



Stakeholder workshop report: Birmingham

21st May 2013



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2. Introduction

The workshop was held at the Birmingham Botanical Gardens on May 21st 2013. The views expressed in this report are those of the workshop attendees as recorded by Green Issues Communique and not necessarily those of Severn Trent Water.

2.1. Attendees

- Gerald Nembhard – West Midlands Faith Forum
- Clive Wright – Birmingham CC
- Martyn Wilson – Worcestershire CC
- Helen Perkins – Wildlife Trusts
- Simon Slater – Sustainability West Midlands
- Elaine Shirley – Midland Heart
- Donna Tavernor – CLA
- Moira Pendlebury – Age UK (Coventry)
- Gemma Domican – Consumer Council for Water
- Ray Hickinbottom – FSB Shropshire
- Ed Hodson – CAB Coventry

Severn Trent Water

- Frank Grimshaw, Economic Regulation Manager
- Harriet Towler, PR14 Stakeholder Engagement Manager
- Helen Grundy, Government and Stakeholder Engagement

Green Issues Communiqué

- James Garland, Director: Workshop facilitator
- Kelly Edwards, Director: Scribe / analyst

3. Executive summary

Feedback from participants

- All stakeholders who attended stated that they were given enough opportunity to state their points of view
- Attendees all agreed that the workshop was useful and many commented that the whole event was *"well facilitated and had a good balance of information"*
- The vast majority of stakeholders believed that the information given on the day was enough and *"very clear"*



What could happen to bills

- It was agreed that STW needs to work to protect vulnerable customers and small businesses
- It was felt that debt is becoming an increasing problem and it was added that water is a non-priority bill
- There was support for incentives and initiatives to improve water efficiency. It was widely agreed that education on this issue is essential

Clean water

- There was agreement that STW needs to work more closely with farmers and land owners to address issues relating to water quality at the source

- There was discussion that metering should become universal over time although it was commented that this may mean some customers paying more for their water
- The point was made that, for rented properties, there is a debate over whether owners should install a meter as it may cost the next family more than the current tenants
- There was support for STW to give advice on water efficiency when it installs a meter and to take a 'campaign approach' to water efficiency
- It was discussed that transporting water from other parts of the country presented a number of problems, including the possibility of more water being lost. It was also commented that this may become a political issue in the future
- It was felt that more should be done to encourage developers to make provision for grey water recycling when building new homes

Waste water

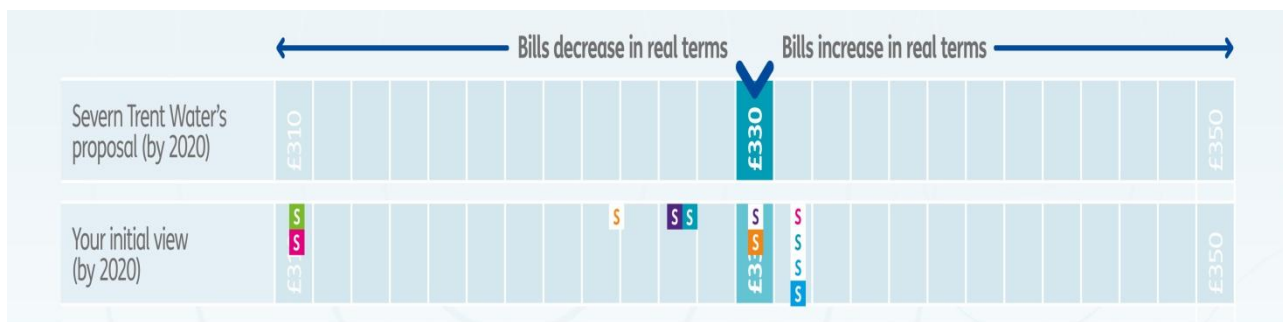
- There was support for STW to influence the planning application system to ensure a greater take up of SUDS
- It was felt that sewer flooding can be a very traumatic experience which could be particularly serious for families on low incomes who would struggle to deal with the consequences immediately
- Support for greater education of customers to help them become 'responsible stewards'
- There was general agreement that there needs to be a focus on urban as well as rural waste water
- There was a good deal of support for more education regarding wrongly connected waste pipes

Helping customers who struggle to pay

- It was felt that STW should ensure that working people who struggle to pay are given assistance
- There was some support for social tariffs to help customers who struggle to pay
- There was support for working in partnership with well-known charities such as the Citizens Advice Bureau. It was also commented that it is important to ensure that elderly people, who are entitled to certain benefits, are made aware of these
- It was commented that water bills are often a low priority for people on low incomes
- There was general agreement that this problem will increase if the current economic climate continues
- There was agreement that no single group should be targeted as people many different groups and individuals struggle to pay their water bills

