

PR19 Customer Challenge Group

Meeting number: 4

Meeting Date: 23rd November 2017

Paper No: 2

Agenda No: 2

Title: Engagement Graphic

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Printing: This document does contain graphs or pictures and therefore does require you to print in colour. If you need a printout please let Nikki know.

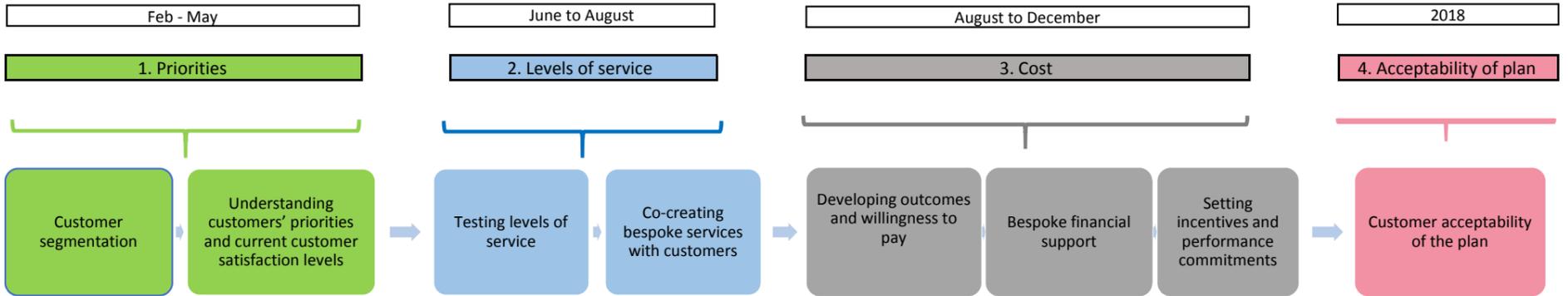
What is this paper about:	The paper also shows the company's thought processes and justifications for its engagement programme.
What is the context of this paper:	Following challenges to clearly articulate why the company is undertaking its chosen engagement plan and chosen methodologies.
Action needed from the CCG:	The Company are seeking the Sub-Group's views on the engagement graphic.

Statutory licence obligations

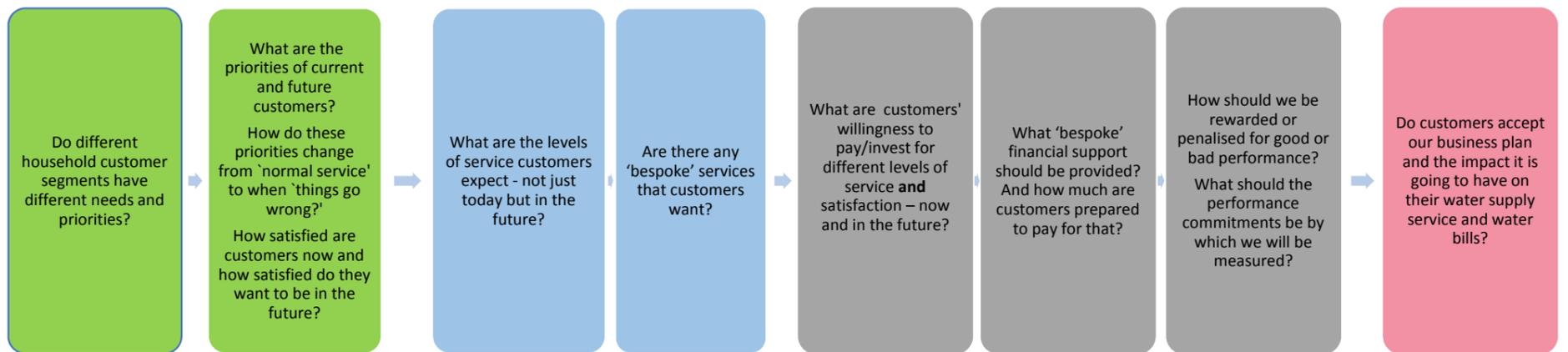
Company vision - 'To be the water company people want to be supplied by and want to work for'

