

Notes from meeting on Thursday 12th July 2018

9.30am, Haweswater Conference Centre, Lingley Mere, Warrington

Attendees:

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| <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</p> <p>Apologies: Dave Thompson: Disability Partnership Stewart Mounsey: Environment Agency Keith Ashcroft: Environment Agency Damian Water: Confederation of British Industry Richard Jarvis: Public Health England Steve Cullen: Citizens Advice & Money Advice Allen Creedy: Federation of Small Business Barry Simons: National Farmers Union</p> | <p>United Utilities: Gaynor Kenyon: Corporate Affairs Director James Bullock: Director of Economic Regulation Louise Beardmore: Customer Services Director Jo Harrison: Asset Management Director Mark Abbott: Regulatory Contracts Manager Ken Dillon: Secretariat, Customer Research Frank Grimshaw: Regulatory Strategy Manager (part)</p> |
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| No. | Agenda Item | Action for / Date |
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| Governance | | |
| 1 | <p>Members and UU colleagues were welcomed and apologies for absence were noted.</p> <p>Actions arising from the meeting on 17th April</p> <ul style="list-style-type: none"> ○ Items requiring update or further action were all covered by agenda items | |
| Policy updates | | |
| 2 | <p>Quarterly performance review</p> <p>The company provided an update for performance measures for retail, water and wastewater services.</p> <ul style="list-style-type: none"> ● Results were marginally different to the figures from the previous month and there was no significant change in outlook <p>Household Retail</p> <ul style="list-style-type: none"> ● The focus area remains ‘per household consumption’ and the ‘number of meters installed under the free meters scheme’. <ul style="list-style-type: none"> ○ The company referred to an update on the Price Promise trial, which followed the quarterly review item <p>Wholesale</p> <ul style="list-style-type: none"> ● Wastewater & water focus areas continue to be sewer flooding, water quality and reliable service for which results are challenging, and in | For noting |

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| | <p>view of the dry weather, leakage performance. The dry weather has caused a significant number of pipe bursts</p> <ul style="list-style-type: none"> ○ The company noted that the dry weather was also causing issues with moisture deficit affecting wastewater treatment works, and this measure has turned amber in the month | For noting |
| 3 | <p>Free Meter installation / Lowest price guarantee trial</p> <p>The company provided an overview of the recent trial of the Lowest bill guarantee offer, which is supporting free meter installation</p> <ul style="list-style-type: none"> ● Work is continuing to isolate the impact of the dry weather, but signs are that the offer is providing an uplift to installation take-up ● The proposal is to roll-out the scheme to targeted populations with affordability challenges as a part of the AMP7 plans <ul style="list-style-type: none"> ○ CCW confirmed it had agreed to provide endorsement to UU communications campaign. ○ Celebrity endorsement is also close to being finalised | For noting |
| 4 | <p>Benefit sharing proposals</p> <p>Proposals for the framework by which potential future outperformance benefits could be shared with customers was presented to the panel for consideration</p> <ul style="list-style-type: none"> ● The Resilient Communities Initiative includes an element of guaranteed base funding and the potential for additional funding under defined circumstances. ● This is in addition to the standard regulatory mechanism for benefits sharing and reinvestment within the company ● YourVoice would be involved in decisions of how to best to share any funding across a variety of potential applications, should the arrangement be triggered during AMP7 | For noting |
| 5 | <p>YourVoice subgroup report</p> <p><i>Environment subgroup</i></p> <p>The panel were advised that following the latest ESG meeting on 10th July, representation had been received by Natural England.</p> <ul style="list-style-type: none"> ● The chair reported that the NE representative is very happy with the level of input and assurance of elements of PR19 proposals it has had access to. ● NE intends to write a letter to the YourVoice panel in due course, for inclusion in the YourVoice report to Ofwat | For noting |
| 6 | <p>Business Plans & triangulation update</p> <p>The company reported that further work has completed with ICF Consulting on the triangulation assurance, and all the KPIs have now been classed as 'High – few evidence gaps/issues'.</p> <ul style="list-style-type: none"> ● The company was encouraged to include narrative in the plan to describe the 'journey' from early results to the final report | Frank Grimshaw |

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| | <p>The panel advised that it would like the main elements of the business plan to be presented at the 9 August meeting. Additionally members have requested a copy of the plan in advance, to review prior to the meeting.</p> <ul style="list-style-type: none"> • This was agreed on the basis that drafting is still ongoing and that the contents remain confidential • Copies will be made available from 2 August, and provision will be made for any member who prefers to attend Lingley Mere to read in situ if required. Secretariat to arrange with chair | Ken Dillon / Bernice Law |
| 7 | <p>Customer research update</p> <p>Recent customer research results were provided, including Asset Health, Innovation & Systems Thinking, and Acceptability Testing stage 2.</p> <ul style="list-style-type: none"> • The panel heard of customer priorities concerning the potential for investment in asset health and that e.g. 7 in 10 customers agree asset health targets should be linked to bills • Innovation is not 'front of mind' when customers think of UU, but they do expect the company to try new ideas to improve and to report to customers on progress. They support the idea of a systems thinking approach as it is holistic • Interim acceptability results show high levels of acceptance of the service proposals and bill impact, with a reduced acceptance of the impacts of ODIs on bills. | For noting |
| 8 | <p>YourVoice report update</p> <p>The chair and the report writer updated that they were currently involved in reviewing the detail of the business plan chapters and this was feeding into part 2 of the report.</p> <ul style="list-style-type: none"> • Part 1 has been provided to members for review and part 2 will be shared following the meeting • Final draft will be presented at the 9 August YourVoice meeting | Neil Cumberlidge |
| 9 | <p>APR Reporting update</p> <p>The panel was provided with a further update of requirements for the 2018/19 APR reporting</p> <ul style="list-style-type: none"> • All actions agreed at the previous meeting has been fulfilled and the APR would be launched on the UU website, along with the statement from the YourVoice chair on Monday 16th July as planned | For noting |
| 10 | <p>AOB & Date of next meeting</p> <p>Dry weather – the panel was advised that the company is still closely monitoring the impact of the long run of dry weather</p> <ul style="list-style-type: none"> • An overview of the communications campaign was provided information • A presentation of the Temporary Use Ban process was provided to members to highlight the arrangements in case of a hosepipe ban in the region <p>DONM - Thursday 9 August 2018. Guests: John McAdam Chair of UU Board, Sara Weller UU Board Non-executive director</p> | For noting |