

MINUTES OF 11th MEETING OF THE WESSEX WATER PARTNERSHIP

Meeting held at Wessex Water, Claverton Down, Bath
Thursday 22 March 2018

Present Dan Rogerson – Chair (DR)
Jeremy Hawkins – Independent report writer (JH)
Michael Barnes – CCWater (MB)
Jeremy Bailey – Environment Agency (JB)
Richard Cresswell – Catchment Panel Chair (RC)
David Hawkes – Advice UK (DHa)
Matt Vaughan-Wilson - Money Advice Trust (MVW)
Ian Walker – Bath University (IW)

Wessex Water observers:
Sue Lindsay (SL)
Phil Wickens (PW)
Katherine Mining (KM)
Andy Pymer (AP)
Matt Greenfield (MGr)
Neil Wilson (NW)
Ashlea Lane (AL) [*item 8 only*]
Gillian Camm – Non-Executive Director Wessex Water (GC)

Apologies:
David Heath – CCWater (DHe)
Sarah Cardy – Citizens Advice (SC)
Nicola Morris – Student Representative Bath University (NM)
Martin Green – Age UK South Gloucestershire (MG)

Key points and actions from the meeting

- 1./ **Lunch & Welcome**
- 2.

No notes.

3. **Minutes and actions from previous meeting**

No changes to minutes. Minutes were signed by DR on behalf of the attendees.

The following updates to actions from the previous meeting were provided:

- “Aimee Shaw to look at further work with students on water efficiency.” AS/
– DR suggested that we could consider using landlords as a route. PW PW
agreed to pass this suggestion on to the Water Efficiency team.
- “DR to write to Thérèse Coffey to raise the issue of water quality failures due to customers’ taps and how manufacturers can sell non-compliant taps and fittings.” – Thérèse Coffey’s reply has been distributed among the WWP. Action closed.
- “DR to draft a letter for WW to send to stakeholders.” – Carry forward; DR
DR to discuss with MGr.
- “Re ODIs, JB to inform us of any requirements above and beyond WISER.” – JB reported that we’ve been told about the only extra requirement: ministerial submission on bathing waters. Action closed.
- “DR to chase IW for his feedback on the innovative testing techniques

used in the acceptability testing, as this is one of IW's areas of interest." – IW looked at the material during the meeting, action closed.

- "Sue Pennison agreed to find out whether back casting of CRI is shareable." – AP to ask Richard Hargrave to follow up. AP/RH

No other actions discussed.

There were no declarations of interest to record.

4. **Submission of PC definitions – current position**

When asked by RC, NW confirmed that the Catchment Panel (who are meeting on 17th April) will still be able to comment on the PC dossier. Either NW or Rachel Dickenson will attend the meeting.

NW clarified that there is not a marked-up version of the dossier to show changes between the previous version shown at the sub-group and the version issued today – however from today's version onwards the document will be under change control. NW said that wherever we could change things according to sub-group comments, we have, but NW agreed to double check and report back. NW

SL noted that we will be trying to very clearly map out how the research has backed up the PCs.

JB asked when the PCs are fixed. PW/NW confirmed that only the definitions are fixed as of the 3rd May; ODIs and targets can still change after that. PW noted that Ofwat have said companies would need a very good reason to introduce PCs in September that weren't part of the early submission in May.

JH asked to have the Ofwat requirements on CCGs as a reference at the next meeting of the sub-groups. NW/JH to review our alignment to this document prior to those meetings. NW/JH

DR asked if there are any other stakeholders that should see the PCs. NW said that internally we have briefed it to Ops and E&C, and agreed to share any feedback from these groups with the WWP. PW suggested we could ask the Affordability Advisory Group for feedback on the PCs – SL to progress. SL

Feedback, comments and queries on the PC dossier should be directed to NW or Rachel Dickenson.

5. **Special cost factors – concept, high level proposals and examples involving specific projects**

MGr presented slides.

GC challenged how we are testing whether our plan is affordable. MGr responded that we're asking customers about affordability in the acceptability

testing, and that Ofwat would also check that we've done this sufficiently.

JH asked if the £27m expected allowance from Ofwat for STW SDB work is net costs – MGr said that developer contributions don't apply to STWs.

DR asked whether we can do some more innovative work on STW capacity and mentioned Albion as an example. AP said that NAVs' work relates more to the network rather than capacity, due to economies of scale at STWs.

