

WRMP WORKSHOP 2 FEEDBACK

April 2017



SEVERN
TRENT

WRMP APRIL 17 WORKSHOP FEEDBACK

33 stakeholders attended our Water Resources Management Plan workshop on 10th April 2017. 218 pieces of feedback were reviewed across the 4 main topics of:

- PR19 and WRMP Engagement
- PR19 Slider Tool
- Demand
- Abstraction

There were a number of specific questions that came out of the workshop which we've answered in the following slides...

YOU SAID...WE DID...

You Said...

There are decisions being made on behalf of people. How many customers are you reaching and how do you reach across all communities?

We Did...

We have a comprehensive PR19 customer engagement strategy which comprises a number of different customer research components, as well as wider stakeholder engagement and more open engagement through communications and customer campaigns. For each research component we will determine the appropriate sample size, to ensure the results are representative of our customer base, and consider the most appropriate research methodology. Clearly there are pros and cons to different methods, for example online research might not capture the views of the “digitally disenfranchised”, however it can remove interviewer bias.

We need to ensure we can gather the views of harder-to-reach customer groups. For example our Willingness to Pay research has been conducted face to face, in people’s homes. We have also targeted a sample of “non-responders” (those who were not at home when the interviewer called, or who declined to participate in an interview), by sending out a follow-up incentivised postal survey. We also translated the survey into the major non English languages spoken in our region (Urdu, Punjabi and Polish) and conducted the research with an interpreter in hall tests with groups of people whose English language skills would not have allowed them to participate otherwise..

YOU SAID...WE DID...

You Said...

How much weight is going to different groups? How do you ensure fair and relative feedback?

You Said...

Are there any links with government national planning policy on water management?

We Did...

We have a comprehensive customer engagement strategy which comprises representative research, stakeholder engagement and wider engagement with customers through communications and customer campaigns, e.g. on Twitter. We will also take into account day-to-day interactions with customers, for example through complaints and social media. We are then faced with the challenge of triangulating all this insight and using it to build a truly customer-centric plan. We are not setting out a mechanistic approach to weighting the feedback from different groups, however we will need to consider how we balance representative research with more open feedback. We are in the process currently of defining our approach to triangulation and will be working with our Customer Challenge Group (the Water Forum) to demonstrate how all this insight drives our plan.

We Did...

In our trading discussions we have factored in WaterUK's Water Resources Long Term Planning Framework and all relevant legislation and guidance from regulators and English and Welsh guidance.

YOU SAID...WE DID...

You Said...

Each of the local planning authorities within your region are at different stages in their household planning cycles which could introduce uncertainty in your assumptions around the areas of growth in region and the needs the needs of the customer- how do you engage with your local planning authorities?

We Did...

In developing our housing growth forecasts we have to take a “point in time” on which to base these. Last year (April-September 2016) we contacted all Local Authorities and collated the returned information on forecast development. In October 2016 we completed the review and submitted our initial growth forecasts to be incorporated into our WRMP demand forecasting.

We then completed a secondary review and check over during February-March 2017 to check for any updates / changes to LA plans. Our growth forecasts were then updated accordingly before being incorporated into our WRMP demand forecast. Moving forward we will continue to assess delivered / actual housing growth against the forecasts so we have a rolling view of the growth trends. We have ongoing dialogue with LA's regarding growth and feed into consultations / growth plans as required.

You Said...

Will the drought plan/other information be available in advance of the next session?

We Did...

All relevant documentation regarding our WRMP will be displayed on our website and we will make sure any pre-read material is circulated before our next WRMP session in the autumn.

YOU SAID...WE DID...

You Said...

Why could you not increase the frequency of hose pipe bans?

We Did...

We can increase the frequency of these bans if we want to and if our customers support it.

For WRMP14, we modelled the effect of different hosepipe ban frequencies on our supply demand balance.

We will also carry out this modelling for WRMP19. If increasing the frequency of increases the amount of water available to us then we will consider it as one of the options we have to balance supply and demand.

However, we will only select this option if our research shows that our customers (and other stakeholders) support it.

You Said...

How does this fit in with other water company plans/water trading? Should ST be looking at bigger opportunities to enable trading?

We Did...

We have worked closely with Water Resources East, Water Resources South East, Thames Water, Anglian Water and United Utilities to identify major trades. Some of these are up to 200MI/day. We will run multiple scenarios to understand which options are most suitable (i.e. do not affect the level of service of our customers and are complementary to our own needs).