

9th January 2020
Thirty Third meeting of the Customer Forum
Held at 10:00 at Murrayfield Suite, Jurys Inn Edinburgh, 43 Jeffrey Street, Edinburgh, EH1 1DH

Attendees and in attendance

Peter Peacock (PP)	Chair	Attendee	
Agnes Robson (AR)	Vice Chair	Attendee	
Jo Dow (JD)	Member	Attendee	
Rachel Bell (RB)	Member	Attendee	
Andrew Faulk (AF)	Member	Attendee	
Bob Wilson (BW)	Member	Attendee	
Stuart Housden (SH)	Member	Attendee	
Mairi Macleod (MM)	Member	Attendee	
Tom May (TM)	Member	Attendee	
Sue Walker (SW)	Member	Attendee	
Sam Ghibaldan (SG)	Director	In attendance	
Rachael Picken (RP)	Customer Forum Support Manager	In attendance	
Fraser Stewart (FS)	Customer Forum Research Support	In attendance	
Douglas Millican	Scottish Water	Attendee (SW section only)	
Brian Lironi (BL)	Scottish Water	Attendee (SW section only)	
Tom Harvie-Clark (THC)	Scottish Water	Attendee (SW section only)	
Molly Horsley	Scottish Water	Attendee (SW section only)	

Introduction

1. Apologies

There were apologies from Jo Dow and Andrew Faulk.

2. Declaration of interest

The Director informed the Forum that he had been appointed to the Scottish Power Energy Network's Customer Engagement Group.

3. Minutes of the last meeting

The minutes of the previous meeting (December 2019) were approved subject to three changes.

4. Actions from the December 2019 meeting

The Forum discussed the outstanding actions.

Updates

The Chair and members provided an update on activities since the last meeting, including:

5. Minute of Agreement (MoA) update (Sam Ghibaldan)

The Director updated the Forum on progress on drafting a Minute of Agreement (MoA) with Scottish Water on issues related to the Strategic Plan. A meeting was held with Scottish Water on 17th December 2019. This meeting reviewed the MoA in detail and specifically the areas where further clarifications and commitments from Scottish Water were required including: Licensed Providers and Business customers, reducing water use performance measures, commitment on the size of the proactive sewer blockage prevention programme and the ongoing customer assurance role.

The following actions were noted from the discussion:

- Clarifications on asks related specifically to Licensed Providers/Business Customers. BW provided examples related to surface water management and water efficiency. These have been discussed with Scottish Water to allow a response/commitment to be drafted.
- Inclusion of RP&I in the MoA within the 'Implementation of the Strategic Plan' section.
- Revised draft of the MoA, including other wording changes, to be completed by the Forum to send back to Scottish Water by 20th January.

The next steps are:

- Continued discussions with Scottish Water.
- Revised draft to be received from Scottish Water including their commitments.
- A further meeting with Scottish Water's Chief Executive is scheduled for 17th January 2020 (PP/SG) where it is hoped the MoA can be finalised.

6. Reporting, Performance and Information (Sue Walker, Mairi Macleod, Sam Ghibaldan, Rachael Picken)

The RP&I Group met on 8th January 2020 including the formal RP&I Working Group with all stakeholders (focussed on RP&I of net zero emissions and RP&I communications (including the portal). There was a follow on bi-lateral meeting with the Customer Forum to address Forum interests.

The main points highlighted were:

- **Net zero:** Stakeholders received a briefing on the approach to net zero. A brief high-level discussion around the types of measures that could be used was completed. Further detail on the RP&I requirements of net zero will follow the development of the net zero route map later in 2020 (timescale to be confirmed).
- **Draft measures for trial reporting:** It was confirmed that these will be presented to the RP&I working group prior to SAG. Further clarity is required for the RP&I measures.
- **Stakeholder and customer portal:** Scottish Water are aiming to have a prototype portal for stakeholders in September 2020. Both the stakeholder and the customer version will be running by April 2021. There is a plan to test this with customers via the RCG.
- **CEM & nhCEM:** Significantly more progress made in this area with alterations to CEM and nhCEM presented. The main changes to CEM were removal of 'all lines busy' and inclusion of

escalations. The main change to nhCEM is the development of a separate developer CEM (dCEM) and the addition of an ease of service indicator. The ease of service indicator will be tested with LPs in the first instance. Scottish Water may pilot this via the LP survey (returns around 80-90 per month) and then merge with nhCEM.

- **dCEM:** This will include measures such as ease of service, developer escalations, developer regulatory complaints and other stakeholder feedback.
- **Stakeholder Reputational Indicators (SRI):** Brian Lironi attended the Forum session (09/01) to further discuss the Stakeholder Reputational Indicators (SRI) and the customer facing portal due to time constraints at the meeting on 08/01/20 (see later notes).
- **RP&I Working Group:** Scottish Water agreed to the group continuing at least whilst the shadow measures are in development and through the first shadow trials.
- **Next meeting:** The next RPI meeting is scheduled for the 5th February 2020.

While acknowledging there has been positive developments in recent weeks, the Forum is seeking more detailed progress in some areas.

