



Stakeholder workshop report: Cardiff

14th May 2013



1. Contents

1.	Contents.....	2
2.	Introduction	3
2.1.	Attendees.....	3
3.	Executive summary.....	4
4.	What could happen to bills	6
4.1.	What are your initial views on what could happen to bills – and please explain why	6
4.2.	Q1a. Final views	8
4.3.	Any other comments?	8
5.	Future service: clean water.....	9
5.1.	Do our proposals go far enough, too far, or not far enough?	9
5.2.	Have we prioritised the right objectives and aspects of service?.....	9
5.3.	Is there anything else we should include or consider?	11
5.4.	Any other comments?	12
6.	Future service: waste water	13
6.1.	Do our proposals go far enough, too far, or not far enough?	13
6.2.	Have we prioritised the right objectives and aspects of service?.....	14
6.3.	Is there anything else we should include or consider?	14
6.4.	Any other comments?	15
7.	How should we help customers who struggle to pay?	17
7.1.	What is the right balance? Should we help a lot of customers a little or a few customers a lot?	17
7.2.	Which customer groups do you think we should be helping and why? Could you prioritise them?	17
7.3.	What is the right type of support for these customers? Financial? Advice? Social tariff?.....	18
7.4.	Any other comments?	19
8.	What could your choices mean for bills	20
8.1.	Comments.....	20
9.	Stakeholder feedback	21
9.1.	Did you find the workshop useful?	21
9.2.	Was the venue conveniently located for you?	21
9.3.	Did we provide enough information at the roundtable?	22
9.4.	Did you feel you had sufficient opportunity to express and discuss your views today?.....	22
9.5.	Did you feel we covered the right topics?	23
9.6.	Any other comments?	23

2. Introduction

The workshop was held at the Millennium Centre, Cardiff Bay on May 14th 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

- James Byrne – Wildlife Trusts (Wales)
- Neville Rookes – Welsh Local Government Association
- Graeme Francis – Age Cymru
- Lia Moutselou – CCW
- Mark Squire – National Resources Wales
- Alun Thomas – Citizens Advice Cymru
- Tim Hughes – Dwr Cymru
- Graham Astley – Powys CC

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

3. Executive summary

Feedback from participants

- All of the stakeholders who attended the workshop told us that they had found it to be *'very useful'*
- All stakeholders who answered the question felt that we had provided enough information at the event and all felt that they had had enough opportunity to express their views
- There were a number of very positive comments from attendees who felt that the workshop was well facilitated and that all the stakeholders in attendance had contributed to the discussions



What could happen to bills

- Stakeholders, particularly those representing local authorities and the advice services, were of the view that increases to bills should be kept to a minimum as many customers are increasingly finding it difficult to pay
- Stakeholders representing environmental groups were of the view that it is imperative to devote sufficient funds to protect water resources and that this should be viewed as vital important – even if it means an increase in bills
- There was a mixed view within the room on the competing issues of affordability vs. protecting the resource

- There was agreement that water companies should strive to be innovative in finding ways of ensuring that customers use water wisely. It was commented that this may not actually mean having to spend more money

Clean Water

- The group questioned whether all water needed to be of drinking quality. It was widely agreed that water companies should do more to promote grey water harvesting and that developers should include provision for this when constructing new homes
- There was support for a more holistic approach to addressing issues of water quality and it was felt that working more closely with farmers and land owners should be a priority
- The group was of the view that leakage is far too high and that this is an area where there should be more investment

Waste water

- There was a good deal of support for Sustainable Urban Drainage Systems and their inclusion in existing housing stock
- There was agreement that addressing the issue of pollution of water sources has many knock-on benefits, including on tourism, wildlife and on local industries dependent on clean water
- Stakeholders agreed that water companies cannot work in isolation and a partnership approach with a variety of stakeholders, including local authorities, should be further promoted. It was added that this would be more cost effective for all parties
- It was commented that STW should do more to promote the good work it is carrying out. By doing this, customers would be more likely to accept any future increases in bills

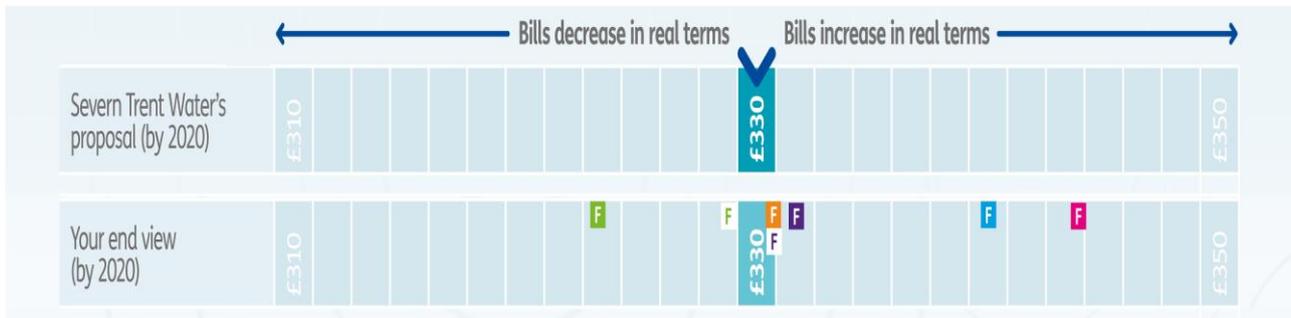
Helping customers who are struggling to pay

