

Customer Challenge Group - Draft Terms of Reference

1 Role of the Customer Challenge Group

- 1.1 Advise and work with Cholderton Water as it develops its plans and maintains engagement with its customers.
- 1.2 Advise and challenge Cholderton Water to develop a sustainable forward plan that has customer support and will deliver the outcomes customers value.
- 1.3 Advise and challenge Cholderton Water and regulators to discuss and resolve conflicting issues by considering:
 - the opportunities for using innovative or sustainable means of delivering the required or desired outcomes;
 - the scope, justification and cost-effectiveness of the preferred delivery mechanism;
 - phasing delivery or outcomes to maximise the affordability and acceptability of Cholderton Water's overall forward plans
- 1.4 Oversee the impetus of Cholderton Water's target outcomes, performance measures and performance commitments
 - Maintaining water quality:
 - Zonal compliance monitored by Test Valley BCAGre
 - Leakage reduction
 - Receive regular reports from the company on progress
 - Implementation of water efficiency measures
 - Challenge company to:
 - increase meter penetration
 - Reduce per capita water consumption
 - Limited infrastructure improvements
 - Maintain focus on:
 - Unplanned supply interruptions
 - Pump breakdowns
- 1.5 Work with the Trust that owns the company to make sure that customers continue to receive the rights they are guaranteed through the Statement of Commitment.
- 1.6 Play a major role in the setting of annual water charges
 - Challenge the management to put forward a set of charges that are fair and affordable and
 - Encourage customers to opt for a meter and,
 - Take into account vulnerable customers and those who face difficulties in paying their water bill

- 1.7 Have sufficient access to the company's financial and operational data to allow review and challenge of the company's plans checking:
- whether Cholderton Water's plans strike a reasonable balance between the views of different customers and stakeholders, highlighting any areas where particular segments of current or future customers are likely to have outstanding concerns;
 - whether Cholderton Water has explored the range of cost-effective solutions and phased delivery of its various outcomes to maximise acceptability to customers;
 - whether Cholderton Water's ongoing plans appear likely to be acceptable to a majority of customers, highlighting any areas of concern.
- 1.8 Act as the final arbiter on customer complaints that the company's management has been unable to resolve

2 Membership of the Customer Challenge Group

- 2.1 A chairperson independent of the water company.
- 2.2 Permanent members with a statutory remit:
- Environment Agency;
 - Environmental Health Departments of:
Test Valley Borough Council
Wiltshire Council
 - Natural England;
- 2.3 Permanent local members invited to represent the spectrum of customers, including domestic and commercial customers and those with specific requirements.
- A Trustee from The Cholderton Estate Trust
 - Elected Councillor(s) from Wiltshire Council
 - Elected Councillor(s) from Test Valley BC
 - Representatives from the parish councils
 - Representative of commercial consumers
- 2.4 At its own discretion the Customer Challenge Group may also invite other organisations to participate in meetings when it deems appropriate.

3 Governance

- 3.1 To ensure it can be challenged effectively, the chairperson will be independent of Cholderton Water.

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- 3.2 Cholderton Water will provide secretariat and administrative support; and attend meetings to provide evidence and answer members' questions.
- 3.3 Members will not be paid for their involvement in the Customer Challenge Group.
- 3.4 Agendas and other supporting materials will be provided in a timely and accessible way.
- 3.5 Minutes will be kept and made publicly available on the website.
- 3.6 If unusually the Chairman cannot attend the meeting, a Chairman would be chosen for the meeting.

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