

Customer Scrutiny Group

Purpose of Meeting:	Customer Scrutiny Group planned meeting Number 2	
Location:	Hub	
Date of Meeting:	17th September 2014	
Present:	Chair Robin Dahlberg	
	Jim Barker, EA Keith Cane, East Kent Housing (by Video, am only) Jill Thomas, CCWater Colin Fenn, WWF Karen Gibbs, CCWater John Rumble, HCC Hazel Smith, GlaxoSmithKline	
Observers		Presenters
Apologies:	Jacky Atkinson DWI (part) Allyson Broadhurst, Charis Grants John Fox, Tendring Council Damian Williams, Tendring Council	Nigel Beaven James Foster Martin Hall Liz Allen
Distribution:	As above and web site	
Originator:	Liz Allen	

No	Notes of Meeting	Action
1	<p>Introductions and apologies etc. The Chair welcomed John Rumble from HCC as a new member of the CSG. The Chair announced further changes to the membership. Mark Tomkins from HAL has stepped down from the CSG due to an expanded role; he was thanked for his support and involvement; Allyson Broadhurst will continue to be involved with the CSG in an advisory role and may not attend every meeting.</p> <p>Chairs Report. The Chair advised that the CSG were invited to comment on Information Note 14/14 issued by Ofwat on default retail non-household tariffs and the impact of the Draft Determinations issued at the end of August. These would be discussed later in the meeting. The Chair proposed the response from the CSG should be in the same vein as the response to Ofwat on the DD for AWL (01 April 2014).</p> <p>Regulator updates Karen Gibbs, CCWater. CCWater reported they are undertaking some testing of customer acceptability of the draft determinations. The findings from this research will form part of their feedback to Ofwat by 3 October. CCWater have recently published their annual complaints report which is available on their web site.</p> <p>Jim Barker, Environment Agency. Companies are currently working on Drought Management Plans. The Local offices of the EA have been in discussions with AWL on activities around the local rivers. EA reported that they have been challenging some of the timetables for the Thames Tideway</p>	

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	<p>Tunnel. The operating company will not be operational until 2016. EA have rased some concerns which are being reviewed.</p> <p>Minutes The minutes from the meeting 23 July were accepted and signed.</p>	
<p>2</p>	<p>Value for Money, presentation by Liz Allen, Community Stakeholder Manager. The presentation reminded the CSG of the commitments in the business plan and reported on progress with the three strands of work.</p> <p>An on-line survey was undertaken to find out whether customers had a preferred way of assessing value for money. The findings showed a slight preference for seeing how money was actually spent. CCWater commented that this was consistent with feedback they are getting suggesting customers are looking for greater transparency on expenditure – both operationally and people costs including salaries, pensions etc.</p> <p>A research agency has been appointed following a structured tendering process. Blue Marble Research will be developing and delivering the first survey to establish the baseline for Value for Money for AMP6. The first draft of the questionnaire will be ready for comment shortly. CSG members will be invited to contribute electronically.</p> <p>The group made some constructive comments about sample sizes, distribution and frequency of testing. It was proposed that AWL may want to increase the sample size for the baseline survey to ensure that is statistically robust at community level.</p> <p>The CSG welcomed the opportunity to meet with the consultants at the next meeting in December when the findings from the survey will be discussed.</p> <p>The final strand of the work is to develop the compound regulatory metric for value for money. The CSG were advised that they will have the opportunity to help inform the criteria to be used before AWL seek Board approval in February 2015.</p>	
<p>3</p>	<p>Water Saving Programme, presentation by James Foster, Project Manager, Nigel Beaven, Head of Communications. The programme timetable was reviewed and key milestones for the appointment of contractors for the installation, meter supplier and home auditors discussed. Contracts are due to be awarded this Autumn. The timing of the award and the preferences of the contractors will influence the start dates. These need to be confirmed before detailed information is given to customers.</p> <p>The detailed timeline for the roll out was shared showing the slow start in 2015 and the journey through the four communities during the AMP.</p> <p>Nigel shared the updated information booklet that will be sent to influencers and other key groups of stakeholders showing how CSG comments had been taken on board.</p> <p>A draft of the customer communications booklet was circulated and the groups made some constructive comments which will be reviewed.</p>	

4	<p>Update on Draft Determination and response to Ofwat Information note 14/14, Martin Hall, Senior Regulatory Economist.</p> <p>A summary of the key components of the Draft Determinations issued by Ofwat at the end of August were presented. Based on the Ofwat position, CSG members were advised that AWL expected that the implications would not lead to any price increase and no reduction in AWLs performance. The CSG were taken through a paper on the default tariffs.</p> <p>The CSG invited AWL employees to leave the room while they discussed how they would advise Ofwat. The Chair provided this paragraph for the minutes.</p> <p>The members discussed the items raised by the Information Note and Draft Determinations, and raised a number of observations. The members did not believe there were any issues they wished to bring to Ofwat's attention. The Chair agreed to draft a letter for Ofwat, which he would circulate to members for their comments and suggestions.</p>	
5	<p>Community event planning.</p> <p>A community event is being planned for 18 October in the Hub and members of the CSG are invited to observe. The session will be used to gain feedback from customers about the specific customer information that prepared to support the water saving programme. Additionally the session will be used to ask customers what type of performance information customers would like to see to support the commitment to report on the customer expectations in each community.</p>	
6	<p>Updates</p> <p>Drought Management Plans.</p> <p>AWL acknowledged all responses and would still welcome feedback.</p>	
	<p>Next meeting.</p> <p>3 December 2014 at the Hub.</p>	

Minutes of CSG ~~17th~~ September 2014

Approved by

Robin 12/16/14

Date

3 December 2014

