

PORTSMOUTH WATER Ltd
CUSTOMER CHALLENGE GROUP (CCG)
MEETING HELD ON WEDNESDAY 28 OCTOBER 2015

PRESENT: Karen Gibbs (CC Water), John Hall (John Hall Consulting), David Howarth (Environment Agency), Doug Hunt (Atkins), Lakh Jemmett (Chairman), , Douglas Kite (Natural England), Andrew Lee (South Downs National Park), Simon Oakley (Chichester District Council), Cllr Kirk Phillips (Winchester County Council), , Ingrid Strawson (CC Water) Heather Benjamin (Portsmouth Water), Tamara Breach (Portsmouth Water), Amy Gallop (Portsmouth Water), Martin Johnson (Portsmouth Water), Mike Kirk (Portsmouth Water) , Steve Morley (Portsmouth Water), Helen Orton (Portsmouth Water), Neville Smith (Portsmouth Water)

Action

Apologies:

Charles Burns (Federation of Small Businesses), Jon Stuart (Havant & District CAB) and Jerry Way (St Richard's Hospital,)

1. Introductions:

Neville Smith welcomed the CCG and introduced the new Chairman, Lakh Jemmett to the meeting.

Neville reminded the Group of the process initiated at the previous meeting to appoint the Chairman. A Nominations Committee had been established to shortlist and interview the candidates. The Committee consisted of Mike Kirk, David Howarth, John Hall and Richard Harris. Neville thanked these people for their time and contribution.

Neville requested his thanks be noted to David Guest for helping to establish the CCG and guiding the Group through the Business Plan process.

Neville further informed the CCG of the following changes to Membership;

Chris Manning of the South Downs National Park will be joining Portsmouth Water at end of November as Catchment Management Manager and would therefore relinquish his role on the CCG. Neville welcomed Andrew Lee to represent the South Downs National Park on the CCG going forward.

Helen Orton was introduced as the new Financial & Regulations Director of Portsmouth Water, with a strong background in Auditing and Compliance at Price Waterhouse Coopers.

Neville advised that Amy Gallop would be leaving the Company at the end of November and passed on the thanks on behalf of the CCG for all the secretarial support provided over the past three years and introduced Tamara Breach who will continuing with this secretarial role.

Finally, Richard Harris of St Richard's Hospital is leaving his post and Jerry Way will represent St Richard's Hospital on the CCG going forward.

Lakh Jemmett introduced himself to the CCG, advising he has 30 years' experience in both regulated and unregulated businesses within the international technology and telecoms industry. He looked forward to his new position of Chair to the CCG and gaining knowledge of the water industry.

2. Minutes & Actions of Meeting Held on 2 July 2015

The minutes were taken as a correct record and approved by the CCG.

3. Matters Arising

3.1 Greenhouse Gases

Following a request at the CCG meeting held on 2 July 2015 for greater detail of the Greenhouse Gas Emissions data for 2014/15, Steve Morley circulated a report detailing how the Company's Greenhouse Gas Emissions were quantified.

The Company's Greenhouse Gas Emissions were quantified for 2014/15 by using the industry standard UKWIR Carbon Accounting Workbook Version 9.1. The workbook calculates total carbon by taking inputs such as electricity (kWh) or diesel consumed (litres) and converting the figures to a CO₂e equivalent as provided by Defra using the approved industry methodology.

Steve Morley advised that the Company follow the approved industry methodology for calculating carbon emitted by the Company using the conversion factors provided by DEFRA.

Andrew Lee commented that the Company appear to be penalised because there had been a significant increase in the carbon conversion factor provided by Defra, despite the Company reducing its total grid electricity by increasing renewable energy generated from its solar sites by 40%. Steve Morley agreed that this was the case but a standard conversion factor is applied.

Douglas Kite commented that some renewable sources are not totally carbon neutral such as, solar panels as carbon will be produced in their construction.

David Howarth questioned whether UKWIR who provide the standard Industry Methodology challenged Defra on the Conversion Factors they provide, Doug Hunt commented that the Carbon Conversion Factor is a result of various influences, there will always be fluctuations and will be relative to the utilisation of power stations.

Heather Benjamin suggested these explanations should be included within the words of the submission. The CCG agreed and Steve Morley noted.

SM

Lakh commented that Government is pushing for businesses to use more renewable energy which should be more quantifiable.

