1.4 Minutes of the Meeting of the Customer Challenge Group Wednesday 13 Nov 2019, 10:00 held at

Affinity Water Limited, Tamblin Way, Hatfield AL10 9EZ

CCG MEMBERS IN ATTENDANCE		
Teresa Perchard	Chair	TP
Gill Taylor	Groundwork East	GT
Richard Haynes	Up on the Downs	RH
David Cheek	Friends of Mimram	DC
James Jenkins	University of Hertfordshire	JJ
Tom Perry	Environment Agency	TPe
Caroline Warner	CCWater	CW
Simon Morrison	Nesta	SM
Bob Winnington	Money Advice Liaison Group	BW
WRSE		
Trevor Bishop	Organisational Development Director	TBi
APOLOGIES		
Tina Barnard	Watford Community Housing	ТВ
John Ludlow	Public Affairs specialist	JL
Richard Tunnicliffe	CBI	RT
Karen Gibbs	CCWater	KG
Unette Spencer	Mastercard	US
AFFINITY WATER ATTENDEES		
Anne Scutt Webber	CCG Manager	ASW
Jake Rigg	Director of Communications and Corporate Affairs	JR
Stève Hervouet	Director of Regulation and Strategy	SH
Marie Whaley	Interim Director of Regulation	MW
Doug Hunt	Technical Director (WRMP)	DH
Clare Carlaw	Consultation Lead (WRMP)	CC
Fiona Waller	Head of Water Quality Services	FW
Alice Elder	Senior Asset Engineer	AE

AGENDA ITEM	MINUTE	ACTIONS	OWNER
	HOUSEKEEPING AND COVERNANCE		
1.	HOUSEKEEPING AND GOVERNANCE		
1.1	MW introduced Stève Hervouet, Director of Regulation		
	and Strategy to the members. Member introductions		
	were made around the table.		
1.2	Apologies were noted as listed above.		
1.3	No conflicts of interest were declared.		
1.4	The minutes of 23 Sept 2019 were APPROVED. These were signed by the Chair and will be published on the website.	Upload signed minutes to website	ASW

1.5	Actions were noted. KG had confirmed that the CCW report on the Business Plan acceptability research would not now be published until after the General Election.		
1.6	The Chair's report provided a note on the CCW board meeting on 29th Oct. SM queried the issue raised by the fire services that they did not feel that their water use requirements were always taken into account by water companies. JR responded that AWL works closely with the fire service and attends the Local Resilience Forums (LRF) working with the blue light services. CW raised the issues of flooding and proposed that water companies develop a strategy for messaging during these incidents.		
1.7	TP reported back on the Behaviour Change sub-group held on the 6 th November. The Company was working towards a stretch target for Per Capita Consumption (PCC) of 125 l/p/d (Ofwat target 129l/p/d). The sub-group were encouraged by the Company's strategy to understand its data and use this to enable targeted communication through segmentation. Other strategies to improve leakage, offer supply pipe repairs and review the effectiveness and use of the different water saving devices that had been provided to customers free of charge were also supported.		
0.0	OOMPANY REPORT		
2.0	COMPANY REPORT Members were invited to ask questions on the paper.		
	interribers were invited to ask questions on the paper.		
	Performance ASW confirmed that the PC for "Customers not notified of planned disruption" had been exceeded as a result of a "one off" incident.		
	Drought TPe confirmed that despite all the recent rainfall, the soil had only been wetted and that there was no change to recharge yet. DC questioned the company's strategy on leakage as part of the drought campaign. He noted that the visibility of leaks will damage the company's reputation and lose public support for their wider drought and water saving messages. JR confirmed that leakage was a high priority and there was a big drive on leakage reduction, with a focus on district meter areas that were known to have high leakage. An update will be provided at the January meeting. From his experience with the Friends of the Mimram group, DC relayed that there is a strong feeling of blame on the water companies for the dry rivers, he suggested that messages need to be formulated to counter act this belief. DC commented that there was a great opportunity to link the drought situation with the water saving communications.	Update CCG on leakage drive at January meeting	PTC/AG
	A drought awareness campaign has been planned; this includes the key messages. This will be shared with	Share Drought awareness campaign and seek members' feedback	JR

LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Part National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come reffect until 2025. Per reminded the group that AWL work with both as Eand Water Resources East (WRE). Per revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will popt schemes and map their future WRMPs to the ional plan. Asked how the WRSE will engage with customers. Process company/regional approach to engagement a communication would be beneficial so that in parable results can be shared and the impact of dia buying maximised. TBi responded that this is not gliscussed with the regulators and a view was sected in December. Pass also anticipated that the CCG chairs would be uight together for a discussion by the end of the interest of the programme is very tight and see held and plan stakeholder forums for exholders and non-household users. Confirmed that the programme is very tight and seed to move forward quickly to achieve its targets. Was thanked for his presentation and for attending meeting. The CCG asked to be kept informed as the online plan progressed.	Feedback when decisions made	TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come beffect until 2025. Re reminded the group that AWL work with both the seand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will not schemes and map their future WRMPs to the sional plan. The season of the water was also and the impact of dia buying maximised. TBi responded that this is not discussed with the regulators and a view was nected in December. The salso anticipated that the CCG chairs would be ught together for a discussion by the end of the urt. The season of the programme is very tight and the held and plan stakeholder forums for t		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come reffect until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will not schemes and map their future WRMPs to the sional plan. Resked how the WRSE will engage with customers. The results can be shared and the impact of dia buying maximised. TBi responded that this is an gliscussed with the regulators and a view was nected in December. Research also looking beyond household users and the held and plan stakeholder forums for eacholders and non-household users. Confirmed that the programme is very tight and added to move forward quickly to achieve its targets. Was thanked for his presentation and for attending was targets.		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals row they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come offect until 2025. Re reminded the group that AWL work with both as East Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for region and produce a single regional plan for regional plan. Resked how the WRSE will engage with customers ross company/regional approach to engagement a communication would be beneficial so that the parable results can be shared and the impact of dia buying maximised. TBi responded that this is not discussed with the regulators and a view was rected in December. Rest are also looking beyond household users and the held and plan stakeholder forums for each of the the held and plan stakeholder forums for each of the the the programme is very tight and added to move forward quickly to achieve its targets.		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come reffect until 2025. Re reminded the group that AWL work with both as East Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for naging water resources. Individual companies will not schemes and map their future WRMPs to the sional plan. Rasked how the WRSE will engage with customers. The communication would be beneficial so that a negarable results can be shared and the impact of dia buying maximised. TBi responded that this is not discussed with the regulators and a view was nected in December. Ras also anticipated that the CCG chairs would be ught together for a discussion by the end of the ught together for a discussion by the end of the lar. RSE are also looking beyond household users and the held and plan stakeholder forums for keholders and non-household users. Confirmed that the programme is very tight and		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come reffect until 2025. Re reminded the group that AWL work with both as East Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for langing water resources. Individual companies will not schemes and map their future WRMPs to the sional plan. The sked how the WRSE will engage with customers. The communication would be beneficial so that an aparable results can be shared and the impact of dia buying maximised. TBi responded that this is an discussed with the regulators and a view was sected in December. The salso anticipated that the CCG chairs would be ught together for a discussion by the end of the language and plan stakeholder forums for keholders and non-household users.		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. E National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come effect until 2025. E reminded the group that AWL work with both as E and Water Resources East (WRE). E revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will expet schemes and map their future WRMPs to the ional plan. asked how the WRSE will engage with customers. The resources company/regional approach to engagement a communication would be beneficial so that magnable results can be shared and the impact of dia buying maximised. TBi responded that this is an discussed with the regulators and a view was nected in December. as also anticipated that the CCG chairs would be uight together for a discussion by the end of the urt. SEE are also looking beyond household users and the held and plan stakeholder forums for		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. E National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come effect until 2025. E reminded the group that AWL work with both as Eand Water Resources East (WRE). E revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will expet schemes and map their future WRMPs to the ional plan. asked how the WRSE will engage with customers. The resources company/regional approach to engagement a communication would be beneficial so that magnable results can be shared and the impact of dia buying maximised. TBi responded that this is an discussed with the regulators and a view was nected in December. as also anticipated that the CCG chairs would be uight together for a discussion by the end of the ur. SSE are also looking beyond household users and		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. E National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come effect until 2025. E reminded the group that AWL work with both as Eand Water Resources East (WRE). E revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will not schemes and map their future WRMPs to the sional plan. Casked how the WRSE will engage with customers. The companies will engage with customers. The companies will approach to engagement a communication would be beneficial so that an aparable results can be shared and the impact of dia buying maximised. The responded that this is an discussed with the regulators and a view was nected in December. Cas also anticipated that the CCG chairs would be uight together for a discussion by the end of the lar.		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come effect until 2025. The reminded the group that AWL work with both as E and Water Resources East (WRE). The region and produce a single regional plan for region and produce a single regional plan for region and produce as Individual companies will not schemes and map their future WRMPs to the ional plan. The resources company/regional approach to engagement a communication would be beneficial so that reparable results can be shared and the impact of dia buying maximised. TBi responded that this is regional placember. The source of the current was also anticipated that the CCG chairs would be		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come reffect until 2025. Re reminded the group that AWL work with both as E and Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for naging water resources. Individual companies will not schemes and map their future WRMPs to the ional plan. The asked how the WRSE will engage with customers. The companies company/regional approach to engagement a communication would be beneficial so that in parable results can be shared and the impact of dia buying maximised. TBi responded that this is ang discussed with the regulators and a view was sected in December.		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come offect until 2025. Re reminded the group that AWL work with both the ESE and Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for naging water resources. Individual companies will not schemes and map their future WRMPs to the ional plan. The asked how the WRSE will engage with customers. The companies company/regional approach to engagement a communication would be beneficial so that in parable results can be shared and the impact of dia buying maximised. TBi responded that this is not gliscussed with the regulators and a view was		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come of effect until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will not schemes and map their future WRMPs to the sional plan. Rasked how the WRSE will engage with customers. The communication would be beneficial so that may approach to engagement and communication would be shared and the impact of dia buying maximised. TBi responded that this is		TBi
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come of effect until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will not schemes and map their future WRMPs to the ional plan. The asked how the WRSE will engage with customers. The communication would be beneficial so that in parable results can be shared and the impact of		ТВі
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come offect until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will not schemes and map their future WRMPs to the ional plan. The asked how the WRSE will engage with customers. The communication would be beneficial so that		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come be effect until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will be schemes and map their future WRMPs to the ional plan. asked how the WRSE will engage with customers. ross company/regional approach to engagement		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) Vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come be effect until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for naging water resources. Individual companies will opt schemes and map their future WRMPs to the ional plan. asked how the WRSE will engage with customers.		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) Vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come be effect until 2025. Re reminded the group that AWL work with both the ESE and Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will opt schemes and map their future WRMPs to the ional plan.		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come officet until 2025. Re reminded the group that AWL work with both as Eand Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for maging water resources. Individual companies will		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals low they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come be effect until 2025. Re reminded the group that AWL work with both as Early Water Resources East (WRE). Re revised model will work across all companies in region and produce a single regional plan for		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. Re National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come befrect until 2025. Re reminded the group that AWL work with both as Eard Water Resources East (WRE).		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. e National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come of effect until 2025. e reminded the group that AWL work with both the set and Water Resources East (WRE).		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. e National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come offfect until 2025.		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. e National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come offect until 2025.		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. e National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will refore work alongside the regulatory bodies. The cess will become statutory, but this would not come		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. E National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing astructure Development). The regional groups will		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. E National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit PID (Regulator's Assurance for Processing		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. E National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA I would work with the new Ofwat cross regulatory unit		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. e National Framework set up by the regulators, fra, Ofwat, EA and DWI would be chaired by the EA		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward. e National Framework set up by the regulators,		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals now they will work with customers going forward.		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current relopment of the regional plan groups and proposals		
LIVERING RESILIENT WATER SUPPLIES FOR E SOUTH EAST (WRSE) vor Bishop from WRSE described the current		
LIVERING RESILIENT WATER SUPPLIES FOR		
чро.		1
orn data would be used to target specific customer ups.		
osite and would be promoted through social media.		
tect exposed pipes. Information is provided on the		
diness kit'. This includes tap guards and lagging to		
asked for information about what was in the 'winter		
nter Readiness		
20 will enable customers to plan for introducing water		
impact on them. Also messaging ahead of Spring		
the second	0 will enable customers to plan for introducing water s, planting etc. Discussions had been held with the S to promote water saving messages and with local den centres to encourage stocking water resistant ats. Iter Readiness asked for information about what was in the 'winter diness kit'. This includes tap guards and lagging to	uded how success will be measured. confirmed that the consultation on a temporary ge ban (TUB) was being undertaken well in advance ne need to implement it, to gain customer views on impact on them. Also messaging ahead of Spring 0 will enable customers to plan for introducing water s, planting etc. Discussions had been held with the 6 to promote water saving messages and with local den centres to encourage stocking water resistant ats. Iter Readiness asked for information about what was in the 'winter diness kit'. This includes tap guards and lagging to

