

Notes from meeting on Thursday 7th February 2019

9.30am, Spirit Restaurant & Lounge, Victoria Park, Warrington

Attendees:

<p>YourVoice members: Bernice Law: Independent Chair Tayo Adebawale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Damian Waters: Confederation of British Industry Robert Light: Consumer Council for Water Neil Cumberlidge: Report Writer Dave Thompson: Disability Partnership Stewart Mounsey: Environment Agency</p>	<p>United Utilities: Gaynor Kenyon: Corporate Affairs Director James Bullock: Strategy and Regulation Director Louise Beardmore: Customer Services Director Jo Harrison: Asset Management Director (part) Mark Abbott: Regulatory Contract Manager Frank Grimshaw: Regulatory Strategy Manager Ken Dillon: Customer Research & secretariat</p>
<p>Apologies: Alan Smith: Allerdale Borough Council, Keith Ashcroft: Environment Agency, , Richard Jarvis: Public Health England, Adam Briggs: National farmers Union, Alistair Maltby: The Rivers Trust, Allen Creedy: Federation of Small Businesses, Steve Cullen: Citizens Advice & Money Advice</p>	

No.	Agenda Item	Action for / Date
Governance		
Item 1	Private meeting for YourVoice panel members	
Item 2	<p>Members and UU colleagues were welcomed and apologies for absence were noted.</p> <ul style="list-style-type: none"> • The chair noted the results of the recent assessment of UUW's business plan. Members offered congratulations on the company achieving fast track classification. <p>Matters arising</p> <ul style="list-style-type: none"> • It was noted that a number of actions from the previous meeting on 7th November formed a part of the meeting agenda • The chair informed the group that members had agreed to a self-assessment evaluation of the panel's performance against its objectives over the PR19 process. <ul style="list-style-type: none"> ○ UU to share board assessment questionnaire as a potential template • Action carried forward – the company to provide a demonstration of the water efficiency trial involving 100k customers. 	<p>Gaynor Kenyon</p> <p>Louise Beardmore</p>
Policy updates		
Item 3	<p>PR19 submission update</p> <p>The company presented a summary of the recent initial assessment of business plans, based on information published by Ofwat, which was noted by members</p>	

YourVoice meeting notes

	<ul style="list-style-type: none"> Members noted the proposed changes to the plan suggested by Ofwat and requested to be keep informed as to how these are reconciled with customer research finding A meeting was proposed following the draft determination in April to update members on discussions and proposals 	James Bullock
Item 4	<p>Quarterly performance update</p> <p>Members received the regular quarterly update against AMP6 performance commitments, targets and ODI</p> <ul style="list-style-type: none"> No significant changes in status for key performance indicators were reported in the review period The company reported it was working with other northern water companies to explore opportunities to learn from each other on service aspects such as reducing consumption, water efficiency and metering etc. which members encouraged 	
Item 5	<p>Ofwat service delivery report</p> <p>The chair acknowledged the benefit of receiving industry comparative information and asked if this could be a provided quarterly.</p> <ul style="list-style-type: none"> It was agreed that a similar report could be produced following the August data share from Ofwat and provided to YourVoice for the September meeting. 	Mark Abbott
Item 6	<p>Wholesale strategy briefing</p> <p>A detailed briefing was provided, to explain the process behind calculation of upstream and downstream leakage and the link to per capita consumption</p> <ul style="list-style-type: none"> No further actions at this time 	
Item 7	<p>AMP6 bathing waters ODI change proposal</p> <p>The panel was briefed on the need for a change to the technical arrangements for ODIs relating to a bathing water and a river improvement scheme</p> <ul style="list-style-type: none"> The panel agreed the environmental subgroup should meet to consider any implications for customer protection and make the necessary recommendation to the main panel 	Alistair Maltby
Item 8	<p>Assurance & APR reporting 2018/19 cycle</p> <p>The panel received the annual update relating to assurance and annual performance reporting, including the continued desirability for the panel to provide review of reporting content and presentation</p> <ul style="list-style-type: none"> Chair to determine whether the detail review process is delegated to the Customer Engagement subgroup, as usual, prior to endorsement by the YourVoice panel membership 	Bernice Law
Item 9	<p>Any other business</p> <ul style="list-style-type: none"> A paper-for-noting was provided on the Guaranteed Standards of Service recommendations and recent implementations A booklet circulated outlining the community activity that the company is involved in as a guide for members and for feedback. DONM to be confirmed following a meeting on 18th Feb between Bernice, Neil and Gaynor on short term priorities 	Bernice Law / Neil Cumberlidge