When asked by JH, Wessex confirmed that we'd tried the WTW SCF 5 years ago. MGr noted that it is slightly different this time; last time it focussed on rurality. PW added that we'd taken Ofwat around our smaller WTWs. JH said that he'd seen a UU report about rurality, commissioned by Arup. MGr said that we presented our argument early on and UU seem to have followed.

DR asked whether there is an argument that more development would reduce our need for a rurality SCF claim. MGr said no, as our argument is about works that exist in these locations at present.

PW noted that one of Ofwat's tests about SCFs for specific investment proposals is whether the CCG is comfortable that a particular piece of work is the correct solution.

6. PC on customer effort

SL presented slides proposing a different approach to the customer effort PC moving forward.

IW said he assumes that we take an average of the 5 point rating and asked how it is transferred to a score out of 100. SL said that it's just converted for an illustrative comparison to the tracker.

IW said that while 2400 people is a good sample size, we would struggle to claim the increase shown on the graph (on the 'Results of SIM surveys' slide) as an improvement. Even with a large sample size, it would only appear statistically significant due to the number of people, not because it's a big change.

RC commented that if effort scores are averaging around 93% in each year, this suggests that 7% say we're not easy to deal with, and asked what we do to find out why. SL said that these are very high effort scores. Verbatim comments from the surveys are all analysed and feed into our continuous improvement process (which we have mentioned previously in relation to the Customer Experience Group.)

When asked by DR, SL said that the replica surveys cover billing as well, and they're done identically to the Ofwat SIM survey. SL argued that Ofwat should be comfortable with using a replica of their own survey.

DR asked how we define effort. SL said that we ask how easy it was to deal

with Wessex Water, then customers interpret this how they wish.

RC commented that if people were dissatisfied but found us easy to deal with, they may mark us down anyway.

PW said that this is all we have; he thinks that all we can do is show that it's improving. We may have to say that it's not statistically significant in our publications.

IW suggested agreeing a level above which we could claim that we have met the target.

It was agreed that the WWP would be comfortable with switching to the SIM replica surveys as the source of data with which to measure the effort PC. It was agreed to retain the target as an improving trend as set out in the final determination. MGr/SL to contact Ofwat to see what is required to formalise the change to source data. MGr /SL

7. Update on acceptability testing and other research

DR commented that it will be interesting to see if the Turquoise research (on acceptability of ODIs) is consistent across water companies.

SL agreed to share any of the content on vulnerability / PSR with MVW – MVW to contact SL to set out what is needed. MVW /SL

DR asked about timelines for the acceptability testing results. SL said that we will do a full presentation at the appropriate WWP meeting. We expect top line results in early May, and a full debrief at the June WWP.

DR noted that the 15th May WWP meeting would be a good opportunity to get any WWP feedback before he attends the May board meeting.

8. Freeze and thaw in the Wessex region following the cold snap

AL gave a brief presentation on our response to the freeze/thaw event; key points included the following:

- We started to prepare a week in advance, and set up an incident team 2 days before. We didn't put anyone out of water.
- The grid came into its own, allowing us to move water across our region according to need.

JH asked whether we geared up the CSU for extra call volume? SL said yes – preparations included pre-booking hotel rooms for staff, arranging 4x4s to collect staff, and ensuring that staff were fed and watered. We put messages on the phones saying we wanted to deal with emergencies first. AL noted that we planned the 4x4s back in August, and added that we stopped lone working to ensure staff safety. JH asked what the additional level of calls was, and SL responded that we did have an increase, some of which was due to frozen internal pipes.

When asked by GC, NW confirmed that we are writing this up as a case study.

DR asked if there was any local coverage. AL said there was some, which gave us a chance to talk about the grid, however largely coverage focussed on where things had gone wrong, i.e. elsewhere.

AL added that Facebook posts portraying the way we handled the incident had a high number of views.

There is an industry workshop on the freeze/thaw work next week. MVW said that this workshop would be a chance to provide feedback from Priority Services customers so they can feed into the overall Ofwat review.

9. **AOB**

None.

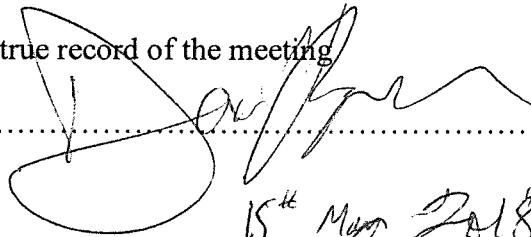
10. **Private session including discussion of WWP report and output from sub-groups**

Private session, no minutes taken.

Signed as a true record of the meeting

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Chair

Date


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15th May 2018