



Stakeholder workshop report: Nottingham

22nd 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.	Q1. What are your initial views on what could happen to bills – and please explain why	6
4.2.	Q1a. Final views	6
5.	Future service: clean water	7
5.1.	Do our proposals go far enough, too far, or not far enough?	7
5.2.	Is there anything else we should include or consider?	10
5.3.	Any other comments?	10
6.	Future service: waste water	11
6.1.	Do our proposals go far enough, too far, or not far enough?	11
6.2.	Is there anything else we should include or consider?	13
6.3.	Any other comments?	14
7.	How should we help customers who struggle to pay?	16
7.1.	What is the right balance? Should we help a lot of customers a little or a few customers a lot?	16
7.2.	Which customer groups do you think we should be helping and why? Could you prioritise them?	16
7.3.	What is the right type of support for these customers? Financial? Advice? Social tariff?	17
8.	Stakeholder feedback	19
8.1.	Did you find the workshop useful?	19
8.2.	Was the venue conveniently located for you?	19
8.3.	Did we provide enough information at the roundtable?	20
8.4.	Did you feel you had sufficient opportunity to express and discuss your views today?.....	20
8.5.	Did you feel we covered the right topics?	21
8.6.	Any other comments?	21

2. Introduction

The workshop was held at Nottingham Trent Bridge cricket ground on May 22nd 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

- Phillip Thompson – Leicester City Council
- Nick Raycraft – Nottingham City Council
- John Everitt – Notts Wildlife Trust
- Matt Doran – National Trust
- Greg Marshall – Environment Agency
- Alexandra Hopkinson – Climate East Midlands
- Stella Howard – Nottingham CAB

Severn Trent Water

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

Green Issues Communique

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

3. Executive summary

Feedback from participants

- All of the stakeholders found the workshop to be useful or very useful
- The attendees all agreed that they were given ample opportunity to discuss their views on the subjects and felt that the workshop "*was well facilitated*"
- Stakeholders commented that they had enjoyed the workshop and felt that it was a positive initiative, saying that it was "*great to have the engagement, keep it up*"



What could happen to bills

- It was commented that water is affordable for customers on average incomes but not for customers on low incomes. The point was made that water companies could set different prices according to customers' ability to pay

Clean Water

- It was agreed that the quality of STW's water is very high and the consensus was that it is not necessary to invest large sums of money to improve this further
- There was support for STW working with land owners to improve the quality of water at source
- Stakeholders were of the view that the figure of 25% of water being lost through leakages is too high and that STW should do more to address this

- It was felt that more ought to be done to educate customers about water efficiency. It was added that an increase in the uptake of meters would help with this
- It was commented that there are environmental impacts associated with transporting water around the country

Waste water

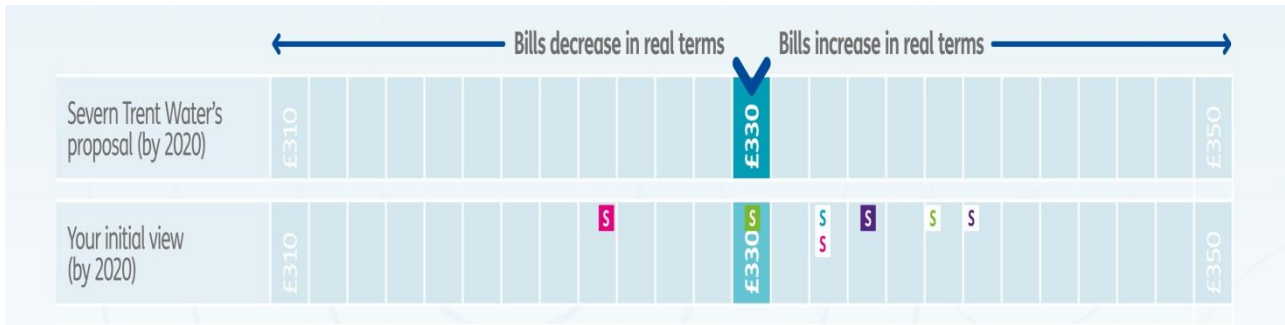
- There was a good deal of will from stakeholders for STW to work more closely with relevant organisations in order to address issues relating to waste water
- There was agreement that more should be done to encourage developers to incorporate sustainable drainage in new developments. It was felt that STW should do more to make this happen
- Stakeholders would generally like to see STW being a more prominent environmental lobbyist as it was pointed out that it is the water company who is left to deal with issues relating to pollution. More leadership on these matters was called for
- It was felt that STW should be more proactive with regard to ensuring sewers are properly connected
- There was a good deal of support for more investment in river quality at an early stage. It was noted that a good deal needs to be done before 2027. It was also noted that investment in this area would also deliver benefits elsewhere

