

Meeting: Customer Engagement Forum
Date: 28 September 2016
Time: 09:00 – 09:45 (short meeting before stakeholder forum)
Location: Peterborough Suite, Peterborough Arena, East of England Showground, Peterborough, PE2 6XE

Present:

- . Jeff Halliwell – Independent Chair (M)
- . Bernard Crump, CCWater (M)
- . Gareth DalGLISH, Natural England (M)
- . Gill Holmes, CCWater (M)
- . Richard Tunnicliffe, CBI (M)
- . Alex Plant, Anglian Water (O)
- . Andrew Snelson, Anglian Water (O)
- . Ian Rule, Anglian Water (O)
- . Kevin Ensell, Anglian Water (O)
- . Jane Taylor, Anglian Water (O)
- . Jean Spencer, Anglian Water (O)
- . Peter Simpson, Anglian Water (O)
- . Amy Wilson, Anglian Water (secretary)

Apologies:

- . Craig Bennett, Chair Sustainability and Resilience Panel (M)
- . Cllr Colin Davie, Lincolnshire County Council (M)
- . John Giles, Environment Agency (M)
- . Martin Lord, Northampton CAB (M)
- . Peter Olsen, Chair Hartlepool Panel (M)
- . Graham Hindley, ch2m (O)

Item		Action
2	<p>Welcome and minutes of the last meeting</p> <p>a. The minutes of the last meeting were agreed.</p> <p>b. Jeff updated members that Stephen Meek is no longer a CEF member as it is considered there may be a conflict of interest with his involvement in the CEF now that he has a role at DCLG</p>	

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	<p>c. Jeff asked members for their thoughts on whether the terms of reference should specify a quorum for CEF meetings. The CEF agreed four members would be appropriate, with allowances for attendance by phone if necessary.</p>	<p>Amy to add section to ToR</p>
<p>3</p>	<p>National Resilience project</p> <p>a. Jean Spencer updated the group on the publication of the Water UK work on national resilience – CEF members received copies of the printed summaries</p> <p>b. The work involved all water companies in England and Wales and has been independently peer reviewed</p> <p>c. It concluded there is a significant risk of severe drought across England and Wales, and particularly in the East</p> <p>d. There is a strong case for the UK and Welsh governments to adopt a minimum level of resilience, and the cost-benefit case is heavily in favour of investment in resilience</p> <p>e. The impacts of severe drought affect agriculture and the environment as well as the public water supply. Responsibility for resilience is with the Environment Agency and Defra as well as Ofwat.</p> <p>f. Peter Simpson noted that Defra have an opportunity to set minimum standards; previous policy statements have not instigated action</p> <p>g. Jeff questioned next steps. Jean responded that the report will go to Defra and the water minister, and companies will continue to push the key messages/importance of the findings. It has already been noted that companies will use this in developing their water resource management plans</p> <p>h. Bernard Crump asked if the National Infrastructure Commission will be using the findings of the report. Jean explained that the NIC will be using the evidence in the report. Richard Tunnicliffe added that this will help to unlock private sector investment.</p> <p>i. Jean noted the potential impact of severe drought on businesses could be catastrophic and it would be helpful</p>	

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	<p>for the CBI to be briefed.</p> <p>j. The CEF placed on record that they welcome the report</p>	
4	<p>Water 2020 updates</p> <p>a. Alex Plant noted the decision document was published in July by Ofwat, with the emphasis on customer engagement, and a step-change in customer engagement from PR14</p> <p>b. There was confirmation of the move away from RPI. For all new investments from 2020, CPI will be used.</p> <p>c. Direct procurement will be required for all projects over £100m totex. This is a whole life cost, and therefore capital schemes falling well under this threshold could fall into this category. Anglian Water will explore this further.</p> <p>d. The document broadly confirmed direction of travel already seen from Ofwat</p>	
5	<p>Customer engagement strategy update</p> <p>a. Alex updated the CEF on the work that Given London are carrying out for Anglian Water to develop their customer engagement strategy for PR19</p> <p>b. Given are using a different approach to what Anglian Water have done before to co-create the strategy with staff, customers and stakeholders. Their work will use insight from these groups to identify the best ways to engage on various issues</p> <p>c. Co-creation workshops with customers were held in Norwich and Lincoln on 13th and 15th September. Bernard Crump attended the Norwich session and Jeff Halliwell attended the Lincoln session on behalf of the CEF.</p> <p>d. Bernard noted that he had been impressed with the mix of customers at the workshop and the way the session had been run. He worked with a group of students and was interested to explore their issues. The preparation work that customers had done before the session was useful. It was one of the best sessions of its kind he had experienced.</p>	

