



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum
Date: 17 May 2017
Time: 13.45 – 16:00
Location: Kingsgate Conference Centre, Staplee Way, Peterborough, PE1 5YT

- Present:**
- . Jeff Halliwell – Independent Chair (M)
 - . Bernard Crump, CCWater (M)
 - . Gill Holmes, CCWater (M)
 - . John Giles, Environment Agency (M)
 - . Nathan Richardson, RSPB/Blueprint for Water (M)
 - . Peter Olsen, Chair Hartlepool Panel (M)
 - . Martin Lord, Northampton CAB (M)
 - . Richard Tunnicliffe, CBI (M)
 - . Alex Plant, Anglian Water (O)
 - . Carolyn Cooksey, Anglian Water (O)
 - . Cat Carlon, Anglian Water (O)
 - . Darren Rice (O)
 - . Graham Hindley, ch2m (O)
 - . Ian Rule, Anglian Water (O)
 - . Jean Spencer, Anglian Water (O)
 - . Peter Simpson, Anglian Water (O)
 - . Amy Wilson, Anglian Water (secretary)

- Apologies:**
- . Craig Bennett, Chair, Sustainability & Resilience Panel (M)
 - . Cllr Colin Davie, Lincolnshire County Council (M)
 - . Gareth Dalglish, Natural England (M)
 - . Helen Briggs, Rutland County Council (M)

Item	Action
<p>2 Event debrief from Given London</p> <p>a. Ben Hayman joined the meeting to provide a short debrief from the stakeholder session held in the morning and to confirm that a write up would follow.</p>	

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	<p>b. It was agreed that a new CEF sub-group would be set up to focus on vulnerability, and that Martin Lord would chair this group.</p>	
Section A: The national and regional picture		
4	<p>Roundtable updates</p> <p>a. Bernard stated that it would be beneficial for Ofwat to factor into the timetable a discussion between Ofwat and CEF as part of the PR19 process.</p> <p>b. Jeff reported positive CCG/Ofwat relationships, and a willingness to engage with CCG Chairs, and that Ofwat see Chairs as a consultation resource, not just fulfilling their terms of reference.</p> <p>c. Bernard reported that CCWater were working on triangulation, aspects of company finance, and considering training options for other CCG members.</p> <p>d. Bernard also confirmed that following Deryck Hall's retirement, Mike Keele (previously of Severn Trent and Ofwat) had been appointed.</p> <p>e. Gill had attended the recent Customer Engagement Steering Group and a vulnerability workshop, ahead of the stakeholder session.</p> <p>f. Graham confirmed he was working on yearbook performance information for Anglian Water, and that both the WRMP and PR19 submissions would need to be audited and recommended early engagement.</p> <p>g. Martin Lord confirmed that the CAB has some funding in Northants employ an energy champion to work with Northants bodies working on fuel poverty and report back to the health and wellbeing board.</p> <p>h. Richard Tunnicliffe has been working on the CBI business manifesto, the focus of which is on attractiveness to investors.</p> <p>i. Nathan's focus on has been on drought, and working on a questions and answers to explain the issues. He confirmed there has been a really positive focus on WRE, and aims to co-create a WRE strategy.</p>	

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Section B: Anglian Water approach for PR19	
<p>5 Sustainability and Resilience Panel</p> <p>a. In Craig's absence, Alex updated the CEF on a recent Shop Window visit.</p>	
<p>6 Customer engagement strategy update</p> <p>a. Carolyn confirmed that the segmentation work has been done, the golden questions agreed, and the relevant materials uploaded to the microsite for review.</p> <p>b. The online community signed up 300 customers and is coming to the end of the 8 week trial focused on the SDS. Engagement and activity outstripped expectations, and the community has also set up its own discussion groups. First use after the trial will be to try out a shorter shower media campaign, and ask a question about scheduling of sewer rehabilitation.</p> <p>c. There has been a slight delay in recruiting the Water Ambassador co-ordinator. There will be 50 Water Ambassadors who will be asked to commit for two years.</p> <p>d. Carolyn confirmed plans were being developed to create a synthesis report, and Sophie Ahmad has been engaged to do this work. It will be critical to show how the customer engagement informs the business plan development and in July-Aug we will have a summary of emerging themes, starting from the PR14 updated synthesis report, updated for the work done since Autumn 2016. It was agreed to discuss work in progress at the next meeting, and to include the valuation work, and the Ofwat methodology update.</p> <p>e. Bernard referenced a note he had put to Ofwat showing how triangulation could be done, which provides a defensible means of assessment.</p>	<p>Carolyn to report on synthesis, Darren on valuation and methodology.</p>
<p>7 Water Resources Management Plan</p> <p>a. Steve explained that water companies have a statutory duty to produce and consult on the WRMP every five years. There is a new focus this time on levels of service, and shifting the dial on drought planning rather than planning to historic drought levels. In particular, the acceptability of rota cuts and standpipes is under</p>	

