

## Portsmouth Water – Future Customer Panel 2022

### Group discussion guide – 1 hour 15 (1.45-3)

Panellists to be split into 3 mini groups, with 6-7 panellists per group. Blue Marble moderators to conduct group discussions in separate rooms, all groups to be recorded.

### Introduction (10 minutes) 1.45

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**Moderator introduction:** purpose of session to get to talk in more detail about a couple of other issues.

- conversation will be audio recorded but will remain confidential and anonymous
- encourage all to participate, feel free to disagree – all viewpoints are interesting

**Warm up exercise:** We'd like to get to know each other within our group a bit better

- Working around the room, tell us your name and school, then one positive and one negative thing that happened to you this week.

**Mind mapping exercise:** can you think of some examples of times when you need to plan ahead as sixth formers? How do you do this (if at all)? What's the best way to create and execute a plan?

Prompts: revision, UCAS applications, practising a sport/hobby, saving money.

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### WRMPs context and aims (5 minutes) 1.55

- All water companies prepare Water Resources Management Plans (WRMPs) which show how they will secure resilient water supplies for their customers.
- The plans consider how much water is available today, how much we need for the future and develop options to make up the difference.
- Portsmouth Water will be running a consultation by the end of November to find out the public's opinion on their WRMP 2025-2075. Part of that consultation involves talking with future customers i.e. you.
- We're going to take a look at the aims and context underpinning Portsmouth Water's WRMP.
- Then we will deep dive into five different ways the company plan to achieve those aims, so we can hear what you think about it.

MODERATOR TO SHOW SLIDE: YOUR WATER NOW AND IN 50 YEARS TIME

- What do you think Portsmouth Water's biggest challenge is?
- What long term aims do you think will be hardest to achieve? e.g. reducing leakage, getting people to use less water etc.

### Deep Dives:

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Now let's take a look at how Portsmouth Water aims to achieve those aims.

### Halving leaks 2 (10 minutes)

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MODERATOR TO SHOW SLIDE: HALVING LEAKS

- What appeals here?
- What aspects would you change?
- Does any of this plan resonate especially well or poorly with your generation?
- **PW Question: do you support our plan to reduce leaks by half by 2050?**

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#### Metering for everyone (15 minutes) 2.10

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MODERATOR TO SHOW SLIDE: METERING FOR EVERYONE

- What appeals here?
- What aspects would you change?
- Does any of this plan resonate especially well or poorly with your generation?
- **PW question: do you agree water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)?**
- **PW question: Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks?**
- **PW question: Do you support the use of smart meters? With the ability for customers to see their own water use and identify leaks?**

#### Saving water (10 minutes) 2.25

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MODERATOR TO SHOW SLIDE: SAVING WATER

- What appeals here?
- What aspects would you change?
- Does any of this plan resonate especially well or poorly with your generation?
- **Do you support our plan to help homeowners and businesses save water?**

#### Water labelling (10 minutes) 2.35

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MODERATOR TO SHOW SLIDE: WATER LABELLING

- What appeals here?
- What aspects would you change?
- Does any of this plan resonate especially well or poorly with your generation?
- **Do you support the government's plan to introduce compulsory water labels by 2024?**

#### Summary 2.40 (5 minutes)

- As customers of the future, what aspects of the WRMP do you think resonate most with your generation?
- What advice would you give PW before they finalise the way they are talking about their plan for the future?

#### Self-completion exercise (10 minutes) 2.50

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#### Thank and close

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