

**PORTSMOUTH WATER Ltd  
CUSTOMER CHALLENGE GROUP (CCG)  
MEETING HELD ON TUESDAY 27 JUNE 2017**

**PRESENT:** Karen Gibbs (CCWater), John Hall (John Hall Consulting), David Howarth (Environment Agency), Doug Hunt (WS Atkins), Lakh Jemmett (Chairman), Douglas Kite (Natural England), Simon Oakley (Chichester District Council), Ingrid Strawson (CCWater), Paul Barfoot, Tamara Breach, Georgina Caruana, Steve Morley, Helen Orton, Rod Porteous and Neville Smith (all Portsmouth Water)

**ACTIONS**

**Apologies:** Charles Burns (Federation of Small Businesses), Caroline Brook (Winchester City Council), Kathleen Jones (Gosport Borough Council), Jon Stuart (Havant & District CAB)

**Introductions:**

Rod Porteous (Engineering Director) and Georgina Caruana (Customer Engagement Officer) were introduced to the meeting.

**1. Minutes & Actions from Meeting held 9 May 2017**

The Company confirmed the amendment received from KG has been included and the Minutes were approved.

**2. Minutes & Actions of Meeting Held on 7 June 2017**

Minutes and actions approved.

**2.1 Action Log**

LJ described the purpose of the Action Log. It would ensure a record of all challenges made were noted and actioned by the Company.

**3. ODIs 2016/17**

SM introduced the ODI Report for 2016/17. Members had an opportunity to ask questions of the Company and its third party external assurance provider, Doug Hunt (Atkins).

LJ then introduced the draft CCG report. Members approved the report as circulated. LJ also suggested the Company should consider providing more detail on its two action plans, leakage and Water Quality Contacts. The Company would consider this further before publication.

There were then specific questions on the leakage failure which RCP addressed.

**4. CUSTOMER ENGAGEMENT PROGRAMME**

**4.1 Customer Engagement Plan**

HMGO updated members on the Customer Engagement plan. A number of items on the plan would be discussed later in the meeting.

- Water hardness survey – less than 40 results thus far, so the Company will continue to collect this information.
- Resilience – the subject of CAP3 and further work planned in early Autumn.
- CAP – the Company would write up the three CAPs and agreed its future plan with CCG as appropriate.
- Employee survey – will build on IoCS survey undertaken in 2016 and we will employ different methods of communication.
- Bad debt – a presentation on how we manage bad debt would be given later in the meeting.
- SM asked LJ to forward the information he received from Ofwat on industry performance relating to bad debt.
- Interruptions – we are still planning this experiment.

**HMGO**

**LJ**

- Metering – the application of loggers to provide customers with information on usage. The CCG noted this was being undertaken in the highest demand week and the Company should consider extending the trail.
- Affordability/vulnerability – KG highlighted the need to get expert help on this issue to ensure that any feedback is of use. It was noted that we would build on our recent work with CABs, SSE and Southern Water in particular.
- DK commented that there appears limited knowledge of the environment and what could the Company do to inform customers of the work it undertakes in this area. The future research programmes would clearly need to address this issue.
- Views of future bill payers – HMGO highlighted the forthcoming workshop with Year 10 students on water issues. The questionnaire was circulated to CCG members and comments invited.
- There was general discussion on water resources in the medium term and the requirement to ensure we plan for the future. The Company would present the issues at the next meeting.
- LJ asked that end dates be included in the Action Plan.

CY

SM  
HMGO

#### 4.2 **Meet Members of the CAP**

CCG members then had a private session with Kate Waller from Community Research, the facilitator of the CAP.

#### 4.3 **Discussion of the three CAP meetings**

CY described the findings of CAPS 1, 2 and 3. There was specific discussion from members about metering and hardness of water. The Company would write up its findings and share with the CCG before the end of July.

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### 5. **SPECIFIC PAPERS**

#### 5.1 **Written Complaints**

PAB introduced the paper providing detail of the number of written complaints for the last three years and examples of how the Company acts on the complaint – by changing its policies/procedures. There were no specific comments from the CCG.

#### 5.2 **Tariff Setting**

SM introduced the paper on how tariffs are set annually. There were no specific comments from the CCG.

#### 5.3 **Cost of Debt**

HMGO introduced the paper on cost of debt and highlighted the significant impact that the likely cost of debt assumption would be to the Company, given its existing loan situation. There were no specific comments from the CCG.

#### 5.4 **Hard Water**

SM presented to the meeting the initial results from the survey – noting that the initial results supported the conclusion from CAP2 reference the need to address the issue.

#### 5.5 **Leakage Half Year Review (Oct 2016)**

RCP continued discussion on leakage performance in 2016/17. It was noted that other companies in SE had seen similar issues. RCP commented that leakage performance is currently challenging given high demands and likely high discretionary use by customers. LJ asked if our approach was best practice in the industry? RCP replied that he considered it was – with some significant use of technology being adopted.

The Company will provide a monthly update to the CCG

RCP

Note: JH & RCP left the meeting.

**6. Presentations**

**6.1 Bad Debt**

James Silvester, Affordability & Debt Team Leader, presented the Company approach to debt and affordability. Members questioned to develop their understanding further.

**6.2 WISER**

David Howarth presented detail of the WISER strategy. SM commented that whilst this was a new document, it effectively replaced the previous Statement of Obligations. SM took the opportunity to inform the CCG of its plans to submit its WRMP and Drought Plans to Defra in December 2017.

**7. Any other Business**

LJ noted that Ofwat would publish its PR19 methodology on 11 July 2017 and the CCG would need to get up to speed. It was suggested that a face to face meeting be arranged for September, but still hold 19 October 2017 in the diary, provisionally.

**8. Date of Next Meetings**

September – Dates to be sent out on Doodle poll  
Thursday 19 October 2017 (Provisional)

TB