YourVoice



Notes from meeting on Thursday 14th June 2018

9.30am, Haweswater Conference Centre, Lingley Mere, Warrington

Atte	nd	ees:	

Attende	Attendees:			
YourVo	ice members:	United Utilities:		
Bernice	nice Law: Independent Chair Gaynor Kenyon: Corporate Affairs		Director	
Tayo Adebowale: North West Flooding and Coastal James Bullock: Director of Econor		nic Regulation		
Commit	ttee	Louise Beardmore: Customer Serv	ices Director	
Andrew	White: Consumer Council for Water	Jo Harrison: Asset Management D	irector	
	Light: Consumer Council for Water	Mark Abbott: Regulatory Contract	-	
Alistair	Maltby: The Rivers Trust	Ken Dillon: Secretariat, Customer	Research	
Dave Th	nompson: Disability Partnership	Frank Grimshaw: Regulatory Strat	egy Manager	
	t Mounsey: Environment Agency	(part)		
	shcroft: Environment Agency			
	Water: Confederation of British Industry	Guests:		
	Jarvis: Public Health England	Alison Goligher – Non-executive D	irector, UU	
	ullen: Citizens Advice & Money Advice	Board		
Neil Cu	mberlidge: Report Writer			
	ICF International:			
Apolog		Joe Sunderland: Consulting Direct		
	Allen Creedy: Federation of Small Business Ben Smithers: Independent Economic Advisor		mic Advisor	
-	mons: National Farmers Union			
Alan Sm	nith: Allerdale Borough Council			
No.	Agenda Item		Action for / Date	
Govern	ance			
1	The chair welcomed members and UU collea	agues introducing Alison Goligher		
	to the panel. Alison gave a short synopsis of her career and role on the UU Board			
	Actions arising from the meeting on 17 th Ap	oril		
agenda item focusing on environmental assurance from a Natural England point of view		Jo Harrison		
	 Water resource management plan – company specific assessment of the consultation 			
	 Overall results are positive for 	r the company, especially in		
comparisons across industry peers		Jo Harrison		
	 The panel asked that the company make clearer the impact 			

that it has had on the development of the plan in the next

• Members noted that a discussion about the next steps for the WRMP would be on the agenda for the next Environment

submission

subgroup meeting in July

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2	Quarterly performance review	
	The company provided the most recent performance measures for retail,	
	water and wastewater services.	
	 Results were presented against a new reporting format as requested 	
	in a previous meeting and members were asked to provide feedback	
	about how well the new format worked. Generally, it was well	
	received.	
	Household Retail	
	• The focus areas are Per household consumption and the number of	
	meters installed under the free meters scheme.	
	 The company highlighted a number of actions being taken to drive performance 	
	 Members asked if there were opportunities to partner with 	Louise
	groups such as Wildlife Trust, Age UK, and the Fire Brigade to	Beardmore
	improve communications 'cut-through'. UU to review options	
	 CCW confirmed it was able to provide endorsement as the 	
	water industry watchdog	
	Wholesale	
	 Focus areas were sewer flooding, water quality and reliable service 	
	continue to be the wholesale areas for which results are challenging,	
	but no new areas have surfaced, as other environment measures are doing well	
	 The company discussed the water quality service index which 	
	has been impacted by a high volume of calls related to taste	
	and smell. The company is responding with an extended	
	programme of mains cleaning for example	
	• Following discussion members agreed that every six months a round-	
	up of forecast out-turn for outperformance and underperformances	
	payments would be helpful, using the table format that is part of the	
	APR pack	Mark Abbott
3	YourVoice subgroup reports	
	Verbal reports from the chairs of the Environment, Customer Engagement	
	and Affordability subgroups followed.	
	Environmental & Customer Engagement subgroups	
	Alistair & Tayo (ESG & CESG chairs) commented that much work had been	
	done in the ESG and CESG in particular to review the package of performance	
	commitments with their associated measures, targets and ODIs.	
	The subgroups focused on a small number of areas of potential payments for	
	out-performance.	
	The subgroup concluded that, taken altogether, the package of performance	
	commitments and ODIs look reasonable, although the panel may still feel it	
	necessary to point out its reservations in some areas	

