

**[DRAFT 2] Notes of Meeting No 2 of the South East Water Customer Panel held on 5<sup>th</sup> August 2015, at South East Water, Rocfort Road, Snodland.**

**Present:**

Roger Darlington (RD) (Chair)  
 Karen Gibbs (KG) (CCW)  
 Penny Shepherd (PS) (CCW)  
 Angela Dacombe (Age UK)  
 Janet Hill (JH) (Swale Borough Council)  
 Richard Lavender (RL) (Kent Invicta Chamber of Commerce)  
 Veronica McGannon (VM) (Household Customer)  
 Adrienne Margolis (AM) (Household Customer)

**Apologies:**

Darren Hall (West Kent Housing Association)  
 Steve George (SG) (SEW)  
 Caroline Farquhar (CF) (Tonbridge & Malling CAB)  
 Ben Roome (BR) (Household Customer)

Paul Seeley (PSy) (SEW)  
 Simon Mullan (SM) (SEW)  
 Sheila Bowdery (SB) (SEW)  
 Oliver Martin (OM) (SEW)  
 Alison Lee (AL) (SEW)

**Notetaker:**

Meeting 2  
 Becky Murrock (RM) (SEW)  
  
 Meeting 1  
 Amy White (AW) (SEW)

Agenda Item no.	Notes and Actions	Action	Timescale
1. Introductions, Minutes and Matters Arising	<p>RD opened the meeting and welcomed everyone. RD introduced Angela Dacombe and asked attendees to give a brief introduction to themselves, their background and current roles.</p> <p>Roger talked through the minutes and actions from the last meeting.</p> <p>1/1 - Complete</p> <p>1/2 - Complete</p> <p>1/3 - AW to circulate leaflet</p> <p>1/4 - Complete</p> <p>1/5 - Complete</p> <p>1/6 - RD requested panel members to provide a short biography to be added to the website. RM to arrange for those received to be added to the website, and provide a status update to RD in two weeks.</p> <p>1/7 - Complete. RD had had one to one meetings with new members PS, RL, VM, AD and DH</p> <p>1/8 - Inductions and visits were discussed. VM, AD, RL, PS and AM confirmed they wished to visit to Bewl Water. Potential dates for half-day visits would be circulated – RM to email RD with potential dates. PSy also suggested attending the public tours, which are held</p>	<p>2/1 AW</p> <p>2/2 RM</p> <p>2/3 RM</p>	<p>Complete</p> <p>31<sup>st</sup> August</p> <p>31<sup>st</sup> August</p>

Agenda Item no.	Notes and Actions	Action	Timescale
	<p>on 10<sup>th</sup> October for Bewl Water and 17<sup>th</sup> October for Arlington.</p> <p>PS asked for those who are travelling by train if they could be collected from the station. SB confirmed she would collect rail travellers from the station.</p>		
<p>2. Chair's Report</p>	<p>RD explained that he had given a number of interviews about the conduct of Price Review 14, with particular reference to the role of Customer Challenge Groups, and about the future of customer engagement in the sector, including the role of post-CCG bodies. He had already given interviews to Ofwat, UKWIR and "The Water Report" and had an interview scheduled with the London School of Economics.</p> <p>RD reported that the latest meeting of the six chairs of post-CCG bodies in the south east region had been attended by David Black, Giles Stevens and John Ashley of Ofwat. He was hopeful that future meetings of the group would include chairs from post-CCG bodies of other companies.</p> <p>RD confirmed he had met the company's new chairman, Nick Salmon, and that RD would be attending a future company Board meeting.</p> <p>KG suggested sending links to the any relevant industry papers that are published.</p> <p>RD explained that Ofwat have issued a range of consultations over the past few months. The Panel discussed at what level these consultations should be discussed at future meetings.</p> <p>OM confirmed he would circulate a list of consultations at each meeting and provide a summary of the issues and SEW's response where relevant.</p> <p>OM would also consider the best means of keep members informed between meetings.</p> <p>PS questioned the future work plan and asked RD whether a formal work plan was needed to cover specific areas. RD agreed he would look at developing a work plan for the next year.</p>	<p>2/4 OM</p> <p>2/5 RD</p>	<p>Next meeting</p> <p>Next meeting</p>
<p>3. Satisfaction Survey</p>	<p>OM discussed the paper and explained how surveys were undertaken each month.</p> <p>VM raised an issue with the taste and odour of the water where she lives. OM advised he will discuss with SEW's Water Quality team and contact VM separately about this.</p> <p>RD requested that acronyms used in company papers are</p>	<p>2/6 OM</p>	<p>Next meeting</p>