Doug Kite questioned the high air travel percentage for such a small local company. Neville advised that one member of staff travels to Newcastle four times a year for the Institute of Water Meetings.

4. DWI Chief Inspectors Report 2014 (published July 2015)

Jonty Stead and Carol Lucas joined the meeting.

Jonty Stead, the Company's Water Quality Manager introduced both himself and Carol Lucas, Water Quality Manager Designate.

Jonty explained that the Company, in line with all Water Undertakers, has a regulatory requirement to submit the following water quality information to the Drinking Water Inspectorate (DWI).

- Water Quality Data
- Customer Contacts
- Events/Incidents that require investigation e.g. a broken main or anything that causes public attention.

Based on the above information the DWI generate a Chief Inspectors Report (CIR) each year.

Jonty Stead advised that the CIR for 2014 had recently been published providing a comparison with previous performance and against other companies within the Industry.

The Report includes details of the Company's Mean Zonal Compliance (MZC) for 2014, the average number of pass marks of water quality against failures, currently 99.97%.

The DWI also report on the Company's Programme of Works where capital intervention is required. For example the Company's Eastergate/Westergate Plants where the Company proposes to introduce Ultra Violet Treatment to help treat for Cryptosporidium.

Events/Incidents from all Companies throughout the country are listed within the CIR along with recommendations so that lessons can be learnt. These should be treated as warnings to not let the same event/incident happen again as this would be treated extremely seriously by the DWI.

Carol Lucas informed the CCG that she had attended a presentation given by the Chief Inspector in July. Carol highlighted two key points that the Company took away;

Inspection of public buildings for water quality. Water Companies were reminded of their obligation to inspect public buildings, such as libraries, sports centres – where "tap water" is available for public use, to ensure compliance. Carol explained to the CCG the Company's liaison approach to conduct these sample tests. However, she further advised that the DWI are encouraging Companies to act under Regulation 75 of enforcement to gain access to public buildings to check the water quality. The Company have not found it necessary to yet use this method so far but were minded that this approach could be used.

The second noteworthy topic was regarding the adoption of private water supplies. Carol advised that the DWI were wanting to work towards moving all private mains over to public mains supply to ensure good water quality. The Company will review this issue to understand the potential impact on its operations.

Carol reported that the MZC for 2013 was 99.97% = 4 failures made up of 1 odour, 1 iron sample and 2 taste failures.

In 2014, there were 4 failures made up of 1 lead failure, 2 taste failures and 1 ecoli failure. The E.Coli failure was due to a dirty tap.

At the end of September 2015, there have been 2 failures, 1 lead sample and 1 taste and odour failure which were due to fittings and pipework.

In 2015 there have also been 2 incidents. One incident was a mains burst due to another utility contractor going through one of our pipes. The Company receives feedback from the DWI on how the incident was handled and usually the report can be closed within 72 hour, as was the case in this incident.

Carol informed the CCG that the Company's Water Quality Contact is 0.8 for 2014, measured per 1,000 population. She felt that our systems are now more robust and data is recorded in a much better way than previously. This is higher than the Business Plan commitment of 0.45, but lower than the national average of 1.7

Carol further explained that a high proportion of contact relate to a TCP like flavour, which is normally due to the plumbing within the property. Discoloration and air in the water also lead to contacts and can be due to works undertaken by PWC to repair and renew pipes.

Kirk Phillips asked how the water is tested for taste and odour problems. Carol advised that there is an approved Methodology to follow and the Company has

trained Laboratory Technicians who taste and smell the water. There are a panel of three Technicians and two out of the three Technicians have to detect the taste or odour failure within the sample.

David Howarth questioned how the Company would know if the public building had an indirect plumbing service. Carol explained that there should be a "fresh" source of drinking water in all public buildings. When testing the Sampler requests to test the tap used for preparing food or for drinking. Steve Morley added that the DWI feel that water companies are best placed to carry out the testing for water quality.

Carol Lucas reemphasised that the Company had to balance between enforcement and working with Customers.

Andrew Lee questioned where the Company's MZC score of 99.97% sits within the Industry. Carol confirmed that 99.97% is the Industry Average.

Simon Oakley asked what the expected impact would be on the Company if private water supplies moved to the public supply and would this include both domestic and commercial supplies.

Jonty Stead advised that there would be a financial impact but as yet the Company were not able to quantify the costs involved.