2020-2025 Business Plan

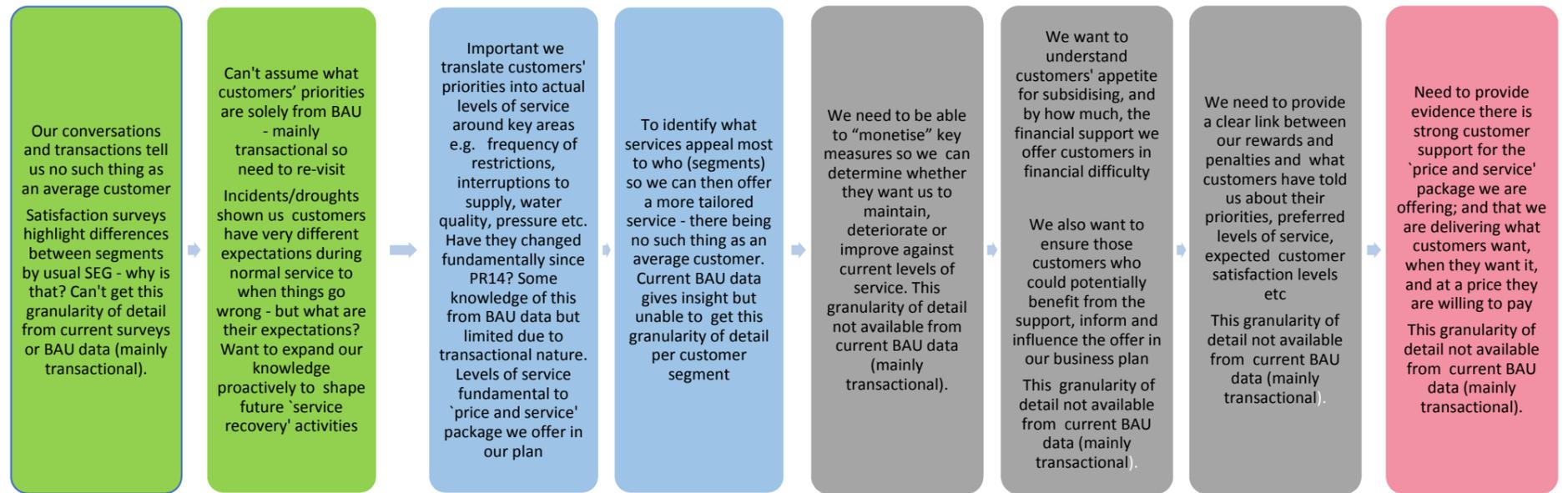
For every business plan there are 4 core themes that need to be explored with customers 1) their priorities 2) the levels of service they want/need 3) the cost they are prepared to pay for that level of service 4) the overall acceptability of our business plan. Our PR19 customer engagement programme has been structured around addressing these 4 core themes.



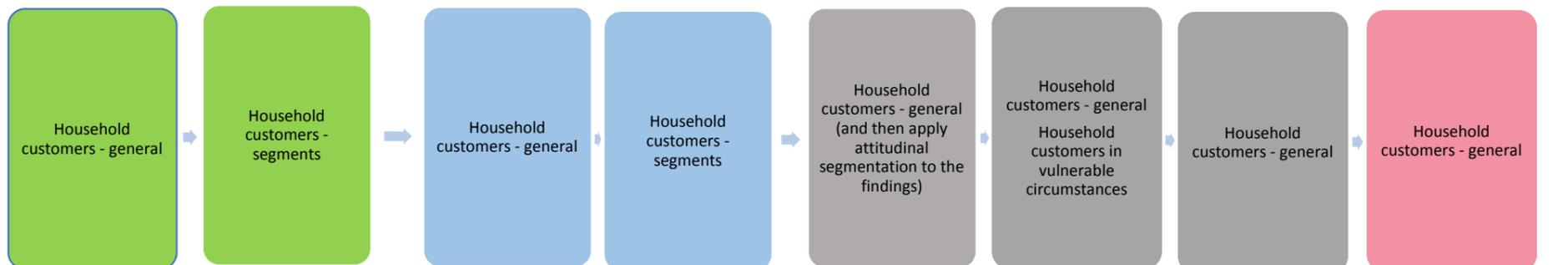
What do we want to know?



Why do we want to know this?



Who do we want to know this from?



Feb - May

June to August

August to December

2018

1. Priorities

2. Levels of service

3. Cost

4. Acceptability of plan

develop for 2020-2025

2025

Shaping of performance commitments for 2020-2025

Shaping of performance commitments for 2020-2025

meeting those performance commitments on customers' bills for 2020-2025

provide bespoke financial support
The cost of meeting those performance commitments and/or subsidies on customers' bills for 2020-2025

The financial impact on the company and customers' bills for 2020-2025 of the rewards and penalties

priorities, their preferred level of service, and at a cost they are prepared to pay?