

YourVoice meeting notes

Policy updates	
<p>2</p>	<p>Quarterly performance review</p> <p>The company provided the most recent performance measures for retail, water and wastewater services.</p> <ul style="list-style-type: none"> 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. <p>Household Retail</p> <ul style="list-style-type: none"> The focus areas are Per household consumption and the number of meters installed under the free meters scheme. <ul style="list-style-type: none"> The company highlighted a number of actions being taken to drive performance Members asked if there were opportunities to partner with groups such as Wildlife Trust, Age UK, and the Fire Brigade to improve communications ‘cut-through’. UU to review options CCW confirmed it was able to provide endorsement as the water industry watchdog <p>Wholesale</p> <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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
<p>3</p>	<p>YourVoice subgroup reports</p> <p>Verbal reports from the chairs of the Environment, Customer Engagement and Affordability subgroups followed.</p> <p>Environmental & Customer Engagement subgroups</p> <p>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.</p> <p>The subgroups focused on a small number of areas of potential payments for out-performance.</p> <p>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</p>

Louise Beardmore

Mark Abbott

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	<p>Tayo said that the subgroups had made a significant successful contribution , especially in the following areas:</p> <ul style="list-style-type: none"> • <i>Specifying ODI documents templates – to achieve simplification and clarity</i> • <i>Requesting comparisons with other peer companies across the industry</i> • <i>Challenging for adaptations to acceptability testing to include ODI components</i> • <i>The treatment of over lapping commitments and ODIs to prevent double counting</i> • <i>Reworking the metrics to be used for the Priority Services measures</i> • <i>Asking the company to clarify its approach to balancing the range of ODIs impacts overall</i> <p>Affordability subgroup</p> <p><i>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.</i></p>	<p>For noting</p>
<p>4</p>	<p>Business plan Update</p> <p>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.</p> <ul style="list-style-type: none"> • 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. <p>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</p> <p>Charts were provided to demonstrate the potential impact of ODIs (upside and downsides for customers) for clarity.</p> <p>Members asked</p> <ul style="list-style-type: none"> • 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. 	<p>Frank Grimshaw/ICF</p> <p>Frank Grimshaw</p> <p>Frank Grimshaw</p> <p>Ken Dillon</p>

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	<ul style="list-style-type: none"> 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	<p>YourVoice report update</p> <p>Members were provided with an update of the plan for creating, sharing and publishing the YourVoice report to Ofwat.</p> <p>Key milestone dates include</p> <ul style="list-style-type: none"> 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	<p>APR Reporting requirements 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"> 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 	<p>Mark Abbott</p> <p>Gaynor Kenyon / James Bullock</p>
7	<p>AOB & Date of next meeting</p> <p>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.</p> <ul style="list-style-type: none"> Storm Hector has brought some relief, but the review situation is ongoing <p>Disability Day – members were encouraged to support the Warrington Disability Awareness Day on Sunday 15th July 10:00am – 5:00pm</p> <p>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</p> <p>World Ocean Day – historically centred on beaches, this has highlighted the collection of ½ ton of waste from northwest beaches, post Blue Planet</p> <p>DONM - Thursday 14th 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</p>	<p>For noting</p> <p>All</p> <p>Gaynor Kenyon</p> <p>Bernice Law / Ken Dillon</p>