- The consensus was that STW should provide greater assistance to a small number of people rather than trying to help a larger number of customers who are struggling to pay
- It was commented that there are a significant number of people who are struggling to pay but will not ask for help because of the stigma of doing so
- It was felt that STW should work with trusted organisations to assist people who are struggling to pay
- There was support for measures such as Water Sure. There was also support for social tariffs

- *"If prices don't go up and there is less investment in resources to get cleaner water, reduction in flooding through better management and the issues that have been raised everyone including the vulnerable will be paying for the knock on effect. If investment is not put into the main resource, which is the management to capture and hold the water, then everything else will have to go up. Food prices will go up as crops are damaged. If food prices go up the most vulnerable will hurt. There must be a realisation at some point that water is vital to everything"*
- *"I agree with you that water is essential but we are always making assumptions that to protect the environment we have to spend money. What I was saying earlier is that there is perhaps a way to absorb some costs in the company or to find new ways of doing things. Perhaps we need to start thinking outside the box. The challenge is not as you suggest 'should we invest or not?' We have moved on. Perhaps there are other ways the company can achieve the regulatory requirements"*
- The facilitator asked if this was a general consensus from the table.
- *"If you protect the wider environment you protect water. The debate that probably needs to be had is the question 'what is innovation?' because we are not the most innovative industry. Yes we have the regulatory burden but it is getting the balance right for us and the issues around climate change. It is good to see you have addressed them. As a parent I want to keep my bills low but I don't want my children to pay double what we are paying"*
- The facilitator commented that this is a similar point to that made earlier regarding 'will keeping prices low in this price review mean someone will have to pay for it in the future?'
- *"Quite rightly we are in austerity and its about keeping bills low but we may just have to live with that"*
- *"I think it is also about consultation on how to do different things not just keeping prices low. Zero per cent increase plus inflation is still an increase. I thought the review is about customer engagement, taking what people say and trying to understand how you can work around that. You need to be asking your customers would you like to pay now and save later or do the opposite and include in your research future customers too"*
- *"Regarding the £330, I suppose it is a figure that is there but do people really understand how that figure has come to be? Really there needs to be an understanding that the bill is £330 at the moment and is that reasonable? That is the starting point from 2015 but to what extent do we know how much it costs to deliver the water? I can see how it is all split up but if you had £300 instead of £330 would you still split it like that? You are a private company, what is the profit margin?"*

4.2. Q1a. Final views

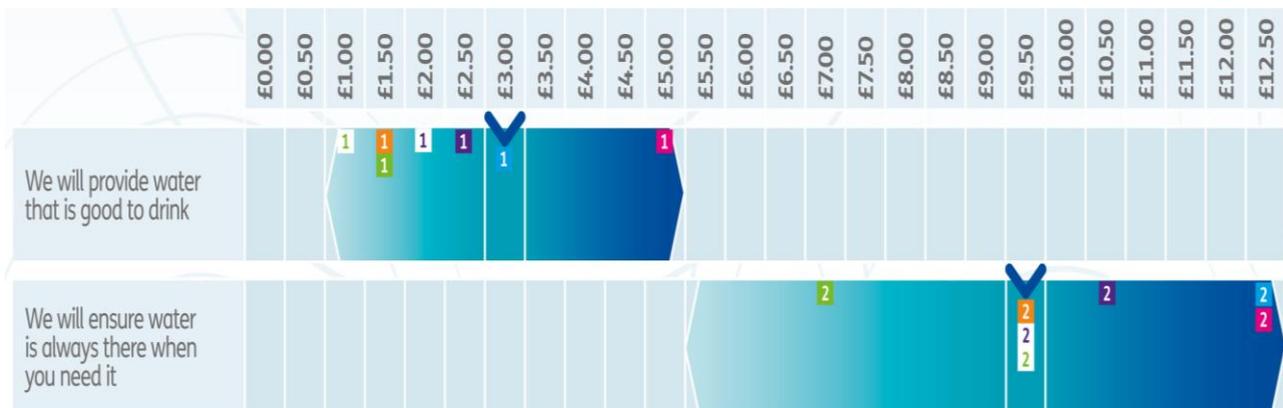
At the end of the discussions, stakeholders were asked to give their final views on what should happen to bills. The outcomes are shown below:



