

Notes from meeting on Wednesday 7th February 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 Damian Waters: Confederation of British Industry Barry Simons: National Farmers Union Dave Thompson: Disability Partnership Neil Cumberlidge: Report Writer Stewart Mounsey: Environment Agency Richard Jarvis: Public Health England Allen Creedy: Federation of Small Business (part) Steve Cullen: Citizens Advice & Money Advice</p> <p>Apologies: Keith Ashcroft: Environment Agency Alan Smith: Allerdale Borough Council</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 Ken Dillon: Secretariat, Customer Research Jill Pilling (part) Natalie McIldowie (part)</p> <p>Apologies: Mark Abbott: Regulatory Contracts Manager Frank Grimshaw: Regulatory Strategy Manager</p>
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No.	Agenda Item	Action for / Date
Governance		
1	<p>Actions brought forward from the meeting on 7th December</p> <p>There were no outstanding actions.</p>	
Policy updates		
2	<p>Quarterly performance review</p> <p>The company provided the most recent performance measures for retail, water and wastewater services.</p> <p>Special attention was given to the following measures;</p> <ul style="list-style-type: none"> • Average minutes lost • Reliable water service index • Water quality service index • DWI water quality events, category 3 or above • Per household consumption. <p>Members suggested that the phrase “reputational only” which may be used as an internal company reference could give the impression of insouciance. The company agreed to change to a neutral phrase for future reporting (i.e. dropping the word ‘only’).</p> <p>Members asked if the table of measures could make clear which measures relate to calendar year periods, and which relate to financial year, to improve clarity and understanding.</p>	<p>Jo Harrison April meeting</p> <p>Jo Harrison/Lou Beardmore April meeting</p>

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	<p>In preparation for the attendance by the DWI at the meeting in April, members proposed the Company prepare a paper on the work done as a result of Franklaw and on wider water quality issues.</p> <p>An outline of the recent issue involving Manchester Hospitals was provided to the panel, highlighting the issue of miscommunication within the hospital's internal management process. Richard Jarvis suggested he take the issue forward within the NHS Local Resilience structure to ensure the appropriate lessons are learned.</p>	<p>Jo Harrison April meeting</p> <p>Richard Jarvis For noting</p>
<p>3</p>	<p>Customer Experience ODI update – Jill Pilling</p> <p>The panel received an overview from Jill Pilling on the existing AMP6 ODI, the purpose of which was two-fold:</p> <ul style="list-style-type: none"> • Explain how the ODI works • Share with the group what has been delivered and some of the benefits for customers that have been achieved to date. <p>The summary was well received. Members thanked the Company for explaining how the ODI works, and noted the impact of the shared outcomes/deliverables from the programme. The Company explained that some of the original scope for CRM had not been delivered, as a result of retail separation, market reform and uncertainty around domestic competition. The cost of these elements would not be incurred and this benefit (£3.7m) would ultimately be passed back to customers in the next AMP.</p> <p>The Company agreed to follow-up the presentation with an update on the new Debt Manager solution at a later meeting.</p> <p>Members discussed elements of the update including lack of an industry strategy around the use of smart meters to encourage water efficiency. The Company advised that it is already organising an industry meeting to discuss future smart meter strategy</p> <ul style="list-style-type: none"> • The Company agreed to send its proposal to the panel and will invite CCW representatives to the planned meeting 	<p>Lou Beardmore April meeting</p> <p>Lou Beardmore April meeting</p>
<p>4</p>	<p>Ofwat Final Methodology update</p> <p>The Company provided an update on the Ofwat final methodology, summarising the implications to United Utilities plans, and highlighted the issues that YourVoice should be especially aware of.</p> <p>The panel noted the update and requested a presentation from the Company on its approach to innovation for the next meeting.</p> <ul style="list-style-type: none"> • In November 2017, Ofwat asked for companies to bring forward ideas on innovation which resulted in a lot of ideas being put forward which YourVoice could be updated on. This update should also include what the definition of innovation is 	<p>James Bullock April meeting</p>

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<p>5</p>	<p>Environment subgroup</p> <p>The chair reported that the company had started to work through ODI proposals with the Environment subgroup and had piloted a discussion on the Abstraction Incentive Mechanism at the last meeting. A further additional meeting will be arranged to continue the discussion on the full range of ODIs that are being developed.</p> <p>It was also reported that the Company is considering new targets for leakage reduction which is welcomed, and the subgroup is keen to understand how the Company will be able to deliver this whilst also minimising cost.</p> <p>Customer engagement subgroup</p> <p>The chair updated the panel about the activities the CESG had been involved in since the last meeting in December.</p> <p>The subgroup business has included involvement in understanding the insight gained through the Manchester & Pennines resilience research, providing feedback on:</p> <ul style="list-style-type: none"> • the Water Resources Management Plan consultation document • review of youth engagement activities • review of the PR19 Customer Research Strategy and • debrief of the programme of behavioural economic research projects <p>The subgroup members have also attended internal company research debriefing sessions including Water Catchment research.</p>	<p>Alistair Maltby April Meeting</p>
<p>6</p>	<p>Customer research update</p> <p>The company updated on current customer Acceptability Testing research, reporting that the headline results were;</p> <ul style="list-style-type: none"> • Acceptability of the overall plan was rated at 75% • Service levels proposed scored an acceptability rating of 81% • The impact on customer bills of the proposals was rated at 64% <p>Members suggested that in the next round of acceptability research, the 5 point response scale (very acceptable, acceptable, neither acceptable nor unacceptable, unacceptable and very unacceptable) be adapted to a 4 point scale, removing the neutral option, as a way to make customer preferences more directly apparent.</p> <p>A presentation followed on the summary results from the Manchester and Pennines resilience research.</p> <p>Members discussed whether the ‘majority’ of participants was the accurate conclusion to draw from the information presented.</p> <p>Members requested that the Company and CESG continue to work with the experts from Sheffield Hallam University to understand and</p>	<p>Ken Dillon For noting</p> <p>Natalie Mcildowie March CESG meeting</p>

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	<p>communicate the results of this research. Feedback on final conclusions at the April meeting.</p> <p>Members agreed to draft a letter to Ofwat which would accompany the Company's submission of the cost adjustment claim for Manchester and Pennine resilience. The matter was delegated to the Customer Engagement subgroup.</p>	<p>CESG members March meeting</p>
7	<p>Affordability and debt – strategy update</p> <p>The Company gave a verbal update on aspects of affordability and debt, including an overview of the new annual Affordability Conference that took place in Liverpool on Blue Monday, 15th January.</p> <p>This was well attended and included 5 key themes, each sponsored by a member of the Affordability subgroup.</p>	<p>For noting</p>
8	<p>Resilience strategy</p> <p>The Company presented a short presentation on its approach to resilience, following the distribution of a detail briefing paper earlier, which was noted by the panel</p>	<p>For noting</p>
9	<p>Ofwat Customer Engagement meeting</p> <p>The Company confirmed that, along with Bernice as YourVoice Chair, it would be attending a meeting with Ofwat personnel to discuss the Company approach to customer engagement, which was noted.</p>	<p>For noting</p>
10	<p>Any Other Business</p> <p>The following items were suggested as future agenda items:</p> <ul style="list-style-type: none"> • Innovation and leadership capabilities – the work that Simon Chadwick has been leading • Procurement and the use of small and micro businesses • Approach to co-creation and key examples - Jo Harrison & Louise Beardmore • Plastic reduction and water production 	<p>Bernice Law Update timings TBC</p>
11	<p>Date of next meeting</p> <p>Tuesday 17th April 2018</p>	