4. What could happen to bills

4.1. Q1. What are your initial views on what could happen to bills – and please explain why



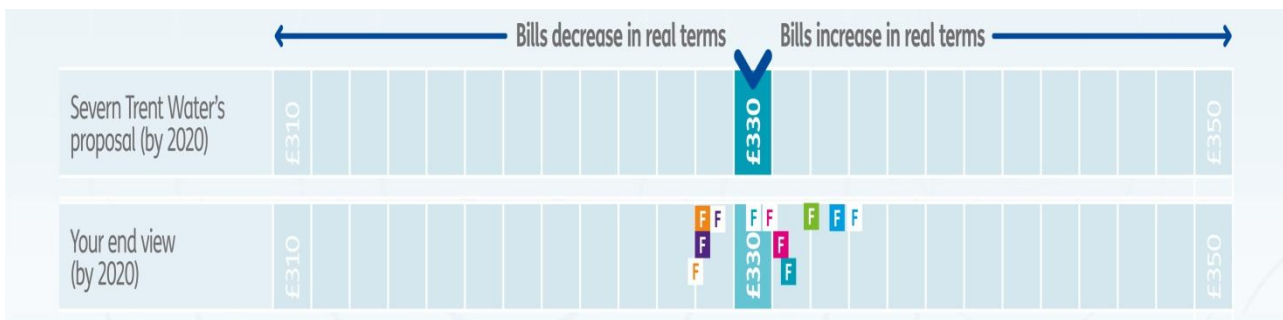
- "We deal with people who have difficulties with their bill. There are a stack of reasons why that proportion of customers is going to increase. Water is not the only problem these people have, they have multiple debt. Debt has taken over benefits as the biggest enquiry we get. It is very rarely a case of 'can pay won't pay'; overwhelmingly they are being hit from all sides. From our point of view it is going to get worse because water is a non-priority bill compared to electricity, unless you can find an innovative way around it, it will sink to the bottom of the priority list"
- "Some of our members are on private water supplies but others run businesses where bills are much bigger as they have livestock; they need water for animals so it is important to our members. You look at the average bill in 2012 it will be over one pound a day"
- "There is no way you can argue with facts and peoples' daily struggles. Presumably you have a profit to make, and that there may be a line above or below which you do not want to go. But there must be scope for investing and supporting customers in order to manage demand and move customers towards more sustainable water use. This links so closely to resilience and the need for reducing demand. It would seem to me that it would make economic sense in supporting some of these customers. What is your role?"
- "The majority of small business owners and tend to be impacted from business but they are impacted from a personal view. A complaint we have is that utilities just put up prices and small businesses struggle because they can't increase their prices. There is nothing anyone can do about it. What's the return on the capital invested? If you share this information a lot of business people could then say it is not excessive"
- "It is important to talk about what is the right amount to increase bills by or should it be held level"
- "There are mixed messages from my members on price. I'm also trustee of a children's centre and we have issues with debt. What are you using your price for? Is it to return

money, incentivise behaviour change or protect the vulnerable? If you are a vulnerable household should there be minimum rights? For example, in South Africa you have a certain amount of minimum guaranteed no-cost water. On the other extreme, some of our biggest businesses are making behaviour changes due to rising energy prices. Re water; many say compared to other bills, water is not at the top of the list. So it is about what are you using price for? We have had debates around sustainable drainage but where is the financial incentive?"

- "Do you pay more if you use a meter?"
- Severn Trent answered this question
- "So it is in your interest to encourage people to pay less, good"
- "Do you have any thoughts on linking dividends to customers? In terms of money raised how much comes from customer bills and how much from the stock market"
- STW stated that almost every year what they have received from customers has not been enough to invest in what they need
- "What proportion of revenue is raised from customers?"
- STW replied that approximately 85% of its' revenue is from customer financing but this varies from year to year
- "I'm looking to put my marker where it means no impact of inflation"

4.2. Q1a. Final views

At the end of the discussions, stakeholders were asked to give their final views on what should happen to bills. The outcomes are shown below:



5. Future service: clean water



5.1. Do our proposals go far enough, too far, or not far enough?

- *"How does one in 220 customers complaining fare compared to your competitors?"*
- *"Hopefully there is a shift away from short-term carbon-heavy solutions 'pipe end' to working more widely to sort problems at source end. If there is, how do you see your role? The farmers and landowners are not very well rewarded for providing us with clean water. How have you thrashed this out with the EA? Where do you lie in the spectrum"*
- STW explained some examples of the work it has been doing with farmers
- *"Is your preference to move towards that kind of solution? Will you take the form of direct payments from the company to farmers in the future?"*
- *"I work with Severn Trent on pesticides and one of the possible options could be funding for people to switch to different products. It is about getting the balance right and working with people. Severn Trent are doing a very good job of that at the moment"*
- *"United Utilities did some work in the Lake District which gave benefit?"*
- STW stated it has done some of that, less as there was a bigger problem in the Lake District, but that they are trying to learn from these
- *"Regarding the lead issue, there is a balance to be had between safe and good. Lead cleaning is not safe is it? Is using phosphate a short-term solution? Does it come with risks too?"*
- STW replied it does work in the long-term but it does have its disadvantages
- *"What plans have you in place regarding lead pipes?"*

