

Notes of South East Water Customer Panel held on 27th February 2019, at Marillac Room, The Passage, St Vincent's Centre, Carlisle Place, London SW1P 1NL.

Present:

Zoe McLeod (ZM) (Chair)
 Karen Gibbs (KG) (CCW) (by phone)
 Penny Shepherd (PS) (CCW)
 Janet Hill (JH) (Swale Borough Council)
 Richard Lavender (RL) (Kent Invicta Chamber of Commerce)
 Jonathan Sellars (JS) (Environment Agency)
 Leslie Sopp (LS) (FCA)
 Rupika Madhura (RM)

Steve George (SG) (SEW)
 Jane Gould (JG) (SEW)
 David Hinton (DH) (SEW) (by phone)
 Richard Sands (RS) (SEW)

Apologies:

Andy Clowes (AC) (SEW)
 Louise Bardsley (LB) (Natural England)

Agenda Item no.	Notes and Actions
1. Introductions and Declaration of interest	<p>ZM welcomed Jonathan Sellars from the Environment Agency to the CCG. Jonathan has replaced David Howarth representing the Environment Agency.</p> <p>RM has a declaration of interest for the group to consider. Her role at Ofgem has changed and she is now heavily involved in the Price Review, and will be working more closely with Ofwat. This will allow access to Ofwat information that she will not be able to divulge to the CCG. RM confirmed that Ofwat did not have any issue with her membership of the CCG.</p>
2. Chairs and members update	<p>ZM would like to keep a log of CCG member engagement activity for transparency and asked the panel to send a list of dates and events to AW for logging. LS said that this information should be made available for public access on the website. There should be a shared access space available to them, such as Huddle/Share Point, as many members have trouble in accessing the current system. LS would like to have a discussion around resources and tools.</p> <p>Action: ZM/AC will create a list of resources and tools and share this with the group</p> <p>Action: All CCG members to send the list of events attended since January this year to AW.</p> <p>Action: AC is to work on finding a shared space system that is fit for purpose and that everyone can access from all devices.</p> <p>ZM advised that she had met with Ofwat CEO Rachel Fletcher, and discussed the CCG process, including RF's views on CCG independence.</p> <p>ZM confirmed that she had been invited to participate as a panel member in a recent Ofwat "Question Time" event, which DH and Oliver Martin had attended. The event was chaired by RF, and the panel included special guest, musician Feargal Sharkey. LS asked whether the event is available to the public and ZM/DH would look into this.</p>

	<p>Action: ZM / DH to find out if details about the Water Question Time can be circulated.</p>
<p>3. Ofwat Initial Assessment - update</p>	<p>PS told the group that CCW will be responding to the Draft Determination for SEW and asked whether the CCG were intending to do the same.</p> <p>ZM confirmed that that the CCG would be submitting an assurance report on Ofwat's IAP, and also producing an annual report. ZM also confirmed that she had raised with Ofwat the requirement for "Best Practice" research approaches to be employed by companies when responding to IAP's, and that this presented challenges. ZM confirmed that Ofwat had suggested that companies and CCG's take a pragmatic approach.</p> <p>DH presented the results of the Ofwat's Initial Assessment of SEW's Plan (IAP). He advised that SEW would be responding to the 102 actions, in particular, focussing on areas where the company's plan had received a C or D mark, and challenging Ofwat's assessment.</p> <p>PS asked DH how he believed that Anglian Water scored an A for Engaging Customers. DH responded, believing that it was the breadth of customer engagement and the large variety of techniques that they used, and that their triangulation was therefore more robust than SEW's. ZM added that the scale of Anglian's reach was outstanding, communicating with thousands of customers. ZM confirmed that she had commented on the proportionality and resources available to water only companies at the recent CCG's chairs meeting.</p> <p>PS asked what SEW had done differently to other water companies to achieve an A score in addressing affordability and vulnerability. ZM commented on SEW's engagement approach customer engagement, and also clarified that that SEW's PSR commitment did not include customers identified through data sharing.</p> <p>PS asked whether SEW was intending to revise the PCC target or continue to try and achieve the current target. DH said that SEW would defend the current position and JS confirmed that the EA felt SEW's approach was stretching.</p> <p>DH felt that the Ofwat's assessment of SEW's enhancement costs were significantly off, giving examples of where Ofwat had reduced one of their schemes by £10m, and had not accepted any company's costs to improve leakage by 15%.</p> <p>RM asked how SEW was evaluating whether to invest time in challenging these issues, against responding the 102 IAP actions and DH confirmed that SEW would respond wherever it felt there was a compelling case.</p> <p>ZM asked what the Board's reaction was to the IAP summary. DH said that they were particularly disappointed that SEW had received a C score for engagement.</p> <p>ZM reported that Ofwat have asked the CCG's to comment on the water companies' responses to the IAP. ZM confirmed that the CCG will either support SEW's responses or disagree about the outcome of the actions required. ZM believed fees that there was possibly more than the 102 action points, and that this would be discussed in the CCG private session after this meeting.</p> <p>JG asked if the CCG could provide SEW with a list of the key areas so that we can prioritise those responses.</p>

