changes to the CVG, attached as agenda item 7.</p> <p><i>Minutes</i></p> <p>RL asked the group whether there were any queries with the minutes from the meeting held on 19 July 2017, to which there were none and RL approved the</p>	

	minutes.	
2	Actions from the previous meeting and challenge update	
	<p><i>Challenge diary</i></p> <p>EV ran through the challenge diary.</p> <p><i>Item 2</i></p> <p>Regarding communication, EV requested that a 6-monthly item be added to the CVG agenda to provide a communications update, noting that AH attended on 19 July which provided some useful insight to the group.</p> <p><i>Item 5</i></p> <p>JC passed on an update regarding item 5 from Jo Ecroyd, Customer Service Director. JE confirmed that social media for Bournemouth Water customers will form part of the communications strategy for PR19. KT suggested that social media could be used to raise the profile of the Bournemouth Water social tariff, suggesting links to CAB. LW commented that social media needs to provide a different viewpoint to make the content interesting, which the group agreed with. SM added that it's important to ensure there's something in it for the customer, such as a 'call to action', explaining that this approach would form part of the communications strategy.</p> <p><i>Item 14</i></p> <p>JC passed on another update from JE with regards to item 14. JE confirmed that additional web-chat licenses were being reviewed in line with the current improvement budget. JE anticipates that these licenses, and web-chat will be in place at the start of the 2018 calendar year.</p> <p><i>Items 15 & 16</i></p> <p>EV confirmed that SM had provided a response directly to EV and RL regarding the customer report circulated following the meeting on 19 July. SM added that with regards to communication with customers it's important that when they want to find some information, for example, on the web, that it's easily available.</p> <p><i>Item 17</i></p> <p>JC provided an update from Brett Conibere, Performance Improvement Manager, who is responsible for the complaints team. BC advised that the data from 14/15 is not readily available and that work was still ongoing to locate the relevant information to enable comparison and analysis.</p> <p>ACTION: Update to be provided on complaints performance (challenge 17) at CVG meeting on 8 Feb 2018</p> <p><u>Action matrix</u></p> <p>EV ran through the action matrix</p> <p><i>Actions 10 & 25</i></p> <p>DK confirmed that action 10 should remain open and that he would discuss this during agenda item 5.</p> <p>Item 25 has been completed and further action regarding safeguarding the natural water environment would be covered as part of action 10.</p>	BW
3	Consumer Council for Water reports	
	<p>RL advised that the CCWater report entitled '<i>Addressing customer vulnerability in the water sector (20160-17)</i>' would be deferred to the next meeting and included on the</p>	

	<p>agenda for CVG on 8 Feb 2017.</p> <p>ACTION: include a review of CCWater 'Addressing customer vulnerability in the water sector (20160-17)'</p> <p>MS provided an overview of the hard copy presentation on the opening of the NHH market distributed in the meeting. MS also provided first-hand feedback following the 'Western Committee Regional Meeting in public, held in Salisbury on 28 September 2017. MS confirmed that the meeting was well attended, including representation from Pennon Water Services, South West Water, Bristol Water, Wessex Water amongst others. RL also attended to represent BW CVG.</p> <p>RL commented that Pennon Water Services seem to have a strong base to build their business from.</p> <p>JB queried when MS referred to 'biggies' during his presentation whether this was in regard to customers or suppliers. MS confirmed it was in relation to customers.</p> <p>RL confirmed that the CVG are interested in the performance of the NHH market, with specific regard to the delivery of customer service and complaints. MS confirmed that the CVG is not responsible for scrutinising the performance of PWS. SM commented that there are other (NHH) retailers now operating in the Bournemouth region.</p> <p>The group confirmed there were no further questions and RL thanked MS for the presentation.</p>	<p>BW</p>
<p>4 & 6</p>	<p>Performance report & customer complaints performance</p>	
	<p>SM asked the group whether they would like to take both presentations as 'read', which all agreed with, inviting comments and questions from the group.</p> <p>EV commented that other than the metering target (Metering – continue current strategy) which is currently forecasting to achieve 6,647 in 17/18, which would leave only 2 years to achieve the end target of 9,300 which looks more challenging, broadly the remaining targets seem achievable.</p> <p>With regards to the 'reduce energy used in water delivery' reputational measure which GH (auditor) previously confirmed that target was for the end of the AMP, SM confirmed that the company is still on track to hit the target of 530 kWh/MI at the end of the AMP.</p> <p>RL commented that the CVG need to be aware of performance to date so that it's clear to see how the company is progressing against those targets without an in-period target.</p> <p>JB queried the reason for the failure of the 100% quality target for WS (WQ) regulation compliance – mean zonal compliance. JB advised that other CCGs had found the issue to be with the tap water fittings.</p> <p>ACTION: Confirm reason company is forecasting to achieve 99.98% for the WS (WQ) regulation compliance – mean zonal compliance target.</p> <p>SM presented agenda item 6, customer complaints performance, which the group confirmed they would like to take as 'read'. SM invited comments and questions from the group.</p> <p>JB commented that the headline statistics are impressive and seem strong.</p> <p>MS commented that the performance seems to be moving in the right direction and</p>	<p>BW</p>