- STW replied stating that at present this was still a small programme
- *"What you want to do is raise the profile of the issue"*
- *"If Severn Trent invests in some of the capture measures it will save them money. Is that where your £25 pound saving comes from?"*
- STW replied that costs are higher than they are now
- *"What this is not showing to our customers is that if you invest now you have realised a saving for the next plan. Will customers' bills come down in the next plan as you have invested now? Customers are seeing this five year plan but what about what measures will mean for next time?"*
- STW commented that on-going costs need to be assumed as it will need to replace other things
- *"It goes back to a point made earlier on – what is the benefit to the customer long term? I could understand if we're getting an increase now, their bills will stagnate or reduce, will they get pay back for their investment?"*
- *"There is an unknown costs with your energy costs they could go up or go down"*
- *"Is there a rate of replacement for pipes? Do you do a certain number of miles a year?"*
- STW stated that it is a small amount
- *"It is key for Severn Trent to work with farmers. It should be recognised that they manage the land and people need to pay for that land to be managed. It can do a lot of good for water quality and can reduce Severn Trent's bills when it comes to cleaning up water. I know there are a lot of rural sewage works around and they are causing part of the problem in rural areas. It's important that money is put aside for this"*
- *"I think the priorities are very good, STW have included the work they are doing with farmers and stakeholders"*
- The facilitator asked about the attendees views on meters
- *"Education is needed. We are working with a lot of people who are probably paying far more than they need to for their water"*
- *"We have a dilemma, we can get a meter to put into a property, this benefits a customer, they move and the new tenant may not benefit in the same way but nonetheless they are stuck with the meter"*
- *"In terms of getting meters you could say we will put them in and for the next 5 years we will guarantee you won't have any increase in bill. I just can't see a situation in the future when you don't have businesses and all customers on meters"*
- *"In general, customers can understand they pay for what they use but also metering is very costly especially with smart meters and that will be put back into customers bills. I*

think Severn Trent has got it right, meters can't all be done at once the cost will be astronomical"

- *"If you don't have a meter you don't think about the amount of water you are using so you don't change you change your behaviour"*
- *"You could learn from Anglian Water. When Severn Trent put in our meter they gave us no other advice about water efficiency. I know when Anglian Water install meters they give general advice and water efficiency kit to people"*

5.2. Have we prioritised the right objectives and aspects of service?

- *"This is not a failing service. This should be lower in terms of investment as by not increasing expenditure you are improving at a slower rate"*
- STW commented that it was generally meeting quality standards and, on the whole, customers are happy and that there are other suggested areas for improvement that are a higher priority
- *"It's a question of answering what is under your control and for now leaving the households out of the equation. The problem I have is that a lot of these things we see as a holistic point – you do need to talk to farmers; you do need to talk about bills. What I am concerned about is that bills match rising wages as opposed to inflation. There is an attempt to recognise that people do need to pay for what they are receiving. That question re replacement of pipes... surely there must come a point where you have done the job, so then, what exactly are you charging for?"*
- *"The quicker you can replace lead pipeline, the quicker you take away the phosphates issue and so on. So there is an argument for investing to totally eliminate a problem and then get on to the customers. As a faith forum, we would gladly be involved in getting the message out there and bring the issue back to people to face up to what they need to do"*
- *"There is also the issue of demographics, there is going to be an increase in the population. From a faith perspective, we are concerned about people being good stewards and being responsible for the environment. Being a good customer in terms of paying for your services, the company being responsible and customers recognising their part. We have a clear environmental project"*
- *"I think you have the right balance, the only thing not really included in here is education - educating customers in general. We definitely support and know customers support the joined up working, working with farmers and other stakeholders. The cost issue needs to be looked at and the pace of delivering these things. I know lead pipes are a key issue but it is not having an impact to customers' health, but, has huge cost implications for customers to replace"*
- The consensus from the table was that Severn Trent did not need to go further than the proposals in the business plan
- *"STW needs to address the fact we don't get water in the right way. The grid system for transporting water needs a rethink, that bullet has not been bitten"*

- *"We should cover businesses; we have not discussed this much. We are producing a guidance paper and we're mindful our growers can't extract as much as they used to, this will have a greater impact on Severn Trent. Rather than a land owner having to pay for that, it could be on a lend lease, this way it could turn into an asset for Severn Trent Water. We have good processing businesses that use a lot of water, we need to be mindful"*

