

**MINUTES OF THE WATERSHARE PANEL MEETING (PUBLIC) – 12 January 2021**

**Present**

Panel Members

Lord Matthew Taylor (Chair)  
 Nick Buckland (NB)  
 Adrian Bratt (ABr)  
 Carole Theobald (CT)  
 Mark Duddridge (MD)  
 Richard Lacey (RL)

**In attendance:**

Expert Advisors

Michael Barnes – CCW expert adviser (MB)  
 Kevin Ward – EA expert adviser (KW)

Customer one (C1)  
 Customer two (C2)

SWW Representatives

Susan Davy (SD) – Group Chief Executive Officer  
 Sally Mills (SM) – Regulatory Director  
 Iain Vosper (IV) – Operations Director – Wastewater Services  
 Jo Ecroyd (JE) – Customer Service Director  
 Adele Barker (AB) – Customer Service Director  
 James King (JK) – Interim Operations Director – Drinking Water Services  
 Louise Rowe (LR) – Finance Director  
 Kevin Nankivell (KN) – Digital & IT Director  
 Polly Rock (PR) – Minutes

**Apologies:**

Matt Crabtree (MC) – Engineering Director

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| 1.  | <b>Welcome and introduction to the meeting</b>   |
| 1.1 | The Chair welcomed everyone to the first public meeting of the newly formed WaterShare panel meeting and extended a very warm welcome to the customer attendees and the expert advisors. |
| 1.2 | Due to lock down restrictions, the meeting was being held virtually and would not be recorded. The aim is for future meetings to be held in public.                                      |

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| <b>2.</b> | <b>Role of the Panel</b>   |
| 2.1       | The Chair introduced the purpose of the newly formed WaterShare+ Advisory panel. The role of the Panel to represent the interests of South West Water (SWW) and Bournemouth Water (BW) customers, providing an independent view on elements of the 'New Deal' including the business plan commitments and Board pledges. |
| 2.2       | The purpose of the panel is also to increase awareness of WaterShare+ across the region, to further develop greater customer involvement and to review and advise SWW on the needs of customers.   |
| 2.3       | An important role of the advisory panel will be to report annually on the work undertaken by the panel and to provide an overview of the activities and assessment of the company's performance.   |
| 2.4       | All of the Panel members and expert advisers introduced themselves.  |
| <b>3.</b> | <b>An introduction to SWW</b>  |
| 3.1       | The CEO of SWW extended her welcome to all attendees and introduced the SWW team present, all members of the SWW executive leadership team.  |
| 3.2       | The panel received a high-level summary of the SWW Business Plan 2020-25 covering the Board Pledges to 2025 and specific performance commitments, supported by a video summarising the commitments.  |
| <b>4.</b> | <b>Company Performance</b>   |
| 4.1       | The CEO of SWW presented the company's half year performance, noting that a key feature of the Business Plan has been its pioneering WaterShare+ scheme, giving customers both a stake and a say in the business.  |
| 4.2       | 1 in 16 households opted to take shares in Pennon Group (tripling its shareholder ownership) heralding a new era in customer ownership and unique to SWW and BW customers.   |
| 4.3       | Respective members of the SWW executive team presented an overview of performance including the company's people strategy as one of the largest employers in the region, the approach to service delivery for customers and communities, environmental and financial performance.  |
| 4.4       | The Chair noted that in future meetings, the panel would be able to explore specific elements of interest in greater detail with deep dive reviews.  |
| <b>5</b>  | <b>Listening session</b>   |
| 5.1       | The Chair explained the next part of the agenda was to receive and respond to questions from customers.  |

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| 5.2 | It was great to have the input and views from the customers present and on behalf of the panel – they were thanked for their time and contribution.  |
| 5.3 | 2 Questions were raised.   |
| 5.4 | One was in relation to the costs of maintaining and fixing leaks on private supply pipes and whether there is anything SWW could do to help customers in these situations as there are no Government grants available.   |
| 5.5 | SWW recognised that this can be an area of concern for customers who are responsible for the supply pipes, sometimes in conjunction with neighbouring properties. The website does have information for customers to help them understand the responsibility for supply pipes as well as guidance and information on what to do if customers have a leak either in the pipework or on an internal appliance. |
| 5.6 | The second question raised about communication with customers to keep them better informed of loss of water supply.  |
| 5.7 | SWW explained that it uses a number of channels to engage with customers including SMS, social media and updates on the website. Wherever possible, proactive customer engagement is undertaken, and the company is always exploring better ways to keep customers updated.  |
| 6   | <b>AOB</b>   |
| 6.1 | The Chair thanked everyone for their contribution in making the first meeting possible, and especially the customers for making the time to attend and for sharing their questions.  |
| 6.2 | The meeting was duly closed.   |