	T	
	The CCG received and noted a report on water quality	
	from the company.	
	FW confirmed that the current PC measure of water	
	quality performance Mean Zonal Compliance (MZC) will	
	continue for AMP7 alongside the new measure	
	'Customer Risk Index' (CRI). FW explained that the CRI	
	measure had been formulated by the DWI to enable	
	comparisons between water company performance. It	
	had however now been agreed that the MZC measure	
	as a percentage of failures is more meaningful to	
	customers and has therefore been retained. It was	
	noted this had been proposed by the CCG at the	
	previous meeting with the DWI in Dec 17 when the new	
	CRI performance measure had been outlined and for	
	the same reason the CCG had supported the	
	company's plan to continue to use MZC as a	
	performance indicator for customers as part of its PR19	
	business plan – which Ofwat had initially rejected.	
	,,	
	The CCG noted that water quality performance was	
	improving although it was unlikely that the company	
	would meet its compliance failure target again in 2019.	
	The DWI annual report highlighted some concerns with	
	compliance failures at reservoirs. In response AWL	
	have developed the "Invigorate" project to address	
	these issues to bring the inspection programme back on	
	track and as part of the culture change, return pride and	
	responsibility into the workplace by improving the	
	working conditions. To improve perceived value and	
	importance of the sample point environment, old sample	
	points are being replaced, and deep cleans of the	
	sample environments are being carried out by a	
	contractor.	
	The public generally have an implicit trust in the water	
	quality. Quality failures are also often related to internal	
	plumbing issues. FW advised that the company does	
	not promote water fountains in public places due to the	
	water quality risks of poor maintenance due to lack of	
	clear ownership and low water turnover.	
	TPe queried whether contaminated land should be	
	listed as an emerging risk to water quality. FW	
	confirmed that it was not the land that was a risk but the	
	water coming from it and this is always monitored at all	
	stages.	
	FW was thanked for her report and for attending the	
	CCG meeting.	
5.0	LEAD PIPE REPLACEMENT PROGRAMME	
0.0	The CCG received a report and presentation on the	
	lead pipe replacement programme and the proposals	
	for customer engagement about this.	
	AE Comment of the ANDER	
	AE confirmed that the AMP7 lead pipe replacement	
	programme would involve replacing 8,000 lead	
	communication and supply pipes in the Brett region.	
	AWL would continue to replace any ad hoc lead pipes	
	where lead levels exceed a reduced concentration of	
	5ug/l (down from 10ug/l) across all regions. This	
	averaged 250 per year at the 10ug/l limit, and is	
	expected to increase when the limit is reduced.	
	CAPOLOGIO IO INGLEGASE WHEN THE IIIIII IS IEUUCEU.	