Helping customers who are struggling to pay

- It was agreed that the right approach should be to provide greater assistance to a smaller number of customers
- There was support among stakeholders for a social tariff. It was also commented that more could be done to make customers who are struggling to pay aware of schemes that they are eligible for

4. What could happen to bills

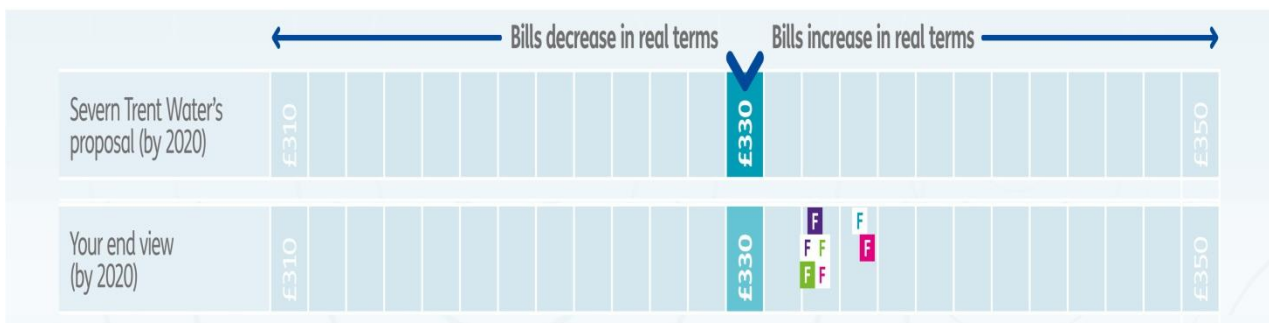
4.1. Q1. What are your initial views on what could happen to bills – and please explain why



- "For someone earning an average wage of £20,000, water is quite affordable but there is a massive discrepancy between this and those who are on benefits. Whilst the increase you suggest is relatively fair for those on a medium income, for those on low incomes it is already currently impossible to pay for water. Should you treat different people differently according to what they can afford? From my perspective this would be a good idea"
- "It is very interesting you are proposing an increase only in line with inflation, how does this benchmark against others?"
- Severn Trent Water provided this information including for energy providers
- "It's useful to know this - everything else is going up so the pressures are even more intense, it's important to bear this in mind for the bigger picture"

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?

- *"It is about how good we think the current standard is and do we want to see a good chunk of the bill increase improving by, in my view, a relatively small amount. To the individual, bad quality water is very important but Severn Trent supplies 8 million people and the vast majority of us don't experience any problems in water quality. Against other water companies Severn Trent consistently comes up highest in terms of quality of water. All the evidence shows a very high quality product I would be wary of investing money in improving what is already a very good product"*
- *"It's the quality of the water when you turn on the tap but you are also looking at how you get to that. You can say I want high quality water when I turn on the tap. A different question is, how will we achieve that? Is it through investing in better treatment works, working with stakeholders"*
- *"I would say that the end product out of the tap is very high and that you don't need to increase quality there. In terms of how you achieve that I'd want to see greater engagement with stakeholders and landowners in your catchment re your wider responsibilities as a company"*
- *"Should Severn Trent not search for lead pipes, do they know where they are?"*
- Severn Trent responded to this question
- *"Will the phosphates get washed away?"*
- Severn Trent stated that these would not get washed away as it is a constant process and much cheaper than replacing lead pipes but ultimately the objective is to have no lead pipes at all
- *"I don't understand why repairing leakages is not part of your on-going costs and shareholders get less until its sorted, why does the customer pay for the leaks and not the shareholders"*

- *"I was staggered at 25% leaks"*
- *"What percentage is lost by leaks in peoples' homes? There might be a way of supporting people with their water bills if you could provide a free leak fixing service"*
- Severn Trent explained that they do fix household but to the service pipe free
- *"What is a reasonable figure for leaks? If you looking at energy you'd put investment in to reduce. You could see a similar scheme to look at leakage. I don't know what 25% means, is it good, bad, higher than others?"*
- *"Leaks are really annoying for your customers when they can see them"*
- *"The people that benefit from meters are single people in flats, virtually everyone else we see pays more with a meter"*
- *"I think there is a rule that if you have more bedrooms in the house than people you should have a meter"*
- *"Most people would regard a water company's core obligation to have a high quality system that does not leak a quarter of the water. Any messages you have about being efficient in the home don't stick unless you reduce the leakage to a level where you can say other companies have a higher water leakage percentage than you"*
- *"If that 25% of leaks was 35% two years ago and has come down and will come down with the future investment it is a different picture to if it has stayed the same. If your business has accepted a 25% leakage that is a hard message. It feels like there is something to aim for over the lifespan of this plan, there needs to be an increased level of investment or an incentive scheme to deal with it and customers realise you are doing what you can and customers may then do what they can too"*
- Severn Trent commented that leaks have reduced
- *"Is there an economy of scale? If you doubled investment, would you get an economy of scale in that it is cheaper to replace/repair x meter of pipes as you have invested in it"*
- Severn Trent stated that detection work is less productive
- *"Is there a hotspot for leaks? Do you know where the highest number of leaks is? This might make investment for replacement worthwhile"*
- Severn Trent replied that it does
- *"It's quite a shocking level and it is a PR problem but we would also like to see something to support customers in their efficient use of water and reducing demand, they have to go in tandem. It's not one or the other but I wholeheartedly support what others have said regarding reducing leakage. We have projects running around energy efficiency where it could be relatively straightforward to add on water efficiency such as working with schools working and local authority housing"*

