

Eleventh Meeting of the Customer Forum Held on Thursday 8 March 2018

Attendees: Peter Peacock – Chair
Rachel Bell
Jo Dow
Andrew Faulk
Mairi Macleod
Agnes Robson
Bob Wilson

In attendance: Fraser Stewart, Customer Forum
Graeme Dickson, Customer Forum
Kerstin McEwan, Water Industry Commission for Scotland
Simon Parsons, Scottish Water
Tom Harvie-Clark, Scottish Water
Molly Horsley, Scottish Water
Brian Lironi, Scottish Water
Sara McCann, Scottish Water
Fiona Templeton, Scottish Water
Simon Day, Apptivism
Alex Tupper, Apptivism

Chair's opening remarks

The Chair welcomed all to the 11th meeting of the Customer Forum.

Apologies

Apologies were received from Sue Walker, Tom May, Stuart Housden and Donna Very.

Declaration of conflicts of interest in relation to the agenda

No conflicts of interest were declared.

Minutes of the last meeting

Minutes were approved.

Actions

Actions were noted. Action 1 was removed as the process is seen to have developed beyond this.

Scottish Water (SW)

Building connections with our Customers and Communities

Scottish Water demonstrated how it is beginning to shape their vision of greater connections with customers and communities. This included how it plans to expand activities such as volunteering and providing education as well as on how it hopes to build brand affinity. The Forum offered a number of further suggestions on how to extend and expand the ambitions, particularly around engaging with different communities of interest (rather than only location) and building a relationship and working in partnership with communities. The Customer Forum welcomed this as an initial stage and will engage with Brian Lironi on how to extend these plans and expand the ambitions. An update to this discussion is expected in around two months' time.

Strategic Projections Consultation

Scottish Water presented the microsite for the Strategic Projection consultation and provided a list of events at which Scottish Water plans to engage the general public with the consultation using short videos to deliver the messages of the Strategic Projections. Scottish Water briefly discussed how consultation responses would be used as a 'health check' to support the research underpinning the Strategic Projections. The Customer Forum will provide a formal response to the consultation in due course.

Weather developments

Scottish Water provided a brief update on the impacts of the exceptional weather conditions of the previous week, including service challenges and customer engagement responses.

Apptivism

The team at Apptivism provided a summary of results from the first chat. The participants of the session discussed lessons learnt from this chat and potential strategies to increase the number of people engaging with future chats. The Customer Forum welcomed discussions on how to take forward further Apptivism chats and noted that the first chat had already produced some interesting results. Apptivism will follow the discussion with an email giving their recommendations on how any further chats could be structured. Members of the RCG will discuss where the next steps lie and how to develop the content of any further chats.

AOB

The Customer Forum requested a brief update from Scottish Water on the current situation in Gairloch.

The Forum also asked WICS to provide a brief update on the expectations for the financial strength of Scottish Water, such as acceptable level of gearing etc.

Closing remarks

The date of the next Forum meeting will be 5 April.