have a lead-free society by 2050. It is estimated that there are currently around 260,000 lead communication pipes in AWL area. Government had banned the use of lead and brass solder on drinking water systems, but the company thought this could go further withdrawing the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following lis experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. ST proposed that the prhase and the purpose. Members made a number of comments on the c			
there are currently around 260,000 lead communication pipes in AWL area. Government had banned the use of lead and brass solder on drinking water systems, but the company thought this could go further withdrawing the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. SD Suggested that the privace and watercou		AWLs plan was in the context of the DWI strategy to	
there are currently around 250,000 lead communication pipes in AWL area. Government had banned the use of lead and brass solder on drinking water systems, but the company thought this could go further withdrawing the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. ST suggested that the privace world leadi		have a lead-free society by 2050. It is estimated that	
pipes in AWL area. Government had banned the use of lead and brass solder on drinking water systems, but the company thought this could go further withdrawing the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments stiting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that clinip beautiful landscapes could imply that other less beautiful areas in towns/local amenities –			
iead and brass solder on drinking water systems, but the company thought this could go further withdrawing the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focused. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Pupose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses			
the company thought this could go further withdrawing the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the p			
the materials from sale altogether to avoid accidental or careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticit			
careless misuse. Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Sutfolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambilious and may be construed as lacking authenticity by customers.			
Age and house type are normally used as an indicator for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambilious and may be construed as lacking authent		_	
for identifying properties with likelihood of lead pipes. The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Sulfolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was			
The company was learning from other companies in designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering — for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities — but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		for identifying properties with likelihood of lead pipes.	
designing its communications and engagement. Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the place of the commitments of the commitments of the company, and these are just as important.		The company was learning from other companies in	
Feedback from Essex and Suffolk Water was that older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. G.O COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		designing its communications and engagement.	
older residents were less interested in the impact of lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the prase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
lead whereas the younger generation were very interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		older residents were less interested in the impact of	
interested. Leaflets and drop in sessions at local schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that cling beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		·	
schools had been very successful, the most concern raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the prase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
raised was around the amount of damage to the property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
property. Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
Following its experience of other schemes, AWL is working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
working with procurement to partner with small local firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. G.O COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		1 1 2	
firms to procure the works. The focus for all contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
contractors will be "customer is at the centre". DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
DC asked how working with several small companies would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		· ·	
would be managed. Experience from other companies had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses – may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		DC asked how working with several small companies	
had shown that using customer feedback as the key measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		would be managed. Experience from other companies	
measure of contractor performance kept all parties focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
focussed. TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
TP suggested that there may be some opportunities with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the pricase "world leading" was ambitious and may be construed as lacking authenticity by customers.		·	
with social partnering – for example to offer customers other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
other help beyond the lead pipe replacement if needs were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
were identified. She also asked if Jaywick would be included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
included in the programme. AE will consider these points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
points in the customer engagement planning phase. FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
FW and AE were thanked for their report and attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
attending the meeting. 6.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
G.0 COMPANY PURPOSE JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
JR confirmed that the Board had approved the Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		attending the meeting.	
Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.	6.0	COMPANY PURPOSE	
Company Purpose. 2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		JR confirmed that the Board had approved the	
2 phases of research, both internally and externally were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
were carried out which had shaped the purpose. The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
The purpose aligned to the long-term targets of the WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
WRMP. Metrics will be developed to measure success against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		<u> </u>	
against the 6 commitments sitting under the purpose. Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
Members made a number of comments on the commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
commitments. DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
DC suggested that the reference to reducing plastics should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
should be widened to reducing pollutants. GT proposed that citing beautiful landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
GT proposed that citing beautifu l landscapes could imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
imply that other less beautiful areas in towns/local amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
amenities – but nevertheless adjacent to rivers and watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		imply that other less beautiful areas in towns/local	
watercourses - may be left out of consideration by the company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.		amenities – but nevertheless adjacent to rivers and	
company, and these are just as important. SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
SM suggested that the phrase "world leading" was ambitious and may be construed as lacking authenticity by customers.			
ambitious and may be construed as lacking authenticity by customers.			
authenticity by customers.			
ID confirmed that 'rectaring level rivers' included			
		ID confirmed that 'rectoring lead rivers' included	l l
reducing abstraction.		JR confirmed that 'restoring local rivers' included	