7. CCWater

SG/PP/RP had met with the Chief Executive of CCWater on 08/01/19. This was a constructive discussion around the comparisons between the PR19 and SRC21 processes, and the challenges that lie ahead in both jurisdictions.

8. Ofwat Final Determinations

Final Determinations from Ofwat were published on 16th December 2019. A high level summary of the Final Determination's identifying areas of interest to the Forum has been completed by RP.

PP summarised that many of the issues highlighted by Ofwat are similar to the Scottish Water industry including price changes, affordability, reducing personal water consumption/water efficiency messages, supporting vulnerable customers, reducing leakage and meeting emission reductions. The key difference with the emissions reductions target in the English examples is that this is limited to operational emissions not operational plus embodied emissions as per the Scottish Water net zero objective.

Appeals are to be received by Ofwat by 15th February.

9. Pre-Scottish Water discussion

RP took the Forum through slides based on discussions at the Forum in December around the future role/customer perspective and the national engagement programme.

The Forum discussed the future customer role and the national engagement programme prior to discussion with Scottish Water later in the meeting. In particular the Forum discussed the current context, the purpose of the future perspective, what form this could take and empowerment of any such body.

Scottish Water

Scottish Water attended the Forum for a discussion of the following areas:

- **The future customer role**
- **The national engagement programme**
- **Stakeholder reputational indicators (SRI)**
- **Ready mag (the public facing website for the Strategic Plan)**

Opening remarks

BL introduced the slides. Both the future customer role and the national engagement programme contribute to the 'Empowering Customers and Communities' strategic objective.

The national engagement programme

BL noted the text from the Strategic Plan: *'As the long term cost of delivering this plan becomes clearer, we plan to hold world leading public engagement with customers and communities about the rate of progress that they wish us to achieve and the associated cost, in the context of all their other expectations and financial priorities'*.

3 questions followed for open discussion:

- a) What are initial thoughts on the purpose of the national engagement programme?
- b) What opportunities for collaborating with others there might be?
- c) Over what timeframe should the national engagement programme be conducted?

PP indicated that the strawman for the national engagement programme should build on the process from the last two years. The Forum outlined thoughts that the engagement programme should:

- Inform customers; including sharing the process of the Strategic Plan development and the customer insights.
- Allow people to form their own opinions and understand the implications for them.
- Not aim to reach a consensus with all stakeholders and customers.
- Continue to build relationships between Scottish Water and customers and communities.
- Have a structure that allows varying levels of engagement of stakeholders and customers; e.g. 30 second approach for main headlines, 3 minute content; further detailed content for specific areas of interest/specific communities of interest; and in-depth facilitated sessions in different areas of the country, drawing on the structure of the Future Strategy research.
- Be a neutral and transparent exercise, seeking a wider degree of understanding to continue to inform the process of decision making that shapes the industry.
- Be structured to reach a conclusion or outcome.
- Gather feedback from discussions, capturing, understanding and where relevant actioning what is being heard.
- Facilitate the development of awareness amongst customers, communities and other stakeholders of the role they could play in helping Scottish Water to achieve the strategic outcomes (such as water efficiency, blockages).
- Have a multi-channel approach, ensuring consistency across all Scottish Water platforms and including the education programme messages.
- Be clear on the role for other stakeholders including any future customer body/perspective to provide verification/assurance for customers.

Scottish Water agreed that the national engagement programme should both share what we know and aim to develop a mutual understanding through a two-way dialogue with customers and stakeholders.

The future customer role

There was an open discussion around the future customer role. PP suggested it would be useful for the Forum and Scottish Water to have a follow up meeting to discuss the specifics and the detail gathered by the Forum from two previous sessions on this topic.

At a high level the Forum discussed the potential purpose of the future perspective, what form this could take and empowerment of any such body.

It was agreed that the Customer Forum would share with Scottish Water the paper/slides developed, with aim of taking a paper to the SAG for discussion on the pros and cons of different approaches.

Stakeholder reputational indicators (SRI)

BL introduced the concept of the SRI including both the quantitative and qualitative measures.

Quantitative measures include:

- unwanted stakeholder contacts received
- escalated formal complaints
- regulator upheld complaints
- enquiries not responded to/deadlines not met.

Qualitative measures include:

- the stakeholder experience survey (pool of around 3000 contacts including councillors, community councillors and other stakeholders in touch with Scottish Water in the last 12 months)
- no experience no contact
- experience no contact
- MSP Advocacy survey
- Local Government Leadership survey.

The SRI has run in shadow for the last 18 months.

Ready mag (public facing website of the Strategic Plan)

BL showed the Forum the draft Ready Mag, a communications tool to engage members of the public and less involved stakeholders with key information from the Strategic Plan. This is a method of presenting plans, rather than the full Strategic Plan. This covers various levels of interest of different customer and stakeholder groups.

The Customer Forum responded positively to the intent of the Ready Mag. Scottish Water confirmed this type of website could be applicable to the RP&I portal development.

Internal discussion

10. Research programme forward look

The next meeting of the Research Coordination Group (RCG) is to be held on 21st January 2020. The main focus of this meeting will be a forward look at research needs amongst RCG stakeholders and members have been asked to come prepared to share and discuss their ideas/plans for research.

AoB

None

Meeting Closed.

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