

# MINUTES OF 17<sup>th</sup> MEETING OF THE WESSEX WATER PARTNERSHIP

Meeting held at Wessex Water, Claverton Down, Bath  
Monday 17 June 2019

Present	Dan Rogerson – Chair (DR)	Wessex Water observers:
	Jeremy Hawkins – Independent report writer (JH)	Sue Lindsay (SL)
	Michael Barnes – CCWater (MB)	Phil Wickens (PW)
	Richard Cresswell – Catchment Panel Chair (RC)	Katherine Mining (KM)
	Matt Vaughan-Wilson - Money Advice Trust (MVW) <i>[by phone]</i>	Andy Pymmer (AP)
	Martin Green – Age UK South Gloucestershire (MJG)	Neil Wilson (NW)
	David Heath – CCWater (DHe)	Matt Greenfield (MGr)
	David Hawkes – Advice UK (DHa)	
	Kevin Ward – Environment Agency (KW)	

## Apologies:

Ian Walker – Bath University (IW)  
Nicola Morris – Student Representative Bath  
University (NM)  
Sarah Cardy – Citizens Advice (SC)  
Gillian Camm – Non-Executive Director Wessex  
Water (GC)

## Key points and actions from the meeting

### 1. Private session

Private session, no minutes taken.

### 2. Feedback from private session including 2018/19 performance

DR welcomed everyone and introduced KW.

On the annual report:

- On the content, DR said there were no changes although the company is checking for points of accuracy and the WWP will wait to hear about these.
- JH asked about the timetable for finalising the Annual Review after Audit Committee. MGr said that we will let the WWP know about factual corrections, the Audit Committee will give feedback, and the Board will ensure they're happy with it, then we publish on 4<sup>th</sup> July. JH said that after Friday's Audit Committee he'll give a final version.

DR reported that the WWP valued GC's input and would like further interaction with the iNEDs. AP suggested that the 2 new iNEDs meet the

WWP. DR said the WWP had discussed how the WWP itself had done, and had decided to feed back to Ofwat about improvements to the process as a whole. The WWP would like to hear the company's views on how the process has gone, starting with DR/JH meeting WW representatives, ideally in the next month - KM to arrange. DR/ KM

The WWP asked how our thinking on returning money to customers through sharing arrangements is progressing. PW said that we're aiming to set up arrangements over the course of this year, and it will be on the agenda for the next full meeting. PW

RC said he recalled Ofwat proposing companies share a specific percentage of outperformance above a certain threshold, in the next AMP. PW reminded the WWP that the proposals were automatic 50/50 sharing above a certain amount, and our objection was that it cut across what we were already planning to do. We haven't had any formal comment or queries back on that issue, and will wait to hear in the draft determination. AP noted that it is fairly academic as it's a level of outperformance that we are unlikely to reach.

Re affordability, the WWP would like to hear about any uplift in pension credit discount and any impact of universal credit rollout. MJG suggested a pension credit awareness campaign to coincide with TV licence withdrawal. SL noted that we included articles on pension credit discount and Priority Services in our magazine, although this was before the TV licence issue. SL also noted that we have raised the priority of the pension credit discount message on our bills, and kick-started pension credit discount mail outs to targeted areas based on date of birth and deprivation indices. We are still finding that pensioners don't seem to want to apply and ask for help, which is likely to be a generational issue. MJG said that the TV licence might be the factor that unlocks pension credit applications. DHa asked if we've seen any impact of rollout of universal credit e.g. arrears / financial difficulty. SL said that we've seen more need for short term support e.g. payment holidays, but UC rollout is patchy across the region. The AAG meets in July and we may be asked / discuss making changes to our offering.

The WWP asked for a tracked changes version of the document received this morning from KM on behalf of Rachel Dickenson vs. the original – NW to provide. NW

### 3. **Welcome and 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:

- “DR to pull together the WWP's feedback on lessons learned (once all members have fed back) and share with WW. DR invited the company to share any thoughts they might have.” – DR has pulled this together and will share. DR
- “In relation to Ofwat IAP action WSX.AV.A1 – Consider use of tracker

to provide evidence that customers don't naturally consider the long term." – Action closed, but SL agreed to keep the WWP updated with the tender process.

- "DR confirmed that the WWP will aim to do a note for the board, about their report (for the IAP)." – Complete, closed.

There were no declarations of interest to record.

#### 4. **Wessex Water's annual report**

MGr presented slides and asked for feedback on the report.

DR liked the format.

DHe expressed concern that sometimes bar charts are zero based and sometimes not, which can exaggerate changes, although it's not misleading. This can be argued both ways i.e. at least people can see a movement. MGr said that movements that we consider important to show are shown in detail. MGr also noted that some charts have been updated since the copy in the WWP pack, and that there were some other changes e.g. to customer satisfaction numbers. MGr also noted that the whole thing is subject to Audit Committee approval on Friday.

KW gave the following feedback:

- P16 environmental performance mentions sludge standards in compliance with EPA, but sludge standards have been withdrawn so we should remove that – MGr to action. MGr
- We didn't mention increased pollution incidents in charts – PW mentioned EPA that was meant to be included on that page but was missed out, and is now included, and this incorporates pollution incidents.

AP offered to re-circulate what we've sent around with updated bar charts. MGr  
AP also noted that we refer to pollutions in the MD introduction.