Agenda Item no.	Notes and Actions	Action	Timescale
	<p>accompanied by an explanation.</p> <p>KG asked whether the ODI for value for money is taken from the telephone survey. OM confirmed that this is measured via a postal survey annually in October. The inclusion of this question in the telephone survey is to compare the results via this method and to track this measure on a more regular basis.</p>		
<p>4. Company Performance Report</p>	<p>SM presented the performance report and confirmed that complaint volumes are dropping.</p> <p>The SIM survey score was lower than anticipated, and SM confirmed that the Hailsham incident had affected 14% of the customers surveyed. SM confirmed he was confident of improvements in the next survey.</p> <p>SM discussed the various activities that are underway by the Company to continue to improve service to customers and speed up resolution of customer enquiries.</p> <p>PS updated the panel on the day she spent in the Customer Services department. She was pleased to see the positive attitude of the staff.</p> <p>AD raised an issue regarding the length of time it had taken the company to fit a water meter for a particular customer. SM outlined the improvements that have been made to the metering processes to ensure this kind of issue is not repeated.</p> <p>AD also queried the Company's meter budget process for setting direct debit payments. SM outlined how this process works and recent improvements that had been made.</p> <p>VM shared difficulties she had encountered in dealing with another water company. VM felt SEW are now very different and dealings had become a positive experience.</p> <p>PS questioned the time taken for improvements to be implemented. SM and OM outlined the broad range of improvements that had been made over the past three years and how larger issues had been tackled first, with a continual improvement process now established to ensure complaint volumes reduce further still.</p> <p>PS asked whether there were other areas where the company felt performance could be improved, and SM spoke about the length of time it can take to fit a meter, which remains some way behind customers' expectations.</p>		
<p>5.</p>	<p>SM presented the Social Tariff paper.</p>		

Agenda Item no.	Notes and Actions	Action	Timescale
Social Tariffs	<p>RD asked why the company was 50% ahead of its target and SM advised there was an initial surge but that demand was expected to settle at around the targeted number. SM reported that customers were giving positive feedback.</p> <p>RL questioned how the target had been calculated.</p> <p>OM confirmed that customer demographics had been assessed through the Business Plan and with estimates made about the level of customer take up of the tariff. RD questioned how customers' continuing eligibility would be assessed, and SM confirmed the approach.</p> <p>AM questioned the level of subsidy for the scheme. SM confirmed it was circa 50 pence per customer. AM questioned whether this could be used as a positive publicity message. OM advised that Customer Focus groups had been used to establish the tariff and that the issue cross-subsidy was a challenging one for communication.</p>		
6. Open Market	<p>OM presented the paper and explained about the opening of the non-household market and how it will operate. All non-household customers will be able to switch supplier (retailer) from 1<sup>st</sup> April 2017.</p> <p>OM explained the relevance of "wholesale" and "retail" and the separate price controls determined as part of the PR14 process.</p> <p>JH asked what the company's plans were for market opening. OM outlined the implications for both wholesale and retail and discussed the plans and activities that are in place.</p> <p>RL questioned what had been published to the business community to make them aware of the changes in 2017, and offered the company space in his trade magazines to make customers aware.</p>		
7. Outcome Delivery Incentive (ODI) Performance – Calculation	<p>OM presented the paper.</p> <p>OM explained how the Outcome Delivery Incentives worked and explained the various terms used to assess and calculate the incentives/penalties included for some Outcomes.</p> <p>OM spoke about the recent Hailsham incident and how this had increased interruption-minutes for customers to a level well above our target, and for which he expected the company to incur a penalty. OM confirmed that the company remained focussed on delivering improvements, and PSy confirmed that the company had delivered improvements, with last year's interruptions of 8 minute per property</p>		