- *"There are some very good projects - Severn Trent has done one with social housing provision linking water and energy recognising that heating water in the home accounts, for 25% of your energy bill, so if you are more water efficient it will most likely save on energy bills. Wolverhampton City Homes are involved, was mainly in the West Midlands and is currently being rolled out to the East Midlands too. Then of course that is where we have a more captive audience. The big challenge Severn Trent has is tackling the issue in the private housing sector, it's much harder to roll out those provisions if you are not working with schools and housing providers"*
- *"There is very little fiscal benefit of being water efficient the big savings are energy therefore it's about the joint working with the energy sector"*
- The facilitator asked for views on water meters
- *"It's more important if you are on a water meter. We are more efficient than we used to be now we are on a meter. We should not underestimate the scale of the challenge. Energy companies have been doing this for a very long time and people are still not particularly energy efficient"*
- *"I'm using a bath as I can't get the water restrictor off my shower, no hot water comes out"*
- *"If you don't have a water meter it's very difficult to know if you have a leak in your home"*
- *"We have clients who have £3,000 water bills because there is a leak, the landlord won't take responsibility, Severn Trent does not take responsibility and we end up with battles that go on for months"*
- *"There should be schemes which help people on low incomes to access more help. But the idea of paying for what you use does seem obvious"*
- The facilitator asked for views regarding the grid and the moving of water around
- *"Is it best to invest in moving water around longer distances or is it better to invest strategically in reducing leakage?"*
- *"Would the grid allow you to sell water to other companies? Would it be a pumped network as energy costs would be huge"*
- *"There are two strands regarding the grid, the first is about making the Midlands region more resilient. In principle, it is a good that we can move water from the wetter west to the drier east. The second is to other parts of the country, it is really important and it should be supported in water resource terms. However, there should be some return on the profits made from it to customers who are paying for this investment"*
- *"If, when you are upgrading, you have the opportunity to get water to move further that makes sense. I think we should create additional water storage areas in this region rather than move it out of the region, create new reservoirs and wetlands. Initial investment may be higher but longer term costs would be reduced. I'm nervous about"*

the grid principle but if it is about part of the reduction of leak programme that makes sense. A massive programme to pipe water all over the country is not of interest"

- *"The only other issue of pumping water down to the South East or somewhere else is the water being moved around and the effect it would have on the environment when it is being discharged. There are all sorts of potential implications"*

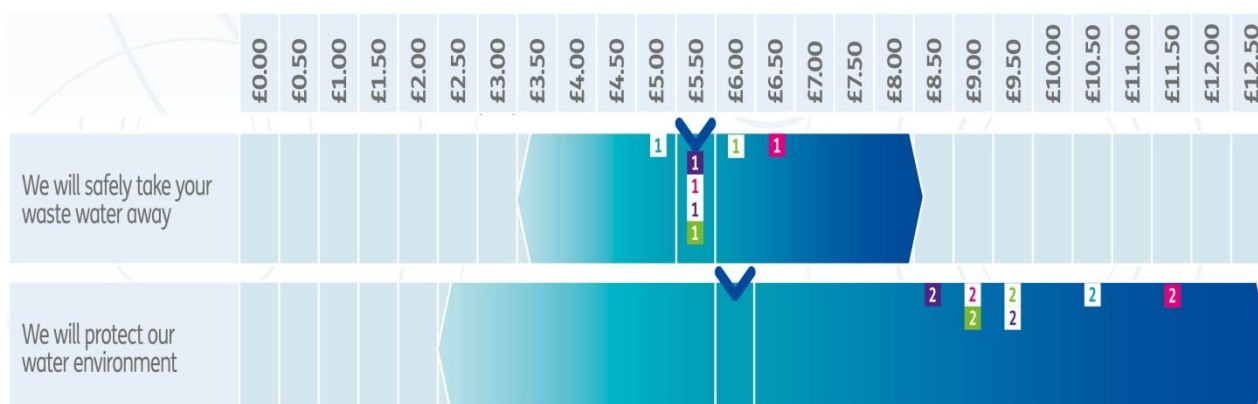
5.2. Is there anything else we should include or consider?

