



## Customer Advisory Panel – Part 4

Focus group

April/May 2023

# Section 1: Introductions & recap on CAP



BLUE MARBLE

**Selini**



## **Introductions**

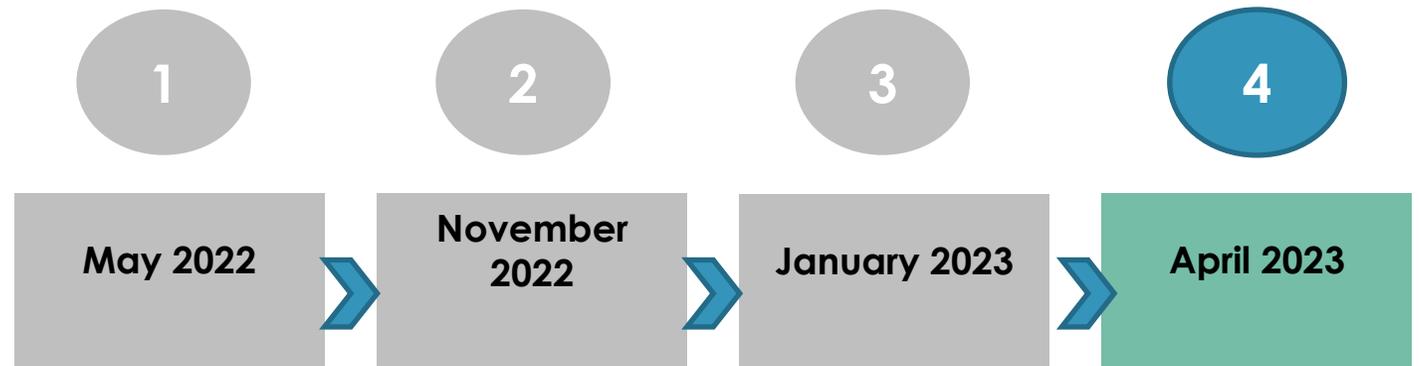
- *first name*
- *where you live*
- *who you live with (if you're living with anyone at the moment)*
- *any top of mind thoughts from our previous conversations about Portsmouth Water and their plans*

# About the Customer Advisory Panel

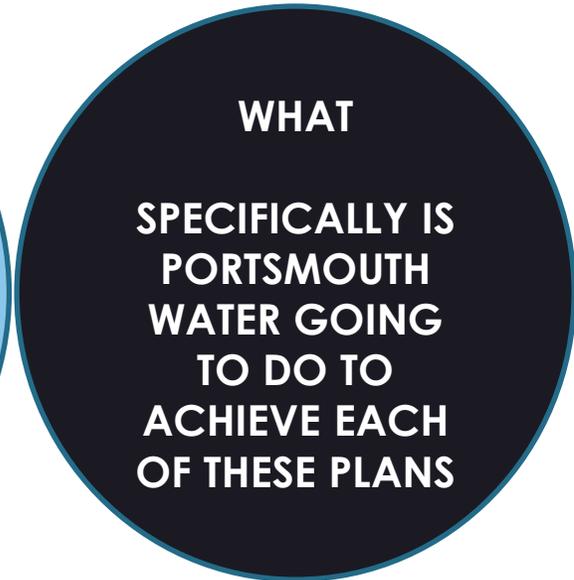
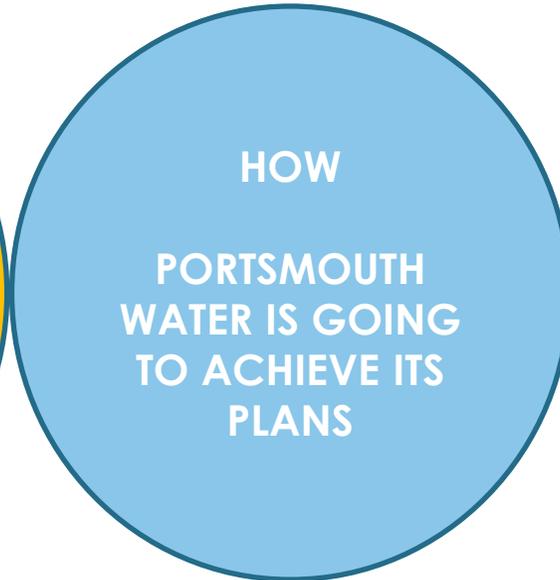
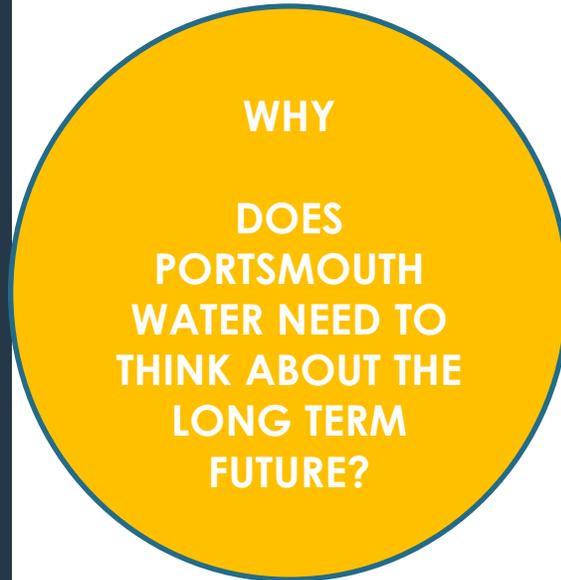
Portsmouth Water's **Customer Advisory Panel** of customers and future customers