	<p>Action: The CCG to provide a list of the keys areas of the IAP summary that they would like SEW to respond to. A draft version needs to be available by Friday 8th March and the final draft be ready by Friday 15th March.</p>
<p>4. CCG April Assurance report – priorities, timetable & next steps</p>	<p>JG presented the group with the initial results of 700 customer surveys regarding acceptability for the combined bill (water & sewerage) for 2020-2025 and for multiple bill profiles for the 2025-2030 period which had been collated into one piece of research.</p> <p>JG confirmed that the research was still underway, and anticipated that over 1000 household customers would be surveyed in total.</p> <p>ZM asked if SEW intend to speak to Southern Water and Thames Water and how we then communicate our companies charges. JG replied that this is a challenge, and SG confirmed it presented difficulties in other areas too, such as the new CMEx measure. ZM asked if SEW still have the initial list of questions that were suggested by the CCG. LS would like to see the cover sheet and the CCG will then write the commentary on that.</p> <p>Action: JG will ask Accent for the list of initial survey questions to circulate to the group, along with copies of the slide presentation. JG will also send the initial draft cover sheet to LS.</p>
<p>5. Forward meeting timetable & CCG next steps</p>	<p>CCG forward plan needs to be agreed. Matching their own timetable and deadlines.</p> <ul style="list-style-type: none"> • Refreshing Membership – skills & knowledge audit in May • Performance reviews in June • Recruitment in July <p>It was agreed that given the timescale the current CCG membership would all be attending the next meeting to be held in June. ZM felt that recruitment realistically wouldn't take place until around September, after the summer holiday period, and that any new recruits were unlikely to be in attendance until the December meeting.</p> <p>SG said the new Terms of Reference needed to be agreed and ZM explained that this was underway with Oliver Martin, for presentation to the SEW Board.</p> <p>Action: SG to liaise with OM regarding CCG Terms of Reference</p>
<p>6. Freeze Thaw Company Update</p>	<p>RS presented to the group an update on lessons learned regarding the Freeze/Thaw incident in March 2018.</p> <p>RS advised that many changes had been implemented, including permanent bottled water sites that have been set up around the SEW region, ensuring stock was available locally so that customers would be without water for less time in the event of an interruption, and focussing on our vulnerable customers. There will also be ability for Livestock owners to collect water from static bowsers, and RS also confirmed that standby cover has been increased.</p> <p>ZM asked how confident SEW are about coping with another freeze/thaw incident. RS responded saying that SEW believes that customers would be less affected and for a shorter period of time.</p>
<p>7. AOB</p>	<p>Future Meeting dates agreed:</p>

	<ul style="list-style-type: none"> • Wednesday 5th June 2019 • Wednesday 4th September 2019 • Wednesday 4th December 2019 • Wednesday 4th March 2020
8. Private session	
End. Meeting Close	

Summary of Actions and Challenges

Actions	Owners
CCG members to send details of any SEW engagement events that they have attended this year to AW	CCG
ZM/AC to create a list of resources and tools and share this with the group	ZM/AC
AC is to work on finding a shared space system that is fit for purpose and that everyone can access from all devices.	AC
ZM to find out if details about the Water Question Time can be circulated.	ZM
ZM to provide a list to JG of the keys areas from the IAP summary that the CCG would like SEW to respond to	ZM
JG will ask Accent for the list of initial survey questions to circulate to the group, along with copies of the slide presentation. JG will also send the initial draft cover sheet to LS.	JG
SG to liaise with OM regarding CCG Terms of Reference	SG

Challenges

There were no challenges agreed.

Engagement Log

Name	Event & Date
Penny Shepherd	Thurs 24 Jan: Kent County Council Climate Change and Impact Assessment Workshop Wed 30 Jan: SEW Environmental Focus Group Tues 19 March: CCW London and South East Committee Meeting in Public (Several other CCG members also registered to attend this.) Tues 26 March: RSA Canterbury - Understanding Social Isolation and Loneliness
Janet Hill	Jan 24 – KCC Climate Change Risks event Jan 29 – Vulnerability Sub Group CCG private meeting CCG dinner Feb 27 – CCG meeting Feb 28 – Helping Hands Panel