

Notes from meeting on Wednesday 17th April 2018

9.30am, The Village Hotel, 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 Dave Thompson: Disability Partnership Neil Cumberlidge: Report Writer Stewart Mounsey: Environment Agency Allen Creedy: Federation of Small Business (part) Steve Cullen: Citizens Advice & Money Advice Alan Smith: Allerdale Borough Council Sue Pennison: Drinking Water Inspectorate (part)</p> <p>Apologies: Keith Ashcroft: Environment Agency Damian Water: Confederation of British Industry Barry Simons: National Farmers Union Richard Jarvis: Public Health England</p>	<p>United Utilities: Steve Mogford: Chief Executive Officer Gaynor Kenyon: Corporate Affairs Director James Bullock: Director of Economic Regulation Louise Beardmore: Customer Services Director Jo Harrison Mark Abbott: Regulatory Contracts Manager: Asset Management Director Ken Dillon: Secretariat, Customer Research Charmian Abbott: Chief Scientist (part) Ben Nadel: Domestic Retail Regulation Manager (part) Frank Grimshaw: Regulatory Strategy Manager (part)</p>
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No.	Agenda Item	Action for / Date
Governance		
1	<p>Actions brought forward from the meeting on 7th February</p> <ul style="list-style-type: none"> • Debt Manager solution presentation – carry forward • Industry meeting on Smart Meters – send proposals to panel and invite members to attend 	Lou Beardmore
Policy updates		
2	<p>Quarterly performance review The company provided the most recent performance measures for retail, water and wastewater services</p> <p>Members provided suggestions for improvement to the reporting format to enable better understanding;</p> <ul style="list-style-type: none"> • YourVoice is most interested in issues showing underperformance or potential underperformance (reds & amber markers) – these could be grouped at the top of the report for each service areas • Every six months the report should indicate where the company is on rewards or penalty – where is there any upside/downside • If an item is red or amber, should be accompanied by ½ page explanation with mitigation in advance of the meeting • Future indicators should give relative importance of the measure to customers and Ofwat. • Company to provide ‘mock-up’ of potential format for the next meeting 	Jo Harrison and Lou Beardmore

YourVoice meeting notes

<p>3</p>	<p>APR Reporting requirements update The panel was provided with an update of requirements for the 2018/19 APR reporting</p> <ul style="list-style-type: none"> • The panel agreed that YourVoice contribution to the report version targeted at customers should be provided via the Customer Engagement subgroup • A refreshed version of the YourVoice Chairs' 'Reflections summary' will be provided. Again, the Customer Engagement subgroup will provide the liaison function • YourVoice Chair is invited to attend the June Board on 27th June 2018 • Documents will be published on UU website on 14th July 2018 	<p>Mark Abbott</p>
<p>4</p>	<p>Innovation – a snapshot inspired by recent Ofwat submissions The company presented its approach to innovation as reflected in a recent update to Ofwat.</p> <ul style="list-style-type: none"> • Members noted the presentation and suggested that the CCG report should include comments on Innovation, and will showcase Systems Thinking approach in relation to the Petteril catchment management as a case study 	<p>Neil Cumberlidge</p>
<p>5</p>	<p>DWI Presentation – Views on UU performance and current issues Sue Pennison, DWI, attended the meeting and provided a short presentation updating the panel on the company's progress on its water quality transformation progress. Key messages include</p> <ul style="list-style-type: none"> • Agreement to work collaboratively on a comprehensive transformation programme • Management and culture change actions in place • Annual compliance process will change and will be based on a risk-based approach • In response to a question from the chair, SP responded that the DWI was pleased with the company's performance in water quality improvement, in line with its plan • Agreement reached that YourVoice and DWI will exchange reports prior to UU business plan submission, in a similar process to PR14 	<p>Bernice Law</p>
<p>6</p>	<p>Business Plan Update – proposed performance commitments The panel was asked to consider the suite of performance commitment definitions, prior to their submission to Ofwat on 3rd May 2018.</p> <p>The company is proposing 30 bespoke commitments alongside the 14 common commitments prescribed by Ofwat. Summarised information for each commitment was presented, along with a specification of the type of incentive and which price control they relate to.</p> <p>The panel heard that the commitments have been discussed a number of times by the Customer Engagement and Environment subgroups, and that further discussion will continue to address targets and incentive values, which will be presented back to the main group in June</p>	

YourVoice meeting notes

	<p>Specific actions include:</p> <ul style="list-style-type: none"> • Number of properties with lead risk reduced – company to consider separating the requirement for a meter to be installed as part of this approach. Is this an integral part of the communication & promotion of the package? • Helping customers to look after water in their home – clarify the link to per capita consumption. How would this be measured? If linked to water quality compliance how will the incentive rates be set? • Reducing discolouration from the Vyrnwy aqueduct – clarify explanation of this requirement • National Water Transfer – members recognised the national context, and that UU was fulfilling a leadership role along with Severn Trent and Dwr Cymru. ODI will protect UU customers • Enhancing natural capital for customers – need to decide how payment for out-performance is used • Improving street works performance – more data is required on current performance and what stretching targets may look like • Number of customers lifted out of water poverty – the value of any reward should cover the cost of adding new customers to the scheme <p>The panel noted the comments from UU CEO Steve Mogford recognising that the overall package of ODIs should reflect the appropriate balance between risk and the potential for sharing out-performance</p> <p>The panel was content to endorse the long list of performance commitment definitions, pending further discussions on targets and incentive values</p> <p>The panel noted that the draft letter to Ofwat concerning the customer engagement activity carried out for the Manchester & Pennines resilience proposals had been drafted. The draft was approved by members</p>	
7	<p>Cost Adjustment claims update</p> <p>The provisional list of Cost adjustment claim cases was noted by the panel and briefly discussed</p>	
8	<p>Any Other Business</p> <p>The chair asked that any further feedback on the water resources management plan consultation be forwarded directly to her asap</p>	
9	<p>Date of next meeting</p> <p>Thursday 14th June 2018</p>	