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 Tayo said that the subgroups had made a significant successful contribution , especially in the following areas: Specifying ODI documents templates – to achieve simplification and clarity Requesting comparisons with other peer companies across the industry Challenging for adaptions to acceptability testing to include ODI components The treatment of over lapping commitments and ODIs to prevent double counting Reworking the metrics to be used for the Priority Services measures Asking the company to clarify its approach to balancing the range of ODIs impacts overall 	For noting
Dave Thomson reminded members that the affordability subgroup had spent a lot of time understanding the company's plans for supporting customers in vulnerable circumstances and that its work was now aligned to support the operational team. The focus is centred upon accessibility.	
 Business plan Update Triangulation approach assurance ICF International joined the meeting and gave a short presentation on the assurance work it has undertaken on UU's approach to triangulation. It was agreed that the interim recommendations for further improvements would be fulfilled and re-assessment made prior to a final report to the panel in time for consideration for the YourVoice report. Outcome Delivery Incentives – the overall picture The company presented a series of slides to summarise the financial position for the range of ODI and the approach taken 	Frank Grimshaw/ICF
Charts were provided to demonstrate the potential impact of ODIs (upside and downsides for customers) for clarity.	Frank Grimshaw
 Members asked if pictorially the charts could be adapted to show areas for which re- investment of payments for out-performance would be embedded in the approach Customer research be undertaken to understand customer views on the commitments, measures and association targets. It was noted that acceptability testing will provide customer research data on the acceptability of a 'reasonable 'view' of the impact of ODIs on customer bills. 	Frank Grimshaw Ken Dillon
	 especially in the following areas: Specifying ODI documents templates – to achieve simplification and clarity Requesting comparisons with other peer companies across the industry Challenging for adaptions to acceptability testing to include ODI components The treatment of over lapping commitments and ODIs to prevent double counting Reworking the metrics to be used for the Priority Services measures Asking the company to clarify its approach to balancing the range of ODIs impacts overall Affordability subgroup Dave Thomson reminded members that the affordability subgroup had spent a lot of time understanding the company's plans for supporting customers in vulnerable circumstances and that its work was now aligned to support the operational team. The focus is centred upon accessibility. Business plan Update Triangulation approach assurance ICF International joined the meeting and gave a short presentation on the assurance work it has undertaken on UU's approach to triangulation. It was agreed that the interim recommendations for further improvements would be fulfilled and re-assessment made prior to a final report to the panel in time for consideration for the YourVoice report. Outcome Delivery Incentives – the overall picture The company presented a series of slides to summarise the financial position for the range of DDI and the approach taken Charts were provided to demonstrate the potential impact of ODIs (upside and downsides for customers) for clarity. Members asked If incitorially the charts could be adapted to show areas for which reinvestment of payments for out-performance would be embedded in the approach. Customer research be undertaken to understand customer views on the commitments, measures and association targets. It was noted that acceptability testing will provide customer research data on the acceptability for a 'reasona

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	• The chair requested that the acceptability testing research survey be sent to all members for feedback and comment, in addition to the comments already received from CESG delegates.	Ken Dillon
5	YourVoice report update	
	 Members were provided with an update of the plan for creating, sharing and publishing the YourVoice report to Ofwat. Key milestone dates include Sharing a draft of part one including the 'look & feel' in the next 2 weeks following the meeting Further draft for part 2 shared with members following the meeting on 12th July, once the chair and the writer have had sight of the business plan chapters Presentation of final report at the YourVoice meeting of 9th August Neil confirmed that the report will be produced in a PDF format and submitted to Ofwat electronically. Individual paper copies will be printed upon request. 	For noting
6	APR Reporting requirements update	
	 The panel was provided with a further update of requirements for the 2018/19 APR reporting The panel agreed that Bernice and Mark Abbott would meet early w/c 	Mark Abbott
	 The panel agreed that bernice and Mark Abbott would meet early w/c 19th June to clarify requirements before the UU Board meeting Discussion concerning the additional out-performance sharing announced within the Annual Report & Financial Statement concluded with agreement that the YourVoice panel will have some oversight on how UU engages with customers for the mechanism 	Gaynor Kenyon / James Bullock
7	AOB & Date of next meeting	
	 Dry weather – the panel was advised that the company is closely monitoring the impact of the recent long run of dry weather on its availability of supply, with daily executive review sessions. Storm Hector has brought some relief, but the review situation is ongoing 	For noting
	Disability Day – members were encouraged to support the Warrington Disability Awareness Day on Sunday 15 th July 10:00am – 5:00pm	All
	SpringWatch feature on the Dovestone estate – a good piece on the BBC illustrating the benefits of catchment management at Dovestone. Link to be sent to members	Gaynor Kenyon
	World Ocean Day – historically centred on beaches, this has highlighted the collection of ½ ton of waste from northwest beaches, post Blue Planet	
	DONM - Thursday 14 th June 2018. The chair will suggest a series of future dates post submission, probably reverting from monthly to bi-monthly into 2019. Members will receive diary invitations in due course	Bernice Law / Ken Dillon