John Hall asked if the Company had an indication on how many lead pipes were in service. Jonty Stead confirmed there is estimated to be between 40-50% of the Network laid in lead. Carol Lucas added that to meet the lead standard the Company doses with orthophosphoric acid.

Neville Smith advised the CCG that the cost implication of replacing the lead pipes had been looked at but was substantial and it was considered the phosphate orthophosphoric dosing was the better alternative.

Jonty Stead further explained that historically the lead limit was 100mg/litre and because the Company's water is very hard, the chalk would coat the pipe and the lead didn't get into the supply. This meant when tested for lead the samples did not fail. However, when the limit was reduced to 50mg/litre the Company started dosing with phosphate to coat the pipes making the lead far less soluble in water, levels then dropped dramatically after dosing, from 40mg/litre to below 10mg/litre. The current standard is now 10mg/litre.

David Howarth advised the CCG that the consequence of dosing with phosphate is that the Environment Agency are now having to ensure the phosphate is removed from the waste water on Discharge. He also enquired if the Customer was offered the opportunity to have the lead pipe replaced following a positive lead sample.

Jonty Stead confirmed that all Customers are given the choice but only 1 or 2 out of 100 take up the offer. He advised that the cost of replacing the lead pipe is approximately £3,000 but this is dependent on the length of the pipe and the surface conditions.

Ingrid Strawson asked if this dosing was done once or was continuous treatment. Jonty Stead confirmed that it needs to be continuous.

Ingrid Strawson expressed concern over potential health risks involved with phosphate dosing. Jonty advised the risks were very low and agreed with health professionals. .

Carol Lucas added that the dose of phosphate was very low, lower than the waste water discharge limit.

Karen Gibbs enquired if the DWI provide the Company with any advice literature on lead to provide to Customers. Jonty Stead confirmed that there were various

leaflets dealing with the subject as well as information on the Company's Website. The Company are looking to work with local Councils to provide an education programme to encourage people to replace the lead piping in their homes.

Lakh Jemmett asked if following the recommendation from the DWI, if there was a formal programme of works with regard to the changeover of private mains supply to public supply and what the impact would be on the Company's Business Plan.

Jonty Stead advised that the recommendations, if annual would not be implemented until the next AMP Period and would therefore not impact upon the Company's current Business Plan. Neville Smith confirmed that the Company are due to formulate plans during 2017-19 which would involve the CCG.

Lakh Jemmett asked if any recommendations had been received from the DWI regarding the recent Cryptosporidium outbreak in the United Utilities area, including Blackpool. Jonty advised that a report would not be expected for approximately another year following a thorough investigation.

Simon Oakley enquired if Portsmouth Water are dosing with low levels of Phosphate, who is looking at the overall levels?

David Howarth confirmed that the Environment Agency assess this and advised that although Water Companies make a significant contribution, Farmers also make a contribution.

Douglas Kite asked if there was a Regulatory standard level of Phosphate.

Jonty Stead advised there is not a Regulatory standard, the Company start with a relatively high dosage and then reduce accordingly, optimising the dose at differing levels to ensure the lead standard is achieved.

Jonty Stead and Carol Lucas left the meeting.

5. Outcome Delivery Incentives 2015/16 Year to Date

Steve Morley presented to the CCG the Company's first report within this Business Plan Period on the 2015/16 performance as at end of September. He advised that the Company are on target to meet their commitments.

Steve Morley highlighted the following;

- Burst levels were on target.
- MZC was on target and he reminded the CCG that the reporting is on a calendar year basis.
- The Water Quality Contacts Target is likely missed. The Company has performed better in the last nine months compared with the previous year.
- Leakage is in on target. An adjustment still needs to be applied for legitimate night time use in the Summer.
- The Company have employed a new Contractor, Cappagh and will work together to minimise the impact on Customers during planned activity. The Company are positive that Cappagh will outperform the target for interruptions to supply.
- The Service Incentive Mechanism (SIM) has been revised for this 5 year period, and is solely on Domestic Customer written complaints and unwanted contacts. The results of the latest SIM Survey have

Portsmouth Water at the top of the league table in both Operational and Billing

- The Company are committed to helping customers use less water. This will be achieved by providing information and education regarding water consumption, encouraging the consumer to install water meters and the general social trends in the population to make use of water saving devices / methods e.g. water butts.
- There have been no Health and Safety incidents reported to the HSE and this is reported on a calendar year basis.