	<p>that the cause of the large volume of complaints in 16/17 was presumably due to the implementation of the Gentrack billing system, which SM confirmed.</p> <p>RL also commented that the trend and statistics look positive.</p> <p>MS asked whether the statistics are for household customers only, which SM advised was correct.</p> <p>SM distributed a hard copy of a social tariff report for review by the group. SM asked that any questions are directed to RL and EV for SM to provide responses in the next meeting.</p> <p>RL commented that one of the benefits of the merger of Bournemouth Water with South West Water was that Bournemouth Water customers now have access to a social tariff, which wasn't the case previously. SM advised that whilst the take up of this tariff is currently low this isn't through lack of engagement with the local community, specifically local housing providers along with publishing information in the BH life magazine, which is distributed free of charge to 82,500 households and businesses across the borough of Bournemouth.</p> <p>EL commented that it is hard to engage with customers who are eligible as Wessex Water, who have had a social tariff in place for a number of years have experienced, with struggling take up rates. EL commented that the introduction of the 'Water guru' will prove helpful. Focus is being placed on engaging with local authorities as the insight regarding which benefits people are on is much more accessible. MS queried whether engagement will be continuing across the region, which SM confirmed would be the case, advising that the next engagement was scheduled for 8th November in the New Forest.</p>	
5	Safeguarding the natural water environment	
	<p>RL reminded the group that the objective of this report is to obtain Natural England approval on the reputational target.</p> <p>DK advised that he believes that there is a shortfall in where the company need to be regarding this target. DK shared that by the time 2019/20 (year 5) is reached, there won't have been enough 'catch-up' activity to compensate for the activity that was missed during the first year of the AMP as a result of the merger.</p> <p>DK also commented that for NE to review the performance the annual report must be produced earlier, ideally at the beginning of May.</p> <p>DK raised a number of specific concerns with detail within the report that he would address directly with the author, Dr Saska McGrath (SMcG) (NEP and Climate Change Manager) at a meeting scheduled for 13 November.</p> <p>DK also advised that that he doesn't believe the targets are necessarily ambitious enough, but would again discuss this directly with SMcG on 13 November, along with the view that that overall the report seems rushed. DK added that the management plans are ok, but it's not clear what will be done in future years.</p> <p>It was agreed that action 10 would remain open until the issues planned to be raised on 13 November were resolved.</p>	
7	Update from CVG Chair	
	<p>RL provided an update on the WFCP meeting held on 21 September at Peninsula House, Exeter and also reiterated that the new working practices including confirmed meeting dates for the CVG were included in section 7 of the meeting pack.</p>	

8	AOB	
	<p>RL asked whether the group had any other business they would like to raise.</p> <p>EV suggested Longham Lakes as a venue for future CVG meetings, and AW offered to host the next meeting at the Sandbanks Hotel.</p> <p>JB confirmed that he would like to receive the pack electronically rather than a hard copy, to which BGB agreed. Both requests were noted.</p> <p>RL confirmed the next meeting date for the CVG as 8 Feb 2018 and with no further business thanked the group for their attendance and drew the meeting to a close.</p>	