- *"My view would be that we are trying to develop a resilient system for the next 50 years and by working with farmers and stakeholders and solutions that strip out pollutants at an early stage this would be a very efficient way of dealing with pollutions. I'd certainly support that. I agree the produce is very high quality. I just question one thing in this - are some of the discoloration complaints you are getting cosmetic and the water quality is fine? If it is just cosmetic then an education programme may help so, people are more comfortable with a slightly discoloured product"*
- Severn Trent stated that often it is cosmetic
- *"I'm assuming growth is factored into these calculations? What I don't know is to what extent, within that growth, the investment to meet that growth is being met. There is concern that everyone pays for that growth rather than just those who benefit. Are the developers making a fair contribution to the capital costs rather than everyone else making payments or are things being cut as a result"*
- *"What I find galling is that from time to time I have people ring me up telling me that there is water leaking and it is usually a water main that is leaking. I call Severn Trent on their behalf and I find it hard work to get Severn Trent to accept this. It takes an awful amount of time. I feel that they could be a little bit more reactive when it comes to dealing with burst pipes. It is hard work"*
- Severn Trent agreed that it should be very easy to report a leak
- *"One good thing is they do call you back and let you know, it's just the initial bit"*

5.3. Any other comments?

- *"We need to consider the energy costs that is needed to supply this clean water"*
- *"One thing regarding multiple benefits: when we are talking about water and wetland systems there are huge benefits to getting the packages working in the same place look at Rutland water to see that. When we can put those packages in place to achieve that we can all find a place where that works. The danger in all this is that we don't see it as joined up as it needs to be. There is a real sense of keeping it joined up"*

6. Future service: waste water



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

- "In terms of sewer flooding can there be anything more catastrophic than this? It consistently ranks high. It then moves on to how much you want to do in terms of exchanging our capital programmes with Severn Trent to get synergy re works. Synergy with trying to get as many bodies as you can working together. The challenge for the company and for the EA and local authorities is ambition and scale because, whilst the intention is there for everybody to do these things, in finding schemes there are different priorities between bodies. For us, we may block a scheme for instance due to number of properties or cost. But the principle is right and the strategy of increased partnership working is right"
- "Always more can be done. The tide is changing where Severn Trent needs to come to us more and we need to come to them more as a local authority to solve these problems together certainly in terms of surface water. We do have problems re ownership and responsibility. Certainly we will need to work a lot more closely together in the future to help solve these problems"
- "In urban areas it's a massive issue and its not going to get better, trying to get a programme in place that creates resilience is key. My personal feeling is that Severn Trent has an opportunity to take a greater lead in conjunction with the EA and local authorities, its about slowing water down in the whole cycle and linking into SUDS, linking in to water use in domestic and commercial property, thinking about our public realm management and thinking about how we can build that into some of the more informal management of our open spaces. There are massive benefits if we get it right it does require real leadership. I felt that there is a sense if the key authorities and wider partners can come together and say it's a massive priority for us all and we need to respond. It has been done well on energy in particular in energy in Nottingham and could be done here. As an NGO we could put our weight behind that in terms of how we support communities. The potential to get everyone behind that leadership is really strong but it's not quite there yet. There is a head of steam lets put our energy behind it"