**Main objective:** help Portsmouth Water make good decisions as it plans future investments

This is the 4<sup>th</sup> and final online session for this panel:

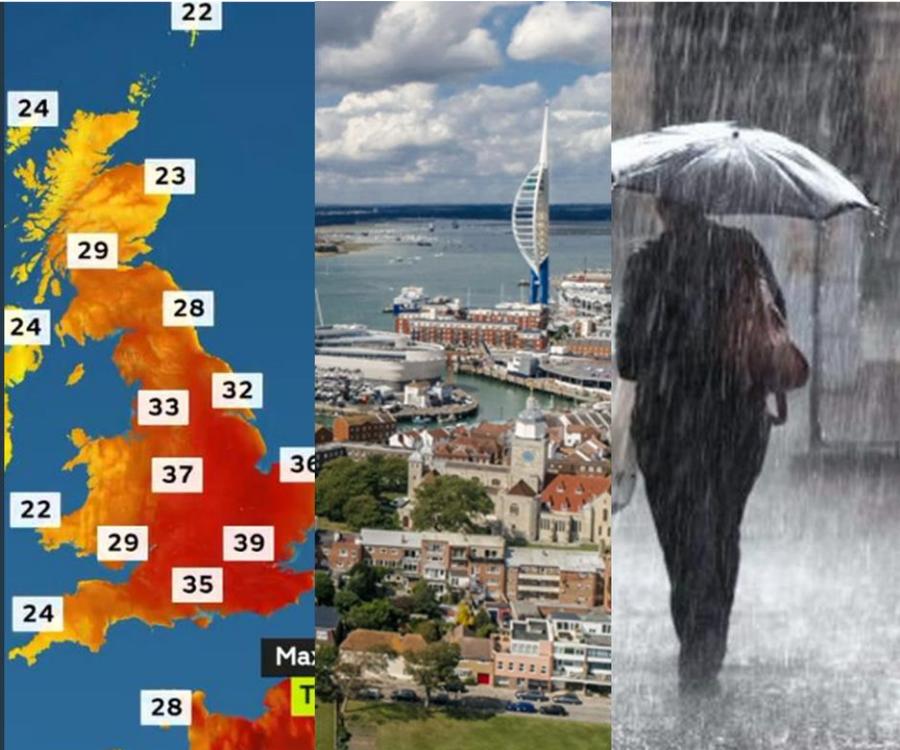


# Recap on outcomes from previous sessions



# Recap on outcomes from previous sessions

The Big  
Challenges...



# Recap on outcomes from previous sessions

Strong support for plan



Biodiversity



Social tariff



Leakage



Lead pipes

Moderate support for plan



Carbon neutral



Smart metering



Customer interruptions

Opted for medium option

Opted for high option

# Section 2: Exploring options for Portsmouth Water's plans on social value



- What are your **initial thoughts** on Portsmouth Water considering its plans for social value?
- What **3 words or phrases** come to mind when you think about Portsmouth Water delivering social value?
- What do you think '**social value**' means in this context?

