

## **Matters Arising from 24<sup>th</sup> April 2012 Meeting**

1. Members to contact the Chair or the Company to express interest in being considered for the role of Deputy Chair by 16<sup>th</sup> May. **On the July Agenda**
2. Terms of reference to be amended and circulated for agreement prior to the next meeting. **Terms of Reference updated and circulated prior to the July meeting for sign off at the meeting.**
3. South Staffs Water to liaise with Walsall Council and to provide an update at the next meeting. **Meeting with Walsall Council rearranged and therefore approach not yet made.**
4. South Staffs Water to update the group about the National Customer Advisory panel as appropriate throughout the course of engagement. **Noted**
5. Members to consider what might be helpful in terms of an induction to the company and the industry and inform Barbara by 18<sup>th</sup> May. **One response received re: Visit to Hampton Loade and Pricing.**
6. South Staffs to continue to develop induction incorporating feedback from members.
7. South Staffs to share 2011-12 performance data (KPIs) with the group in the next meeting. **Included on the July agenda.**
8. SSW to form a Task Group to prepare a proposal for 2012 Customer Research, to be presented at the next CCG. **In progress, on the agenda for the July meeting**
9. South Staffs to ensure that all documents that should be regarded as being confidential are marked as such in the future. **Noted**
10. CCWater to share feedback on customer service priorities prior to the next meeting. **Christina to circulate at the July meeting.**
11. Overview and background to Leakage to be included at the next meeting. **This is scheduled for the September meeting**
12. Dates for the next meeting and the rest of the 2012 meetings will be circulated for agreement by South Staffs Water. **Completed, suggest bi-monthly meetings are scheduled for 2013.**
13. The Deputy Chair will be decided at the next CCG meeting. **On the agenda for the July meeting**

14.A reflect on the meeting to be included on each agenda. **Routine agenda item**