

MINUTES OF THE WATERSHARE PANEL MEETING (PUBLIC) – 13 June 2022

Present

Panel Members

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

In attendance:

Expert Advisors

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

Customer one (C1)
 Customer two (C2)
 Customer three (C3)

SWW Representatives

Susan Davy – Group Chief Executive Officer (SD)
 Dr Lisa Gahan – Regulatory Director (LG)
 Iain Vosper – Operations Director – Wastewater Services (IV)
 Jo Ecroyd – Customer Service Director (JE)
 Adele Barker – Group Chief People Officer (ABa)
 Matt Crabtree – Engineering Director (MC)
 Mel Dagnall – Minutes

Apologies:

Fergus Mitchell – NE expert advisor (FM)
 Mark Duddridge (MD) - Panel Member

1.	Welcome and introduction to the meeting
1.1	The Chair welcomed everyone to the WaterShare+ public meeting and extended a warm welcome to all attendees, particularly to the customers that had joined.
1.2	The Chair introduced the role of the WaterShare+ Advisory Panel in representing the interests of customers, providing an independent view of the Business Plan, including performance commitments and Board pledges.
1.3	

1.4	The Chair advised that the purpose of the Panel is also to increase awareness of WaterShare+ across the region, to promote greater customer involvement and to review and advise the Company on the views of customers.
1.5	<p>All Panel members and expert advisers introduced themselves.</p> <p>The CEO of SWW extended a warm welcome to all customers attending and introduced the SWW team.</p>
2.	Approval of minutes
2.1	The minutes of the meeting held on 17 March 2022 were approved.
3.	Performance Overview
3.1	The SWW executive team provided an overview of SWW’s performance.
3.2	The Company explained that they are building on the success of Mayflower Water Treatment Works to accelerate the significant upgrading of two state-of-the-art water treatment works at Alderney and Knapp Mill in Bournemouth, providing world-class, safe and reliable drinking water for our customers today and in the future.
3.3	The Company gave an overview of their 25-year partnership with the University of Exeter, which will see more than £20 million of funding from South West Water. The Centre for Resilience in Environment, Water and Waste (CREWW) and the accompanying research programme is designed to solve some of the most pressing global environmental challenges of our time, conducting world-leading research into the provision of safe and resilient water services in the UK and overseas.
3.4	SWW explained they have continued to work hard to deliver quality services at an efficient cost, so that bills remain as low as possible, advising South West Water’s average bills are lower in real terms than they were ten years ago due to the continued focus on driving efficiency through innovation. The Company said announcing average bills would be lower in 2022/23 was particularly important for our customers meaning that whilst the majority of Utilities are increasing prices, our average bill will be reducing at this critical time.
3.5	The Company highlighted that they are measured on customer service across the business – households, non-households, developers, and retailers and that in each area they target excellent service delivery for their customers. The Company advised written complaint numbers continue to fall, having reduced by c58% since 2015-16, reflecting customer experience improvements implemented along with shortening resolution timescales.
3.6	The Company also provided an overview on their Net Zero ambitions and their goal to achieve Net Zero carbon by 2030.
3.7	The company also provided an update on their Green Recovery initiatives which commits to an investment of c£82m to deliver five schemes across the region, creating up to 500 jobs and which

<p>3.8</p> <p>3.9</p> <p>3.10</p> <p>3.11</p> <p>3.12</p>	<p>continues to support the wider supply chain and help the region’s economy recover from the pandemic in addition to protecting the environment.</p> <p>The Company also noted performance against all its business performance commitments.</p> <p>A Panel member asked for an update on progress in the Isles of Scilly since SWW took responsibility for water and wastewater services on the islands.</p> <p>SWW advised c.90% of properties on the islands now have water meters and highlighted that the uniqueness of the area in terms of water quality monitoring and water resources and confirmed SWW has a well-established local team on the islands and the customer service team regularly visit to focus on community engagement and water conservation.</p> <p>The Chair asked what the water resources position is as we go into the summer months.</p> <p>SWW explained that the provision of safe, clean, and reliable drinking water is a given and that water resources are monitored every day. The Company advised that in line with their Drought Plan enhanced supply and demand actions were in place as a result of the hot dry weather being experienced and this would remain under constant review.</p>
<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p>	<p>Environmental Leadership</p> <p>SWW provided an overview of WaterFit plan advising South West Water want the South West to be the destination for wate quality and that WaterFit outlines how SWW will play their part, working with partners, customers, visitors and local communities to protect and enhances the South West’s water for future generations.</p> <p>Customer 1 asked if customer priorities had actually changed, stating that providing clean drinking water and taking sewerage away must be the top priority.</p> <p>SWW explained its customers priorities are at the heart of their plans and that customer priorities are tracked regularly and that yes, these core services are what customers want the company to deliver. The Company added they have been listening to customers and stakeholders and river and sea quality has taken centre stage as water-based recreation and the bond between green and blue spaces has strengthened and that its WaterFit plans set out how we are going to go further and faster.</p> <p>The Panel asked how the Company will track progress to aceive the goals outlined in its WaterFit plan.</p> <p>SWW advised that they will use their established reporting framework.</p>

4.7	<p>The Chair stated that the Company had delivered the 'Clean Sweep' programme which has been successful in improving sea bathing water quality. Now the Company faces this new challenge and the WaterShare+ Panel will monitor outcomes.</p> <p>The Chair welcomed he is outlining and the ambition noted within the WaterFit plan.</p>
<p>5.</p> <p>5.1</p>	<p>WaterShare+</p> <p>The Company provided an overview of the WaterShare+ scheme and its intention to deliver the second run of share issuance - sharing c£20million of outperformance with customers in 2022.</p>
<p>6.</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p>	<p>Q & A session</p> <p>The Chair explained that the next part of the agenda was to receive and respond to questions from customers.</p> <p>Customer 2 requested a further meeting with the Company to discuss potential collaboration on an education programme at Roadford Lake.</p> <p>SWW advised they would be delighted to meet and discuss further and advised that they have an Education Officer within the customer service department who would be ideally placed to progress this.</p> <p>Customer 1 explained that many Exeter University students are members of the Exeter Community Garden and feels that the Company could talk directly and engage with such groups.</p> <p>SWW stated that they would love to talk further with a view to linking in with this student community and have recognised an increase in the volume of graduates now wanting to work for organisations that prioritise the environment.</p>
<p>7.</p> <p>7.1</p> <p>7.2</p>	<p>AOB and meeting closure</p> <p>The Chair thanked everyone for their contributions, and especially the customers for making the time to attend and for sharing their questions and thoughts. The next public meeting will be held on Tuesday 4th October 2022.</p> <p>The meeting was duly closed.</p>