

Wednesday 24th October

10:00-13:00



Linea Board Room, Dwr Cymru Linea Offices, Fortran Road, St. Mellons, CF3 0LT

Attendees:

Alun Shurmer (DCWW), Anna Riddick (DCWW), Peter Davies (Chair), Mari Arthur (Cynnal Cymru) Richard Garner Williams, Daniel Davies (DCWW), Mike Davis (DCWW), Sam James (DCWW), Lee Gonzalez (Consumer Council for Water), Bill Darbyshire (Environment Agency, phoned in), Geraint Weber (Natural Resources Wales, phoned in), Paul Harrison (Welsh Government)

Secretariat: Bethan Harvey (Cynnal Cymru)

Apologies:

Dimitrios Xenias, Steve Ormerod, Michelle Lewis, Duncan McCombie

Welcome and Introductions

PD welcomed the group noting that a key purpose of the meeting was to begin to have a look forward on the role of the CCG drawing on the experience of the last 2 years.

PD reported back on the presentation of the DCWW business plan to Ofwat which included a private feedback session which focused on ODIs and acceptability testing and a need for balance in the plan, ambition on per capita consumption and pollution incidents.

AS gave thanks for work on CCG report and offered invites to Water Aid ball as a thank you to take place on 23rd November.

Review of DCWW Business Plan submissions and Cross-Industry comparison

The company presented their analysis of business plans submissions and cross industry comparisons – as circulated to the CCG

Ofwat will be issuing their initial assessment of business plans on January 31st, which will be the next point of involvement of the CCG in reviewing the assessment and providing assurance to Ofwat on any further business planning work being undertaken by the company.

The company stressed that they had confidence in the business plan submitted as reflecting views of customers.

Next Steps on Social Tariffs and Support for Customers in Vulnerable Circumstances

The CCG will be playing a key role in the development of the strategy for social tariffs and support for customers in vulnerable circumstances with the key stakeholder event planned for November 22nd.

The CCG discussed the challenge of meeting the scale of the need within the limits of the resources available. The current model cannot meet the scale of identified customer need, so there needs to be change to the schemes. The customer research confirmed support for levels of support for vulnerable customers but no mandate to justify increased allocations to meet the scale of the need

The higher levels of Social Tariffs support differentiates DCWW from other water companies. The business plan proposes that all the return on value as a not for profit company would be dedicated to supporting Social Tariffs.

The CCG discussed a range of changes that could be considered for a future model

The structure of the tariff needs to be finalised by the end of the year with a consultation process from January and plan to have the specialist team in place to administer the new scheme

CCG Review and forward work programme (private session)

This discussion contributed to the summary paper reviewing the CCG experience which was circulated following the meeting

Important Upcoming Dates

A Strategy for Customers in Vulnerable Circumstances Event	November 22 nd
Date of Next CCG Meeting	December 3 rd
Return of Initial Assessment from Ofwat	January 31 st 2019