

Customer View

Keeping customers at the heart of the company



Independent Chair: **Richard Lacey**

c/o **Bournemouth Water Ltd**
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MINUTES OF CUSTOMER VIEW GROUP HELD ON THURSDAY 4th JUNE 2015 AT 4.00PM AT BOURNEMOUTH WATER OFFICE

Present: Richard Lacey, Chair; Ed Vidler Deputy Chair; David Howarth, Environment Agency; Doug Kite, Natural England; Mike Short, Consumer Council for Water; Emma Lee, CAB; Christine Cook, CAB; Kathy Tilbury, MD Excelsior Coaches; Geoff Bettle, New Forest District Council; Mike Holmes, Bournemouth Borough Council; Bruce Grant-Braham, Bournemouth University; Linda Willard.

Also Present from Bournemouth Water: Angela Lane, Non Executive Director; Bob Taylor, Managing Director; Philippa Goodwin, Finance Director; Richard Stanbrook, Director of Corporate and Retail Services; Tracey Legg, Regulation Manager; David Harrison as Secretary.

Apologies: Gillian Mayhew, Consumer Council for Water; Alan Eames, MD Chewton Glen Hotel; Tim Aston.

	Action
<p>Welcome by Chair: Richard Lacey formally welcomed all members present, thanking them for agreeing to join and outlined the format for the remainder of the meeting.</p>	
<p>Customer View Aims and Objectives: Richard Lacey outlined the groups aims and objectives which include to:</p> <ul style="list-style-type: none">• hold the company to account for achievement of the performance commitments agreed by Ofwat for the 5 year period to March 2020 and work with Bournemouth Water as to how any financial windfall that may occur is shared with their customers• potentially produce a report for submission to Ofwat on the performance of Bournemouth Water <p>The group is entirely independent of Bournemouth Water (BW); BW will facilitate meetings and provide secretarial services; they have also set up a private web page where documents will be posted for view by group members only. Angela Lane, an independent non executive director of Bournemouth Water will attend meetings and will be the Customer View group's direct link to the Board if it is felt necessary to follow that route, rather than through the BW executive.</p> <p>All members will receive the same monthly performance reports as those sent to the board.</p>	

Secretary: **David Harrison**

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<p>Ed Vidler, Deputy Chair and member of the previous Periodic Review 2014 Customer Engagement Planning Forum group explained the differences between the two groups.</p> <p>Meetings are expected to be bi-annual, with occasional extraordinary meetings</p> <p>The members were asked if they agreed that this group was independent of Bournemouth Water; all members agreed it was.</p> <p>Richard Lacey asked the group if they were happy for contact details to be shared amongst the members. Mike Short requested that only e-mail address were shared universally, which the other members agreed to.</p> <p>Members were advised that some of the information they will receive during their term of membership will be confidential and Richard Lacey asked all members to acknowledge this, which they did. A Confidentiality Agreement will be sent post meeting for all members to sign and return.</p>	
<p>Introduction of members and BW attendees</p> <p>All present introduced themselves with a brief personal profile.</p>	
<p>Background of Bournemouth Water</p> <p>A paper copy of this presentation had been circulated to all members ahead of the meeting; Bob Taylor (MD) talked members through the slides with input from Philippa Goodwin (FD) and Tracey Legg (Regulation Manager).</p> <p>Bournemouth Water agreed to produce a booklet of acronyms for all members to assist with water industry jargon; to be ready by next meeting.</p>	BW
<p>Recent purchase of Bournemouth Water by Pennon Group</p> <p>Bob Taylor gave a presentation to the members outlining the position of the business following the purchase of the company by Pennon Group plc. A copy of this presentation was made available to all members.</p>	
<p>Draft Terms of Reference</p> <p>These had been circulated ahead of the meeting to all members and open discussion took place.</p> <p>Under 'introduction' Mike Short asked who had created the Customer View group. Richard Lacey replied that it had been created by Bournemouth Water but the ownership and independence had passed to the group. RL further confirmed that he had been fully involved in the selection and pre-interview of all CVg members to ensure independence.</p> <p>Under 'purpose' David Howarth asked how many stakeholders are looking to the group for assurance, and whether Ofwat is included. Richard Lacey replied customers are stakeholders and so too is Ofwat. David Howarth suggested mentioning Ofwat specifically. RL felt that as the prime regulator they were not a stakeholder per se.</p> <p>David Howarth suggested an amendment to the roles and responsibilities of the sub-group, second paragraph page 2 to be re-written as: "Will seek to represent customer as a whole"; RL added that this may be achieved by utilising a customer forum sub group if necessary; this was agreed by the members and a revised version is attached to these minutes.</p>	
<p>Date of next meeting</p> <p>October 2015; members will be sent some alternative dates during June to check availability.</p>	



Richard Lacey asked members were asked whether the timing of the current meeting was acceptable. It was agreed that subsequent meetings would be held between 3.30pm and 5.30 pm.	
Any other business There being no other business the meeting was closed at 6.00pm.	
Optional tour of Alderney Site This was postponed owing to time constraints but some members remained to have a brief presentation of the site by Bob Taylor	



