

Notes from meeting on Thursday 9th June 2017

9.30am, United Utilities, Warrington

Attendees:

<p>YourVoice members: Bernice Law: Independent Chair Tayo Adebawale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Richard Jarvis: Public Health England Alistair Maltby: The Rivers Trust Damian Waters: Confederation of British Industry Allen Creedy: Federation of Small Businesses Keith Ashcroft: Environment Agency Barry Simons: National Farmers Union Dave Thompson: Disability Partnership Steve Cullen: Citizens Advice & Money Advice</p> <p>Apologies: Robert Light: Consumer Council for Water 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 Mark Abbott: Regulatory Contracts Manager Ken Dillon: Secretariat, Customer Research Kate Zabatis (part) } Sarah Jenner (part) } for Jo Harrison Richard Brindle (part) } Chrissie Oakley (part) }</p> <p>Apologies: Jo Harrison: Asset Management Director</p>
--	--

No.	Agenda Item	Action for / Date
Governance		
1	<p>Private Members session</p> <ul style="list-style-type: none"> New members were introduced and welcomed by the chair 	
2	<p>YourVoice 12 month forward agenda cycle</p> <ul style="list-style-type: none"> Members suggested that future agenda items will be put forward and agreed on a collaborative basis with the group as a whole. Subgroup reports will become a fuller part of the main meeting to encourage full panel discussion. The chair will work with KD on the required process over the next few week It was agreed that additional meetings would be set-up to allow full discussion of the work around building the 2020-25 business plan. It was subsequently suggested that main panel meetings be increased in frequency to every other month from January 2018 (dates to be agreed). Subgroups may need to increase in frequency as well. The details should be decided within the subgroups 	<p>BL</p> <p>All</p>
3	<p>Actions from last meeting – matters arising</p> <p>Actions were reviewed and updated in the meeting. Members were updated that Dave Thompson who chairs the UU Affordability panel is now also a member of the YourVoice panel and will help ensure consistency between the two panels.</p> <p>With the additional recruitment of Steve Cullen to represent Citizens Advice Bureaux and the Money Advice Service, it was felt the chair has been successful in addressing the balance of membership</p>	

YourVoice meeting notes

	<p>Members discussed the need for an organogram to show what groups individual members sit on and how this may provide a basis on interaction with YourVoice</p> <ul style="list-style-type: none"> Subgroups membership was discussed. Steve Cullen and Richard Jarvis volunteered to join the Customer Engagement subgroup; it was agreed that the company invite a CCW colleague, Bhupendra Mistry, as an occasional contributor to the subgroup 	<p>All members By Sept Meeting</p> <p>KD to arrange invitations</p>
4	<p>Subgroup Reports - Environment subgroup</p> <ul style="list-style-type: none"> The subgroup chair summarised the discussion from the latest meeting, which included constraints on the land bank over which sludge could be disposed of, the wastewater quality programme, and the Water Industry Strategic Environmental Requirements (WISER) projects for example. A digest of the contents was also presented by the company, later in the meeting. There was discussion that the company should look at broad issues such as water stewardship and business interaction with the environmental (e.g. clean-up), and bring forward proposals of how these could be dealt with Members have requested that a challenge log be kept of any challenges that arise from discussion within the subgroups as well as the main group. 	<p>JH Sept meeting</p>
Policy Updates		
5	<p>Wholesale Strategy updates</p> <p>The company gave a series of presentations summarising and updating its strategic approach to water supply, demand and leakage, bio-resources, wastewater quality, understanding cost drivers and developing an ODI framework.</p> <ul style="list-style-type: none"> Supply & demand - discussion concerned company plans to use technology and incentivisation to help people save money, including pilots of smart metering, water efficiency audits when customers request free meter installation, initiatives with STEM based schools and videos produced by social media vloggers Bio-resources - members believe there to be an opportunity to share innovation and pool expertise, partnering with the business community on how best to achieve value from recycling waste product and asked that this be considered Performance commitments & ODI framework - members were asked for their observations on the emerging work setting out potential approaches for performance commitments, measures of success, targets, outcomes and incentives. It was agreed that the Customer Engagement subgroup should be asked to look at detailed proposals following the Ofwat methodology publication on 11th July 	<p>JH September meeting</p> <p>TA July CE subgroup meeting</p>
6	<p>Update on customer research and engagement</p> <p>A summary of plans and work-in-progress for further customer insight was presented by the company, which was noted.</p> <ul style="list-style-type: none"> Immersive 'behavioural' customer research – members discussed the extent to which non-household customers would be involved in activity designed to demonstrate a deeper level of customer behaviour. The company agreed to look at additional opportunities to engage with non-household customers in this regard 	<p>KD 16th June meeting</p>

YourVoice meeting notes

	<ul style="list-style-type: none"> Customer services and research overview – members asked that the results of current pilot schemes (such as lowest price guarantee, payment holiday, bill redesign etc.,) be presented to the next meeting if possible. To include take-up rates, any impact on consumption and appropriate metrics 	LB Sept meeting
7	<p>Annual Performance Reporting</p> <p>The company gave an explanation of the requirement for YourVoice members to read, and comment on the contents of the proposed Annual Performance Report</p> <ul style="list-style-type: none"> Members suggested ways in which the customer-facing document could be circulated more widely including use of the 'All Together Now' newsletter as a potential channel Members agreed that the requirements should be delegated to the Customer Engagement subgroup to explore in detail. Report accreditation – BL to work with MA to finalise the details of YourVoice report on the content and presentation of the APR 	TA 16th June meeting BL/MA
8	<p>How customer bills are calculated and the impact of actual performance</p> <ul style="list-style-type: none"> Owing to time constraints this agenda item was carried forward to the next meeting and will need to be added to existing agenda items in September 	KD
Papers for information		
9	<p>Performance reporting update</p> <ul style="list-style-type: none"> Exceptional items were discussed. There are no real surprises in terms of measures that are showing difficulty in hitting targets and explanations have been covered in previous meetings An update on the sewer flooding measure where UU is below target was requested for the next meeting 	JH Sept meeting
	<p>Any other business</p> <ul style="list-style-type: none"> UU CEO Steve Mogford welcomed new members and thanked existing members for their ongoing contribution. Steve gave an overview of the strategic direction for the business, and sketched out areas of focus, based on current understanding of long term customer priorities, which was well received Members were advised of a series of stakeholder events and launch of the UU 'Slow the Flow Garden' at the Tatton Park RHS Flower show. Members will receive an invitations shortly for both these series of events over June and July 	
	<p>Date of next meeting</p> <p>Thursday 7th September 9:30pm – 1:00pm</p>	KD