



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum
Date: 31 July 2017
Time: 10.30 – 15.30
Location: Lancaster House, Ermine Business Park, Huntingdon, PE29 6XU

- Present:**
- . Jeff Halliwell – Independent Chair (M)
 - . Gill Holmes, CCWater (M)
 - . Nathan Richardson, RSPB/Blueprint for Water (M)
 - . Peter Olsen, Chair Hartlepool Panel (M)
 - . Martin Lord, Northampton CAB (M)
 - . Craig Bennett, Chair, Sustainability & Resilience Panel (M)
 - . Helen Briggs, Rutland County Council (M)
 - . Vicky Anning, CEF Report Author (O)
 - . Peter Simpson, Anglian Water (O)
 - . Jane Taylor, Anglian Water (O)
 - . Carolyn Cooksey, Anglian Water (O)
 - . Kevin Ensell, Anglian Water (O)
 - . Darren Rice (O)

- Apologies:**
- . Cllr Colin Davie, Lincolnshire County Council (M)
 - . Gareth DalGLISH, Natural England (M)
 - . Bernard Crump, CCWater (M)
 - . Richard Tunnicliffe, CBI (M)
 - . John Giles, Environment Agency (M)
 - . Jean Spencer, Anglian Water (O)
 - . Graham Hindley, ch2m (O)
 - . Alex Plant, Anglian Water (O)

Item		Action
1	<p>Minutes</p> <p>The minutes of the meeting held on 17 May were approved.</p>	
2	<p>Chair's Report</p> <p>a. Jeff reported that he had attended the CCWater regional</p>	

Item		Action
	<p>meeting in Cambridge.</p> <p>b. Jeff confirmed there was an Ofwat meeting of CCG Chairs planned for 9 August, which he will attend.</p>	
Section A: The national and regional picture		
3	<p>Roundtable updates</p> <p>a. Nathan’s focus had been the recent Ofwat methodology consultation, and he and other members of Blueprint for Water had met with Ofwat, and he highlighted his concern over the possibility that companies could choose only one or two bespoke ODIs encompassing environmental issues. Nathan will be meeting Defra in the next couple of weeks, to discuss the national policy statement on large scale water supplies, which is expected within the next 6 – 9 months.</p> <p>b. Peter O had met with groups of more deprived customers and there had been much discussion on tariffs and prices. Peter confirmed he would send out a note shortly.</p> <p>c. Gill updated the group on two reports that CCWater had issued recently, on triangulation and willingness to pay. CCWater plan to issue a shorter compendium of the reports shortly. Gill also updated the group on her recent visit to the AW Bus, and reported lots of positive engagement.</p> <p>d. Gill had also attended a hall test for the willingness to pay survey, and had provided comments on terminology used, and transparency of the bill amounts presented.</p> <p>e. At the recent CCWater Regional meeting there had been a briefing from the Environment Agency on the EPA, and a deep dive session on complaints which Gill had not been able to attend, but Jane Taylor had, and found it useful.</p> <p>f. There was a discussion on the relevance of retailers and non-household customers as customer sets. Carolyn confirmed that as part of the SDS consultation, non-household customers were included in the acceptability research, and retailers were included in the stakeholder email consultation.</p>	<p>Peter to circulate note of meeting</p>

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	<p>g. The recent announcement that Cathryn Ross would be leaving Ofwat was also discussed, and it was noted that the current Chair would be leaving after his second term was complete, in 2020.</p>	
Section B: Anglian Water approach for PR19		
4	<p>BITC responsible business</p> <p>a. Andy Brown presented an overview of Anglian’s manifesto for Responsible Business of the year. It was particularly unusual for a regional (i.e. non-national) company to win this category. The manifesto had outlined three resilience-based themes linked to Love Every Drop, those of environment, people and communities, and sustainable businesses.</p> <p>b. Anglian had used WRE as a good example of multi sector collaboration in the manifesto, and Peter S emphasized the difference between WRE and WRSE – which was focused only on water companies.</p> <p>c. Helen was interested in the work Anglian had done in Wisbech, as she was working on the Housing and Infrastructure fund, and in particular in the creation of new communities. It was agreed that Andy would follow up with Helen.</p> <p>d. Andy also updated the CEF on Peter’s recent Glass Door CEO of the year award, which had been voted on by employees.</p>	Andy to contact Helen
5	<p>Sustainability and Resilience Panel</p> <p>a. Craig updated the CEF on the last two panel meetings. The panel had visited Milton STW, Newmarket (Shop Window), Rutland Water and the River Gwash, and this had lead to a good level of engagement with environmental groups and regulators.</p> <p>b. Craig confirmed that the panel’s intention was to complete an interim report to share with the group by the end of the calendar year. Craig also indicated he would like to see a catchment emphasis within the business plan.</p> <p>c. The emphasis for 2018 would be engagement on the business plan, and this would encompass wider issues</p>	