	Noting that the Company Purpose (and the underlying commitments) did not refer to customer service or social action TP asked how the company's social commitments and the relevant Business Plan outcomes related to the Company Purpose. JR will provide an update on this alignment at the next meeting.	Update on Company Purpose – alignment to social commitments and Business Plan outcomes at Jan meeting	JR
	JR introduced the customer principles that have also been adopted internally by the Company. Members were encouraged by the principles and the consistent approach across the company.		
	Following discussion JR agreed to seek any further comments from CCG members on the Company Purpose and related commitments by mid-December 2019.	Seek comments from CCG members on the Company Purpose and related commitments	
7.1	SUB GROUPS		
	Members agreed the proposed membership of four sub-groups as listed in the paper circulated		
	The ToR were agreed for the Behaviour Change and Inclusive Service sub groups. TP asked for meeting dates to be shared as soon as possible and that these needed to be planned to fit into relevant CCG touch points in the programme schedule.	Confirm meeting dates for sub groups	ASW
	TORs for the two other proposed sub-groups on Environmental Innovation projects and Customer insight would be finalised by correspondence before the January meeting so that meetings could be arranged to commence work.	TP to write to Ofwat for clarification on CCG requirements for project sign off	TP
	TP highlighted that she would like to understand Ofwat's expectations on the CCG requirement for 'sign off' the environmental innovation projects so that the correct process can be agreed and included in the ToR. It is important that this is clear as the financial reward AWL can earn for delivering these projects is based on CCG opinion	Complete ToR and meeting schedule	ASW/JR
	The customer insight sub group is being reviewed, the ToR to be completed for Jan meeting.	Agree and complete ToR for customer insight sub group	ASW/JB
7.2	Forward Plan		
1.2	Dates for the quarterly meetings for 2020/21 were confirmed		
7.3	CHALLENGE LOG		
	It was agreed to close Challenge No.6, the company will do further research into capturing data on household tenure in its behaviour change and social housing projects. TP will review and propose any new challenges following this meeting.	Review of challenge log.	ТР
	ASW to update reviewed challenge log and publish	Update challenge log and publish	ASW
0.0	400		
8.0	AOB None		
	The meeting closed at 13:20.		

I confirm that the Minutes of 13 Nov 2019 are a true and accurate record of the business discussed and agreed.

Taon ferm

Signature: Date: 20/1/20

Chair