4.3. Any other comments?

- "Do you provide bilingual bills?" Severn Trent Water replied that it does on request

5. Future service: clean water



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

- "It can only be through water companies we can encourage things like rain water harvesting. We have tried to include it in our area and if we could liaise with the water authorities to say 'if you have rain water harvesting it would reduce your bill by so much', that would be a huge incentive. Developers are looking at the easiest way to gain points for BREEAM rather than looking at water and how it can be managed. Retro fitting is hugely expensive. I know Welsh Water is using a smart rain water butt. This stops good water going down the sewers and secondly it gives people water to water plants and get rid of hose pipes"
- "25 years is a long time to go without metering"
- "We know Severn Trent Water has in the past not met targets on leakage but more recently it has. Just to say the regulatory system sets targets which Severn Trent has met is not enough and a bit more context with some figures would be useful"

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

- "Treating water in a treatment plant to get rid of impurities that come from a damaged environment is hugely energy intensive. Therefore, if you are investing to 'repair' the wider environment, you reduce your massive energy costs and hopefully can reduce bills and the carbon that goes into the atmosphere. I remember seeing a figure in some Welsh Government information that a huge amount of energy goes into treating water. With regard to the picture you have for Gloucestershire, people seem to think flooding is an act of God it is not it is an act of man. Even if you take climate change out of the scenario, the way we manage the environment means it is going to flood. Flooding is man-made and discolouration is also made by man. Upstream thinking by South West Water is the way to go I think. It is repairing the environment but also it has the added benefits of not just water for the customers but also a lot of environmental benefits. It is a nicer environment to live in, you might get more tourists and wider benefits such as more birds and butterflies"

- *"I feel compelled to bring this back to the customer. If this is beneficial to customers, any company would have a better case putting such a proposal forward. We need to manifest the benefits to customers. I support innovation but customers are very important to not forget"*
- The facilitator asked about balancing supply and demand. He reminded attendees of the first discussion where points were made about water being wasted and asked for any comments on the approach of prioritising educating people to be more careful with water and how that's is more effective than finding new sources of supply
- *"That is our priority. All companies need to manifest this. It ticks a box for me!"*
- *"What are the statistics on leakage?"*
- Severn Trent Water provided some more information on this topic
- *"I am struggling with this. If you improve leakage surely you must invest less in repairing?"*
- The table attendees agreed that doing less on the option of leakages was not agreeable to them
- *"If a quarter of the water leaving the plant does not get to the taps, it is a phenomenal amount to not get to the customer"*
- *"If you are letting a quarter of the supply disappear you have paid for that to be treated. When you talk about a resource that is so important and then say that only three quarters gets to customers, it blows my mind. I know you will never have no leakage but you could offset what it costs you to fix leaks against the energy you use to treat the water that is leaking. I think there is an offset cost there"*
- *"It is like not fixing a leak in your roof as it's expensive but because you don't fix it your house will implode. It has to be about long term sustainability. Everyone criticises the government for only thinking four years ahead and you need to think about the long term and future generations. We may be paying in 20 years if we don't get it right now. Water is a too fundamental a resource to be getting rid of 25%"*
- *"A quarter [the leakage figure] sounds high but how does that compare across the industry? Is it high, low? Also, regarding the choices of whether we should do the same or more, we do not have the detail to work out what to get a 5% reduction in leakage alone. What proportion of the price rise would link up to that?"*
- *"You quote in your report you want to provide water that's good to drink, yet this is also flushed down the toilet and is exactly the same quality. If we are providing water fit to drink why are we flushing it? Yes we are wasteful but equally we are treating water to flush it away. If we consider how water is used there are going to be different qualities required in order to fulfil the different functions"*
- *"You are balancing supply versus demand but everything you are supplying is of drinking water quality. How much of it is used for drinking? How much is grey water? And is any research being developed or planned to be developed over next 5 years that*

would identify what that demand is and therefore allow you meet the demand on different types of water? It would be an investment in the short term that would deliver price reductions in the long term"

- Severn Trent replied that it would not envisage any such action would reduce bills in the long term. It said it is looking to encourage people to use less water but through less costly actions such as devices that can be used in toilets. It added that grey water recycling is something that it will grow over time and is continuing to look at