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	for example energy.	
6	<p>Vulnerability Panel</p> <p>a. Martin confirmed that he would be chairing the new CEF subgroup focused on vulnerability, supported by Sam Ross as secretariat. He outlined the two reports the company had commissioned on vulnerability, and the intention to further develop the strategy and services in this area. He emphasised the need to understand the twin issues of affordability and vulnerability, in which there was a great deal of overlap, but that they were not interchangeable.</p> <p>b. Martin described the role of the group as a 'critical friend' which would review the company's emerging strategy and plans. Membership of the group would come from the CEF and other groups, and would ensure representation from local authorities, CC Water, Citizens Advice, and other groups such as those focused on carers, physical and mental disabilities, rural living. He intends the first meeting to take place within the next 4 – 6 weeks.</p> <p>c. Helen confirmed she would join the group, and updated the CEF on a recent fringe session at the LGA conference, which the company had sponsored. Helen reported the session was a success and that the next step was to set up a meeting in London with a longer lead in time, and the intention was to join up with other companies CCGs and the LGA. One priority was to put pressure on Government for a shared database, and Jane confirmed that Anglian is part of a Water UK group working on this issue.</p>	
7	<p>Ofwat methodology update</p> <p>a. Darren updated the group on the Ofwat methodology, and confirmed that overall there were no surprises. In terms of customer engagement, there was not much new as Ofwat's expectations had been set out in previous documents published over the last year or so.</p> <p>b. Gill confirmed CC Water's view was also that there were no great surprises, and there was some concern over the 14 common ODIs, as there had not been any national or consumer engagement over this.</p>	

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	<p>c. There was a discussion over Ofwat’s policy for direct procurement, where incumbent companies were not permitted to participate in bidding for the work. Helen asked what impact that could have on timetable, and Darren confirmed that there was the potential for timetables to be extended due to the bidding process.</p> <p>d. Darren confirmed the deadline for responses to the consultation was 30 August, and Nathan confirmed that Blueprint for Water would be responding to the consultation.</p>	
8	<p>Customer engagement strategy update</p> <p>a. Carolyn updated the group on the progress on implementing Anglian’s customer engagement strategy. The bus had attracted over 5,000 visitors with very positive feedback from visitors and volunteers. The engagement was focused on several simple questions where visitors voted with tokens to indicate preferences.</p> <p>b. The SDS consultation had included an online community, acceptability research, ‘homework’ for children and stakeholder emails. The online community had highlighted significant support for smart meters (although there were a very small number of concerns over privacy and accuracy), and that customers are concerned about resilience although they do not recognise the term.</p> <p>c. Customers had fed back that the digital transformation seemed to be an underpinning enabler that should be delivered now, rather than a long term goal.</p> <p>d. Kate Trumper set out the intention to update the SDS as a result of the feedback, and that this would include feedback from a natural capital event in October. There would also be a statement from Defra on natural capital that was expected shortly.</p> <p>e. Carolyn confirmed the SDS consultation process and results would be written up and published on the microsite.</p>	
10	Valuation strategy	

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	<p>a. Helen Dunn Joined to set out the valuation strategy. She gave an overview of why Anglian carries out willingness to pay, and that it was targeted on specific questions in the wider context of customer engagement and business plans. Helen confirmed that in developing the valuation strategy for PR19, lessons learned from PR14 had been taken into account, and that Anglian’s approach was built on that taken at PR14.</p> <p>b. Helen D confirmed the recent CC Water triangulation report would be used as a reference document when developing triangulation strategies.</p> <p>c. Allan Provins and Scott Reid from ICS presented the findings to date on the main and water resources studies. The process involved interviews, hall tests, surveys and analysis of the results.</p> <p>d. Initial findings were discussed, for example that leakage was less favoured than at PR14 (although still a priority) and that customers preferred less intrusive options that do not disrupt communities.</p> <p>e. Gill raised questions over what the results were used for, completeness of the information presented to customers, and the lack of use of inflation.</p> <p>f. Helen D confirmed the results would be used to inform the cost benefit analysis underpinning Anglian’s business plan, and also to calibrate the ODIs. She confirmed that while customers were presented with two out of three blocks of information, at a later stage customers were presented with the full bill impact. It was also felt that inflation was too complicated to factor in.</p> <p>g. Helen offered the CEF the opportunity of two webinars which would explore the main and water resources studies in more detail, and agreed to find a date and circulated joining details.</p>	<p>Helen Dunn to arrange two webinars.</p>
<p>11</p>	<p>Assurance for PR19</p> <p>h. Darren shared the assurance plans for PR19 and asked for the CEFs views on how much detail the CEF would want to review. It was agreed that assurance would be added to the agenda for the meeting after next, where there would be a more detailed discussion.</p>	<p>Carolyn to add to the forward plan.</p>

Item	Action
Section C: Current performance/matters	
<p>12 Company Performance and information portal demonstration</p> <ul style="list-style-type: none"> a. Andrew provided an update on performance. SIM was looking very good at present. b. Di Gregory provided a live demo of the information portal. She outlined the objectives which were to make the information more accessible and interactive. Anglian is also now able to measure the success of the site through Google analytics. Di confirmed Anglian is able to drive traffic to the portal from its web site, and that it is linked to Discover Water, which had been republished the previous week with 2016-17 data. c. Martin asked if there were usage targets for the site, Di confirmed that there are no targets and were simply monitoring use. The group agreed it was a useful and user friendly resource. 	
<p>13 CEF meetings plan and updated work plan</p> <ul style="list-style-type: none"> a. The PR19 programme plan was shared with the CEF, and Jeff confirmed he and Carolyn would meet the following week to explore future CEF meetings and the work plan. 	
<p>11 AOB</p> <ul style="list-style-type: none"> a. None 	