



CUSTOMER ENGAGEMENT FORUM

Date: 6 March 2018
Time: 10.00 – 10.30 and 14.30 – 15.30
Location: Lancaster House, Ermine Business Park, Huntingdon, PE29 6XU

- Present:**
- . Jeff Halliwell – Independent Chair (M)
 - . Craig Bennett – Chair, Sustainability & Resilience Panel (M)
 - . Beth Corbould – Economist, Civil Aviation Authority (M)
 - . Bernard Crump – CCWater (M) – by phone for morning session
 - . John Giles – Environment Agency (M)
 - . Joanne Lancaster – MD, Huntingdonshire District Council (M)
 - . Martin Lord – Northampton CAB, Chair, Vulnerability & Affordability Panel (M)
 - . Paul Metcalfe – MD, PJM Economics (M)
 - . Peter Olsen – Chair, Hartlepool Panel (M)
 - . Nathan Richardson – RSPB/Blueprint for Water (M)
 - . Daniel Storey – Director, High Point Economics (M)
 - . John Torlesse – Natural England (M)
 - . Zac Alexander – ch2m (for Graham Hindley (O))
 - . Vicky Anning – CEF Report Author (O)

Item	Action
<p>1. Morning CEF-only discussion</p> <p>Minutes from the previous CEF-only meeting on 16 January were approved by members. CEF Chair Jeff Halliwell proposed that, going forward, challenges from the CEF-only sessions would not be attributed to individuals.</p> <p>Jeff set the scene by saying this was an important meeting because CEF members would hear for first time about the Business Plan and CEF scrutiny is now going to step up a certain degree.</p> <p>One member had questions about the WRMP, which had been submitted in writing. He added that the company is showing three scenarios for the draft Business Plan, two of which show a bill increase for period of AMP. Ofwat has been clear about bills needing to fall. The proposed plans also show a significant difference between scale of capital expenditure and run off rate between two scenarios. He would like to know if this is driven by financeability and what’s the implications for future bill payers? Another member added that he would like to follow up with questions about high</p>	

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<p>expenditure in several scenarios.</p> <p>One member suggested that, due to recent publicity around water company finances, CEF members need to ask Anglian Water how it plans to address gearing structure (and payment of corporation tax). There was general discussion about the political context facing water companies and how this was setting the context for the business plan submission.</p> <p>Another member was concerned that there is still a lot of detail missing around performance commitments and timings feel a bit squeezed.</p> <p>One member expressed concern around the indicative scenarios and doesn't think they add up.</p> <p>Concerning the recent weather, it would be good to hear from AW about preparations for freeze and thaw. CCWater have had a lot of criticisms about communication around information around disruption (e.g. usability of websites).</p> <p>Concerns were also raised that there was not enough detail in plans about vulnerable customers. One member said there's a lack of understanding about how to get to vulnerable customers and their views – and there should be more engagement with the voluntary sector.</p>	
<p>2. Afternoon CEF-only discussion</p> <p>CEF members were concerned that the timelines were now very tight for CEF's scrutiny role. The CEF had a lot of information to digest without much time for discussion and consultation. The thinking was very thorough but could have been done further in advance.</p> <p>CEF members were surprised at the lack of definitive information available in the business planning process. They felt that there was still no clear line of sight from customer engagement to business planning.</p> <p>This was discussed as a potential area of assurance for ch2m to undertake on the CEF's behalf.</p> <p>Some of the CEF members mentioned that organisations such as the Environment Agency can provide some assurance on the WRMP and can report back on environmental impact (rather than customer engagement). There was some concern that it had been difficult to arrange meetings with the company about environmental issues, although there had been some engagement with Natural England.</p> <p>Next CEF and CEF-Only Meeting: Tuesday, 5 June</p> <p>Affordability and Vulnerability Panel: 16 April, 25 May</p>	

Item	Action
Sustainability and Resilience Panel: 27 March, 25 April, 4 May Hartlepool Panel: 17 April CEF Valuation Sub-Group: 20 April, 22 May	