- *"There is an obligation under the flood act for us all to cooperate and exchange information we see Severn Trent coming to the table and exchanging information with us. There are still problems re confidentiality where things may affect share price but yes they are getting better at swapping information however, I think they ought to do more to address internal flooding of properties especially when it is foul water. The residents are devastated. They are not only Severn Trent customers they are our customers as well we need to get more joined up and try and resolve these issues. There was a scheme in Nottingham that was going to go ahead but it got cut due to cost benefits and I said to the engineer: 'are you going to tell these customers - and they said no'. These customers are waiting for a scheme that might happen in years but they have not been told it has been pulled. They need to be honest and upfront"*
- *"There is something quite ironic re this debate following on from the previous one. Litres leaking out which we don't want but for this we want it to do so rather than go to sewer system. Looking at the impact on bills and look at the number of people affected. It is a very small amount. Out of 8 million customers it is a very small number of people. It is about a balance of a very small number of people having something very horrible happen and the impact on the bill versus the much larger scale reduction in leakage. Hundreds of people V2 8 million customers having less leakage across the system"*
- *"Severn Trent needs to look at developers with a business hat on and we have had instance where Severn Trent has allowed surface water to get into the foul system as it would be too expensive to put a foul connection in. If you put the business hat on you can understand why they do it. Regarding SUDS I think Severn Trent are happy to adopt underground tanks and yet we were really trying to push for SUDS for developers to adopt. The developers are certainly not taking on board sustainable drainage the vast majority are doing conventional drainage and Severn Trent are happy to adopt it without trying to influence the decision at all. Developers have a strong lobby at the moment, delaying the SUDS legislation. There is the question of who is going to pay the Local Authority to take on these SUDS, unknown cost. But we have to do it to avoid fowl flooding of sewers and to conserve water and keep the water quality we have got to move in that direction. Would be better if we can all join together with one voice"*
- STW asked: 'is there more you think we should do to encourage developers to use SUDS?'
- *"Tell them they can't connect. To be fair I don't think you can refuse development"*
- *"It's a question of what power Severn Trent has. Can you take it on at extra cost if it is not SUDS and make a clear economic gateway for the developer to decide what to do"*
- *"If SUDS is more expensive than a traditional system the developer does not have to put in the SUDS system. There is an argument over what constitutes the costs. I think they have removed the automatic connection of surface water under S106 now and also I understand the SUDS approving bodies will be up and running in April 2014. But every time you get near to it the goal posts move a bit more"*
- *"As you say it is about costs how do these solutions stack up against traditional solutions and where does the liability sit. For me it goes back to getting people together"*

to work out 'how' to say if it is going to happen we have to line these things up. If a developer sees planning allows it but it's not incentivised then they will revert to the traditional system"

- *"Things have got to change, its everybody"*
- *"If we had more absorbent roof spaces you'd have less water coming into the system"*
- Severn Trent replied they could possibly give a discount if SUDS was used and the table was keen for Severn Trent to look into what could be done

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

- *"I think you have captured the sense of what needs doing. For me it is about what interventions are the right ones. I'm a big fan of capture management at the right place. If you need to link that in to misconconnections as well. There is a real opportunity to line up some other opportunities we discussed earlier re stripping out pollutants at an early stage and dealing with urban pollution to make a difference. What is hard to see in some of the figures is the issue of scale and value for money. I would argue this is where some of these multiple benefits come in. If we can get rivers to the right quality levels, we see other benefits come in wildlife, recreational ones"*
- *"I would agree with the above, re catchment management. It is a long-term solution to get benefits. Rather than hard solutions in terms of treatment works you need to replace. The other thing I'd say is that I suppose I'm surprised that Severn Trent is not a more active environmental lobbyist on all sorts of things, agricultural diffuse pollution, you are the guys that end up with the problem and yet a really smart way is to lobby for government action to reduce the amount of pollution that goes in. The environmental movement does not have lots of money but Severn Trent is big"*
- *"The danger is that it is the polluter pays principle and it's a principle we can't get away from and the public feel that is the principle that is going to be sticking. So, for Severn Trent to be embracing it and lobbying for a reduction in its own costs makes a lot of sense"*
- *"At one stage Severn Trent had on their logo: 'environmental leadership' which seems to have been dropped off I don't think there is very much environmental leadership coming out. Regarding customers' education I don't think customers know or care about their sewers unless they are perhaps fisherman and get pollution in their lake or river. Knowing what studies have happened in Nottingham re which houses are connected properly and which are not this is something Severn Trent could be more proactive about and go out to the people. If people won't do it voluntarily there is legislation that people can be forced to make these changes. Take any housing estate trace the sewers back and you'd see lots of misconconnections this would be one way of dealing with pollution. Environmental Health officers will enforce but need to know where it is"*
- *"Big opportunity for partnership working in catchment management - lots of bodies are investing in this in different ways makes sense to line up to have the most efficient approach this does not happen it can be quite 'bity'"*

- *"As a water company most of your customers interaction is when something goes wrong or the bill this is one of those opportunities to say as a company we are investing in less pollution in your rivers, makes people warmer to you and I guess as the water market opens up over the next 5 – 10 period people will be buying water from other areas and that level of customer warmth towards Severn Trent Water as a name will become increasingly improvement but you can't turn it on the day they get a leaflet from a rival company otherwise customers will flee to the cheapest"*
- *"Customers may not have the money or inclination to do anything about it"*
- *"Interestingly, we have been working with businesses on this and part of it is engaging with them at the outset before you ask the question. Traditionally EA has gone in with a big stick and actually now we are working with the EA to look at an approach where it is much more of an active engagement to get under skin of why there is an issue and how to resolve it. This also develops a partnership with businesses to make things work"*

6.3. Any other comments?

- *"Two strands... the number of pollution incidences is important and our expectations should be what we'd expect a blue chip company to do. But those pollutions won't be driving the underlying failures in your multi-colour map for the reasons for failure in the region. Catchment management is one way of achieving that. Severn Trent understand that and are engaged in quite a lot of innovative projects on catchment management.*

"How timely can we expect those changes to happen? Not in the next five years or the five years after that. Nonetheless, the sustainable approach should be a core part of solutions. Alongside that are some of the concrete treatment works, there are regulatory flexible approaches being given to water companies. It is about outcomes regarding the catchment, as a whole, rather than individual disproportionately costly schemes".