5.3. Is there anything else we should include or consider?

- *"Design a campaign on water conservation and efficiency"*
- *"There is always an opportunity to work with partners and tweak messages to improve water efficiency. Overall our urban areas will have more people in them and we have to be careful about the totality of water at our disposal. If there are going to be more developments we need to ensure that totality can reach people"*
- *"Regarding hose pipe bans, is there another option to invest with other suppliers rather than just investing in your own patch? One of the impacts of climate change has been changing weather profiles across the country. Some areas are getting more rainfall and others are getting less. If you get the wrong type of rainfall and it comes quickly, you can't capture it. You could use other parts of the country to capture rainfall instead, that could be an option"*
- STW gave examples of some of the options they are looking at for moving water around
- *"I suppose Severn Trent has more options for moving water around than utility companies in the South East"*
- *"In terms of building water resilience locally there is more of an issue before we think about moving water all over the country as dealing with the local resilience may mean less need to move water around, there could also be a shifting of species around the country if water was shifted around"*
- *"Are there any political issues? Will there be an issue in the future regarding who owns such resources? You have a devolved administration, how much water are we getting from the Welsh reservoirs and how is the Welsh Government benefitting from this?"*
- *"There is a cost issue re moving water around but obviously you need to have a fairly robust system. We are working with the EA and local authority planners to give farmers planning permission for reservoirs. The blockage appears to be planners so we are working with the EA. There is another issue for you there, what can you do to look at storage? More response here means less demand. Some of these responses involve other people building assets that won't be on your balance sheets. There may be some solutions that do not involve you putting money into assets but see more people owning assets locally that need your involvement"*
- *"As a planner, the response by Severn Trent to the developer [the applicant] does not reflect these issues. It does not say we would like to see your development strengthened regarding water quality etc. – that's left to the planner and EA."*

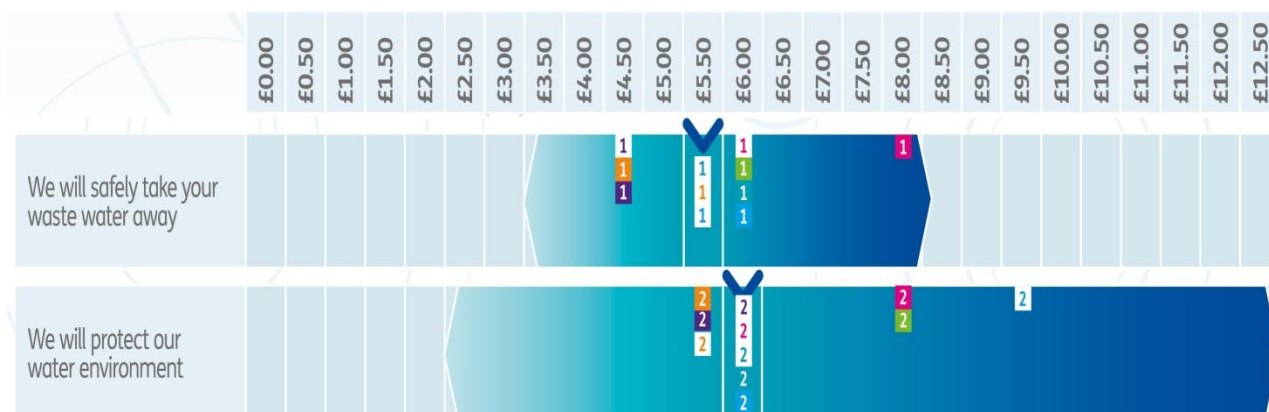
Developers argue they can't provide houses with grey water recycling as it is not viable and is not what customers want. There is no direction from Severn Trent telling these developers to think about this more"

- *"What about leakages?"*
- *"Something not covered here yet is moving from being reactive to proactive and minimising leakages"*
- *"Customers don't feel they should save money when they can see leakages in the street, why should I reduce mine when my water company is wasting water?"*
- *"What is the biggest cause of leaks?"*
- Severn Trent responded to this question
- *"The further you transport your material the more you are going to lose. Is there a cost benefit? Will you lose more water when transmitting it around?"*