Andrew Lee made a general request that it would be helpful if this Report included an extra column comparing the Company's performance against the Industry benchmark.

SM

John Hall asked if it would be possible to report the leakage expressed as a percentage of the total rather than the total volume so the link to per capita consumption can be seen.

SM

Steve Morley clarified that the leakage target would be reducing over 5 years.

Neville Smith advised that leakage goes up and down dependent on weather, harsh winter versus mild winter. If a harsh winter is experienced you could expect the leakage figure to increase typically by 15-25%.

Lakh Jemmett expressed that it would be useful to report the leakage as a figure and also as a leakage percentage. Steve Morley agreed to include this within the next Performance Report.

SM

David Howarth expressed concern with regard to showing the leakage as a percentage, advising that it is not particularly reliable, as it can be dependent on other perimeters and maybe a "litres per property per day" might be better?

SM

Simon Oakley asked how the number of bursts compares with the long term average. Steve advised the expectation is based on long term averages.

Simon, on behalf of West Sussex County Council, asked if the new Contractor could please look after the Council infrastructure. He also asked how the Company would be impacted by the Council's new Road Charging Scheme, would this be significant?

Neville Smith advised that the new Road Charging Scheme could mean extra costs to the Company of approximately £200,000 per year. He confirmed that this was not included within the current Business Plan as the figures were uncertain at the time. Therefore, the monies are not currently being recovered through Customer Billing. However, the Company can look to recover at the end of this AMP Period dependent on how material it is.

SM

David Howarth requested the Report detail which ODI's have a Reputational or Financial Incentive.

SM

Ingrid Strawson asked if the Report could also include an indication of how well the meter installation programme was going within the Per Capita Consumption ODI.

SM

Lakh Jemmett agreed that the CCG should review the interdependencies to meet targets.

Lakh further requested that the Water Quality Contacts be broken down into nature of contacts to see where the Company could improve communication. Steve Morley confirmed that the Company now has the scope to log a call and capture this information and can therefore analyse the changes in contact re taste / odour.

SM

Doug Hunt added that there was uncertainty around what the DWI wanted from the figures and that clarification had been sought on how the exclusions apply, however, this will not be known for this period.

5.1 Biodiversity Action Plan

Steve Morley reminded the CCG that the Company has committed to increasing activity and expenditure on enhancing biodiversity on Company sites. Specifically the Business Plan proposed an increase in annual expenditure from £25k to £75k. This equates to additional expenditure of up to £250,000 to be spent by 31 March 2020. Further, the Company agreed to consult with relevant stakeholders as it established its plan.

Steve Morley circulated a paper detailing the actions completed since the last update given to the CCG at their meeting in March 2015 and the recommended actions arising from the survey work for immediate action.

Steve Morley further advised that a prioritisation list had been established and the Company aims to complete Phase 1 Surveys and undertake the first 6 Projects in winter 2015-16. The Company will propose a full programme for the next 4 years before year end.

Lakh Jemmett commented on the good work on the Biodiversity Scheme and requested to be able to visit the sites in due course.

The potential remediation work related to Havant Thicket Reservoir was discussed, with Neville Smith advising that the remedial works are not connected to the building of a reservoir.

Heather Benjamin stressed the importance of volunteers for Biodiversity Projects. Douglas Kite agreed that volunteers offered value for money by doing jobs such as scrub removal and this should be encouraged, enlisting experts for more specialised tasks.

Andrew Lee brought to the CCG's attention that there is an EU Funding being made for the Management and Conservation of Bats as there are significant colonies along the South Coast. This Funding should be kept in mind in conjunction with the Biodiversity Projects as day to day Conservation may be funded. The Company were not aware of this and agreed it would be investigated further.

5.2 NEP Scheme – River Ems

Steve Morley presented to the meeting a detailed report produced by the Rivers Trust outlining the requirement under the NEP by March 2021 to enhance the chalk stream habitat at the River Ems.

Steve Morley advised that the Company were working with land owners and the Environment Agency to design the project and that construction work has been completed.

Simon Oakley asked how the Rivers Project got onto the Company's radar, and how the Company knew their works were causing a problem at the River Ems.