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

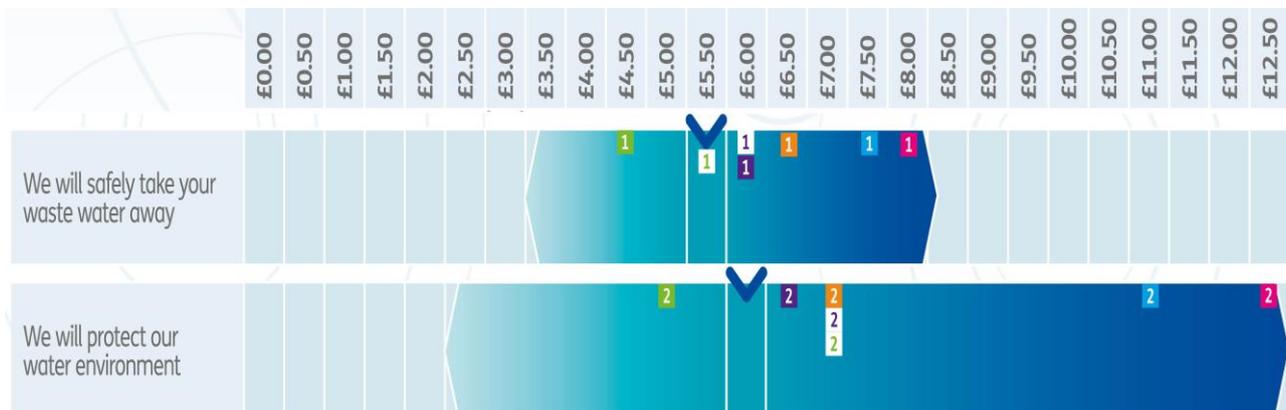
- *"Educating and working with farmers. Yes there is a lot of knowledge in water companies but the successful project was set up by farmers who said 'how can we improve the environment and improve productivity on the farm?' They have improved the water quality and productivity of farms themselves. There is an awful lot farmers know through year after year of land management that water companies can learn from."*
- *"I agree"*
- *"CCW, which is now part of Natural Resources Wales, spoke to Powys and has been working on installing new peat bogs with farmers. There is also a scheme called the Pumlumon Project. It is a big land management scheme being done privately by a group of landowners and they are looking at the effects of that. It has had a huge effect on run off and I think Powys County Council is trying to bring this into its flood strategy. I've also worked with the Brecon Beacons where they have done remedial work to peat bogs with huge benefits. Therefore, holistically all of this can help the water authorities as well. You might be doing the works of getting it out to us but there are things even relating to flooding a I think we can all do to impact everything"*
- *"I would say always ensuring water is good to drink, protecting the wider environment and protecting the water environment are almost the same thing. The Pumlumon Project is probably in the UK context one of the big schemes recognised by DEFRA. It is one of the water management landscaped programmes that is an exemplar project. It is peat management for water purification and it is in your patch"*
- *"The Severn rises in mid Wales. The more degraded the more peat and other pollutants get into the water and cause a discoloration problem. Therefore, investing in the area will reduce that. United Utilities are doing something on this"*
- Severn Trent Water replied that discoloration is an area that it is not currently planning to do anything to address in Wales on that issue but it may need to address in the future
- *"Energy companies have ECO. Maybe water companies should have something similar"*
- *"I don't know if Severn Trent is lagging but I know land management is the Welsh Government's new big thing and it is definitely the way we need to work. There is an idea to put wood back around rivers to hold the flooding and I think there is an opening for all water companies to get involved in that. If we look at that with a more open*

view it could include flooding authorities too. We are a lead flooding authority and I think that that can have a knock on effect for the water authorities on improving the quality of water they are receiving"

5.4. Any other comments?

- *"We have focussed on resources a lot but there are wider issues. It is not just about water resources. Maybe you can explain for example regarding leakage how much would that cost in your proposals? You are implying it is about demand management rather than resilience of supply"*
- *"Do you have an idea of complaints and issues in Wales? A lot of us here are representing Welsh customers"*
- STW explained that interruptions, which will be talked about later in the workshop, can be more of an issue in Wales because of the rural nature, but in terms of water quality it is at a similar level
- *"Can I double check a figure? You mentioned 200 litres of water used per customer a day on slide 36 - is that accurate?"*
- Severn Trent replied that this figure includes business use and leakage and is not the per capita consumption which is about 130 litres per day
- *"If you asked me if you should fix all leakage I'd say it makes sense. If you ask me how much I should pay and you give me a £20 increase on my bill I would probably be shocked too. So there are two different sides to consider"*
- Severn Trent Water explained that it is trying to achieve a balance and it thinks it has the balance right with the outline proposals but the question is should we do more even if it short term does not appear to be economic
- *"Are there figures for how much the customer wastes?"*
- STW provided this information

