



Office of Water Services
Centre City Tower 7 Hill Street Birmingham B5 4GA
Direct Line 0121 625 1550 Switchboard 0121 625 1241 Fax 0121 625 1111

J C R Byatt
Director General

Ref: MD 46

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To: Managing Directors of:
Water Companies and Water and Sewerage Companies

Dear Managing Director,

DG'S VISITS IN 1991:

I found the meetings which I held with you and your Chairman last year extremely valuable. I learnt a great deal from the discussions and valued the opportunity to let you know about developments in our thinking. I would like to arrange a further series of meetings building on the success of last year and suggest the following arrangements.

Regional Colloquium:

I thought that the social event was stimulating as well as convivial and propose that we should retain it. It seemed productive to include representatives from all of the companies in the region as well as the CSC Chairman and I would like to repeat my invitation to you and your Chairman to a similar event this year.

I have been thinking about a topic which we could discuss and have identified the broad issue of "Customer Care" as interesting and apposite. This is an area where I am aware that many companies have invested a lot of effort and developed strong and positive approaches. We in Birmingham also have our own ideas and the CSCs are an important forum for assessing policies and procedures. I welcome your suggestions if there are other issues on which you would suggest we should concentrate.

Company Specific Meetings:

The bilateral meetings last year were helpful in letting each of us raise broad issues about how the new regulatory regime was settling down. That was appropriate at that stage. This year I feel we are likely to want to talk about more specific issues. It will probably therefore be helpful to agree an informal agenda before the meeting covering significant issues which could not be resolved in our normal working contacts. I would see these meetings as normally involving yourself and where appropriate members of your senior staff.

.../...

If you are happy with these proposals I will ask Anneke Vermeer to contact your office to find a convenient date (preferably between April and July) and then, closer to the meeting, Matthew Toulmin to discuss subjects for the agenda.

Yours sincerely,

Eric Byatt

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