PORTSMOUTH WATER Ltd
CUSTOMER CHALLENGE GROUP
TELEPHONE CONFERENCE CALL HELD ON THURSDAY 16 AUGUST 2018

ON THE CALL: Charles Burns (Federation of Small Businesses), Karen Gibbs (CCWater), David Howarth (Environment Agency), Doug Hunt (Atkins), Lakh Jemmett (Chairman), Andrew Lee (South Downs National Park), Ingrid Strawson (CCWater), Paul Barfoot, Tamara Breach (Secretary), Mike Kirk (PW Chairman), Steve Morley, Helen Orton, Neville Smith (all Portsmouth Water)

APOLOGIES: Caroline Brook (Winchester City Council), John Hall (John Hall Consulting), Douglas Kite (Natural England), Simon Oakley (Chichester District Council), Jon Stuart (Havant & District CAB), Raife West (Havant Housing Association), Heather Benjamin (PW Non-Exec), Georgina Caruana, Rod Porteous

ACTIONS

1.2 Feedback to Company including CCG Log
Outstanding CCG items: There were 3 items outstanding
Willingness to pay allocation for environmental ODIs – HMGO advised that the Company had considered allocating the WtP for river restoration to other environmental ODIs. However the Company had concluded that this would result in the reward being pushed up too much, given customers overall WtP. HMGO further commented that although this was a helpful comment raised, it would not fit into the Ofwat framework The CCG noted the Company position and advised that it was likely.
RORE Acceptance Testing: SM advised the current acceptability testing is asking a specific question on whether the ODI package acceptable? HMGO commented that the conclusion reached was the RORE concept was not meaningful to the customer and therefore the survey instead talked about absolute bill impacts, with the RORE range being more relevant to the Board and the CCG. LJ commented the CCG were comfortable that the ODIs have been tested with customers. KG asked for clarity on a table within the business plan, this was explained and accepted.
Business Plan Acceptance: This will be covered during this meeting.

2. MINUTES AND ACTION LOG

2.1 Minutes from the Meeting held 3 August 2018
Apart from a minor amendment requested by AL, the Minutes were agreed.

3. PR19

3.1 ICS Update on Acceptability Testing
HMGO advised the report had been circulated and confirmed initial feedback from customers was encouraging.
SR commented the survey was a week in with the paper circulated to the members reflecting the results to the 15 August. The target response is 500-550 and expect the survey to remain open until the middle of next week (23/08/18). 325 responses received to date.

HMGO advised the feedback so far clearly supports the overall package and is generally in the 80% range, with the survey being judged “well understood”.

LJ asked if the demographic was well represented within the results so far. SR explained the demographic of the sample thus far and that weightings would apply to get a representative result.

AL asked as the customers deal with two water companies, how is his gauged. SR advised the customers understood they received a different waste water bill and explained how the data sensitivity was tested with regard to the sewerage bills.

KG asked if customers answered “Unacceptable” to a question, do they have an opportunity to day “why”? SR confirmed they do and the final report will present a full set of data.

KG also commented that these results are the highest level she has seen for PR19. SR commented the results for PW are virtually identical to PR14. KG commented this is very good, especially with the current industry issues and the Company has done well.

SR left the call.

3.2 Company Plan relating to Customer Engagement (Sections 2 & 3)

HMGO invited the members of the CCG to comment or provide wider observations they may have on the plan so far, as circulated on 13 August 2018.

Discussion was held about the reduction of PCC to 100 litres per head per day and that this was an ambitious target. NS explained that at this stage this target is an aspiration and is there to set an agenda for debate to discuss what is required to reach a target at this level. The industry needs to join forces with the local authorities, developers etc and of course existing customers, to provide resilience for the future.

AL commented that it is right that this issue is determined not just by what the customer wants but all other stakeholders, including Defra. DHowarth supported this statement.

CB asked if the plan will be sent to local MPs. HMGO confirmed it is sent to all stakeholders.

KG noted as an observation that she felt there was a powerful statement within the plan that the Company has been on a journey for some time and this should be brought towards the beginning of the plan. HMGO thanked KG for this good and valid point.

IS asked for clarification of a spider diagram within the plan. NS advised this was a work in progress. SM explained the principle of the diagram.

LJ and IS advised they would email any further comments.

LJ asked when the final customer engagement piece would be available. HMGO advised that all papers will go to the Board on the 30/08/18, and be provided to the CCG at the same time. **HMGO**

KG asked when the final acceptancy test results will be available. SM advised these will be circulated by the end of next week. **SM**

4. Any other Business

SM advised the meeting a statement will be sent to the Environment Agency this week addressing how we will deliver our WISER programme. DHowarth provided the meeting with the background to why this statement had been requested and that they will provide a report to Ofwat from the statement. **SM**

HMGO thanked the CCG members for the support in the Business Plan process

5. Date of Next Meeting – October 2018

A doodle poll will be sent offering dates for the next meeting due to be held in October. **TB**