

9th March 2020
Thirty Fifth meeting of the Customer Forum
Additional meeting of the Customer Forum
Held at APEX Haymarket Hotel, 90 Haymarket Terrace, ED12 5LQ

Attendees and in attendance

Peter Peacock (PP)	Chair	
Agnes Robson (AR)	Vice Chair	
Jo Dow (JD)	Member	
Rachel Bell (RB)	Member	
Andrew Faulk (AF)	Member	
Bob Wilson (BW)	Member	
Stuart Housden (SH)	Member	
Mairi Macleod (MM)	Member	
Tom May (TM)	Member	
Sue Walker (SW)	Member	
Sam Ghibaldan (SG)	Director	
Rachael Picken (RP)	Customer Forum Support Manager	
Fraser Stewart (FS)	Customer Forum Research Support	

Introduction

1. Apologies

There were apologies from Sue Walker and Tom May.

2. Declaration of interest

None declared.

Internal discussion

- Update on progress with prices discussions
- Forum prices discussion

The Chair outlined the aim of the current Forum meeting which was to agree the remit for continuing discussions with Scottish Water.

The Chair provided an update on discussions following the previous Forum meeting (19/20th February 2020) and the remit given by the Forum.

The Chair, Vice-Chair and Director had engaged in constructive conversations – both informal and two formal meetings - with Scottish Water since the last Forum meeting. The purpose has been to explore options (with no commitment by either party) and establish baselines. It was recognised early in the process this is a different situation from SR15 discussions. Holding lines were agreed following each meeting, and these have been previously circulated to Forum members.

The first meeting with Scottish Water was held on the 21st February 2020.

It was agreed after the first meeting to:

- Work on the narrative of the EBP/prices position. This was subsequently drafted by the Director of the Forum and discussed with Scottish Water.
- Work up price concepts for discussion e.g. CPI scenarios

The second meeting with Scottish Water was held on the 2nd March 2020.

- The drafted narrative was positively received by both the Forum and Scottish Water.
- Through ongoing constructive discussions both parties explored 4 price concepts. This was subsequently narrowed to two concepts for further discussion.
- The Forum noted the potential for Covid-19 to impact on household incomes.

It was agreed that these points were to be kept under review.

The Forum then considered the current drafts of the Narrative for an Agreement on Prices, the price concept papers and the ringfencing and customer safeguards paper.

These papers were discussed at length in private session.

Next steps

- Next meeting with Scottish Water to be held on 10th March 2020.
- A following meeting on 18th March 2020.
- Next full Forum discussion on 19th March 2020.
- The Forum will be kept updated as necessary in the interim.

Meeting Closed.

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