Steve Morley advised that the Environment Agency monitored the Company abstracting near the river Ems (not from the river) and it might be impacting upon the flow of the river. The Company then tested and modelled whether abstracting from near the river was effecting the flow. It could not be concluded that the abstraction was impacting the flow of the river, however, the Company also could not disprove it. It was therefore concluded that the Company would look at what the mitigation would be to ensure the flow is appropriate. It was then agreed with the Environment Agency that remediation was the right thing to do and a programme was mutually agreed and the Project was included within the

TV

SM

Company's Business Plan with the legal requirement to be finished by 2021. The Company proposed an earlier finish date of 31 March 2018.

6. **Company Monitoring Process**

Helen Orton presented to the CCG on the Company Monitoring Process advising that this is a new approach to Regulatory Reporting with the prime focus no longer being Ofwat but a new regime that puts its Customers and Stakeholders at the heart of the Company's activities.

With this in mind the Company would like to conduct some preparatory research to understand more about what the CCG, as key stakeholders, think of the quality, relevance and reliability of the information that the Company publishes.

Helen Orton reminded the CCG Members that prior to the meeting a questionnaire was circulated to better understand the following from each Member;

- their position about information that is reported;
- the relative importance they place on the information in the Company reports;
- how they use information.

Helen Orton advised that from the results of the Questionnaire the Company will help to produce an Assurance Plan that will be in place ready for the Performance reporting for 2015/16.

Helen Orton explained that the Board needs to decide what levels of assurance needs to be put in place.

She explained that the Audit Committee undertake a risk, strengths and weakness exercise which includes stakeholder engagement and will publish this statement by the end of November each year.

The Audit Committee employ an Independent Auditor, WS Atkins who provide assurance to the Board that the Company systems are adequate and that the information reported is accurate and complete.

Doug Hunt pointed out that some ODIs are highly technical and require specialist auditors from technical backgrounds whereas data relating to Customer Contacts etc require a different auditor with a different skill set.

Doug advised the CCG that the process of the monitoring and auditing to the CCG. It includes a review of all ODI trends and reported figures will be valuable. Atkins can then provide independent third party assurance for the quality of those figures, plus the validity of the Company's explanations for any trends.

Lakh Jemmett asked if it was possible for Data Protection to be considered in the monitoring. Helen advised that for the purposes of this exercise that is regulatory driven the Company are mainly focusing on financial metrics however, the Company take security very seriously and are in fact discussing Cyber Security at the next Board meeting. Helen requested that the wider aspect of Data Protection be added to the next CCG Agenda.

SM/TB

Ingrid Strawson mentioned that she had found the questionnaire quite challenging and completed it using a High, Medium or Low ranking and asked how the questionnaires will be analysed. Helen advised there would be a detailed exercise analysing each data set, the Company will then overlay on top of that what is perceived to be most important versus less important matters.

Ingrid Strawson asked if the uptake of the social tariff could be added in future.

HMGO

Lakh Jemmett asked if more comparative data, industry and external forecasting on the ODI's could be included and key milestones underpinning them to provide a level of confidence.

HMGO

Karen Gibbs advised that the Company submits a lot of the information to CCW on a quarterly basis and would like assurance that the reports are accurate and reliable. CCW are part of the assurance process in some cases and feels these areas should be identified. Karen Gibbs also expressed that she felt Vulnerable Customers should be identified as a standalone item.

HMGO

Karen Gibbs suggested obtaining this information through partnership working. Customers need to see the direct benefit from working with the Company.

Doug Hunt presented to the Committee on his Annual Assurance Process.

Kirk Phillips asked who sat on the Audit Committee. Heather Benjamin advised that she was Chair of the Audit Committee and the Committee consisted of herself, Mike Kirk, Martin Johnson, all independent Non-Executive Directors.

Lakh Jemmett asked if there had been any cultural behaviour changes because of the Audit approach. Doug Hunt responded that they had not experienced any difficulties due to system changes as it is a small Company with less sophisticated systems.

Kirk Phillips requested clarification if there was a link between dependability of data and the threat to the reward. Doug Hunt advised that you always need to look forward as the rewards may be different in future AMP Periods.

Simon Oakley commented that having an Independent Reporter was essential for non-technical CCG Members and having that confidence is invaluable."

Kirk Phillips advised he thought the questionnaire was not very clear and therefore had difficulty answering all the questions.

