

**MINUTES OF  
CUSTOMER ENGAGEMENT PLANNING FORUM MEETING  
HELD ON THURSDAY 10<sup>th</sup> February 2015  
AT 10.30am AT LONGHAM LAKES**

---

**PRESENT:** Charles Howeson (Chair) – CH  
Philip Warr PW  
Roger Harrington (SBW) – RH  
Tracey Legg (SBW) –TKL  
David Harrison (SBW) DH  
Bob Taylor (SBW BT  
Philippa Goodwin (SBW) PG  
Ed Vidler (CCW) EV  
Doug Kite (Natural England) DK  
Jonathan Holyhead (Dorset Blind) JH

**APOLOGIES:** Jacky Atkinson (Drinking Water Inspectorate)  
Gillian Mayhew (CCW)  
Lindsay Cass (Church and East Dorset Council)  
Mike Holmes (Bournemouth Council)  
David Howarth (Environment Agency)

---

<b>Welcome and apologies</b>	Action
<p>CH opened the meeting and asked Bob Taylor (MD designate) and Philippa Goodwin (Finance Director) to introduce themselves to the members.</p> <p>CH explained that this would be the last meeting of the CEPF and the objective of the meeting was to review and close down the process.</p> <p>He advised that a similar group is to be formed going forward and that if the present members had any constructive comments for the new group they should communicate them to SBW post meeting.</p> <p>CH expressed his wholehearted thanks to all members for their contribution over the past three years. (Thanks endorsed by RH)</p> <p>The minutes of the inaugural meeting held in Feb 2012 were passed around for interest.</p>	
<b>Minutes of Last Meeting</b>	
<p>These were taken as read and approved.</p>	



Final Determination Overview	
<p>A paper had been circulated ahead of the meeting on this subject.</p> <p>TKL gave an expanded verbal presentation highlighting the key aspects.</p> <p>Questions were then taken from the members.</p> <p>PW asked what thoughts SBW had on keeping the customer at the heart of its work ethic going forward?</p> <p>BT replied that customer service is ingrained in our DNA. Going forward greater effort will be made to communicate with specific groups of customers eg, hotels, care homes and groups of HH customers eg students.</p> <p>EV recommended that the challenge diary should be passed on to the new Customer View Group and that it should be used going forward to monitor earlier challenges and subsequently used to record challenges from the new group. DH will ensure it is passed onto the new Chairman.</p> <p>EV wished it to be recorded that the quality of the customer research over the past three years was of a very high standard given the difficulties faced.</p> <p>EV also wished to record the specific success by the CEPF for ensuring plans for the new West Cliff main were agreed, which will protect the security of supply for 12000 customers.</p> <p>EV also requested a simplified paper showing the “net” movement of all the financial gains and losses in the FD. SBW to provide post meeting with a short paper attached to these minutes.</p> <p>EV queried the new ODI on the introduction of the new billing system. TKL explained that in the FD Ofwat had allowed the cost of this but had introduced this new ODI in the event of non-delivery to at least 75% of SBW connections by 1 April 2015.</p> <p>Two questions were tabled from the EA and these were asked by DH on their behalf.</p> <p>1) National Environment Program- we assume that although the £0.795m you requested was refused by Ofwat on the basis that this has been implicitly allowed, you are committed to implementing your NEP schemes. Please confirm. TKL confirmed that SBW is committed to delivering its obligations and BT confirmed that the company is looking at how this can be done.</p> <p>2) Reducing leakage- likewise, is the company still committed to achieving its target at the end of the planning period? TKL confirmed yes.</p> <p>PW asked if SBW expected a sustained period of lower energy costs.</p> <p>BT replied that although we entered into a 5 year energy contract 18 months ago, it is possible to re-visit that and that overall he felt that SBW were in a good place regarding energy costs. We also have an energy saving initiative in place which monitors energy use throughout the company to identify areas where savings could be made. PG added that assumed energy savings were an integral part of the business plan.</p> <p>CH then asked what would happen to any financial gains from reduced energy costs.</p> <p>RH replied that it is expected that this information would be shared with the customer view group and SBW would take guidance from them.</p>	<p>SBW</p> <p>SBW</p>

# Customer Engagement Planning Forum

Independent Chair: Charles Howeson  
Independent Deputy Chair: Philip Warr



**sembcorp**  
bournemouth water

<p>CH added the caveat that when distributing any gains that the needs and wants of all stakeholders should be considered. For example gains could be passed back via bills to unwind some of the debt cross-subsidy whereas other stakeholders may prefer it be used to deliver environmental benefits.</p> <p>EV questioned SBW as to where they were with Social Tariffs as last Autumn the research that took place was inconclusive. The Group agreed that the 50/50 split of opinion was not a mandate to introduce a tariff. RH replied that this was currently being investigated to satisfy ourselves that the research was robust and a decision will be made shortly to either accept that the research undertaken did show that our customers do or not support it or undertake further research to strengthen the case one way or the other.</p> <p>EV expressed disappointment that funding for new meter installs had been effectively halved in the FD. EV is keen to ensure that this subject does not get buried in AMP6. BT replied that the situation was being looked at and opportunities to increase meter installs without great cost were in hand eg install meters each time we replace a box but do not bring on charge.</p>	
<b>SBW Board Decision to accept/reject FD</b>	
<p>RH confirmed that he has today written to Ofwat on behalf of the SBW board confirming that they accepted the terms of the Final Determination.</p> <p>CH asked if the board were happy? RH replied that they were satisfied that although the outcome would be challenging for SBW in terms of cost management and delivery, the company could meet the challenge.</p>	
<b>A.O.B.</b>	
<p>There being no other business raised the Chairman reiterated his unqualified thanks for everyone's input over the past 3 years and that you may now consider yourselves 'resigned'!</p>	