# WReN

# Session 2 Topic Guide V1D

# June 2021

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| Section 1 - Introduction | <5 mins |

* Re-introduce yourself.
* Quick recap on legals/MRS Code
* Explain that the research is being conducted in the legitimate interests of our client. By agreeing to take part in the research they are consenting to the processing of the data collected; please note that the data will be used to inform the water resources plans and future water company plans. All research will be provided to water companies in a summary format so no comments with me attributed to any of you personally. For further information on how we handle our data and your rights as a data subject, please visit the privacy policy page on our website – thinkturquoise.com
* Explain audio/video recording and about Clients viewing the Session.
* Please be open and honest, there are no right or wrong answers we are entirely interested in your views.

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| Section 2 – Recap/scene setting | 5 mins |

* Quick recap on Session 1
  + Water trading
  + The metrics that need to be used to measure company performance
* Introduction to the topic/scene setting for tonight
  + Environmental ambition
  + The customers best value plan

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| Section 3 – WRMP V’s DWMP | 10-15 mins |

**Moderator, explain that we just briefly want to discuss some of the things covered in the post-group questionnaire.**

**Moderator Show WRMP Considerations Showcard 4 Page 1 & 2**

* You remember these?

**Moderator Show DWMP Showcard 4 Page 3**

**Moderator explain that, while these sessions are about finding the best value plan that you as customers want for water (clean) resources (the WRMP), Water Companies also have to produce a Drainage Water Management Plan DWMP.**

**In the questionnaire we sent you after the first group we asked you to rank both sets of criteria and then, taking the top six of each, to rank them overall.**

**Moderator show slide of overall results ranking for the 12 WRMP and DWMP criteria. This shows the results for all groups at an overall level (i.e. everyones views), so this may not match your personal preference.**

**Ask all…**

* Does this broadly reflect your views?
  + Yes/no?
  + Why/why not?
* Why are they ordered like this? Why is the most important top of the list?
  + Explore top and bottom and reason for placement, are the metric are the bottom unimportant?
* Did you find it hard to choose between WRMP and DWMP?
  + Yes/no?
  + Why/why not?
* At a general level which do you think are more important, WRMP or DWMP, or are they equally important?
  + Yes/no?
  + Why/why not?

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| Section 4 – Environmental Destination | 20 mins |

* What are your views around the environment generally (not in a water context at first)? Why do you feel like this? Has this changed in recent years/is this a new consideration?
* What do you feel are the key priorities with regards to the environment?
* When do you expect/want your priorities to be achieved?
  + What is a realistic timescale timescales for achieving them
  + Are customers motivated by environmental concerns?
    - Yes/no?
    - Why/why not?
  + How important is it to them?
    - Very, somewhat, not very, not at all
  + Prioritise customer ambitions and their expected timescales
* Which organisations/companies are leading in improving the environment?
  + What are they doing to improve the environment?
  + How do they know this?
  + How do WReN companies(Yorkshire/Northumbrian/Hartlepool) compare to these?

**Moderator Show Video 4 (Environment) Stimulus**

* What do you feel about the information in that video?
  + Do they agree with the EA’s Environmental Ambition/Destination on sustainable abstraction and protecting the water environment?
    - Yes/no?
    - Why/why not?
  + Which is more important, protecting or improving the environment?
    - Why/why not?
  + What are your thoughts on this? Is this ambition going far enough by focusing on the impact of abstractions to protect specific areas of our region?
  + Is there any desire to go further than this?
    - If so, how much further?
  + What would the targets for this ambition look like to you? For example, a target might be to reduce abstractions by 10% overall or only to abstract from non sensitive sites, it might be to avoid abstracting from chalk streams or salmon rivers?
  + When do you think WReN should achieve these targets by?
    - * This may have cost implications
  + Would customers pay more to go further or go faster?
    - How much more (this can be placed in the context of how much of customers current bill is spent on water resources)?
* If customers support reduction in abstraction, where do they think we should get additional water from to ensure a secure supply of water?
  + Why?
  + What should they not do to get more water?