6. Future service: waste water



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

- "Promoting sustainable drainage is important. If you just target new developments you will still get an increase in the sewers. If you are going to have any real impact, you have to tackle retro fitting"
- "I think there have been European infractions in parts of Wales regarding waste water. There is an area where it is going into an estuary which is potentially having an impact on the cockles there and the cockle pickers are up in arms. It is having an impact on the birds and oyster catchers are no longer feeding in the estuary. It is having a knock on impact on tourism and sights from the Gower. There are multiple areas where one little thing regarding sewerage knocks on to everything else. If you fix a water problem there are loads of other things that will benefit your customers as well"
- "What is the breakdown of pollution in water and how much of it is water companies? Do you feel that the proposals are addressing accurately the sources of pollution? We need to understand is there a risk? Are you being asked to invest to address risks that are accurate or are you being asked to pay for something that could be achieved more effectively in other ways?"
- "It is very important to show that what you are doing is giving the value for customers, including with regard to your sewer investment. How can you deliver more for customers from what you are already spending?"
- "I just suggest that you should strive to be the industry leader"
- "I don't see how we can say strive to be the industry leader at any cost. We have to think about how we can improve performance and what goes to customers in the most cost effective way. This is why I will continue to be quite sceptical. There are ways to look at delivering to your customers and their environment in a different way"
- "We are seeing some things out of context and need to understand what is causing the lower performance not allowing the company to not be at the top of the industry"

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

- *"Are you just treating the symptoms or treating the cause? My policy area is the environment but that also takes in waste, climate change, sustainable development. The fact is they all interrelate and really the message I'm suggesting is that you, as a water company, cannot work in isolation. You need to take into consideration working with local authorities, wildlife and your customers"*
- *"Willingness to pay is a flawed method. You have the element of turkeys don't vote for Christmas. People will say I don't want to pay that much for anything. In Manchester they had survey people asking would you pay more money for a car charge. Of course they said no."*
- *"How would you suggest it is addressed in a different way?"*
- *"I would look at what customers value, not how much they are willing to pay for a clean environment. Where do you rank the priorities? We can invest in a cleaner environment which gives these benefits or you can have a small reduction in bill"*
- *"The willingness to pay is how other companies work. The priority discussion has allowed people to raise the issues of importance to them unprompted. I have seen it is interesting"*
- STW replied that its customer research shows customers are willing to pay more towards river improvements
- *"Is the capacity problem more about combined sewers or just foul?"*
- Severn Trent replied that it is generally combined
- *"You have in some respects not got that much control over combined sewers. You are at the mercy of the weather"*
- *"Looking at your figures, it looks like your outline proposals are just about in the sweet spot. You are getting quite a lot for your buck"*
- *"One important thing in terms of DEFRA is that your plan fits that approach that the basis is sustainable and it is promoting the environment. I have got to say most of your plan will fit it"*
- *"Sewer flooding is very important for those it effects but we are talking about the general population and some of the other things have more of an impact"*

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

- *"How receptive is Severn Trent in saying 'we will treat that problem but it will cost extra money'? Are we doing it the right way in the first place? If we change things will it cost more or even cost less by treating the cause rather than symptoms"*
- *"Is the waste issue about spending more money or asking people to change?"*

- *"We worked with Severn Trent on a couple of schemes and it designed a tool box. You used Bridge Engineering on protection of properties from sewer flooding who we have also used and I'd like to see that sort of thing continue. Increasing that might be better at the expense of other things"*
- *"From my perspective, water companies cannot work in isolation. Local authorities have also got to meet the Water Framework Directives and other public bodies have to. If your objective is to achieve 180-220 waters improved by working with local authorities and other agencies you might not have to spend £6 per customer. If a local authority put in £2 pounds, you put in £2 pounds and another body puts in £2 pounds, you can all achieve an objective that is collectively cheaper for you all"*
- *"If you can turn your approach to looking at social economic and environmental impacts you will have more chance in working with local authorities. Local authorities can justify investing in what you are trying to achieve"*
- *"People may say 'I'm already paying my council tax. Why are you expecting me to pay through my water bill too?'"*
- *"There is a lot of industry sharing between companies. OFWAT says aspects of programmes have to be shared"*
- Severn Trent Water spoke about the joint work that it does
- *"My organisation has taken action to start holding water and releasing it slowly back into the supply. That has implications for flooding. As soon as you address water issues there are multiple benefits to the customer. Protecting the water environment has so many implications for everything. I agree with NR's point regarding the partnership approach. The Welsh Government put a small amount of money into a pot which was matched by Welsh Water and, together with groups like the Wildlife Trust and RSPB, began to do a lot of small scale projects far cheaper than Welsh Government or Welsh Water could have done alone. The man hours put in was for free too"*
- *"It is worth telling customers that any increase in their bill has multiple benefits for them, their children, the environment and the community"*