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	<p>scrutiny.</p> <p>b. There is a move away from simplistic planning and towards Robust Decision Making and Multi Criteria Search approaches, and there was also a strong link into the region-wide Water Resources East strategy.</p> <p>c. Peter outlines the work we had done with the EA in re-writing the water resource planning guidelines to allow for more robust modeling.</p> <p>d. The new levels of resilience proposed would drive investment options for this WRMP and for PR19. Steve confirmed that a major water transfer and a new reservoir were options under consideration for this plan.</p> <p>e. Bernard asked if this was a single or multi-AMP scheme, and had Special Purpose Vehicles been considered, in the light of recent experience with Thames and the lack of capacity in the supply chain. Peter confirmed our Tier 1 partners are signed up and we are investing in a home-grown supply chain, for example with the work we are doing in Wisbech.</p> <p>f. There was a discussion over the timetable for both WRMP and PR19, and a request to see both timelines.</p>	<p>Alex to share the PR19 / WRMP timeline at the next meeting</p>
Section C: Current performance/matters		
8	<p>Company Performance</p> <p>a. The company described its final outturn performance against the key ODIs for 2016-17. In particular it focussed on interruptions to supply, leakage, SIM, pollution incidents and serviceability. The company described the high number of burst mains it had seen in January and the challenges this had posed. Graham Hindley confirmed that other companies had experienced the same rise in bursts, which has been attributed to a prolonged cold spell following several months of dry weather.</p> <p>b. The company circulated a table showing its current view of likely financial rewards and penalties for the year, which comprised rewards of £2.8m for leakage, £2.5m for pollution incidents and £0.9m for supply interruptions and a penalty of £0.6m for water infrastructure serviceability. There might be further rewards or</p>	

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	<p>penalties associated with the four customer perception ODIs for which performance is dependent on data in 'Water Matters', which is due to be published by CCWater on 13 June. The company said that a full report on all its ODIs would be included its annual report and accounts for 2016-17 to be published on 14 July.</p> <p>c. The company reminded the CEF that whereas rewards and penalties for other ODIs would be reflected in bills from 2020, rewards for 2016-17 leakage performance could be recovered within the AMP period and added to bills in 2018-19. The impact on average bills due to the 16-17 leakage performance was estimated at around £1.50.</p> <p>d. The low level of self-reporting of pollution incidents compared to other companies was discussed. The company explained that they had worked closely with the Environment Agency to review opportunities for improvement and that the Agency's EPA forthcoming report for 2016 would show the company's level of self-reporting to have increased substantially to be comparable with the 2015 industry average.</p> <p>e. Graham Hindley explained that his team had been asked by the company to audit the higher risk ODIs. He described some of the activities they had undertaken, including reviewing the models built to assess the number of customers affected by the Flint Hill supply interruption event in March.</p>	
9	<p>Environmental Performance Assessment</p> <p>a. John presented the 2016 EPA+, which now includes WTW compliance, SoSI, water resource schemes and more challenging thresholds for pollution incidents.</p> <p>b. Peter outlined the community engagement work the company was doing, and that an app would soon be launched.</p>	
10	<p>Blueprint for Water: PR19</p> <p>a. Nathan presented the Blueprint paper, highlighting the four outcomes of protecting and restoring catchments, stopping pollution of our waters, using water wisely and pricing it fairly, and keeping rivers flowing and wetlands</p>	

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	<p>wet.</p> <p>b. He confirmed that the scenarios coming out of the WRE work were very valuable.</p> <p>c. Nathan asked that the CEF takes the Blueprint into account when assessing the company's draft plan.</p>	
11	<p>AOB</p> <p>a. Alex reported that the company had launched a consultation on its revised draft Strategic Direction Statement, and encouraged CEF members to respond on behalf of their organisations.</p>	