"The company has a responsibility to deliver in the environmental area and customers have said in this price review, more than any other review, that they value environmental improvements at the top of their agenda. There is an issue regarding how many want to pay for it but environmental improvements are at the top or towards the top of the agenda. That is a powerful statement that I think organisations and stakeholders and organisations should hold the company to deliver.

Secondly what can you get for your buck? We have touched upon the relatively small improvements for the sizeable often doubling of investment options. Here regarding the number of improvements you can get to water bodies where Severn Trent are the biggest reason for failure for a doubling of that investment option is a 40% increase in the number of water bodies that can be improved. I think the company maximising that investment option to deliver upfront benefits. The reason for that is not just purely environmental but customers also say they don't want massive hikes in bills in future price periods, they want a linear increase. 2027 is a legislative date to improve the environment so if we don't do it now it will have to be done in future periods and that is an important argument to make to those concerned re bills"

- *"A comment re the combination of objectives. Investing in our water environment actually delivers hugely on the first objective re quality and discoloration. If we invest more in one, we can offset some of what we talked about earlier. E.g. £12.50 on this part of the bill will deliver £5 elsewhere"*

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?

- *"Just because of the clients I see I'd be biased to help fewer people a lot. We tend to see single people on JSA and if your only income is £70.70 a week and you have gas electricity TV licence part of council tax we find that even before water gets paid people are being left with £10 a week for food. It is very difficult for us as at the moment we are doing financial statements and we can't make them balance. If someone says what do I pay council tax or water we say council tax. We see more and more people who don't have money to pay water. My gut reaction is to help fewer people more"*
- There was consensus from the table regarding help a small group people but a lot

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

- *"Quite a large amount of our customers are those who have not been managing their money well but it is single people and single parents and pensioners that struggle the most"*
- *"I think the highest group who default are single without children - we need to target them"*
- *"Whilst Water Direct is a good scheme, just the arrears is 5% of their income so they are paying 10% of their income on bills. I'd like to see Water Sure scheme expanded to include a lot more people than it currently does"*
- STW explained that Water Sure means you get your bill capped at an average but the criteria for joining is quite narrow at the moment
- *"What is the overall outstanding debt that the company has from customers? Severn Trent replied around 30 million. GM any discussions on a social tariff?"*
- *"Problem we are having with the Trust Fund at the moment is they are not giving awards to those on benefits as they say they can get it from water direct but those are the people who need the money the most"*
- *"Whilst it is difficult to weed out the 'won't payers', you need a more tailored approach to those who can't pay who have their own circumstances as to why they can't pay. Have something very upfront to say as an organisation this is our approach and how we will help. It is about a reduced tariff whilst you are in difficulty whilst separating the 'won't pay' and taking a big stick"*

- *"There is an issue regarding 'fair' profits. The company will be tested on a whole range of issues here, not least by Ofwat, around the overall cost assumptions within the plan. Severn Trent showed us the graphs earlier that make up the business plan. Is it reasonable if we are in the worst depression for 100 years all are feeling the pinch and real term incomes have gone down. Is it reasonable that a company delivers the same return to its share holders? There is a difficulty there as it is an intensive industry that needs lots of capital investment and to attract that investment requires and attractive enough dividend. At the moment we will be trading off if we want more don on things but the other component we have not traded off is what dividend we expect and what is fair and reasonable and what can that afford in the rest of the business plan?"*
- STW said the reasons they can build in some improvements and still have flat bills is partly due to some efficiency savings but also as the return to investors will be less than they have been
- *"The company did return half of the efficiencies made in the last price review back to customers and investment"*
- *"I think for me that conversation is much more around tracking the extent of dividends against the extent of investment over a period of time. Best way of looking at that is leakage. If leakage is more efficient, the company is better off over the long-term it is an investment at the start. Its seeing where investment vs. dividend pays off in this cycle. If it was my business I'd be putting more investment into dealing with things to make them more efficient for longer term benefits"*