**Inform customers on aspects we could influence/control, e.g. abstractions, and the impact of these on Sites of Special Scientific Interest, chalk streams and salmon rivers, as well as reducing the impact or frequency of drought permits or orders.**

* Which of these areas are more important to you, granted they might all be important but what is your priority?
  + reviewing abstractions to ensure they are not damaging the environment (frequency, location and exploring new areas for abstraction)
  + protecting SSSI’s
  + protecting sensitive habitats such as SACs
  + protecting chalk streams
  + protecting salmon rivers
  + Reducing the use of drought permits/orders
* What do customers want with regards to the environment? the bare minimum or above and beyond?

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| Section 5 – Creating a Best Value Plan | 35 mins |

**Moderator Show Video 2 (Best Value Plan) Stimulus**

* What did you think about that?
* Any concerns?

**A best value regional plan will meet the water needs of our region, covering the areas supplied by Yorkshire Water, Northumbrian Water and Hartlepool Water, in a way that ensures long term water supplies and an improved water environment up to 2050 and beyond.**

**Plans can be created using a number of metrics and options and WReN must consider customer and stakeholder wants and needs in their decision-making. It is important that customers outline their wants and needs from the Water Resources North plan.**

**What must the plan include in order for it to best meet your needs, what are your main priorities for the Water Resources North plan?**

**For example, one of your biggest priorities could be:**

* **bills are kept low**
* **developing water reuse schemes**
* **biodiversity net gain**
* **increasing customer awareness of the water they use (their PCC)**
* **Or, you might have a preference for hitting statutory requirements much sooner or going beyond them.  For example, with leakage the statutory requirement is to achieve 50% reduction in leakage by 2050 - you might want to achieve a 50% reduction by 2040 or a 60% reduction by 2050.**

**Ok, it is now time for you to develop your best value plan. We want you to write down, in your own words on a piece of paper, what you think WReN should be focussing on for the future (similar to this structure – SHOWCARD 4 - SLIDE 6).**

**Using all of the knowledge you have gained throughout both sessions – so please consider all the metrics, all of the water management options you have seen, abstration and the environment and water trading discussions we have had…………**

**SHOWCARD 4 – SLIDE 5-**

**Best Value Plan:**

* Taking into consideration everything we have discussed across the last two sessions, what is important to you as a customer, for WReN to focus on in the future and why?

**Customer Targets:**

* When do you want WReN to achieve this / these by?

**Price of your bills to achieve your plan:**

* The price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50pence per month etc.

Explore each persons BVP in turn and why they have chosen that / those aspects.

**We will collect this information once again via a post session questionnaire.**

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| Section 6 – WReN Objectives | 5 mins |

**Moderator; only do this section if time.**

**Moderator show Showcard 7 – WreN Objectives**

* What do you feel the WReN objcetives?
  + Do the WReN objectives broadly match your plan?
    - Yes/no?
    - Why/why not?
    - What, if anything, is missing?

**Moderator read out…**

**Many of you have said that leakage is important to you and want WReN to reduce the current levels of leakage. Some leaks are visible and are often reported by customers. However, only around 6% of leaks can be found. Some leaks can be very small and not visible to the eye and at the moment there is no technology to trace these.**

**In some cases, it can cost exponentially more to fix these leaks than the cost of the water that escapes. This is referred to as the economic level of leakage. This is also why there is a target of 2050 to achieve a 50% reduction in leakge, so that customer bills are not impacted.**

* Given this knowledge, would it change how important leakage is to you?
  + Yes/no?
  + Why/why not?

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| Section 7 – Summary of Session 2 | 5 mins |

* Summarise customer views on WRMP V’s DWMP.
  + Check they are happy that reflects what was said?
* Summarise customers views on the environment.
  + Check they are happy that reflects what was said?
* Summarise customer views on their best value plan.
  + Check they are happy that reflects what was said?
* Explain that they will receive a post-group questionnaire (Sent after the sessions).

**Thank everyone for their input.**