6.4. Any other comments?

- *"Severn Trent should spend less but this does not mean Severn Trent Water should do less"*
- *"Clean air and water are the two biggest health benefits of the past 200 years. It is fundamental to our human wellbeing"*
- *"When you get rid of hedgerows from farms more gets washed into rivers. This is adding environmental harm, which is impacting on us all in terms of quality of countryside and there are bills on top of that to get rid of all that stuff. We are paying for it in our water, energy and food bills"*
- *"You are not the Government. You are investing. Making a good business case that includes customer support as well as us around the table is very important. Your*

business case needs a level of acceptability. The regulator has been putting emphasis on customer benefits and that is not likely to change”

- *“We have had a huge flood and we are working tougher harder to take water out of sewers and into water courses. I think there is going to be a lot more of that”*
- *“Regarding the general investment proposals of Severn Trent Water, I would still like a bit more Welsh context”*
- *“How strong are the 30,000 Welsh voices versus the millions outside?”*
- Severn Trent Water explained it had questioned customers from Wales on issues such as willingness to pay and there was no real difference in views expressed
- *“Half the name of Severn Trent is Welsh. The Severn is a Welsh river”*

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?

- There was consensus from all attendees at the table that Severn Trent Water should focus on providing more helping a smaller group of people

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

- *"Go for the people who need the help rather than simply take x pounds off older people"*
- *"A lot of old people are very comfortable"*
- *"Targeting all pensioners is not the way to go. The people the company knows about will be those who default on their bills but this does hide a significant number of people who are struggling. If you wait for those people to get in touch with you, you will miss a lot of people because they won't contact you due to the stigma"*
- *"The 9% may not be the right criteria to use for social tariffs. It would not necessarily target everyone who is in need. Both the policy manager who deals with social tariffs for us and I think income assessment seems to be a better way to target those who need it. Debt management is a separate issue. There needs to be a way to find a better rate for those who are in absolute need. Also there is a lot of guidance out there for you. DEFRA has guidance for you to work with"*
- *"I sympathise with the position of the protection of future generations. One thing that's impossible to avoid is the wider fuel poverty agenda where water is not normally factored in. The Welsh government published last week that 386,000 homes, 30 per cent, are fuel poor. Over time, gas and electric prices have increased far beyond that of water, but I think we do need to consider it in that basket of household costs. For us it's about protecting the most vulnerable particularly with the age group we represent [older people]. There will be people in that group, due to medical conditions, who require reasonable amounts of water. Therefore, in designing the sorts of schemes that are going to help people we need to take it in to account"*
- *"How do you get hold of the right people to help them? The CAB is a trusted brand. If water companies contacted CABs and said this person has not paid. The CAB could then contact that person, the person would then contact us and not have the big panic they would have done if they saw your letter"*
- *"Would there not be an issue with companies sharing information?"*

- *"AT is right about the trusted brands and charities having more success in getting hold of people but there are issues with data sharing between companies and charities. I'd agree with AT on what is being done in the pilot projects in terms of helping people not just with money off their bill but tackling the source of the problem. Tackling the inertia around metering would help. From our experience older people who are living alone or two people in a large house have a disproportional fear of what a meter would mean in terms of their costs. Tackling these issues would help. Smart meters can make the situation worse in energy because people misread them. I don't think water metres have this same issue though"*
- *"I have little to say on this except that I would maybe target the most vulnerable groups as others have already said but also target them in terms of their water efficiency. Go into their houses and try and make their properties as efficient as possible so they are not wasting money. We talked with the Welsh Government about metering and if you show someone how water efficient you could be, it can change behaviours"*

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

- *"Water Sure for medical customers is good. Keep that"*
- *"There needs to be a balance. For some, metering will help, but for others it will be that more holistic checking of finances and making sure they are receiving their entitlements, such as Pension Credit. About a third of people who are eligible do not claim Pension Credit. There are still always going to be some people who, even with the package, find that the core water bill, like the gas bill, is unaffordable. For some, money off the bills is needed. We are big supporters of social tariffs. People need a range of support. You as a company should identify some of those people who would not come forwards themselves"*
- *"I completely agree with GF its about creating a balance"*
- *"You need to be hammering the people who can pay but won't pay. It is a climate that we live in that people are trying to get as much for themselves as they can and forget about other people. People have to accept their responsibility. Won't pay is as shocking as people who are in poverty"*
- *"If health is a criterion maybe messages can be got through doctor's surgeries and the NHS. If health will suffer due to not accessing enough water than people are going to be referred to the hospitals and the NHS. If the messages are there whilst they are in the waiting room and you can get the message over from a reliable name. I think it will help access"*
- *"A social tariff that protects really vulnerable people would ensure you get protection and those who need assistance would be protected in their bills"*
- *"If people are in debt or are cutting back on water thinking it will cost them less if , getting your message across from an environment which is not confrontational, like the NHS, will help you"*