5.4. Any other comments?

- *"The focus on the document and discussion has been on water pollution, but there is an issue of urban pollution which the Government has just consulted on and which needs some consideration here. We have touched on what communities can do. We worked with the EA on a water quality document – it is guidance for local authorities. Could Severn Trent produce that type of guidance? Could there be a wider roll out of this sort of scheme as it was run in Birmingham"*
- *"We have people moving into properties from abroad, Eastern Europe, they don't understand these issues or about Severn Trent, more education is needed"*
- *"Pace is important to me I'm part of the customer challenge group. What it is doing and the costings put forwards are the best and most customer friendly ways of doing things"*
- *"We have not touched on Ofwat, how you are able to communicate to us, and what pressures you are under in terms of Ofwat guidance and how that may be changing this time around and what difference that will make? I asked DEFRA about this and they said that the customer point of view is just one part, questions what influence the customers have"*
- *"I'd welcome some clarity on Severn Trent position on SUDS"*
- *"I want to talk about economic development, jobs and growth, we can discuss that later"*

6. Future service: waste water



6.1. Do our proposals go far enough, too far, or not far enough?

- The facilitator stated that there are a number of proposals to safely take water away and asked the table for their views and whether they thought that STW has identified the right priorities and gone far enough?
- "I go back to my comments on responses to planning applications. In terms of SUDS and Anglian Water, we looked to Anglian Water who produced guidance for SUDS which is held up as best practice, we don't see anything similar from Severn Trent to advocate this approach or promoting a sustainable approach, let alone biodiversity and eco-systems approach. Sometimes I see a disjointed approach to SUDS about adoption there is legislation coming in next year and I'd question whether that would be a cost to Severn Trent?, I'd see it as a cost to the local authority. Can we be clear that introducing SUDS is a benefit but is a cost that the developer/council would pay for"
- "SUDs are not in network treatments and there are opportunities within networks for Severn Trent to retrofit SUDS into their system. I've discussed this with Severn Trent in the past and I asked if STW would adopt SUDS to deal with storm water, at the moment the answer I get is yes, if you provided me with a commuted sum. A big problem for SUDS is that Severn Trent will adopt to the end of the sewer then the SUDS comes in after that and is proposed to be adopted by local flood authorities. The move I'm seeing from Severn Trent is something I welcome going forward, there is going to be more proactive investment in the sewerage network. At the moment they are very much report-driven; if it's not in DG5 they won't look at it. Because of sewers they put in a 20-30 year standard in the past but current climate conditions are not 20-30 standards. We need to start using the modelling they have got to be more proactive and I welcome that and it is not included in this information"
- "Sewer flooding is devastating for everyone, people we see live on a day-to-day basis money-wise with their income very much hand to mouth. They don't have an opportunity to deal with one-off costs and this would be a devastating one-off cost."

Preventing it would be fantastic. The main point is the disproportionate effect this has on the poor. They can't relocate whilst repairs are being made"

- *"A huge proportion of our customers don't have home insurance I would see this as a real priority as well as from a personal perspective"*
- *"There are roughly 3,000 incidents and 3 million customers, so the percentage terms are really low. You are never going to be able to stop it are you?"*
- *"From our research, customers who have not experienced it even say it is a priority as it is such a traumatic thing"*
- *"Sewer flooding has a devastating effect but it is not something we see much"*
- *"The impact of sewer flooding is on individual properties but it can have impact on the neighbouring community too – the inability to pass a road, the clean-up costs etc., you need to consider whether that needs recognising in here. It can be a localised issue it's not just property specific, it can keep occurring"*
- The facilitator asked about protecting the water environment and the cost implications
- *"The work you are doing here, working with landowners is great if you can extend that. This is an important area and there are instances where sewage gets onto land when problems with sewage works and that's a particular impact for our members. This work is making your life easier in the longer term"*
- *"How does disposal compare to say the Anglian area? Are our rivers having to work harder as in other regions is it treated and sent to sea?"*
- STW stated that it probably has slightly more to deal with than others
- *"People may struggle with the fact that, through DEFRA, there is already tax payer money going into this issue so why pay again via you? Your cost saving should be up-stream rather than at the treatment"*
- *"I know through customer challenge groups there are schemes that are compulsory and you need to do via the EA. We just want to make sure the benefits do have an actual impact on the local environment. We have seen cases in the past where other companies spend customers' money and it has not had an impact on the river quality. If other people like the coal authority have also contributed they are jointly responsible with customers to pay for this"*
- *"Some of these benefits might not be seen for 20 years but the investment is now"*
- *"It looks like the UK will fail its WFD target and the fine can be passed down to local authorities. You must be clear in here that you the tax payer will end up paying for this via council tax if it is not cleaned up"*
- *"Who is installing the wrong connections?"*
- *"It could be Mr Smith down the road. At the moment Severn Trent writes a strongly worded letter, this might get some of the people to rectify the problem but you get the*

same problem again down the road when someone builds an extension, it is one of the biggest sources of pollution in urban areas, for instance conversion of downstairs to upstairs toilets"

