

Tenth Meeting of the Customer Forum Held on Thursday 8 February 2018

Attendees: Peter Peacock – Chair
Rachel Bell
Jo Dow
Andrew Faulk
Mairi Macleod
Tom May
Agnes Robson
Bob Wilson

In attendance: Kerstin McEwan, Water Industry Commission for Scotland
Donna Very, Water Industry Commission for Scotland
Douglas Millican, Scottish Water
Simon Parsons, Scottish Water
Tom Harvie-Clark, Scottish Water
Molly Horsley, Scottish Water
Brian Lironi, Scottish Water
Fraser Stewart, Customer Forum

Observing: Lorenzo Casullo, OECD

Chair's opening remarks

The Chair welcomed all to the 10th meeting of the Customer Forum. Lorenzo Casullo from the OECD was in attendance as an observer.

Apologies

Apologies were received from Sue Walker and Stuart Housden.

Declaration of conflicts of interest in relation to the agenda

No conflicts of interest were declared.

Minutes of the last meeting

Minutes were approved.

Actions

Actions were noted.

Oral update on recent activities

The Chair reported that the OECD had been tasked by Scottish Government to look at the governance of the Scottish water industry. The OECD will produce a report on this work and this would be published shortly and circulated to Forum members.

The Chair had attended another brainstorming meeting hosted by the Water Industry Commission for Scotland which included all key stakeholders. This meeting focussed on factors which could affect investment priorities. Future brainstorming meeting notes would be circulated to all Forum members.

Mairi MacLeod, Rachel Bell and Andrew Fauld provided feedback on a low pressure focus group meeting they had attended for SME and young people.

Mairi MacLeod provided feedback on a recent meeting she had with the Borders Council senior officials on their experiences with Scottish Water.

Fraser Stewart has been appointed to provide Research Support to the Customer Forum.

Scottish Water (SW)

Strategic Projections

Scottish Water outlined the next steps in the process for the Strategic Projections (SP). The SP had now been approved by the Scottish Water board and delegated authority had been given to the CEO to make amendment.

Forum members welcomed the significant work that had been done by Scottish Water on the SP. The Forum provided feedback on how to improve the read and flow of the document and will provide a formal response in due course.

Strategic Projections Consultation

Forum members would like an opportunity to discuss the Strategic Projections consultation questions and agreed to provide feedback to Scottish Water.

Delivery Plan update

The Forum noted the Scottish Water 2018 Delivery Plan update.

Closing remarks

The date of the next Forum meeting will be 8 March.