

**Minutes of the first meeting of the Customer Forum on 8 June
at the offices of the Water Industry Commission for Scotland, Moray House, Stirling**

Attendees: Peter Peacock (Chair)
Rachel Bell
Jo Dow
Andrew Faulk
Stuart Housden
Mairi Macleod
Thomas May
Bob Wilson
Donna Very
Erin Rogerson

In attendance: Simon Parsons, Scottish Water
Fiona Templeton, Scottish Water
Molly Horsley, Scottish Water
Tom Harvie-Clark, Scottish Water
Alan Sutherland, Water Industry Commission for Scotland
Andrea Mancini, Water Industry Commission for Scotland

Chairman's opening remarks

The Chairman welcomed everyone to the first meeting of the Customer Forum for Strategic Review of Charges (SRC) for the period 2021-27.

Apologies

Apologies were received from Agnes Robson and Sue Walker.

Declaration of conflicts of interest in relation to the Agenda

No conflicts of interest.

Forum's purpose and key objectives

The Chair gave a presentation on the Forum's purpose and key objectives for the SRC 2021-27 period.

The Chair provided an overview on a range of topics including reflections on what went well throughout the previous process and the direction that the new Forum will take to ensure the best deal for customers.

The Chair outlined the remit of the Forum within the statutory process of the SRC and provided background on how the Forum would work within the parameters set out by the Water Industry Commission for Scotland (WICS). The Chair had received a copy of the Commissioning Letter from WICS which clearly set out the arrangements for the Forum's interactions with the parties (Scottish Water, WICS and CAS) to the co-operation agreement and the process and timeline for the SRC 21. The Chair provided the Forum with a brief outline of what the Forum should expect over the next few months and areas of work. The Chair explained that the Drinking Water Quality Regulator, SEPA and other experts will be

invited to future Forum meetings to assist in establishing a better understanding of the water industry and where the Forum sits within the SRC process. The Chair provided Forum members with an overview of the responsibilities of those organisations who have signed the cooperation agreement and how the Forum will work closely with them. He also explained that the Forum could use the expertise and resources of WICS, CF and SW to gain a better understanding of the water industry.

The Chair introduced the topic of the community dimension work which the Forum will need to focus on this time round. This is a new aspect of work for the Forum and it is important that the Forum gains an understanding of what communities are and who Scottish Water's customers are. The Forum will seek to work closely with Scottish Water to establish customers' views as part of the co-operation agreement. If required, the Forum can initiate their own research to help with this work. The Chair stressed the importance of ensuring that all Forum members have a similar understanding

The Chair explained that the Forum would meet every 6 weeks initially with additional meetings as and when required. Scottish Water would probably be invited to every normal meeting. Donna Very from WICS would provide administrative support but at a future meeting there will be a discussion on support resources for the Forum.

Water Industry Commission for Scotland – Alan Sutherland

The Chair welcomed Alan Sutherland and Andrea Mancini to the meeting.

Alan Sutherland provided a background briefing on the work of the Commission since its establishment in 2005. Mr Sutherland gave a presentation which explained historical trends in average household bills, operating costs and capital investment over the last 15 years and Scottish Water's performance relative to companies in England and Wales.

Mr Sutherland provided some detail around the upcoming OECD work and the role that the Customer Forum will have in this work.

The Chair thanked WICS for the very helpful and interesting presentation.

Scottish Water

The Chair welcomed the representatives from Scottish Water to the meeting.

Scottish Water gave a very interesting and helpful presentation on key areas of the work of the organisation which included a detailed overview of the Overall Performance Assessment (OPA) scoring and the new Customer Experience Measure (CEM). Scottish Water intend to develop further the CEM for non-households. Fiona Templeton gave a presentation to the Forum on the work that Scottish Water do to engage with customers and where future development will be. Forum members will be invited to visit the call centre to see the live rant and rave system. The Chair agreed to give consideration to nominating a Forum member(s) to be the lead point of contact with Scottish Water on customer engagement as outlined in the presentation. Tom Harvie-Clark gave a presentation on resilience and compliance and areas of engagement with the forum throughout the SRC timeline.

The Forum agreed that it would be helpful to have a workshop to look at customer research looking at gaining a level of understanding of where things stand to date, what new research

has been carried out and behavioural insights. It also agreed that it would be helpful if Scottish Water could provide further information on rural supplies and the non-household CEM.

AOB

The next date for the Forum will be 20 June 2017.