David Howarth advised he had completed the questionnaire from an Environment Agency point of view not as a member of the CCG. Steve Morley confirmed that this was the correct approach and advised the Members to complete the questionnaires on behalf of their organisation.

Heather Benjamin added that it would be helpful to fill out the questionnaire using the High, Medium and Low ranking.

7. **Tariffs 2016/17**

Steve Morley informed the CCG that engagement with Customers and Stakeholders is an important part of the Tariff setting process.

He advised that the Company's proposal for this AMP period will ensure average household bills will increase in line with inflation only.

The Company will introduce a Social Tariff, subject to Customer support. Further the Company will continue to develop the Wholesale and Retail Tariffs in readiness for the market opening in April 2017.

The Company will also review its Charges Scheme in light of feedback from Stakeholders. The current Sub Group of the CCG consists of CAB and CCW and the Company welcome any other interest, Steve Morley stressed that it was important to widen the Group to anyone who would have views on the tariffs.

Steve Morley informed the CCG that the Company proposes to introduce a Social Tariff Scheme that will mirror the one offered by Southern Water and would be available for Customers whose combined Water and Sewerage bill is greater than 5% of the household income.

Approximately 10,000 Customers could be entitled to receive the Social Tariff which would amount to a 25% discount making an increase on all Customers bills of 76p.

The Board have agreed that they will not seek to recover the monies in advance e.g. from 1 July 2016 but would rather increase bills in subsequent years once actual figures are confirmed.

If Customer support is not received then the Company would have to look at different options and be prepared not to have a Social Tariff.

Kirk Phillips asked how the Company will define eligibility. Steve Morley confirmed that until applications were received we would not know. However, there are two approaches currently, the Scheme offered by Southern Water allows for people whose combined Water and Sewerage Bill is great than 5% of their disposable income to be eligible. Alternatively the Scheme offered by Affinity adopted a value of income approach and those with disposable income below £16,000 qualify for a 25% discount.

Lakh Jemmett presumed that a percentage of the 10,000 eligible Customers included current non-payers. Steve Morley confirmed this was likely to be the case, however, the Company does not hold data on household income. Neville Smith added that when Customers apply for the Tariff the Company will identify if they are a non-payer.

Simon Oakley again raised his concerns as to whether the Company should be getting involved with the burden of welfare operations and added that it would be an administrative burden to setup and maintain database. He requested a copy of the questionnaire that will be used.

SM

Steve Morley advised that Accent would be carrying out the telephone surveys with 400 randomly selected Customers. . He confirmed the Surveys had to be 400 complete interviews that were representative of our Customer demographic.

On the point of whether PWC should be involved with welfare payments, Neville Smith advised that companies are being expected more and more to identify with vulnerable Customers.

Kirk Phillips asked if disgruntled customers opinions would be ignored and Steve Morley confirmed they would not, it would be noted.

Karen Gibbs confirmed that the Company has to provide evidence that they have Customer support to be able to introduce the Tariff.

Lakh Jemmett asked if other Companies had received positive feedback from their Customer Research to introduce a Social Tariff could the Company not share this information. Karen Gibbs confirmed that yes they have had a positive response and the Company and Southern Water were sharing information in relation to the feedback they are receiving.

SM

Steve Morley asked the CCG for volunteers to be involved with this issue.

Post Meeting: Simon Oakley has joined the Group.

Mike Kirk clarified that Customer Bills would be increasing only in line with inflation and this is based on RPI.

Steve Morley advised that the Company has completed some Wholesale and Retail Tariff splits on indicative cost analysis ensuring tariffs are cost reflective.

SM

Lakh Jemmett asked if the Company could foresee any issues with splitting the Wholesale and Retail when it comes into force. Steve Morley confirmed the Company did not think so as the Customer can already see the split on their bills.

Summary

Steve Morley presented to the CCG the Company's Performance translated into Rewards and Penalties showing the Company are on target for a slight penalty at the end of the period 2020, given the issue of water quality contacts.

8. Date of Next Meeting

9 May 2016

Steve Morley reminded the CCG that the Company propose to have three meetings per year to monitor the Company's progress with ODI's and performance, outturn for year and Independent Auditors Report and one meeting towards the end of June to receive assurance.

Lakh Jemmett requested a list of contact numbers and email addresses for the Members of the CCG. It was agreed that the Secretary will request and gather this information and provide the Chairman with a Contact List at the earliest opportunity.

TB