

**MINUTES OF  
CUSTOMER ENGAGEMENT PLANNING FORUM MEETING  
HELD ON TUESDAY 25th September 2012  
AT 10.00 A.M. AT LONGHAM LAKES**

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**PRESENT:** Charles Howeson (Chair) – CH  
Philip Warr (Deputy Chair) - PW  
Douglas Kite (Natural England)-DK  
Mike Holmes (Borough of B`mouth)-MH  
Roger Harrington (SBW) – RH  
Tracey Legg (SBW) TKL  
Peter Bridgewater (SBW) – PB  
David Harrison (SBW) –DH  
Alan Logan (SBW) –AL  
Greg Pienaar (SBW)- GP  
Anamaria Millan (CCW) AM  
Ed Vidler (CCW)  
Alan Burrows (EA)  
Neil McPhee (Nuance) - NM  
Gill Wales (Nuance) – GW  
Jonathan Holyhead (Dorset Blind Association) -JH

**Apologies**

Julie Leigh (FSB)  
Lindsay Cass (C`Church BC)  
Jacky Atkinson (DWI)  
Gillian Mayhew (CCW)

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- **Welcome and apologies:** CH welcomed all present and discussed with the members a letter written by Water Future (South West Water`s CCG) to OFWAT requesting clarification of certain aspects of the forum`s mandate. CH asked the members if they would wish to send a letter in a similar vein.  
**Apologies:** these were received from Lindsay Cass, Jacky Atkinson and Gillian Mayhew. DH advised the members that Julie Leigh had had to step down as a result of poor health. Another representative had offered to take her place and the members agreed that DH would pursue this offer and keep the group informed.
  - **Minutes of last meeting:** These were agreed and will now be published on the SBW web site.
  - **Matters arising:** None.
  - **Water Resources Management Plan:** GP gave a presentation to the group of SBW`s formal Water Resources Management Plan and showed how it would impact on the 5 year business plan. TKL outlined the current position on water trading.
  - **Efficiency:** RIH provided the members with a series of graphs outlining the company`s performance since 1995/6 and showing how efficiencies had been achieved in all major areas of operation. It was agreed that the issue of Bad Debts would be expanded on at

the next meeting. CH asked EV to speak to OFWAT before the next meeting to seek clarity on the requirement for CCGs to robustly challenge the company's costs.

- **Workshops:** TKL outlined to the members that SBW were happy to produce workshops on various subjects for the members in order to increase their level of understanding; the first of these is scheduled to take place on the 12<sup>th</sup> November at the RNLI College in Poole.

(At this point CH had to leave the meeting and the chair was handed over to PW)

- **Report on Quantitative Survey :** Before this began CH asked EV, who had seen the report beforehand if there were any major issues with it; EV replied no major issue, and the overall message from the research was that customers expected SBW at least to continue to meet the existing standards of service at prices which do not exceed inflation. GW then gave the members an overview of the findings and invited questions for the group. The members agreed to endorse the quantitative process and the content of the findings was noted.
- **AOB:** PW asked the group if they wished to send a letter to OFWAT as outlined by CH in the welcome item. It was agreed that the group felt that it was not appropriate at this juncture.
- **Meeting closed at 13.10hrs. date of next meeting 13<sup>th</sup> of November, location The RNLI College Poole.**