

Notes of Meeting No.8 of the South East Water Customer Panel held on 7th February 2017, at South East Water, Rocfort Road, Snodland.

Present:

Zoe Mcleod (Chair)
 Penny Shepherd (PS) (CCW)
 Janet Hill (JH) (Swale Borough Council)
 Caroline Farquhar (CF) (Citizens Advice)
 Veronica McGannon (VM) (Household Customer)
 Adrienne Margolis (AM) (Household Customer)
 Ben Roome (BR) (Household Customer)
 Richard Lavender (RL) (Kent Invicta Chamber of Commerce)

Apologies:

David Howarth (DH) (Environment Agency)
 Karen Gibbs (KG) (CCW)

Notetaker: Nicola Blake (NB) (SEW)

Steve George (SG) (SEW)
 Simon Mullan (SM) (SEW)
 Oliver Martin (OM) (SEW)
 Jo Osborn (JO) (SEW)
 Alison Lee (AL) (SEW)
 Sheila Bowdery (SB) (SEW)
 Lee Dance (LD) (SEW)

Agenda Item no.	Notes and Actions	Action	Timescale
1. Introductions	The Chair opened the meeting by recording the apologies.		
2. Minutes and Matters Arising	<p>ZM reviewed actions from the previous meeting, and highlighted that all actions had been completed. It was confirmed that SEW would review its approach to digital communications as part of its wider strategic review of engagement. It was also agreed that a price review speaker would attend the future CCG away day.</p> <p>The group discussed the use of the challenge log to log actions from the meetings however it was decided that the current remit will be continued.</p> <p>ZM asked SG for an update on the shareholder sale following the last meeting. SG informed the group that there was currently nothing to update and would keep the group informed of any developments as and when they occur.</p> <p>A hand out was circulated to the group to show a mock-up of the new website that is currently being developed, which will be where the quarterly performance will be published. The website is due to go live during April.</p> <p>The Panel had no further comments on the minutes and action points.</p>		
3. Challenge Log	SG presented Paper 2, and confirmed that the Challenge Log is saved on the Customer Panel document library web page.		

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	<p>SG ran through the challenges and current status of each, and the group had no further comment.</p>		
<p>2. Chair's Report</p>	<p>The Chair provided a verbal report.</p> <p>Since being appointed Chair, ZM has met individually with panel members as part of her induction. ZM has also meet with a number of SEW staff members and attended the company's Board meeting in January.</p> <p>Ofwat had held two meetings of company CCG Chairs since the last meeting. Topics from this included Ofwat's early thinking on affordability, the outcomes consultation and a discussion on the water industry performance website, Discover Water.</p> <p>ZM fed back that there was willingness among the CCG Chairs to explore the value of further collaboration, where it can deliver more cost effective engagement and outcomes for customers. She is supportive of an initiative underway to encourage water company leaders in the South/SE along with CCG Chairs and CCG members to explore this further.</p> <p>ZM also attended a Frontier Economics event on use of comparative information in research and a National Infrastructure Commission event on water resource management.</p> <p>Action 8/1: Link to the Discover Water website to be sent to Panel members. Panel members were asked to forward any comments on desired functionality to the Chair.</p> <p>ZM will be attending the company's Environmental Focus Group (EFG) tomorrow, and will attend a meeting with Advizzo and another meeting of the CCG Chairs before the next meeting.</p> <p>PS informed the group that a CCWater public meeting will be held on 16th March in London, the main focus of the meeting will be non-household competition.</p>	<p>NB</p>	<p>ASAP</p>
<p>5. Outcome Delivery Incentives and Company Performance; Q3</p>	<p>AL and SM presented Paper 3.</p> <p>Customer satisfaction scores have seen an increase from Quarter three 2015-16 in all measures. In the latest quarter, leakage and taste and odour have seen the highest scores since the beginning of the tracker in April 2015.</p> <p>The Annual Tracker survey was carried out during September and October, with the overall percentage for customers thinking their bill is value for money reaching 74%, which is</p>		

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	<p>slightly higher than last year's 71%. The company saw a 5% increase in return rate from last year.</p> <p>CF asked the company for clarification on their breaches performance, as it was not clear if the reported score was good or bad. The company will add a Red, Amber, Green status and last year's performance for comparison.</p> <p>JO informed the panel that a second version of a customer magazine had been sent out to a target postcode area. The panel members were given a copy of the magazine at the end of the meeting.</p> <p>CF asked the company what the comparative SIM ranking was for last year, SM told the group that the company performance in the quantitative complaints numbers continued to improve, and the qualitative scores remain around the same level as last year.</p>		
<p>6. Deep Dive: Water Resources Management Plan and Drought Plan</p>	<p>LD presented paper 4.</p> <p>In the past, companies have planned their water resource needs over a 25 year period, however with this plan, the company is looking at planning over a longer period. AM asked how developments in climate change is taken into account if you are setting plans for over 25 years. LD responded that although Water Resource plans are formally re-published every 5 years, a company is able to change a plan sooner if significant evidence is found.</p> <p>The EFG is used for engaging with stakeholders throughout the planning process, and updates from the EFG will feed into the panel. During a 12 week consultation period, customers will have a chance to make comments on the plan.</p> <p>The draft plan will be submitted to Defra for review at the end of 2017 and will go out to public consultation at the beginning of 2018.</p> <p>A Drought Plan must be submitted at the end of March. In developing this plan, the company has looked at more extreme droughts than have historically been experienced, and tested the level of resilience to these events.</p> <p>There was a wide ranging related discussion. This included: questions about how SEW built in flexibility into their approach; the impact of Brexit and wider changes and how the WRMP would dovetail with the wider business plan and engagement.</p>		
<p>7. Social Tariff Update</p>	<p>SM presented Paper 5.</p>		

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	<p>The group decided that it would not create subgroups to review different areas of the business plan, and that any documents that need reviewing between meetings should be circulated to all members, who may comment if they wished.</p> <p>AP 8/6 SEW to circulate initial thinking on segmentation for comment from the group members.</p>		
11. Private Session	<p>ZM fed back on the feedback and suggestions she had received from individual group members on the role, make up and operation of the group. It was discussed how to take these forward. This included a discussion on: the independence of the Group; content for the CCG away day; and the structure of future CCG meetings.</p>		
12. Meeting Close	<p>Date of next meeting is: to be confirmed, to be held on Wednesday 3 May 2017 in the Osprey Auditorium, South East Water Head Office, Rocfort Road, Snodland, ME6 5AH.</p> <p>Provisional Agenda: TBC following CCG Away Day.</p>		