# Section 2: Exploring options for Portsmouth Water's plans for financial hardship



## Where Portsmouth Water is today:

Portsmouth Water currently has a social tariff, where 27,500 customers only pay its minimum tariff. This currently equates to a 40% reduction (£46), from an average bill of £117 to £71.

The social tariff criteria for Portsmouth Water is a household income of less than £21,000.



## What Portsmouth Water is considering:

### Being part of a future national discount scheme

At the moment, we expect this scheme to provide a £5 discount to all customers on universal/pension credit.

This will be a minimum discount, with those who are on universal/pension credit and also qualifying for our social tariff receiving the higher social tariff discount.

### Development of a financial hardship fund

This would be a 'pot' of funding that would be available for any customer to access, should they meet specific criteria.

The criteria would be co-created with customers and organisations such as the Citizen Advice Bureau.

# Section 2: Exploring options for Portsmouth Water's plans for environmental improvement



## Where Portsmouth Water is today:

Portsmouth Water currently maintains all its land designated as 'priority habitat' (i.e. important areas for biodiversity) to 'good ecological status' (which is the required rating); and will continue to improve the biodiversity on these sites into the future.

Portsmouth Water also currently provide £50,000 of grants to local farms to improve biodiversity on their land.

## What Portsmouth Water is considering:

### Additional grants

In PW's recent consultation, results showed that customers and stakeholders support further grants, up to £200,000 at a cost of 8p per year onto the average yearly bill.

### Additional funding to the local community

This could be:

- further grants to farmers
- or grants to other initiatives in the local area e.g. available to local organisations who would submit bids to an expert panel (including e.g. Natural England.

# Section 2: Exploring options for Portsmouth Water's plans for community support



## Where Portsmouth Water is today:

Portsmouth Water currently provides support to a range of local community initiatives, with the majority focused on education. These include college STEM (Science, Technology, Engineering, Maths) initiatives, online education facilities and educational facilities at Staunton Country Park.



## What Portsmouth Water is considering:

### Additional support to local community

Portsmouth Water could go beyond these initiatives and provide further support to the local community.

This could be a pot of funding available to anyone in the community to put forward a bid, outlining the benefit to the community (e.g. building a new clubhouse).

Bids would go to a panel that would include relevant local stakeholders that represent the community, such as elected councillors.

# Section 2: Exploring options for Portsmouth Water's plans for vulnerable customers



## Where Portsmouth Water is today:

Portsmouth Water currently have a Priority Services Register, with over 30,000 customers on it. The Priority Services Register is a free service for customers who might need extra support, due to their age, health, disabilities etc. It offers a range of services, including assistance with sending bills, home visits, warnings for emergencies and interruptions etc.



## What Portsmouth Water is considering:

### Additional support to vulnerable customers

As Portsmouth Water moves towards smart metering, it could provide further support to vulnerable customers such as a service identifying customers who have not used water and alerting a family member.

This could help identify if someone has had an accident or has become ill.

# Section 2: Exploring options for Portsmouth Water's plans for charities and local organisations



## Where Portsmouth Water is today:

Portsmouth Water currently works closely with local organisations, such as the Citizens Advice Bureau, to help vulnerable customers.



## What Portsmouth Water is considering:

### Supporting charities and local organisations

Portsmouth Water recognises that these organisations are stretched, with demand for their services increasing.

It could fund/provide resource to assist and help those organisations reach and help more people in the local community.

# Section 3: Your thoughts on how Portsmouth Water could fund its social value plans

## **Mandatory tariff**

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## **Optional tariff to centralised pot**

This would be an opt-in option onto the customer's bill, which would go into a social value pot. It would then be used to fund the social value initiatives at PWs discretion. This would not be used for anything outside of social value.

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## **Optional tariff based on customer choice**

An opt-in option onto the customer's bill, where the customer would choose from a list what category of social value to contribute to e.g. environment, local communities etc.

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## **Donations**

These would be donations towards specific schemes, such as a sensory garden for a local charity, a new clubhouse for local football team etc. Local community would put forward schemes for funding in advance, which would then go through a feasibility check and get chosen based on customer research.

## Wrap-up



- Overall, what do you think is **important for Portsmouth Water** to keep in mind when considering its plans for delivering social value?
- What **questions or concerns** do you have based on everything we have discussed today?
- Is there **anything else** you would like to say to Portsmouth Water?



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