# WReN

# Session 1 Topic Guide V1A

# May 2021

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| Section 1 - Introduction | <5 mins |

* Introduce Turquoise.
* Explain that being as open and honest as possible is essential.
* Explain MRS code of conduct and rights to anonymity.
* 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 – (first names – explain they will switch off their cameras shortly – hear to answer any technical questions we can’t)
* Please be open and honest, there are no right or wrong answers we are entirely interested in your views.
* Your views will help us shape the future of water in your region.
* Respondent to introduce themselves briefly – name, age, where they’re from, etc.

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| Section 2 – Scene Setting | 2-3 mins |

* Introduce oneself and objectives of the workshop – We want to know where you think your drinking water comes from and how water as a resource is managed to meet customer needs taking into account wider environmental and other considerations.
* Explanation of terms/scope. There may be some terms you have not heard of, so if you are unsure please ask.
* As a matter of interest do you know who your water company is?
  + Who?

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| Section 3 – Background to respondents current understanding | 10 mins |

* Where does the drinking water that comes out of your taps, come from?
  + What is the source?
  + Does anyone know?
  + Guess?
* Is it important to you where your water comes from?
  + Yes/no?
  + Why/why not?
* What do you value about your water supply?
  + Why is that important?

**Show Showcard 1 – The water cycle..**

* Does this make sense?
  + Have you seen this/something like this before?
* What do you think has to be considered within managing water as a resource?
  + What do you think is included/has to be thought about?
  + Which and why?

**Show Showcard 2 – Water resources …**

* Does this make sense?
  + Yes/no?
  + Why/why not?
* Are you surprised by any of these?
  + Which and why?
* What are your thoughts on water availability in your area?
  + Is there enough water to meet customers needs?

* Is this something you think about ( that the amount of water available for public water supply is plentiful or scarce across the North/North East?))
  + Yes/no?
  + Why/why not?
* What challenges do you think may impact on water availability for Yorkshire/the North East both now and in the future?
  + Unprompted then probe.
  + Probe
    - And what else?
    - What about climate change
      * How does that/might that impact the water resources
    - What about population changes
      * How does that/might that impact the water resources
    - What about the desire to have a ‘Northern Powerhouse’?
      * How does that/might that impact the water resources?
    - Are there any habitats that need particular care?
      * Which and why?
* What about the rest of England and Wales, do you think that the amount of water available for public water supply is plentiful or scarce across the rest of England and Wales?
  + Are there any areas of England and Wales that you think have more limited supplies/availability of water?
  + What should be done about those areas?

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| Section 4 – Water Resource Planning Overview | 10 mins |

**Show Video (1) stimulus (Introduction)**

* What do you think about the information that was provided in that video?
  + Does it make sense?
  + What do you feel about what was said?
* What do you think of the idea of having regional water groups?
  + Good idea/bad idea?
  + Why/why not?
* Do you think it is beneficial for your water company to spend time working with other companies rather than independently?
  + Good idea/bad idea?
  + Why/why not?
  + Is there anyone else they should work with? What about other sectors who also take water from the environment i.e. energy and agricultural sectors?
    - How should they work together and why?

**The EA have outlined that water companies’ plans for water resources should…**

* **Be ambitious**
* **deliver enhanced protection for the environment**
* **not be restricted to current environmental obligations and/or legal requirements**
* **consider timings of delivery and the impact this might have on the wider environment and on customer affordability**
* **support nature recovery and achieve sustainable water abstraction across the planning period**

**Each plan needs to address the following… SHOWCARD 3 (first slide)**

**Increasing resilience to drought.** So that water restrictions, such as rota cuts (at certain times of day) and standpipes will be needed no more than once every 500 years on average by the 2030’s.

**Environmental improvement.** Consider changes to water abstractions, beyond those the water companies have already identified in their WRMPs. These changes will achieve a sustainable abstraction regime across all sectors.

**Reducing long-term water usage.** Adopt a planning assumption of achieving on average, 110 litres of water use per person per day by 2050 (so visualise the volume akin to 110 cartons of orange juice), but also reducing non-household demand.

**Reducing leakage.** Meet industry’s target to reduce leakage by 50% by 2050.

**Reducing the use of drought permits and orders.** (In times of prolonged dry weather, water companies can apply for a Drought permit/order, if accepted this can allow them to take more water from the environment.)Understand the environmental risk of each drought measure e.g. hosepipe bans (such as permits and orders) and use them less frequently, particularly at sensitive water sources or habitats.

**Increasing supplies.** Explore options to develop new supplies such as:

* Reservoirs
* Water reuse schemes and desalination plants
* Shared supplies with other sectors and regions
* Catchment-based work to improve water management

**Ask all…**

* At a general level what do you think about the principles above?
  + Is it a good thing/bad thing?
  + Why/why not?
  + See a show of hands for those that support it?
    - Why?
  + What about those who don’t?
    - Why not?
* Is there anything missing in these principles that your feel is important?
  + What? Why?
* What would be the key area(s) of importance for yourselves?
  + Why that/those?
  + For areas not considered, why not those?
* What about the timeliness of the plan e.g. standpipes once every 500 years, leakage reduced by 50% by 2050, 110 litres per customer by 2050, better understanding of environmental impact of abstractions and a reduction in these overall.
  + Is this a comfortable timeline for you?
  + Should the plan do more? How much more? Why?
  + Should it achieve results faster? Baring in mind wanting more sooner could impact your bills more heavily than slower progress?

