

Notes from meeting on Thursday 9th August 2018

9.30am, Haweswater Conference Centre, Lingley Mere, Warrington

Attendees:

<p>YourVoice members: Bernice Law: Independent Chair Tayo Adebawale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Robert Light: Consumer Council for Water Alistair Maltby: The Rivers Trust Neil Cumberlidge: Report Writer Alan Smith: Allerdale Borough Council Dave Thompson: Disability Partnership Stewart Mounsey: Environment Agency Richard Jarvis: Public Health England</p> <p>Apologies: Keith Ashcroft: Environment Agency Damian Waters: Confederation of British Industry Steve Cullen: Citizens Advice & Money Advice Allen Creedy: Federation of Small Business Barry Simons: National Farmers Union</p>	<p>United Utilities: Steve Mogford: Chief Executive Officer Gaynor Kenyon: Corporate Affairs Director James Bullock: Strategy and Regulation Director Louise Beardmore: Customer Services Director Jo Harrison: Asset Management Director Frank Grimshaw: Regulatory Strategy Manager Ben Nadel: Domestic Retail Regulation Manager Chris Matthews: Secretariat, Customer Research</p> <p>Sara Weller: Non-executive director</p>
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No.	Agenda Item	Action for / Date
Governance		
1	<p>Members and UU colleagues were welcomed and apologies for absence were noted. In particular, apologies were received from the UUPLC Chairman who asked that his thanks and appreciation be passed on to all YourVoice members for their hard work.</p> <p>Actions arising from the meeting on 12th July</p> <ul style="list-style-type: none"> Free meter options – Chair to contact Customer Services Director to discuss further. <p>Matters arising</p> <ul style="list-style-type: none"> Feedback from DWI has yet to be received – YourVoice and the company to contact the DWI. Chair to participate in a CCG Ofwat discussion on the PR19 process, one of three chairs to be involved. Feedback from YV members requested. 	<p>Bernice Law</p> <p>Bernice Law Jo Harrison</p> <p>All YV members</p>
Policy updates		
2	<p>Leakage ODI</p> <ul style="list-style-type: none"> On its proposal to make a minor change to the leakage incentive rate, it was suggested the company seeks comment from ICF. Based on feedback from YV members, the company agreed it would be look again at the proposal and share with YourVoice any proposal that will be tabled to the Board. 	<p>Frank Grimshaw</p> <p>James Bullock</p>

YourVoice meeting notes

<p>3</p>	<p>Business Plan presentation</p> <p>The company will make its proposed long term viability statement available to YourVoice.</p> <p>The Ofwat proforma that summarises the company’s business plan for the Ofwat Board will be shared with YourVoice.</p>	<p>James Bullock</p> <p>James Bullock</p>
<p>4</p>	<p>Affordability presentation</p> <p>A stronger link could be made between the broader economic contribution the company makes to the North West and the contribution lifting customers out of water poverty will have.</p> <p>The Chair suggested that examples could be highlighted where engagement has already resulted in changes and how customer feedback has been immediately actioned.</p>	<p>Ben Nadel</p> <p>Ben Nadel</p>
<p>5</p>	<p>AOB & Date of next meeting</p> <p>The CEO placed on record his thanks to YourVoice for the contribution it has made to the proposed business plan and that, as a result of constructive challenge, the plan was much improved.</p> <p>DONM – 7th November 2018</p>	