

**MINUTES OF
CUSTOMER ENGAGEMENT PLANNING FORUM MEETING
HELD ON TUESDAY 12 June 2012
AT 10.30 A.M. AT LONGHAM LAKES**

PRESENT: Charles Howeson (Chair) – CH
Philip Warr (Deputy Chair) - PW
Jacky Atkinson (DWI)-JA
Douglas Kite (Natural England)-DK
Mike Holmes (Borough of B`mouth)-MH
Lindsay Cass (Christchurch & E Dorset) - LC
Roger Harrington (SBW) – RH
Peter Bridgewater (SBW) – PB
David Harrison (SBW) –DH
Alan Logan (SBW) –AL
Anamaria Millan (CCW) AM
Neil McPhee (Nuance) - NM
Gill Wales (Nuance) - GW

Apologies Alan Burrows (EA)
Julie Leigh (FSB)
Jonathan Holyhead (Dorset Blind)
Ed Vidler (CCW)
Gillian Mayhew (CCW)

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- **Welcome and apologies:** CH gave the meeting a positioning statement of where we were, in particular in relation to the other water company forums of which he is chair.
 - **Minutes of last meeting:** these were agreed and will now be published on the SBW web site.
 - **Matters arising:** none.
 - **Report by Philip Warr on his meeting with Ofwat on the 22nd May:** The main theme of the meeting had been to explore roles and responsibilities. The Ofwat notes from this meeting will be circulated to members. Philip expressed some concern that Ofwat had indicated that the challenge groups should not concern themselves with a water company's costs. Members of the group were concerned that if SBW is to engage meaningfully with its customers in respect of services to be offered, outputs and outcomes to be achieved, that customers will inevitably want to know the prices associated with these and the effect on their bills. Members struggled to understand how prices can be discussed without also exploring the associated costs. CH asked AM to provide CCWater's position on this, which she agreed to investigate and report back to the members. CH observed that the Groups Terms of Reference had been closely modelled on guidance issued by Ofwat which had made specific references to these groups engaging with water companies on the acceptability of bills and the cost effectiveness of proposed delivery mechanisms. It was noted that the Group may well via the Chair need to seek clarity in writing from Ofwat on the terms of reference and Ofwat's expectations of the challenge process..

- **Neil McPhee of Nuance report on qualitative research:** The group was given an overview of the findings of the research which took place with a series of focus groups during May.
- **Group discussion on research findings:** various questions were put by the members; PW asked if price and costs were included in the questions. It was noted by the members that NM replied that SBW had instructed him to include price in the quantitative phase of the research. CH stated that when discussing price the research must define the time period involved. CH summed up this session with the conclusion that in order to have a dialogue with its customers SBW must be proactive. GW gave the group an outline of the mechanics of the quantitative phase of the research. CH asked if we had a sub group to comment on the questions used. DH advised that Ed Vidler and Gillian Mayhew of CCW had agreed to assist and Jacky Atkinson of DWI volunteered to take part.
CH advised the group that DH will circulate the proposed questionnaire to the whole group but that the above 3 members would respond on the report to the full group who will then formally sign off as required by 26.06.12 in order for SBW and Nuance to complete the work over the summer. The sign off process will be conducted via e-mail.
- **Future Customers:** AL outlined to the group the proposed methodology for capturing the views of future customers by working with local secondary schools.
- **Meeting closed at 12.50pm**
- **Date of next meeting 25.09.12**