

Notes from meeting on Thursday 7th September 2017

9.30am, United Utilities, Warrington

Attendees:

<p>YourVoice members: Bernice Law: Independent Chair Tayo Adebowale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Robert Light: Consumer Council for Water Allen Creedy: Federation of Small Businesses Alan Smith: Allerdale Borough Council Steve Cullen: Citizens Advice & Money Advice Neil Cumberlidge: Report Writer</p> <p>Apologies: Richard Jarvis: Public Health England Alistair Maltby: The Rivers Trust Damian Waters: Confederation of British Industry Keith Ashcroft: Environment Agency Barry Simons: National Farmers Union Dave Thompson: Disability Partnership</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</p> <p>Apologies: Mark Abbott: Regulatory Contracts Manager</p>
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No.	Agenda Item	Action for / Date
Governance		
1	<p>Actions from the meeting on 8th June</p> <ul style="list-style-type: none"> The chair requested that contributors aim to reduce the number of slides for future meetings if possible. If detailed information is to be produced, the preference would be for word based briefing documents to be provided, with slides being summary level and indicating what is required from members. A slide should be included that sets out the ask of YourVoice. The actions were updated verbally. There were no further actions arising from the notes of the previous meeting. 	All
2	<p>Plan on a page</p> <ul style="list-style-type: none"> The chair updated members on the activity required to support discussions on the company business plan. It is apparent that meeting frequency will need to be increased, and that potential dates would be proposed later in the meeting. 	Agreed
Policy updates		
3	<p>Ofwat PR19 methodology update</p> <p>The company presented an analysis of the contents and priorities from OFWAT's recent consultation for PR19, including the proposed categories for the risk based review.</p> <p>Members discussed what the appropriate aim for the company would be in terms of the categories, as well as how the company should deal with areas where upper</p>	

YourVoice meeting notes

	<p>quartile or frontier performance would be ahead of customer expectations revealed by customer engagement.</p> <p>It was agreed that the customer engagement subgroup meeting would examine an assessment of company performance against proposed common performance measures.</p> <p>The company was encouraged to also look at the concept of customer vulnerability from the point of view of business customers.</p> <p>The chair reminded the members that a response to the consultation from the panel had been submitted, and this it was the only customer challenge group to do so, which was acknowledged by OFWAT.</p>	<p>FG 17th Sept</p> <p>LB Dec Meeting</p>
4	<p>Developing performance commitments, measures and targets</p> <p>The company updated members on the work being done on developing measures and incentives, and asked for views from YourVoice on some of the issues being considered (for example, complexity of measures, use of indices, the issue of like-for-life comparative information etc.)</p> <p>Members debated the issue of leakage, the target reductions levels signposted by OFWAT, and what this might mean in the context of current company performance and potential impact on customer bills.</p> <p>It was agreed that further discussion on measures would be taken forward in the next Customer Engagement subgroup meeting later in Sept.</p>	<p>FG 17th Sept</p>
5	<p>How customer bills are calculated and the impact of actual performance</p> <p>The company provided a presentation to explain how the water sector funding arrangements worked, focusing on UU values, and how actual performance impacts in relation to rewards and penalties and benefits sharing. In year vs end of AMP impact was discussed.</p> <p>Members requested whether the values could be expressed in the form of each component to the average customer bill make-up for simple communication?</p>	<p>JB Dec Meeting</p>
6	<p>Customer engagement update</p> <p>The chair of the subgroup introduced the item and noted that it was proving valuable for the members to be invited to attend internal company debriefing from the research programmes. It was noted that there is an opportunity for further involvement in contribution to research material for the WaterTalk community research panel, which will be pursued.</p> <p>The company presented a summary of plans and work-in-progress for further customer insight, which was noted.</p> <ul style="list-style-type: none"> Immersive 'behavioural' customer research – members were updated that further sessions have been arranged to include non-household customers in late October. Awareness of these will also be promoted via the FSB membership. 	<p>Standard agenda item</p>

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	<ul style="list-style-type: none"> Summary results for a number of research projects were presented; Wholesale Service Options; Leakage research; Mobile App testing; Land & Waste Management research, and Service Valuation (aka willingness to pay) research. Work in progress includes Manchester and Pennine resilience research and Acceptability testing of outline business plans which will take both place during November. 	
7	<p>CCW triangulation report</p> <p>James Mackenzie, Policy Manager for CCWater was invited to present the paper on defining and applying 'triangulation'. Members were pleased that its approach was in line with the groups challenge</p> <p>Members thanked James for the presentation and noted the content.</p>	No action
8	<p>Financial support schemes for customers</p> <p>The company, as requested, provided a presentation covering aspects of debt, affordability and the schemes in place to help customers who may be struggling with payment issues, for information.</p> <p>This was augmented by a presentation from CCW on "Water Industry View of Affordability". Both presentations were noted by members.</p>	No action
9	<p>Performance reporting update</p> <p>The company provided the most recent performance measures for retail, water and wastewater services.</p> <p><i>Per household consumption</i> is a concern and members were informed that one of the initiatives being launched is the Advizzo tool that allows customers to track their consumption level and uses a behavioural approach to encourage water efficiency.</p> <p>CCW also offered help with endorsement of test initiatives if the company felt this would be of benefit.</p> <p><i>Sewer Flooding</i> – members were updated on current AMP and future actions to mitigate the problem of sewer flooding, including looking at properties that suffer from repeat flooding incidents.</p> <p>Members suggested an update to the website to include suggestion of actions that customers can take to help mitigate the risk of sewer proactively.</p>	Standard agenda item
10	<p>Proposed dates for future meetings</p> <p>It was agreed that meetings for the new year would be increased in frequency. The proposed additional dates are Wednesday 7th Feb; Thursday 17th Apr; Thursday 14th Jun; Thursday 12th Jul; & Thursday 9th August.</p> <p>Members requested that invitations for these be sent asap.</p> <p>Date of next meeting - Wednesday 6th Dec; 9:30pm – 2:00pm</p>	KD End Sept