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	<ul style="list-style-type: none"> e. Jeff noted that he also felt the session had been very positive although was unsure if his group should have had a more diverse range of ethnic backgrounds. f. Alex told the CEF that the co-creation workshop with businesses is being planned and the work is also looking at insight from other companies. g. Bernard commented that the outputs need to be used in a more creative way than at PR14 – to understand how it all makes a difference to the final plan. This is a big question for the CEF. h. Jeff noted that he has a role to represent the CEF with Ofwat and so far he feels his engagement with them has been good. i. Gill Holmes noted that she was impressed with the company progressing quickly with the work to develop the customer engagement strategy. 	
6	<p>CEF and panels Terms of Reference</p> <ul style="list-style-type: none"> a. Gareth circulated amends as suggested at the previous CEF meeting to members, which were agreed b. The CEF confirmed that once the amends were made, this version would be final and could be published online. 	<p>Amy to add sections</p> <p>Amy to publish</p>
7	<p>ODI report</p> <ul style="list-style-type: none"> a. Peter Simpson gave a summary of company performance up to July 2016 and talked through the performance dashboard, which was circulated to members b. Performance is not as strong as last year, however last year was exceptional and the company is still in a good position c. There is a programme of improvements for serviceability which are starting to have an impact d. Performance with pollutions is still very good; well above average for the industry and possibly could see Anglian as a leading performer for environmental performance this year 	

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<ul style="list-style-type: none"> e. Interruptions to supply measure is still below target (i.e. good performance) but not as good as last year. Nothing to note of particular concern. f. SIM is not as good as last year and an area for improvement. Quantitative measures are good but weaker performance on the qualitative side, and the company is not where it aspires to be. There is lots of activity going on to improve the score, such as improving the digital experience and handling common queries in a better way to make them positive for customers (e.g. metering). g. There has been a dip in performance on the clean water side – Anglian are looking at a change in approach with contract partners and a change in how planned/reactive work is managed to concentrate on what customers want to see - for example leaks being repaired quickly. h. Gareth Dalglish questioned whether further performance information can be found online. Jean commented that currently environmental performance is not public until the end of the year, unless an incident results in prosecution. Jean and Peter noted that thought would be given to providing more detailed performance information online. i. Bernard noted that it was important that customers could find more detailed information on performance as there were impacts on bills linked to ODIs 	
<p>8</p>	<p>Any other business</p> <p>PR16 proposals</p> <ul style="list-style-type: none"> a. Alex reported that the 'PR16' proposals from Anglian had not been accepted by Ofwat. Peter Simpson has discussed this with Cathryn Ross. The CEF will receive a copy of the revised proposal. b. Bernard noted there is an upcoming briefing to understand Ofwat's determination. This is the first time for a query to be raised in the new retail environment. c. Peter Simpson noted that there has been a huge amount of work undertaken to prepare for market opening and Anglian were the first company to upload all records for

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	<p>the retail market.</p> <p>Company Monitoring Framework</p> <p>d. Andrew Snelson noted that the Company Monitoring Framework needs to be reviewed. A note will be circulated to the CEF to gather their input due to restricted time available at this meeting.</p> <p>Social Tariff</p> <p>e. The CEF received an update note with papers detailing progress made and decisions based on results of consultation with customers on the social tariff. CEF members discussed the consultation at the January meeting.</p>	<p>Andrew to circulate note</p>

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