

South Staffs Water Customer Challenge Group

Terms of Reference

The Customer Challenge Group (CCG) should ensure that the company business plan reflects a sound understanding of customers' views and whether the phasing scope, and scale of work required to delivered outcomes is socially, economically and environmentally sustainable.

The Chair will be independent and their role is to facilitate the group's discussions and make sure every group member has a fair chance to contribute to the discussions. The chair should ensure the group is able to produce a report for Ofwat that provides proportionate assurance.

Memberships will include organisations with a statutory remit; Environment Agency, Drinking Water Inspectorate, Natural England and Consumer Council for Water. It will also include business customers and their representatives and other key stakeholders, including, local authorities and local community representatives.

Ofwat is not a member but is available to provide information and advice. The Regulator will be invited to attend meetings and will be kept informed of agendas, supporting information shared with the CCG and the minutes of meetings.

The role of the Challenge Group is to:

- Challenge the scale, scope and delivery of outcomes and obligations;
- Challenge justification and support for the overall plan; and
- Report to Ofwat on customer engagement and company plans.

The CCG's views will inform and advise South Staffs in its work but they will not take direct decisions on the strategy of the business or the investment proposals / price limits in the Final Business Plan. This remains the responsibility of the Company. There role is not confined to discussing PR14 issues, it can interact on general aspects of service delivery etc.

The CCG will produce a report for Ofwat that's covers the following:

- The company's engagement process:
 - Its effectiveness;
 - Whether it is proportionate to the materiality of the business plan; and
 - If the terms of reference for the group has been met.
- Whether the Company's strategy and business plan:
 - Facilitates the delivery of legal outcomes;
 - Is innovative and cost effective;
 - Provides an appropriate response to customers' views;
 - Strikes a reasonable balance between different customers and stakeholders;
 - Explores solutions and phasing to maximise acceptability; and
 - Is acceptable overall.

The company will provide secretariat and administrative support and costs. Agendas and other materials will be provided five working days prior to each meeting in an accessible way to all members. Minutes will be kept and made publicly available after being signed-off by those present at the meeting. Confidentiality will be considered and agreed prior to the publication of minutes and supporting material. The frequency and timings of meetings will be agreed by the group. This will form part of each meeting agenda.

June 2012

List of Members

Independent Chair	Dame Yve Buckland
South Staffs Water	Liz Swarbrick
South Staffs Water	Rachel Barber
South Staffs Water	Matt Lewis
South Staffs Water	Barbara Julye
Consumer Council for Water	Christina Blackwell
Consumer Council for Water	David Wurr
Environment Agency	Adam Lines
Environment Agency	Phillip Hulme
Drinking Water Inspectorate	Jacky Atkinson
Natural England	Ian Butterfield
Beechdale Housing Association	Alison Cotton
Black Country Federation of Small Businesses	Ralph Tennant
Coors	Andy Baxter
Staffordshire County Council	Councillor Peter Davies
Lichfield District Council Stowe	Councillor Colin Greatorex
Lichfield District Council and South Staffs Water Charitable Trust	Councillor Tom Marshall
South Staffs Water Charitable Trust	John Thompson
Spirit Pub Company	Catherine Lund
Sandwell Metropolitan Borough Council	Councillor Ahmadul Haque MBE
Walsall Citizens Advice Bureau	Ray White

South Staffs Water attendees

Dr Liz Swarbrick
Rachel Barber
Matt Lewis
Barbara Julye