- *"To give an example from Torbay they identified 130 wrong connections and it sorted out 5,000 cubic meters of dirty water – brings up the relationship with the customer beyond the pipe, targeted campaigns. I live in an urban area and lots of people see the water course and it's awful. There needs to be a balance between amenity and wildlife how does that impact in your documents? Watercourse B is seen by many in a poor area verses Watercourse A is seen by far fewer people but is in a rural attractive area, how do you prioritise?"*
- *STW replied with information about work they were doing at the moment to identify priority water courses to which SS replied "brilliant"*
- *"I think Worcestershire have done some work where children see you put something down the toilet and see it come out into a stream"*
- *"Going back to the point, don't forget the urban environment as well as rural. The last point regarding education customers on Page 35 must be much stronger; it's been an elephant in the room for decades. Even to the point of disconnection to take place – Severn Trent don't like to disconnect as they need to provide means of removing sewage. But in urban areas, the source of water courses is the sewage system if you have a number of wrong connections a large proportion of the problem can be wrong connections. Learn from what others are doing"*

6.2. Is there anything else we should include or consider?

- *"This is difficult; you are up against climate change. Too much water will cause systems designed years ago to flood. We have been working with the EA for business resilience plans to be put in place. 40% of recent flooding is not from rivers, it is going to get worse. There is a challenge regarding the impact of sewage clean up for a business or house... sewage water causes the big issues. In terms of solutions we are working on retro-fits. At the moment there are opportunities to partner up with people for instance measures to put on a toilet to stop sewage backing up. Who are you going to partner up with to give customers value? There is a great company in Shropshire selling products to stop houses flooding and it does not cost much"*
- *"It's about stopping it getting into peoples' homes, they may stay on the register as an at risk property but may not experience it"*
- *"DEFRA has had an approach to be rolled out to 80 WFD catchments, if you engage with this and look at water quality and the quantity issues together and actively work with your partners your costs might not be as much as you think. Think about catchments in a holistic way. I'm not quite sure how you have arrived at these costs but if you look at the catchment as a whole you will get longer term more sustainable benefits which will reduce your costs"*

6.3. Any other comments?

- *"Severn Trent is starting to get better. I have meetings with your colleagues soon. They are getting better. We do need a lot more engagement and sharing of data"*
- *"I echo that"*

7. How should we help customers who struggle to pay?

7.1. What is the right balance? Should we help a lot of customers a little or a few customers a lot?

- General support was expressed from the Table to help fewer customers a lot as this can make a real difference

7.2. Which customer groups do you think we should be helping and why? Could you prioritise them?

- "Single person households. You can see a situation where a single person pays the same amount as a household of 4 so should you give them a reduction to stop them being penalised"
- *"It's assumed people who pay taxes don't get benefits and vice versa, this is nonsense. Not only are we looking at people on benefits but we are also including people below a certain income per month rather than those who are considered to be welfare dependent. We reject the idea of blanket groups be it pensioners or single parents"*
- *"You can get a single reduction"*
- *"The charities themselves are under attack for loss of funding, you need some form of consortium support including faith groups, some charities will find they have less"*
- *"Research shows that people are broadly supportive of social tariffs and paying for others when they are genuinely in need. They think Government should pay contribution but this is not looking possible, they do think that the water company should pay their share"*
- *"With investment – there is a return for you, if you have converted won't pays to pay and so on it affects your bottom line. I have to applaud you for the programme you have put together with the CAB but if something like that can be put together to help you across the region working with a couple of others too"*
- *"I know already you invest in working with social landlords and I'd want to see this continue as much help as possible particularly with universal credit coming on board"*
- *"I would suggest a holistic approach when it comes to pensioners. A lot of pensioners may not be getting everything they are entitled to. While you are at it get them to get the other things they are entitled to. Members are reluctant to put hand up and ask. We have a project in Coventry for everyone who reaches 85, we send them a holistic review of their benefits, fire safety etc. and there is an 80% take up. A trusted brand is important. If you have an electric pre pay meter it is associated with expense so people*

need to be educated about water meters so they understand that the reality is different"

