

Customer View Group

Keeping customers at the heart of the company

MINUTES

VENUE: The Haven, 161 Banks Road, Sandbanks, Poole, Dorset, BH13 7QL

DATE & TIME: 12 December 2019, 16:00 – 18:00

ATTENDEES: Richard Lacey (Chair), Ed Vidler (Deputy Chair), Michael Barnes, Mike Short, Andy Woodland, Dr Bruce Grant-Braham, Kathy Tilbury, Emma Lee, Linda Willard

Jon Hill – SWW, Nikki Roberts – SWW, Lily Black – SWW, Saska McGrath, Graham Hindley – Jacobs

APOLOGIES: Douglas Kite, Tamsin Sutton, Rob Scarrott – SWW

1.	<p>Welcome and Introduction</p> <p>RL welcomed all attendees to the meeting.</p> <ul style="list-style-type: none">• Minutes from previous meeting <p>The minutes from the last meeting on 28/05/19 were reviewed and accepted by the group as an accurate reflection of the meeting. As such, RL formally approved the minutes for publication.</p>	
2.	<p>Actions from previous meeting</p> <ul style="list-style-type: none">• Actions log <p>The actions log was reviewed and discussed.</p> <p>BG-B thanked the Company for their comprehensive briefing note on water treatment and water quality.</p> <p>RL noted that all actions and challenges had been completed.</p> <p>EV thanked the Company for ensuring that actions had been completed in a timely manner.</p>	
3.	<p>CCWater update</p> <p>MB advised that the recent CCWater meeting in public focussed on affordability.</p> <p>EL reflected that the level of engagement with BW customers by the WaterGuru is lower than for other companies in the area. Last year the number of applications for BW processed by the WaterGuru was lower than those on behalf of the local sewerage provider.</p>	

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	<p>JH advised that in addition to the WaterGuru, the company had deployed its WaterCare Advisors in the BW area, noting that they will engage with customers via partner organisations, and also undertake home visits where they directly support customers and process applications via their WaterCare app.</p>	
4.	<p>BW ODI Half Year Performance 2019/20</p> <p>ODI Scorecard</p> <p>JH noted that the majority of ODIs are showing strong performance, and that the net position is forecast to be in reward for the end of the AMP.</p> <p>JH stepped the Panel through individual ODI performance. The presentation set out each measure and the forecast year end position in terms of both performance and any reward or penalty.</p> <p>EV questioned whether performance under the ‘Large Scale Interruptions’ ODI were verifiable. JH confirmed that all reported data would be subject to the year end assurance programme by independent technical auditors.</p> <p>EV questioned whether ODI financial net reward would be returned to customers. JH explained that should the Company exceed its targets then its customers would have benefited from improved service levels. Under the regulatory framework Ofwat will allow the Company to recover their reward in the form of increased revenue.</p> <p>RL noted the difference in approach this AMP between SWW and BW, in that SWW share their rewards with customers.</p> <p>JH added that from 2020/21 the WaterShare scheme referred to by RL would be extended to BW customers. In addition, next year eligible BW customers would receive a rebate under the new WaterShare+ scheme. Household customers will receive a choice of:</p> <ol style="list-style-type: none">1. A bill reduction2. A cheque or payment into the customer’s bank account, depending on how their bill is paid3. Shares in Pennon Group plc, SWW’s parent company <p>Eligible non-household customers in the retail market will receive a rebate and not the share option. The Company is currently reviewing options to pass the rebate to eligible non-household customers, given they are no longer direct retail customers.</p> <p>RL noted that the share element is unique in the industry.</p> <p>Safeguarding Water Environment Progress Update</p>	

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	<p>SM presented an overview of the report and progress to the plan.</p> <p>SM advised that following DK's previous feedback, programmes involving tree cutting had been brought forward and were now complete.</p> <p>SM also advised that Defra has developed a biodiversity assessment calculator which is in use by the Company.</p> <p>RL questioned how the Company's commitment to plant at least 100k trees over the next 10 years could be reconciled with the work to remove trees and shrubbery at their works. SM advised that the removal activities are mandated to satisfy DWI requirements, and that Defra's new tool will allow the Company to measure and mitigate this impact.</p> <p>Community Service Volunteer Days Proposal</p> <p>RL drew the Panel's attention to the two papers submitted by charities for review.</p> <p>Dorset Wildlife Trust (DWT) have put forward two schemes for consideration, and Community Action Network (CAN) a proposal to distribute funds to smaller, local charities.</p> <p>EL is a trustee of CAN, so declared a potential conflict of interest and as such advised they would not take part in the discussion or decision.</p> <p>The Panel discussed the relative merits of both organisations' proposals and agreed that further information was required to make a full assessment.</p> <p>ACTION: RL to request further information from CAN, including details of community and environmental organisations.</p> <p>ACTION KT to support RL and draw up a list of smaller environmental groups.</p>	<p>RL</p> <p>KT</p>
5.	<p>BW Complaints</p> <p>JH highlighted CCWater's recent report on 2018/19 complaints, noting that BW continues to be amongst the best performers in the industry, ranked third.</p> <p>MB drew the Panel's attention to the Company's strong performance during a period when its customers were transferred to a new billing system. MB advised this was in contrast to other companies, who had undertaken migrations and seen an increase in customer complaints.</p> <p>JH reviewed current year to date and forecast complaints performance with the Panel.</p>	

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	<p>BG reflected on historic complaint levels and noted that the Company should be complimented for the progress made.</p>	
6.	<p>BW Customer Update</p> <p>NR presented an update on customer facing activities, and was able to confirm that number of customers on the Company's Priority Service register was now greater than the level seen prior to the billing system migration.</p> <p>NR advised that WaterCare Advisors were working with partner organisations and undertaking home visits. These activities help to ensure customers are on the appropriate water support tariff and are in receipt of all entitled benefits.</p> <p>EV questioned whether the Company had a target for the number of customers on a support tariff. NR confirmed that in the next AMP the Company would have a performance commitment for this measure, and advised that the Company's Board has also pledged to eliminate water poverty by 2025.</p> <p>NR presented results of overall service and value for money long term tracking surveys, noting that this year has seen a change to surveying methods, having been expanded from telephone only to telephone and online.</p>	
7.	<p>AOB</p> <p>RL thanked the Panel for their attendance and closed the meeting with no further business.</p>	