- *"We are funded by the Welsh Government to do outreach on advice in doctor's surgeries and do that type of work anyway"*
- *"When new options are developed it is really, really important to have accurate communication of those options to customers. This can be through the CAB or the companies themselves. It is good to talk to each other"*
- *"From my point of view, I understand what people are saying about the vulnerable and costs but flooding effects everyone, including the vulnerable who won't have insurance. One way of looking at vulnerable people is trying to make them more frugal with water; we can all be more frugal. Perhaps water companies should be looking at working with more vulnerable people to make them lean on water"*
- *"The Big Difference fund is an excellent idea. People come to us with not just one issue but eight associated things. The Big Difference fund helps in the long term with other costs to local authorities and so on. I'm quite pleased with what I've heard. Could you fund a project in Powys? A project like this would work very well in the Powys area"*

7.4. Any other comments?

- *"The message I was trying to get across is that water is fundamental and actually if we do catchment management plans and put investment back into the environment it has multiple benefits everywhere. You can't take water away from anything. I know there are affordability issues but I don't see how, if you put all your money into managing the environment for water, at some point bills will not be reduced"*
- *"One of the problems that comes up is people in debt and debt being passed onto private bailiffs and how they treat vulnerable customers. It is a major issue we have seen with our clients"*

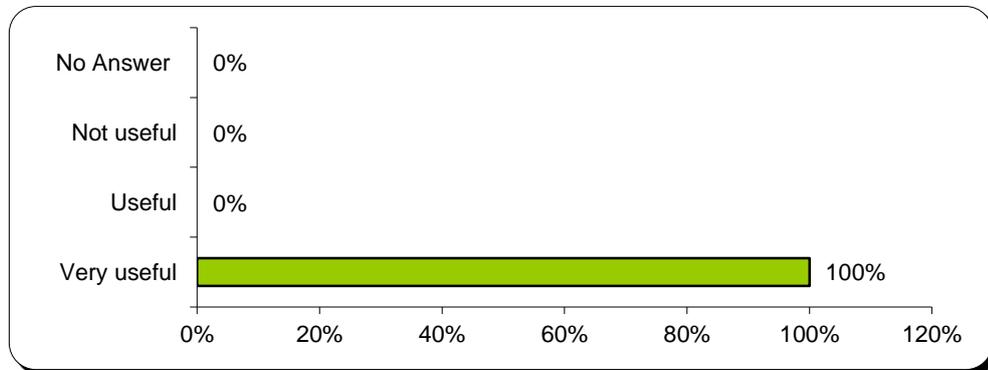
8. What could your choices mean for bills

8.1. Comments

- *"Again we are being asked to comment on proposals without inflation included. This is not the end bill that the customer will have to pay. Companies could use their profits to do more about the environment and affordability"*
- *"I ended up on the table where I thought I would. – That's about right"*

9. Stakeholder feedback

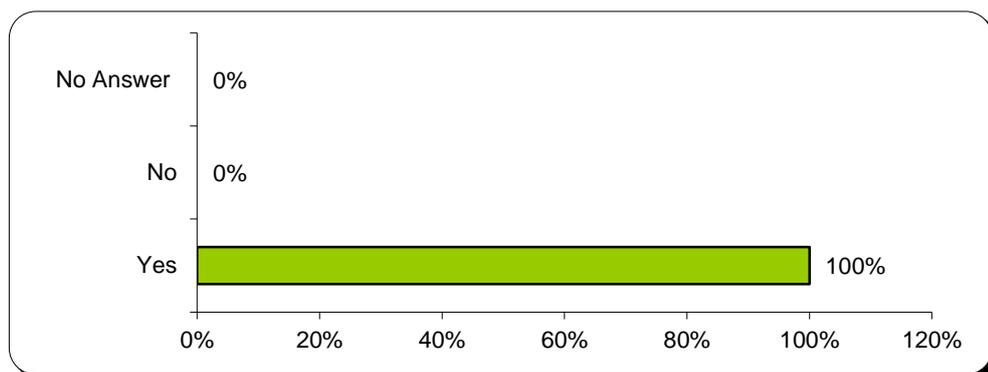
9.1. Did you find the workshop useful?