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

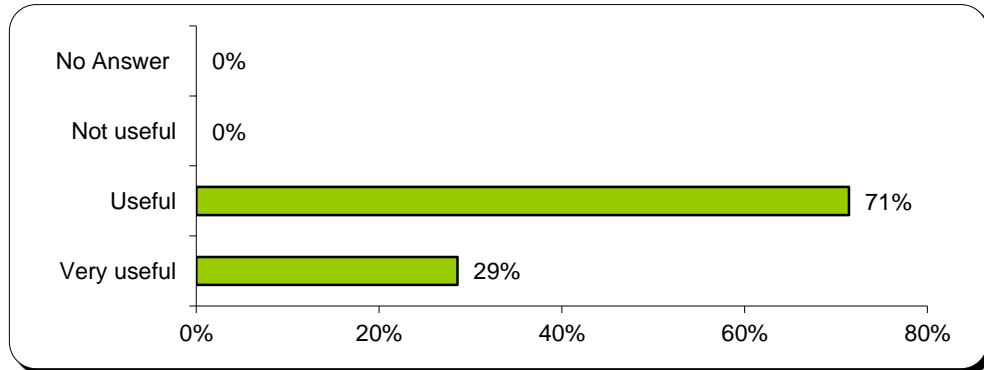
- *"I would see the expansion of Water Sure as a social tariff as it would include people on low income"*
- *"I would prefer a social tariff. I have a cynical view of the current set up that essential Severn Trent as a private company is trying to ensure it has more people paying its bills, you are not a charity. I think you give advise so that people pay their bills to you. Id rather you say that we recognise this group of people will never pay or will really struggle to do so, so we will give them a decent discount"*
- *"I agree with that"*
- *"You are quite aggressive re charging orders at the moment but the amount you are paying in court costs seems disproportionate. You are one of the most aggressive re charging orders it is not a cheap way of securing a debt. Maybe if you used money you spent on court action to put into a fund to help people it may just be another way of spending the money"*
- The facilitator asked anything else to be noted?
- *"Communicate with us, people get referred to the Trust Fund quite frequently but they don't tell us they get referred to us. Better communication is necessary. It can be frustrating talking to staff when clients are in arrears as blanket policy that they won't*

budge on re payment re arrears. Dialogue nationally to improve the relationship. If your customer service staff had a bit more discretion in accepting repayment terms if there was a 3^d party and financial statement"

- *"I had one client I was advising who had an annual water bill at £700 and no one had ever mentioned to him that Water Sure existed to him from Severn Trent. Severn Trent need to work directly with clients. If someone tells me they are paying £90 a month on water charges I'd immediately think why, what can I do. Severn Trent to do the same please. Customer relations that could be improved Severn Trent look to see debts paid in a year which is too slow for our clients"*
- *"Seems like savings could be made by not passing onto debt collection agencies"*
- *"There is going to be a time where these people who can't pay can and after such dealings they may be reluctant to pay moving forwards"*

8. Stakeholder feedback

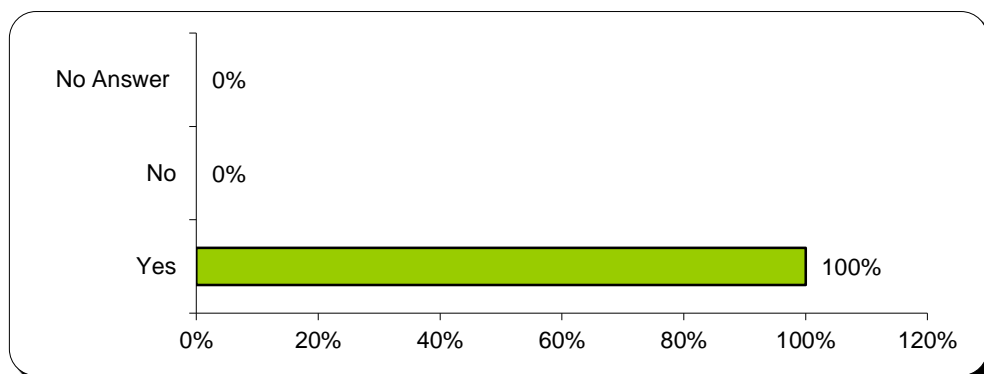
8.1. Did you find the workshop useful?