7.3. What is the right type of support for these customers? Financial? Advice? Social tariff?

- *"We have used CAB with debt work; anything you can do to use a trusted brand. Also, at the moment, if you can put money in to deliver business objectives with better social goods, I can't see the drawbacks"*
- *"There is a balance. It will cost money and there are providers out there. I would go more in working in partnership rather than creating another level at Severn Trent that will cost money"*
- *"You mention a social tariff. There is a case for saying a certain amount of water is everyone's right and beyond that pay more"*
- *"It is very difficult. Water rates are a very low priority we try to encourage people to see this as a priority but in reality it goes to the bottom of the pile, it is a very difficult hurdle"*
- *"The fundamental thing is to rehabilitate customers so they become good customers and that they pass information on in their area"*
- *"It would be great to see the Big Difference fund rolled out to those in lower debt"*
- *"We want to be partners in this process. Food banks and so on – we find we have to give advice about finances and things like that. Going back to the holistic point, please consider us, we are places where people will turn to, we can be part of your message. We are talking about a set of people where the group will get larger if things continue as they are. You do need a wider set of groups to help and be part of the issue, I can't emphasise this enough"*
- *"The response to this must be tailored. I appreciate a blanket reduction in bills has an effect but that will only go so far. The benefit for a single person will be different to a farmer to a household of five. If we can have a toolkit of responses so that if you can have an aggregate of margin gains. If every area shows a contribution you get a big benefit this needs to be the approach here"*
- *"The more targeted you can be, the more comprehensive the result. We wanted to target in the best way possible people who had fallen off the edge, wanted to get away from blanket groups be it the elderly, or people on a certain benefit, as we know they all have variations. We therefore have a filter; to get through the door you need a certain amount of debt. If you are trying to get someone back on track you won't solve problems without getting debt on track"*

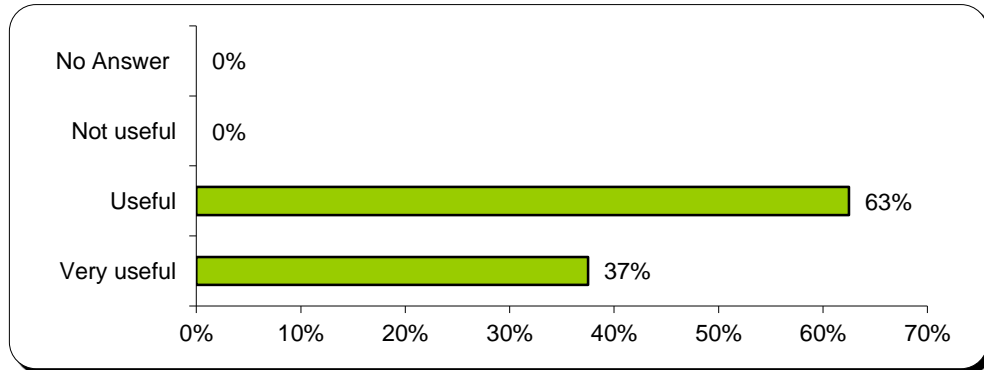
7.4. Any other comments?

- *"It is not about throwing money at the issue; it must have a benefit"*

- *"What ever Severn Trent chooses to do, it has to be acceptable to their customer base. It has to be what their customers want to pay for and think is acceptable and that's what we will support Severn Trent doing"*
- *"There is a lot of unemployment right now, so if it's a choice of what measure creates more jobs I'd be interested in that. I'd not underestimate your ability to create jobs that would be beneficial"*
- *"Do you look to place contracts locally when possible. Severn Trent replied about this and local impacts and apprentice scheme"*
- *"From a local authority point of view we want to know what this means for our authority, infrastructure, planning and we need this information for our 20 year plans ourselves. Understanding what this means on the ground for where you will be investing in water quality would be quite a good exercise to take to elected members and Chief Executives"*

8. Stakeholder feedback

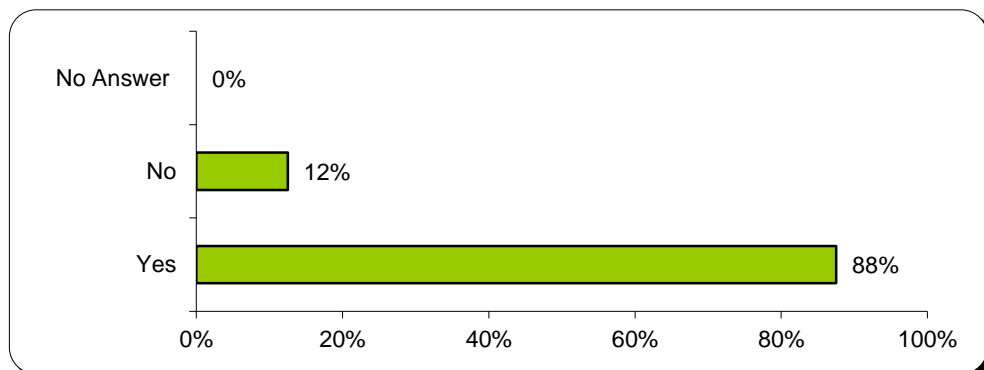
8.1. Did you find the workshop useful?