Stakeholders also left the following comments:

- *"Open debate with a diverse range of views"*
- *"Well explained, and a good overview of proposals and company thought processes"*
- *"Interesting to gauge responses from a variety of areas"*
- *"Very good workshop"*

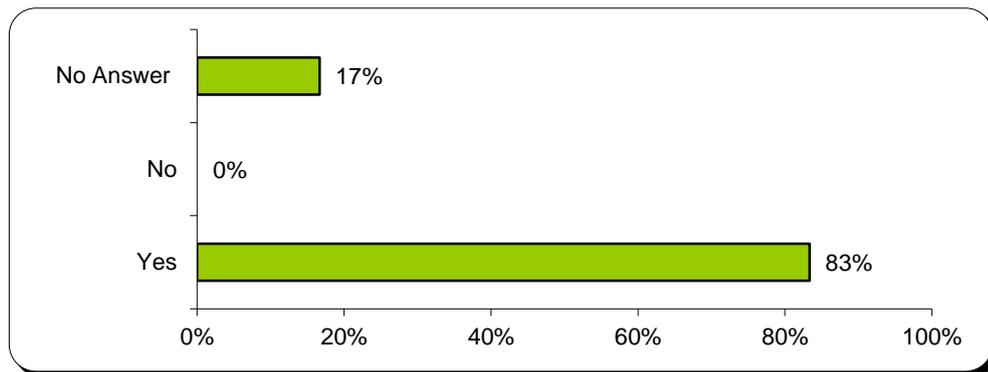
9.2. Was the venue conveniently located for you?



Stakeholders also left the following comments:

- *"Apart from traffic!"*

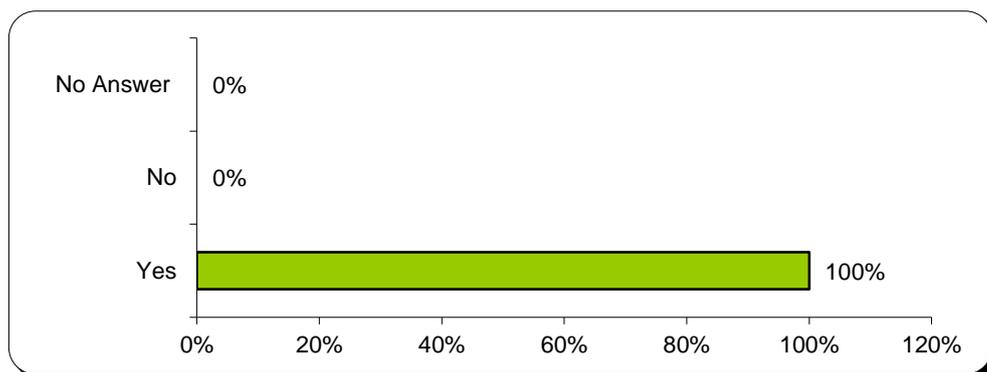
9.3. Did we provide enough information at the roundtable?



Stakeholders also left the following comments:

- *"Some detail was lacking in being able to make a valued judgement, but overall information supplied was adequate"*
- *"Clear slides, though could have coped with a bit more detailed breakdowns of cost options, to provide a rounded view"*
- *"Perhaps more Welsh info based"*
- *"Understandably it was finance focussed but some changes / measures / improvements can be made by renewing ways of doing things not necessarily pumping more money in!"*

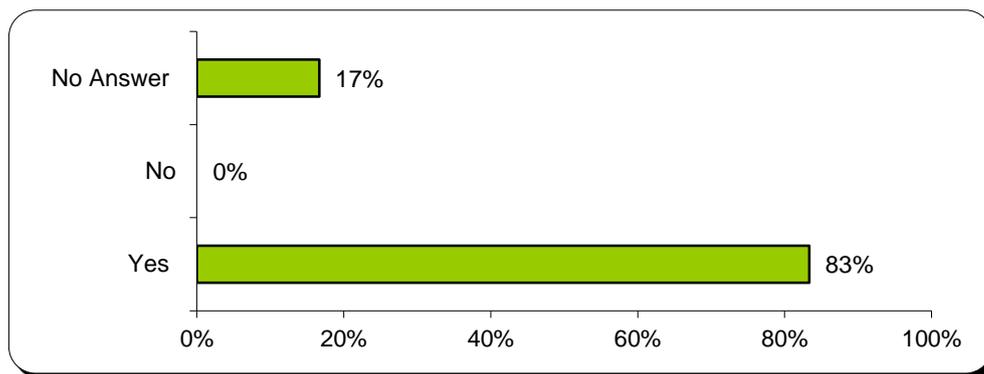
9.4. Did you feel you had sufficient opportunity to express and discuss your views today?



Stakeholders also left the following comments:

- *"Well facilitated and balanced range of attendees"*
- *"Good engagement from all"*

9.5. Did you feel we covered the right topics?



Stakeholders also left the following comments:

- *"Pleased to see social tariffs/affordability included"*
- *"Well balanced and good stakeholder attendance"*

9.6. 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:

- *"Pleased to be asked to contribute. Felt points were well received"*
- *"Well run, plenty of opportunity to discuss and interact with other stakeholders"*