



CONSUMER COUNCIL FOR WATER

Minutes of the Board Meeting

Public Session

Tuesday, 1st April 2008
Victoria Square House, Birmingham

Present	Chair	Dame Yve Buckland
	English Regional Committee Chairs	David Bland Charles Howeson Sir James Perowne Andrea Cook
	Wales Committee Chair	Diane McCrea
	Independent Member	Timothy Hornsby Mike Barnes Narendra Makanji
	Chief Executive	Tony Smith
	Secretary to the Board	Steven Harrison
	In attendance :	
	Head of Policy and Strategy	Nick Ellins
	Head of Consumer Relations	Carl Pegg
	Head of Corporate Services	Jane Morris
	Head of Public Relations	Dave Thompson

1. **Apologies**
 - 1.1 No apologies were received
2. **Declarations of Interest**
 - 2.1 Charles Howeson declared his interest as a trustee of the estates of the 19th Duke of Somerset.
3. **Minutes of the public Board meeting held on 5th February 2008 and any matters arising**
 - 3.1 The minutes of the public Board meeting held on 5th February 2008 were approved as an accurate record of the meeting.
 - 3.2 There were no matters arising.
4. **Hearing from the water companies**
 - 4.1 The Board was joined by Dr Jack Carnell, Managing Director of South Staffordshire Water and Tony Wray, Managing Director of Severn Trent Water.
 - 4.2 Jack Carnell gave a presentation where he addressed 'trying to make sense of cost benefit analysis and willingness to pay'. Key points were around:
 - o What is cost benefit analysis?
 - o Willingness to pay objectives
 - o How willingness to pay is calculated
 - o Priorities for improvement : water service
 - o Value of maintaining service
 - o Willingness to pay for improvements
 - o Affordability
 - o Conclusions
 - 4.3 Tony Wray looked at Severn Trent and PR09.
 - o Customer service 2007-08
 - o Strategic direction statement
 - o Customer views and willingness to pay research
 - o Maintaining investor confidence
 - o Improving the regulatory regime
 - o Key points of interest to Severn Trent
 - o The regulatory relationships
 - 4.4 After a short discussion around several of the issues raised, the Chair thanked Jack Carnell and Tony Wray for sparing the time to join the Board and for the interesting input they had given.

5. Chief Executive's Report

5.1 Key points highlighted by the Chief Executive from the report were on:

- 'Future Water' - the Government's new water strategy
- Competition in the water industry
- Pressing water companies to be more consumer focussed
- PR09
- The new TAP system
- Stakeholder communications
- Internal communication - team briefing
- Staff development - 'Train to Gain'

5.2 After a brief discussion the Board **noted** the report.

6. Finance report

6.1 The Chief Executive presented the regular finance report providing a summary of current financial performance. The key point was that against the budget allocations to the end of January, 89% of the annual spend allocated had been spent, with an under spend against profile of £26k (0.5%).

6.2 The Board **noted** the report.

The meeting closed.