

Minutes of the meeting of the Dee Valley Water Customer Challenge Group

Wrexham, Wales

27 June 2017

Present:

<i>Chair</i>	Clare Evans
<i>Natural Resources Wales</i>	Moirá Reynolds
<i>Customer Council for Wales</i>	Angela Davies-Jones
<i>Independent Member</i>	Paul Roberts
<i>Independent Member</i>	David Oxley

In attendance:

<i>Dee Valley/Severn Trent</i>	Shane Anderson (Head of Economic Regulation) Heather Richardson (Compliance Manager) Bomme Stuber (Market Research Strategy Manager) Andy Hughes (Head of Credit Management) Andrew Davies (Wholesale Performance Manager) Allan Reef (Head of Operations and Engineering) (item 3 only) Darren Roberts (Project Programme Planning Manager) (item 3 only) Claire Nichols (Consultant) Steve Bentley (Black and Veatch) Paul Le Masurier (Systra)
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These minutes are a redacted version that were taken at the meeting

1. Welcome, introductions and expectations

- The Chair welcomed attendees to the CCG meeting.
- Members were advised that Cllr Bob Dutton had resigned from the Group following his retirement from local government. Cllr Prosser had indicated that she had limited availability. The Chair noted that the minutes of May's informal meeting would be circulated separately then presented for formal approval at the July meeting.
- The Chair summarised relevant points that had emerged from various water-related events she had attended since the last meeting.
- It was agreed that the minutes should include any challenges to the company, so that they appear in the context within which they were made (as opposed to being simply a single line in a log).

2. Assurance

- An overview of Ofwat's company monitoring framework was provided.
- An overview of the company's assurance approach was provided. The company is seeking challenge on its assurance approach from the CCG.
- The company have been working to align assurance and compliance approaches. The new arrangements will be in place for year-end reporting.
- A CCG member CHALLENGED that the company was capturing all of the information that resides within their teams. The company responded that as part of the integration process it was adopting an approach that would help ensure knowledge and information is not lost.
- The Chair of the Audit Committee will be invited to attend future meeting if CCG members would find that helpful.
- Black and Veatch provided a high level summary of its audit of the company's reported performance commitments for 2016-17.
- A CCG member asked about the Legacy scheme and whether and when any savings that had been made through the alternative Legacy project would be returned to the company's customers.
- It was reported that Ofwat's company monitoring framework for the company had not raised.

3. Performance 2016-17

- The CCG considered the company's performance on the outcome delivery incentives (ODIs). The company's good SIM performance, particularly on billing, reflects the local knowledge and wide-ranging skill set of staff.
- The group considered social tariffs as part of the retail service offering. The Chair noted that although there was separate guidance on social tariffs in Wales, this area was an issue of concern for the company and there was clearly benefit in sharing experience.

4. Annual Performance Review (APR) update

The APR was covered in item 2 (Assurance) and there were no additional comments.

5. Customer engagement

- The company sought the CCG's feedback before starting to develop its research plan for the company's customers in more detail. Including a view of the approach to willingness to pay research.
- The representative from Systra outlined the methodology that was used for the company's research.
- The company explained that it would consider research techniques to address the challenge of capturing the views of future bill payers/young people. It was noted by the CCG it would be helpful to ask non-domestic customers how dispensable water is to their businesses.
- Members briefly discussed the findings in relation to the company's performance from CCWater's 'Water Matters' report.

CHALLENGE - CCG members challenged the company to make sure that it establishes what are the key areas of concern for the company's customers.

CHALLENGE – Members challenged that the research captures the views of the full range of customers, including those who are 'digitally disadvantaged', those from rural areas as well as customers who are financially vulnerable or have particular service needs.

CHALLENGE - Ensure research was provided in appropriate languages (for those whose first language is not Welsh or English).

6. Update on the NAV (new appointment and variation)

The company reported that it had submitted draft applications to Ofwat.

7. Forward agenda and AOB

- A number of additional items had been identified during the course of the meeting so the company will circulate a revised forward plan to members.
- The Chair thanked members for attending and drew the meeting to a close.