

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

AGENDA ITEM	MINUTE	ACTIONS	OWNER
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.	<i>Upload signed minutes to website</i>	ASW

	<p>members to gain their views. TP also asked that this included how success will be measured.</p> <p>JR confirmed that the consultation on a temporary usage ban (TUB) was being undertaken well in advance of the need to implement it, to gain customer views on the impact on them. Also messaging ahead of Spring 2020 will enable customers to plan for introducing water butts, planting etc. Discussions had been held with the RHS to promote water saving messages and with local garden centres to encourage stocking water resistant plants.</p>		
	<p>Winter Readiness</p> <p>BW asked for information about what was in the 'winter readiness kit'. This includes tap guards and lagging to protect exposed pipes. Information is provided on the website and would be promoted through social media. Acorn data would be used to target specific customer groups.</p>		
3.0	DELIVERING RESILIENT WATER SUPPLIES FOR THE SOUTH EAST (WRSE)		
	Trevor Bishop from WRSE described the current development of the regional plan groups and proposals of how they will work with customers going forward.		
	The National Framework set up by the regulators, Defra, Ofwat, EA and DWI would be chaired by the EA and would work with the new Ofwat cross regulatory unit RAPID (Regulator's Assurance for Processing Infrastructure Development). The regional groups will therefore work alongside the regulatory bodies. The process will become statutory, but this would not come into effect until 2025.		
	TPe reminded the group that AWL work with both WRSE and Water Resources East (WRE).		
	The revised model will work across all companies in the region and produce a single regional plan for managing water resources. Individual companies will adopt schemes and map their future WRMPs to the regional plan.		
	<p>TP asked how the WRSE will engage with customers. A cross company/regional approach to engagement and communication would be beneficial so that comparable results can be shared and the impact of media buying maximised. TBi responded that this is being discussed with the regulators and a view was expected in December.</p> <p>It was also anticipated that the CCG chairs would be brought together for a discussion by the end of the year.</p>	<i>Feedback when decisions made</i>	TBi
	WRSE are also looking beyond household users and have held and plan stakeholder forums for stakeholders and non-household users.		
	TB confirmed that the programme is very tight and needed to move forward quickly to achieve its targets. TB was thanked for his presentation and for attending the meeting. The CCG asked to be kept informed as work on the regional plan progressed.		
4.0	WATER QUALITY		

	<p>The CCG received and noted a report on water quality from the company.</p> <p>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.</p>		
	<p>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.</p>		
	<p>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.</p>		
	<p>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.</p>		
	<p>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.</p>		
	<p>FW was thanked for her report and for attending the CCG meeting.</p>		
5.0	LEAD PIPE REPLACEMENT PROGRAMME		
	<p>The CCG received a report and presentation on the lead pipe replacement programme and the proposals for customer engagement about this.</p> <p>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.</p>		

	AWLs plan was in the context of the DWI strategy to 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 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.		
	JR confirmed that ‘restoring local rivers’ included reducing abstraction.		

	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.	<i>Update on Company Purpose – alignment to social commitments and Business Plan outcomes at Jan meeting</i>	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.	<i>Seek comments from CCG members on the Company Purpose and related commitments</i>	
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.	<i>Confirm meeting dates for sub groups</i>	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 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	<i>TP to write to Ofwat for clarification on CCG requirements for project sign off</i> <i>Complete ToR and meeting schedule</i>	TP ASW/JR
	The customer insight sub group is being reviewed, the ToR to be completed for Jan meeting.	<i>Agree and complete ToR for customer insight sub group</i>	ASW/JB
7.2	Forward Plan		
	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.	<i>Review of challenge log.</i>	TP
	ASW to update reviewed challenge log and publish	<i>Update challenge log and publish</i>	ASW
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.



Signature: Date: 20/1/20

Chair