DR asked how the Annual Review is presented to customers. The company confirmed that it normally only goes on our website but it is also referred to in the magazine. It's very easy to find on the website; realistically very few customers would read it, but there is a feedback mechanism they can use if they wish. We don't normally push it out through e-billing.

#### 5. **Charging strategy**

MGr presented slides.

DHa asked if we anticipate customers noticing the new billing system. MGr said no – the only slight change we may make is to the presentation of the pension credit discount on the bill.

DHe asked about the timeline for the new billing system (MGr said around February) and if it's a big transition. SL said we have moved to the Microsoft Dynamix platform. The Dynamix CRM is already implemented into our

contact centre and will be in use for field staff by the Autumn. The new billing system and associated CRM is also on that same platform. Annual billing will be run from the existing Rapid system, but we will shadow bill in the new system and we will transition once we are comfortable everything is working and reconciled fully. The biggest thing is to maintain excellent service for customers. We're doing lessons learned with Northumbrian Water, who have just been through a major implementation, and we won't go live until we're comfortable. DR asked about Bristol – SL said that they will stay on SAP for operational contact.

AP explained that changing the billing system is largely a necessity – the current one is life expired and quite difficult to use for call operators, also the new one has better digital enablement, so will enhance the digital offering for customers. SL said that once this is all in place, then we'll improve e-billing.

DR asked if other water companies or WaSCs use Microsoft Dynamix already – SL said that others use Dynamix CRM but we are building the bespoke billing element, although its 'well known' architecture. AP/SL noted that Microsoft are moving across into the utility space, and that updates are continually released.

#### 6. **Lead in to AMP7, including customer engagement update**

NW presented his timeline slide.

When asked by JH, NW confirmed that the company can decide the format of our response.

PW reported that of the fast track companies, some CCGs responded to the draft determinations while some didn't. Most other companies are assuming their CCG will respond. As there is no specific requirement from Ofwat on whether to respond, there is perhaps more flexibility on dates. AP said this would help CCGs to take other companies' responses into account.

When asked by RC, DR confirmed that the WWP response will comment on what Ofwat says to Wessex and Wessex's response, as well as likely covering bills, sharing issues and engagement. AP also suggested PCs.

PW agreed to brief the WWP on the draft determination soon after sending our briefing to Board on 23<sup>rd</sup> July. The WWP accepted this short delay if it meant further detail on what the draft determination means, as long as it was provided before the start of August. PW

It was agreed that KM would try to move the August WWP meeting from the 29<sup>th</sup> August to w/c 12<sup>th</sup> August, with the option for members to dial in if it aids availability. SL noted that the booking for the 29<sup>th</sup> had probably been intended for presenting our response. KM

SL presented slides on PR19 engagement. When asked by DR, PW confirmed that the 2 items of research agreed with the sub-group were completed before

we responded to the Initial Assessment of Plans. Slide decks were circulated to the sub-group but SL offered to provide briefings on the research should members require, and also agreed to circulate the slide decks to the whole WWP. SL noted that Wessex Water had decided not to proceed with a proposed quantitative element of the Blue Marble ERI research following discussion with Blue Marble. This element was not considered necessary and in customers' interests. JH agreed to ask IW to ratify this decision.

SL

JH

SL also presented slides on 'BAU' engagement e.g. C-MeX, online panels, Young People's Panel. DR noted that Ofwat expect the CCG to have a continued interest in customer engagement, and asked the group's opinion on a suitable level of involvement.

- AP suggested taking members' suggestions on for example what to ask customers about in future online panel surveys, but DR suggested the WWP would want to be more involved e.g. reviewing stimulus.
- PW noted that current research doesn't need such a formal review – as it is very operationally- and 'day-to-day' focussed, as opposed to business plan research where question wording was reviewed/tweaked to avoid bias. However DR said it would still be interesting to see.
- AP suggested that a sensible compromise would be for SL to show the WWP a forward plan of any research that is being proposed and the WWP can comment as they wish.
- DR said that the WWP would like to understand more about the drivers of value for money in the tracker, as this is one of the current PCs – SL to provide any further information on this.

SL

SL

## 7. AOB

JH noted that 2019-20 is the final year of reporting against PR14 PCs and asked if we are already collecting shadow data on new PCs. NW confirmed that we are doing this where appropriate e.g. to get process in place, and agreed to JH's request to include this information in the mid-year reporting.

NW

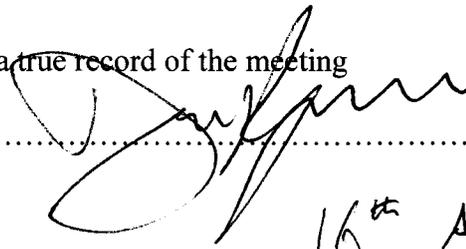
DHa thanked the company for his copy of the new Partner Hub post. He noted that on the brief item on Money Matters funding, although the link to find out more worked, there wasn't sufficient detail on the 10 different projects. SL to follow up with her team, and also send link to rest of the WWP.

SL

MJG noted that Age UK South Glos is looking for a couple of trustees, one of which needs to be a treasurer. The time commitment is half a day a month, with meetings on Friday mornings of alternate months, finishing by 11am. There's no need to live in South Glos. MJG to provide link to website advert for members to circulate – let him know if anyone is interested.

MJG  
/All

Signed as a true record of the meeting

A large, stylized handwritten signature in black ink, written over a dotted line.

Chair

Date

16<sup>th</sup> August 2019