Stakeholders also left the following comments:

- *"Very interesting, good mix of attendees from varying backgrounds"*
- *"I learnt a lot"*
- *"Good to hear other stakeholders views and for STW to be able to answer questions"*
- *"Very helpful to have wide-ranging debate and opportunity to feed in views"*
- *"It was a very interesting morning. Lots of differing view paths"*

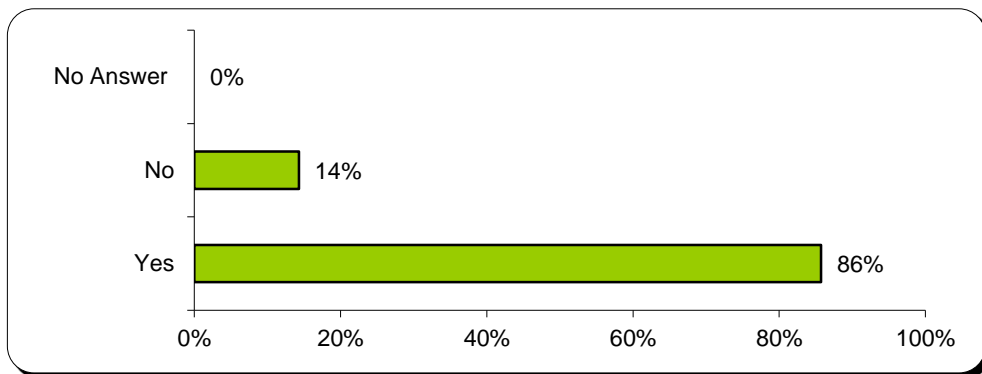
8.2. Was the venue conveniently located for you?



Stakeholders also left the following comments:

- *"Was the right side of Nottingham"*
- *"Within cycling distance, so very convenient"*
- *"Excellent"*

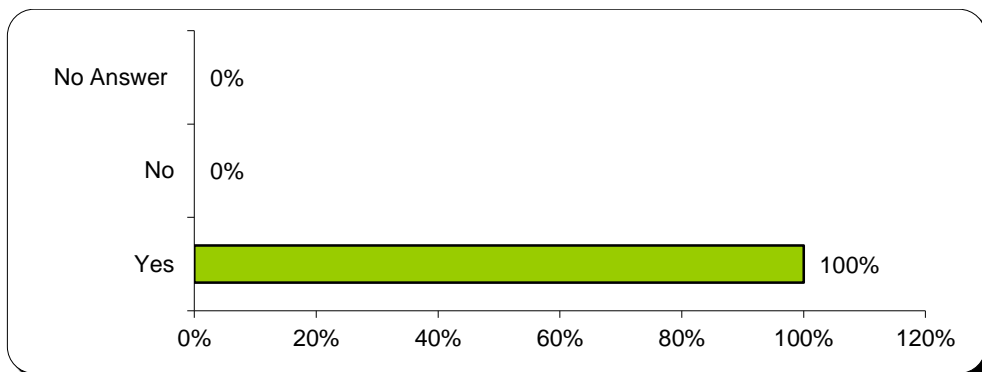
8.3. Did we provide enough information at the roundtable?



Stakeholders also left the following comments:

- *"Good information, provided in a clear format"*
- *"Need more information on dividends to shareholders"*

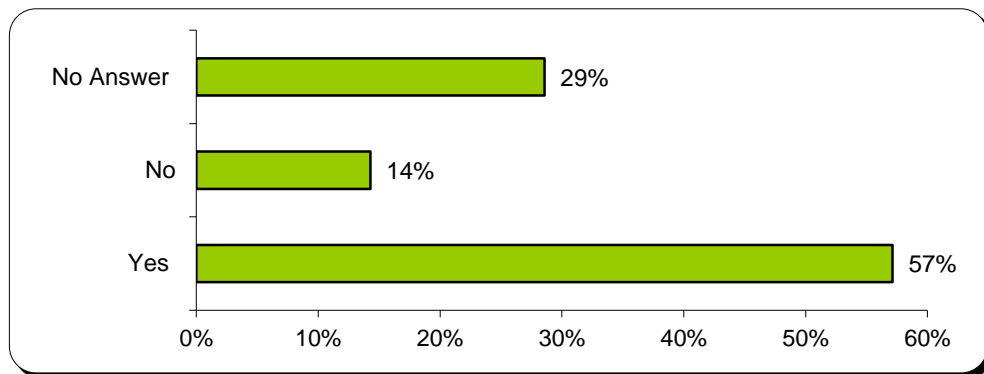
8.4. Did you feel you had sufficient opportunity to express and discuss your views today?



Stakeholders also left the following comments:

- *"The event was well facilitated"*
- *"Good facilitation to enable views"*

8.5. Did you feel we covered the right topics?



Stakeholders also left the following comments:

- *"Yes, and useful detailed debate on each "*
- *"But would have been good to have fewer issues bundled under a single heading"*
- *"An overview of other investment areas may be useful"*

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:

- *"Generally well organised and inclusive"*
- *"Great to have the engagement, keep it up"*
- *"Good Process, well facilitated"*
- *"Well worth the visit"*