

MINUTES OF THE WATERSHARE PANEL MEETING (PUBLIC) – 17 March 2022

Present Panel Members

Lord Matthew Taylor (Chair)
Nick Buckland (NB)
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)
Customer three (C3)
Customer four (C4)

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: Adrian Bratt (ABr) – Panel Member
Fergus Mitchell – NE expert adviser (FM)

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1.	Welcome and introduction to the meeting
1.1	The Chair welcomed everyone to the quarter four 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 SWW’s Business Plan, including performance commitments and Board pledges.
1.3	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.

1.4	All Panel members and expert advisers introduced themselves.
1.5	The CEO of SWW extended a warm welcome to all customers attending and introduced the SWW team.
2.	Approval of minutes
2.1	The minutes of the meeting held on 11 January 2022 were approved.
3.	Performance Overview
3.1	The SWW executive team provided an overview of SWW's performance.
3.2	The Company highlighted climate change as the greatest challenge facing <i>us all</i> and outlined one of its first major projects through the Centre for Resilience in Environment, Water and Waste (CREWW), developed in partnership with the University of Exeter.
3.3	The Company recognised the cost of living crisis impacting many households and noted that average bills for 2022/23 will be lower than 10 years ago and added that the WaterSure tariff will be based on the average measured bill, lowering bills for around 16k customers by about £50 and that 2022/23 will see the Company undertake its largest ever community outreach programme, working directly in the communities it serves to offer help and support to those who need it.
3.4	SWW explained that their WaterCare+ Scheme continues to provide holistic support to customers, including income maximisation checks and water saving audits. c£5.1m in additional support for customers has been unlocked during this regulatory period with around 70k customers benefiting from one or more of the Company's affordability measures.
3.5	A Panel member asked if SWW were ready to deal with a likely sharp increase in customers needing help as a result of the national cost of living rises.
3.6	SWW advised that they have prepared for an increase in contacts - both incoming from customers seeking help and outgoing through proactive campaigns – by putting additional resources in place, including the company's largest ever community outreach programme.
3.7	Customer 4 asked SWW if they could talk with the Company about further affordability partnership working and the Customer Service Director welcomed the opportunity to meet.
3.8	The Company stated that progress across several performance commitment has been made and plans were being accelerated in its main areas of focus.
3.9	The Company highlighted their commitment to playing their part in protecting the south west rivers and seas and talked over plans to improve river water quality.

3.10	SWW highlighted that hundreds of monitors are being installed across the region and pilots are being planned on the Dart and Tavy rivers, to create the regions first ever designated river bathing status, with investment in technology and innovative solutions.
3.11	The Company provided an update on its plans to be Net Zero by 2030 across its three pillars: sustainable living; championing renewables and reversing carbon emissions; and its Green Recovery initiative which will provide environmental investments across the region.
3.12	Customer 2 thanked SWW for inviting customers to have their say and how the Company was utilising nature-based solutions across the region.
3.13	The SWW CEO explained the Company's work with partners such as the Rivers Trust in Devon and Cornwall and advised that SWW has invested in catchment management solutions, for example re-wetting moorlands to act as natural sponges, and is committed to continue to use nature-based solutions where possible, working with farmers and the wider community.
3.14	The Chair explained SWW had pioneered the Upstream Thinking catchment management scheme as a way of locking in carbon and storing water and added that nature-based solutions that are done well will also help to keep bills as low as possible.
4.	Planning for the future
4.1	SWW provided an overview of its approach to developing its Strategic Business Plan for the period 2025-2030.
4.2	The Company highlighted that the environment is likely to be the key area of focus, aiming to support the lives of people and places they love now and for generations to come.
4.3	The Company stated that the WaterShare+ Panel will play an important role in its Business Plan process, ensuring that customers are at the heart of it.
5.	Q & A session
5.1	The Chair explained that the next part of the agenda was to receive and respond to questions from customers.
5.2	Customer 1 asked the Company about tankering operations in Exmouth. The Operations Director for Wastewater explained the working of the site in Exmouth and the CEO and Operations Director offered to meet the customer at the site to discuss the situation, which Customer 1 welcomed.
5.3	The Chair shared a question submitted by a customer who was not in attendance. The customer had asked what provisions SWW were putting in place for increased water and sewerage demands for Newquay in the spring/summer.
5.4	The Company detailed the large programme of preparation that takes place before the spring/summer season in Newquay, including the use of strategic mains and service

<p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p> <p>5.9</p>	<p>reservoirs that are purposely designed to deal with annual variations in population, increased people resource and the close monitoring involved.</p> <p>The Chair advised that a number of questions had been submitted by customers who were not in attendance, associated with river water quality.</p> <p>The Company provided answers and outlined associated plans.</p> <p>Customer 4 asked that SWW continue with its community outreach programme which is providing help and support to households who are struggling with the pressures resulting from the cost-of-living increases being seen nationally.</p> <p>The company confirmed that it plans for the coming year included proactive assistance including its largest ever community outreach programme.</p> <p>The Chair supported this initiative and advised that SWW can assist customers to help that can be tailored to individual circumstances.</p>
<p>6.</p> <p>6.1</p> <p>6.2</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 Monday 13th June 2022.</p> <p>The meeting was duly closed.</p>