

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

Royal Oak, Welshpool

01 November 2017

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## Present:

<i>Chair</i>	Clare Evans
<i>Independent Member</i>	David Oxley
<i>CCWater</i>	Angela Davies-Jones
<i>CCWater</i>	Lia Moutselou
<i>Independent Member</i>	Paul Roberts
<i>National Farmers Union</i>	Joe Mault
<i>Powys County Council</i>	Cllr Joy Jones

## Observer:

<i>Welsh Government</i>	Susan Jenkins (in place of Cat Osbourne)
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## In attendance:

<i>Dee Valley/Severn Trent</i>	Heather Thompson (Outcomes Manager) Shane Anderson (Regulatory Economics Manager) Vanesa Mallinson (Government Affairs Manager) Kay Orsi (PR19 DVW Programme Manager) Ed Eaton (DVW PMO lead) Louise Moir (Credit Management Leader) Allan Reef (for item AMP6 performance) Capital Programme Lead
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## Apologies for absence:

Cllr Marc Jones (Wrexham County Borough Council), Moira Reynolds (National Resources Wales).

## New members invited but not in attendance:

Rhianne Jones (County Land and Business Association); Dr Liz Lewis-Reddy (Montgomeryshire Wildlife Trust); Paul Southall (National Trust).

**These minutes are a redacted version that were taken at the meeting**

### **Item 1: Welcome and review of minutes and actions**

The Chair welcomed all attendees to the meeting, particularly the new members. All attendees introduced themselves, their role and background.

The Chair welcomed Susan Jenkins from Welsh Government Water Branch, who was observing the meeting in place of Cat Osborne.

The CCG reviewed the minutes from the meeting on 13 September 2017. Approval is subject to a couple of revisions to improve clarity of the actions, action owners and challenges. Where practical, future actions should be grouped into related topics to streamline and improve understanding.

Actions were then reviewed, updated and closed as required.

### **Item 2: Regulator updates**

There was no submission from the DWI for this meeting.

NRW sent their apologies for this meeting but the group would like to understand the guidance and priorities that NRW have issued to Companies.

### **Item 3: Overall PR19 process and focus of CCG challenge**

Ofwat issued an Aide Memoire following publication of the draft methodology to clarify and emphasize the focus of the challenges they are requesting from the CCGs. This document has been used by the company to structure the forward agendas.

Members noted this and commented that it is useful to see what and when information will be tabled.

Members also raised questions about how the changes as a result of the new licence application (NAV) complicate matters and potentially widens the requirement for the CCG to better understand some more complex implications.

A member sought clarity on how customers are being kept informed and how they will be notified of the implications of the NAV (if it is approved). The company briefly explained and overviewed the engagement plan in place.

The group discussed how best to ensure that the meetings and pre-read material effectively focus the discussion on the areas where challenge most needed. Options discussed included adding an agenda item at the end of each meeting to recap on the planned challenge areas, and collectively confirming the challenges and acceptability of the company responses. Alternatively to review how complete/satisfactory the item has been challenged, and corresponding response during the review of the meeting minutes.

With reference to the challenge checklist for this meeting, the Chair noted that, to date the company has not satisfactorily engaged with customers or stakeholders on the water resources aspects of the plan in Powys. Whilst an initial meeting had taken place in Welshpool earlier in the year, the meeting to discuss the update plan in October only related to the company area. The Powys area has been discussed at an English plan meeting instead.

#### Item 4: Customer engagement

The Chair commented that the information provided did bring out the 'so-what' of the findings and previous challenges. This should be continued.

The company gave an update on the engagement timeline to explain that they hope to present an update at 29/11/17 meeting, but the full update will be provided at the Jan CCG.

The company asked for feedback on the previous challenge on improving engagement with welsh speaking customers.

Members responded that the company has satisfactorily responded to the challenge, but clearly the engagement needs to continue throughout the process. Specific comments included:

- The WTP Welsh translation was good and that one member was pleased to have been involved and that their views had been satisfactorily incorporated. The CCG was pleased that their previous **Challenge** to the company to ensure the provision of Welsh language translators and material has been satisfactorily addressed by the company.
- The members are pleased that the company have been flexible and acted on their recommendation to target a proportion of the research in areas with a high proportion of Welsh speaking people.
- The group are pleased that their previous **Challenge** to the company to programme specific Powys events has been acted upon. It was evident that more effort has been made to engage Powys customers e.g. through the deliberative event in Powys.
- A member of the CCG was keen to observe some of the WTP interviews, if possible.

Discussion was held around how the company would select which customers were asked to take part in the customer engagement. The company explained the details of the methodology and set out there plans for this.

Members gave feedback and their impressions on the customer engagement to date.

The Chair observed that it was interesting that the deliberative research was picking up on education and the environment, which were both topics that had to be omitted from the WTP (quantitative research on the grounds of lack of quantifiable data on which to base the questions).

A member **challenged** that these views are not representative of the majority of customers. The group acknowledged this and discussed the merits of quantitative versus deliberative research, and the company said they will be resurfacing this discussion as part of the agenda item on triangulation (or synthesis and making judgements of the multiple insight sources) at the 29/11 meeting.

The company updated the group on the Future plan of customer engagement.

CCWater shared with the group the status of the CCW research on comparative performance and resilience.

CCW are conducting some independent research on the NAV.

Further discussion took place about the group wanting to understand from NRW how and when they will be ready to take a view on the environmental performance of the proposed new licence area.

#### **Item 5: AMP6 Performance**

The company gave an update on progress with the Legacy. A member sought clarity about the functionality/resilience of the energy supply to the booster pump between Llwyn Onn and the storage reservoir. The Company confirmed that UPS has been provided to enable safe shut down and then generator back up is provided at the site.

The members sought clarity on how the company will be tracking the impact of the scheme on the discolouration complaints once the assets are in service CCW research. Delving into Water and summary presentation are also useful sources of comparative performance.

#### **Item 6: AMP7 Ambition**

The members appreciated early sight of this and acknowledged that it would evolve as the customer views and priorities emerge. Members emphasised the importance of transparent and meaningful links between the outcome statements and the performance commitments that we will actually hold ourselves to account on. The group want to ensure sufficient detail and time is allocated to give them sufficient opportunity to challenge these, and that they expect the company to set performance commitments, where possible, in comparison to other companies.

The company outlined the effort made to publish comparative performance following the annual performance report (APR) in July 17 and that the company would welcome views from the group on that document. CCW research on saving water could provide useful information about other stakeholders' views.

#### **Item 7: Stakeholder Engagement**

The group were supportive of the targeted approach to discuss specific topics with stakeholders and agree it is a better use of peoples' time

One member sought clarity on how many of the stakeholders who will be asked to form part of the stakeholder engagement are already feeding into the process through on-going channels. One member highlighted the need to avoid bias towards any one stakeholder group.

One member **challenged** how we are going to use the stakeholder views within the triangulation framework.

The group had a discussion about engagement with farmers.

#### **Item 8: AOB Future meeting dates need to be agreed.**