Agenda Item no.	Notes and Actions	Action	Timescale
	<p>comparing to 0.7 minutes per property so far this year, excluding the Hailsham burst.</p>		
<p>8. Outcome Delivery Incentive (ODI) Performance – Quarter 1</p>	<p>OM presented the paper, and confirmed that this format was proposed to be the future standard update for the Panel.</p> <p>OM explained the performance for the first quarter and the initiatives that are underway by SEW to improve performance. It was noted that many of the Outcomes are showing a score lower than the full year target, but that we are only 3 months into the year and the majority of initiatives to improve the scores are in the early stages of implementation.</p> <p>KG suggested that there be more interaction with the Panel about the initiatives that SEW are undertaking so the Panel could add value and provide suggestions on ideas rather than papers being for information. It was agreed that SEW would discuss with RD how this could be achieved in future meetings.</p> <p>OM suggested a focus on SEW's Brand Programme in the next meeting.</p> <p>AM confirmed her interest in branding and communication issues and that she would be interested in going into more detail in future. RD agreed that SEW's Brand Programme should be discussed at the next meeting.</p>	<p>2/7 OM</p>	<p>Next meeting</p>
<p>9. Hailsham Mains Burst</p>	<p>AB gave a presentation on the recent Hailsham Mains Burst to the Panel. The burst occurred on 10 May 2015, and resulted in 10,000 Hailsham properties losing supplies for over 24 hours, and properties in Eastbourne experiencing lower pressure.</p> <p>RD requested a copy of SEW's review of this incident.</p> <p>VM questioned the large variance from 22 Vulnerable Customers registered on our system, and the number of 400 that contacted and were visited during the incident. VM asked if this was a data issue. SM and SB advised the 22 customers were our first priority, and included dialysis customers, and SM confirmed that we continued to work on engaging vulnerable customers.</p> <p>PS questioned who customers would call in an incident following market opening. OM confirmed that market opening would only apply to non-household customers, and that in an incident they would call the wholesaler direct.</p> <p>PS questioned whether the company was sharing learning points from the incident. AB advised that the company's</p>	<p>2/8 AB</p>	<p>Complete</p>

Agenda Item no.	Notes and Actions	Action	Timescale
	<p>Emergency Planning Manager has spoken to other companies and that there is an industry forum through which discussion was continuing.</p> <p>AD asked what contingencies the company had for customers who may suffer from Dementia and cannot access websites or contact centres. AB advised that where the company had the customers' contact details, they would be contacted proactively, and SM confirmed the company had contacts with agencies that would be advised and would make contact with their specific vulnerable customer groups.</p>		
<p>9. AOB</p>	<p><b>Ofwat Company Monitoring Framework.</b> OM issued a copy of SEW's Annual Performance Report. OM also discussed work that is underway in relation to Ofwat's Company Monitoring Framework and the company's wish to engage with the Panel on this.</p> <p>OM will agree a separate review meeting with RD on this subject and this date will be made available to other members of the Panel so that they can attend if available.</p> <p><b>Future Papers.</b> KG requested that in the future papers issued to the Panel are marked up with a 'purpose statement' on the front – e.g. for information, discussion, etc.</p>	<p>2/9 OM</p> <p>2/10 RM/AW</p>	<p>September</p> <p>Next meeting</p>
<p>10. Meeting Close &amp; Lunch</p>	<p><b>Date of next meeting</b> Monday 2nd November 2015, to be held in the Osprey Auditorium, South East Water Head Office, Rocfort Road, Snodland.</p> <p>Provisional Agenda:</p> <ol style="list-style-type: none"> <li>1. Minutes, Actions and Matter Arising</li> <li>2. Chair's Report</li> <li>3. Satisfaction Survey</li> <li>4. Company Performance for Quarter 2 (2015/16)</li> <li>5. Social tariff</li> <li>6. Brand update</li> </ol>		