



# CONSUMER COUNCIL FOR WATER

## Minutes of the Board Meeting

### Public Session

Tuesday, 5<sup>th</sup> February 2008

Ambassadors Hotel Bloomsbury, 12 Upper Woburn Place, London WC1H 0HX

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 Consumer Relations	Carl Pegg
	Head of Corporate Services	Jane Morris
	Head of Public Relations	Dave Thompson

1. Apologies

- 2.1 Apologies were received from Nick Ellins, Head of Policy and Strategy, and Janet Paraskeva, independent member.

2. Declarations of Interest

- 2.1 Charles Howeson declared his interest as a trustee of the estates of the 19<sup>th</sup> Duke of Somerset.
- 2.2 Timothy Hornsby declared his recent appointment as a member of the Food Standards Agency's Advisory Committee on Consumer Engagement (ACCE).

3. Minutes of the public Board meeting held on 6<sup>th</sup> November 2007 and any matters arising

- 3.1 The minutes of the public Board meeting held on 6<sup>th</sup> November 2007 were approved as an accurate record of the meeting.

- 3.2 There were no matters arising.

4. Hearing from the water companies

(The presentations given by the water companies, which give more detail on the points made, can be viewed in the Board section of the CCWater intranet.)

- 4.1 Colleagues from three water companies in the Thames area joined the Board to consider the subjects of long term water resources and metering. Each company gave a short presentation.
- 4.2 **Thames Water** - Richard Aylard, External Affairs and Sustainability Director. Mr Aylard looked at:
- Thames Water's draft water resources management plan and the associated consultation programme
  - Population growth
  - Household size
  - Meter penetration and savings
  - Metering and affordability issues
  - Water efficiency
  - Integrated demand management
- 4.3 **Sutton and East Surrey Water** - Richard Rap - Supply Manager. Mr Rap looked at:
- Three Valleys' strategy
  - The operating area
  - Cost benefit analysis

- Customer preference
- Supply
- Climate change
- Demand
- Risk and uncertainty
- Supply / Demand
- Investment
- Stakeholder consultation

4.4 **Three Valleys Water** - Mike Pocock - Head of Strategic Planning. Mr Pocock looked at:

- The company's area of supply
- Water resource plans
- Key issues
- Peak demand deficit
- Level of service improvements
- Managing demand
- Metering

4.5 After the presentations, a general discussion took place between the Board and the water companies.

4.6 The Chair thanked the water companies' representatives for participating in the meeting, commenting that it was of benefit for the Board to hear directly from the companies.

## 5. Chief Executive's Report

5.1 The Chief Executive highlighted key points from the report on:

- Flooding
- Competition in the water industry
- Improving service for consumers in Wales
- Water rebate for villages in Marchington, Staffordshire
- PR09 research
- CCWater's new complaint handling system
- Complain handling performance.

5.2 The Board **noted** the report.

## 6. Finance report

6.1 The Chief Executive presented the regular finance report to the Board providing a summary of current financial performance.

6.2 Against the budget allocations to the end of December, 73% of the annual resources allocated had been consumed, with an underspend against profile of £42K (1%).

6.3 Other work in progress was:

- Quarterly budget review meetings were held in January with principal budget holders
- Finance was currently working on the nine month account which will be reviewed by NAO auditors 18-29 February 2008. Finance is also working on the provisional budget for 2008-09.

6.4 The Board **noted** the report.

The meeting closed.