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| Section 5 - Metrics | 20-25 mins |

**A key requirement for the planning process is to identify suitable descriptors of best value (i.e. the metrics that are used to assess how companies are performing against the plan) and to understand how important they are to you.**

**Unlike past WRMPs, the best value plan may not necessarily be the cheapest plan for customers. The cheapest plan may simply address a supply-demand deficit, without taking into account broader considerations of value and environmental enhancement.**

**We are clearly interested in what you think of the proposed metrics, see if they describe what will be evaluated in the most appropriate way and that you understand what each metric means.**

**Some of these metrics have constraints i.e. there is no choice as they have to be done for regulatory/legal reasons however one of these might be very important to you so you could suggest to di it before the proposed deadline. Some you could chose to enhance the rate at which or the scope of how they are achieved. Others you have a choice on.**

**You will need a pen and paper for this exercise.**

**Show Showcard 3 (slide 2) of metrics…**

**For each, probe…**

* Do you understand what this means?
  + What do you understand by that?
  + Is it clear to you what is covered by this?
    - Why/why not?
* Can you think of a better way of explaining this, or making it clearer?
* How important is that metric?
  + Why is that important/why not important?

**Ok, we are now going to do an exercise to look at how important each of the 12 metrics is to you. We would like you to prioritise them.**

**You will see that each metric has been coded with a letter, from A to L. We want you to prioritise each from 1 to 12.**

**1 is the metric you regard as most important, 2 is the metric you regard as the second most important, 3 is the third most important, and so on.**

**On a piece of paper please write the letters from A down to L, down the left-hand side. Then, write the number that you ranked that metric against the letter.**

**Moderator to complete a grid for each person in the group.**

* Why have you chosen that order?
  + Probe on top 3.
* Probe enhance further, speed up or achieve for each (both for constrained and optimised metrics)
* Are there any metrics missing from this list that you think should be included?
  + What? Why?
  + How important is this metric in relation to the others?
* Looking at the ‘Financial cost’ metric and where this is sitting in regard to other metrics explore:
  + Why is financial cost ranked as it is?
    - If ranked high, what does this mean – keep bills low above everything else? Explore
    - If ranked low, what does this mean – bills can rise to cover other more important metrics? Explore
  + Thinking about increased bills to cover longer term improvements, how do you feel about that?
    - Explore intergenerational fairness and who pays – thoughts on paying now but not seeing the benefit for years to come, or push costs to the future when benefits are realised?

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| Section 6 – Water trading | 10-15 mins |

* What is your view on the water that supplies this area?
  + Whose water is it? Who does that water belong to?
  + Does it matter whose water it is?
    - Yes/no?
    - Why/why not?

**Show Video (3) stimulus (Water trading)**

**Moderator explain: Ofwat who were mentioned in the video, is the regulater for the water sector in England and Wales**

* What do you think about the information that was provided in that video?
  + Does it make sense?
  + What do you feel about what was said?
* Would you support the idea of trading water with another area?
  + Yes/no?
  + Why/why not?
  + See a show of hands for those that support it?
    - Why?
  + What about those who don’t?
    - Why not?
* Current position/deficit and ask customers what they think about that?
* Does the current situation change your view of water trading?
* Why do you think water trading is needed/may be required?
* What challenges do you believe that water trading brings?
* Are there any conditions that Yorkshire Water/Northumbrian Water/Hartlepool Water would have to meet before you would agree to trading water with another area?
* What aspects of your supply would the plans need to protect under any agreement to trade water with another area?
* If Yorkshire Water/Northumbrian Water/Hartlepool Water spent millions of Pounds fixing leaks, would you be happy to trade any surplus water?
* Yes/no?
* Why/why not?
* What about the cost of the pipes/pumping stations required to get the surplus water to other regions?
  + Who should pay for this?
  + Would you support that cost to allow trading to secure water nationally?
    - Yes/no?
    - Why/why not?
* Would you support trading water with other areas if your bill was reduced as a result?
  + Yes/no?
  + Why/why not?
* What are your thoughts on water trading whereby it is cheaper to develop solutions to combat a national water scarcity issue in the North where water is less scarce and send the water South to areas where water availability is an issue. Would building solutions up North be acceptable in this scenario?
  + Why? Why not? What would make it acceptable?

* If water trading were to be allowed, would you prefer to ship treated (Ready to drink) or untreated water?
  + Why?

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| Section 7 – Summary and Introduction to Session 2 | 5 mins |

* Summarise customers views on the key metrics to be included in the plan.
  + Check they are happy that reflects what was said?
* Summarise customer views on the idea of water trading.
  + Check they are happy that reflects what was said?
* Explain what will be covered in Session 2.
* Explain that they will receive a post-group questionnaire (Sent the day after each session).
  + Establish whether customers understood everything,
  + Whether they agree with the consensus reached in the groups.
  + Ask customers to rank WRMP options and DWMP options and if they are equally important or if one area is more important.

**Thank everyone for their input.**