Stakeholders also left the following comments:

- *"The subjects were interesting"*
- *"Well facilitated, good flow, well paced"*
- *"It was useful to discuss the issues with other stakeholders"*
- *"Well facilitated and good balance of information"*
- *"Interesting"*
- *"It was great to hear others views"*
- *"I found it very interesting"*

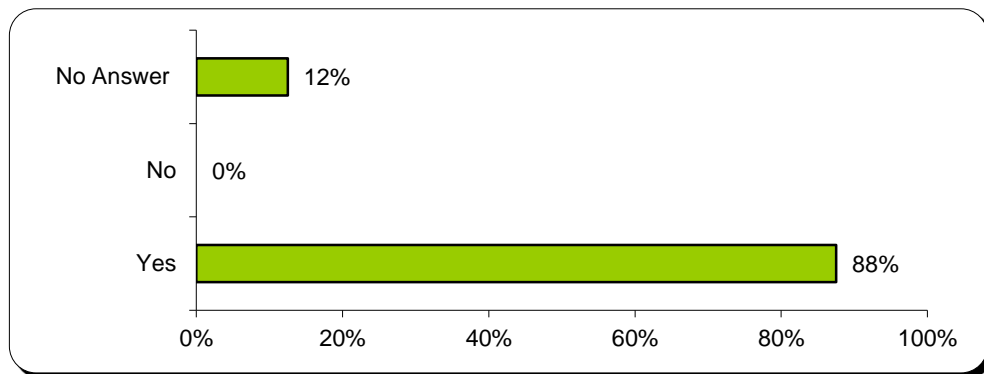
8.2. Was the venue conveniently located for you?



Stakeholders also left the following comments:

- *"Very useful for me"*

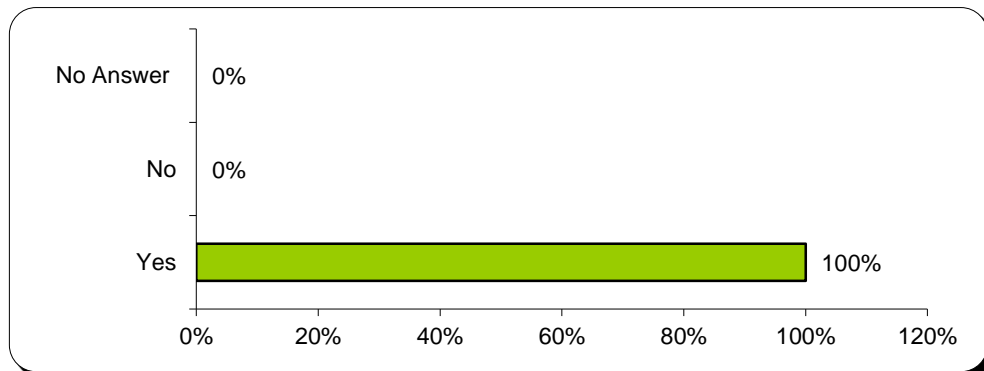
8.3. Did we provide enough information at the roundtable?



Stakeholders also left the following comments:

- *"Very clear"*

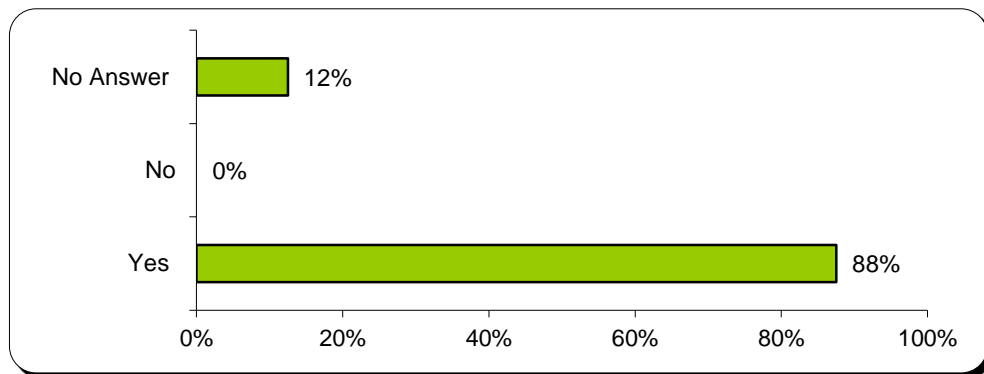
8.4. Did you feel you had sufficient opportunity to express and discuss your views today?



Stakeholders also left the following comments:

- *"Well discussed, lots of opportunity"*
- *"Well run"*
- *"Well facilitated"*

8.5. Did you feel we covered the right topics?



Stakeholders also left the following comments:

- *"Linked clearly to strategy"*
- *"Could have done more with the context of the bigger plan"*

8.6. Any other comments?

Stakeholders left the following comments when asked if they had any further comments on the workshop, or Severn Trent Water in general:

- *"There is a clear tension between some customers to pay and investments in catchments to achieve long term ecological resilience"*
- *"The number of participants is important, today's number is just right"*
- *"The workshop was very useful"*
- *"It was very well structured roundtable, with a good mix of views. I learnt a lot from other views"*
- *"Good level of consultation"*