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Customer Matters Workshop

28 September 2018

SWALEC Stadium
Cardiff, Wales

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Outline of the Workshop

- ❖ Introduction to the workshop - Tom Taylor
- ❖ Allocation of participants to breakout sessions
 - ❖ Breakout sessions and discussion groups
 - ❖ Feedback session

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Aim of the Workshop

- ❖ To understand stakeholders' thoughts and perspectives on key topical issues;
- ❖ To use views to develop relevant areas of our advocacy work.

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Breakout Sessions

- ❖ How do we expect water companies to respond when faced with a large-scale water supply interruption, such as seen in March?
- ❖ Non-household customers – topical issues discussion, covering issues such as
 - ❖ Non household topical issues
 - ❖ Wales policy and the Wales Act 2017
 - ❖ March's water supply interruptions



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Allocation of participants to breakout sessions

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Breakout Groups
Finish by 2pm please



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Feedback



And finally...

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Thank you for your thoughts and views today

**A reminder that our
Draft Forward Work Programme is
due out during November
Comments by early January 2019**

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Breakout Group prompt questions

Water companies' response during large-scale water supply interruptions



The companies outlined their messages in their response to Ofwat this morning.

Key Issues to consider:

- Communications during unplanned events
- Help for those in vulnerable circumstances
- Planning for emergency water distribution
- Whether the resilience of the system is an issue.

Water companies' response during large-scale water supply interruptions



For vulnerable consumers:

How should incidents be planned for to consider those in vulnerable circumstances?

- Who would should be considered vulnerable during an unplanned large scale water interruption?
- What about emergency water? Should that be delivered in all cases?
- What about those who are temporarily vulnerable, who the company don't know about – what should the companies' plan for those cases? How should they be identified?

Water companies' response during large-scale water supply interruptions



What does good look like when planning for large scale water interruptions?

What communication would we expect?

- What channels of communication should be used?
- What communication would different customer groups expect?
- How should companies be communicating about discoloured water after an unplanned interruption?
- Should there be information about compensation – when should compensation be due?

Water companies' response during large-scale water supply interruptions



How can water companies improve their planning for the delivery of emergency water:

- How far is reasonable to travel to get emergency water?
- What is a reasonable way to distribute the water at the water stations? (bottle/bowser) – how much should people get at once?
- How long in the day should they be staffed?
- How should water companies plan to get water to customers in remote areas?

Water companies' response during large-scale water supply interruptions



Ofwat thought the way companies had planned for these types of events was at fault, rather than a fundamental problem with resilience.

- Do you agree with Ofwat?
- How should the plans change to improve?
- Should the resilience of the system be improved?
- Should the resilience of the system be improved at any cost?

Non-household customers – topical issues discussion



Key Questions to consider:

Non-household customers – topical issues discussion

- **NHH complaints** – are there any underlying issues we should be addressing with the water companies in Wales on behalf of NHH customers?
 - Complaints issues?
 - Levels of service?
 - Meter readings - In England, the market has thrown up that a lot more meter readings than desired are estimates. Can we see what Welsh companies have to say about making sure that meters are read reliably every six months, and whether there are any views around the table about how often is good enough?
 - Customer side leakage issues

Non-household customers – topical issues discussion



Wales policy & The Wales Act 2017:

What will the Wales Act commencement and the new Hafren Dyfrdwy licence mean for non-household customers,

- a) based in England but serviced by a companies operating mainly in Wales (Dŵr Cymru) ?
- b) Based in mid Wales or Chester (serviced by either Hafren Dyfrdwy or Severn Trent since the change of license) ?

Change of eligibility to choose of retailer

- What should the water companies in Wales offer businesses to redress the lack of retail choice for those companies who have already made the switch?

- Combined bills for multiple stores/sites?
- Water efficiency audits?
- Comparable bill?


Non-household customers – topical issues discussion



Are non-household customers in Wales affected by differences in policy between the Department of Environment and the Welsh Government?

- What research have companies done to find out what their customers think about Wales having a more limited competitive regime?
- Compulsory landlord registration of tenants
- New build sewer standards and sustainable drainage standards come into force from April 2019
- Compulsory Fire Sprinkler installation on all new properties in Wales

Non-household customers – topical issues discussion



Large-scale unplanned water supply interruptions, such as seen in March during the Beast from the East:

What help is reasonable for businesses to expect from water companies?

- For those with livestock or significant water usage, should the water company work with the business to agree a plan of help and support during a planned and unplanned water supply interruption?
- Work with businesses to check that connectors for bowsers are compatible for large users or those with livestock.
- **How far should business customers plan for unplanned interruptions to their water supply?**
 - Own water tanks with 24/48 hours supply.
 - Check that connectors that allow water company tankers or bowsers to connect to system are compatible.
 - Check own system will get water from area where tanker can park to where water is needed.
- **Currently businesses are asked to prove business losses and often claim them from their own insurers:**
 - Is it reasonable for insurance companies to ‘pick up the tab’ for business or should it be the water company’s responsibility?
 - What is reasonable compensation for the water company to provide a business?