

**Meeting:** Anglian Water Sustainability and Resilience Panel  
**Date:** Thursday, 5 July 2018  
**Time:** 11.30am – 12.30pm  
**Location:** Huntingdon Marriott Hotel, Kingfisher Way, Hinchingsbrooke Business Park, Huntingdon, PE29 6FL. Westminster Room

<b>Present:</b>	Present: Craig Bennett (Chair), Daniel Bean (Environment Agency), Julia Beeden, Barry Bendall (Rivers Trust), John Giles (Environment Agency), Anne Ramsay (Natural England), Nathan Richardson (RSPB), Philip Rothwell (RFCC) and Vicky Anning (CEF report author).
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<b>Summary of Discussion</b>	<b><u>Action</u></b>
<p>Craig Bennett explained that this meeting of panel members was to agree on the main headline messages for the narrative for the report from the Sustainability and Resilience Panel that would feed into the main CEF report.</p> <p>Vicky Anning would aim to circulate a summary of main points on 16/17 July for input by the rest of the panel.</p> <p><b>Customer engagement</b>            First section of report should note issues around customer engagement.            AW has carried out a strong and extensive customer engagement process and one of the main conclusions is there is strong support from customers to pay for improvements that will guarantee long-term resilience (74% acceptability; strongest support by far is for higher bill increase).</p> <p>John Giles mentioned that more recent language from Ofwat recognised that some water company bills would have to increase to deal with challenges faced.</p> <p>Craig said the point this panel can make is we're confident AW has done thorough customer engagement process and conclusion is very strongly that measures should be taken to improve sustainability and resilience of water supply (with strong figures to back this up).</p> <p>Moving towards a softer catchment management approach is good</p>	<p><b>VA</b></p>

for bills and for the environment, as well as for social capital (community engagement). Too often it's been framed as a trade off.

### **Natural capital and catchment management solutions**

The panel welcomed the SDS and sees it as important context for the business plan, specially in terms of recognizing natural capital approaches.

But this is the AMP where we need to see the catchment management solutions scaled up. This is fundamental. We welcome the scaling up to 38 catchment management schemes. But could it be more ambitious? Is it genuinely mainstream?

Some members felt that catchment management approach was still a bit patchy. WRMP didn't talk about catchment management, for example, which is clearly a big gap.

There was also concern that the catchment management approach was buried in the natural capital ODI and that the business plan wasn't being driven by the exemplars panel members had seen at Northrepps, for example.

### **Flood risk**

Julia Beeden mentioned that AW were going above and beyond what other companies are doing on flood risk. On that side, they are an exemplar. AW has taken on new member of staff to work on partnership. Partnership is integral to their flood work. They should draw on good work that's been done through Love Every Drop so this AMP raises it to a new level.

### **Level of ambition**

The panel recognised a step change in the company's ambitions on S&R issues but felt it was still a long way before catchment management approaches were mainstreamed into business as usual.

Members felt that AW could be more ambitious in standing up and talking about natural capital and catchment management approaches. Also explaining to customers about their own catchments and focusing on behaviour change (for example: around smart meters; how will that actually work? Are they smart enough?

Other issues to flag included:

<ul style="list-style-type: none"> <li>- Plastics and drinking water</li> <li>- Suggestion of rising block tariffs (where customers would be charged more if they use over a certain amount of water)</li> </ul> <p><b>ODIs</b></p> <p>There was strong disagreement from the panel on the company being rewarded for pollution incidents. They felt this was morally wrong.</p> <p>Barry Bendall agreed to send his thoughts through on this issue.</p> <p>Panel members also felt that the WINEP ODI undermined the company's natural capital ambitions and would like to see more detail on this.</p> <p><b>Actions: a call has been set up for 23 July at 9am</b></p> <p>VA to circulate very draft report for member input by 18 July  Vicky on holiday 18-27 July  Craig on holiday 24 July – 10 August</p>	<b>BB</b>
<p><b>AOB</b></p> <p>CEF meeting would be 31 July (Craig and Nathan would both be away)</p> <p>All papers and slide decks from the S&amp;R Panel are saved under the ShareFile here: <a href="https://anglian-water.sharefile.com/">https://anglian-water.sharefile.com/</a></p>	