

Notes from meeting on Wednesday 7th November 2018

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 Robert Light: Consumer Council for Water Alistair Maltby: The Rivers Trust Allen Creedy: Federation of Small Businesses Neil Cumberlidge: Report Writer Dave Thompson: Disability Partnership Steve Cullen: Citizens Advice & Money Advice Stewart Mounsey: Environment Agency</p>	<p>United Utilities: Steve Mogford: Chief Executive Officer (part) 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>
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Apologies:

Alan Smith: Allerdale Borough Council, Keith Ashcroft: Environment Agency, Damian Waters: Confederation of British Industry, Richard Jarvis: Public Health England, Adam Briggs: National farmers Union

No.	Agenda Item	Action for / Date
Governance		
1	<p>Members and UU colleagues were welcomed and apologies for absence were noted.</p> <ul style="list-style-type: none"> The chair formally advised members that the YourVoice report had been submitted in coordination with the company draft business plan on schedule. She thanked members for their hard work and cooperation leading to this successful achievement. <p>Matters arising</p> <ul style="list-style-type: none"> It was noted that all actions from the previous meeting on 9th August had been completed. 	
Policy updates		
2	<p>AMP 6 Quarterly Performance Update</p> <ul style="list-style-type: none"> The company presented the latest results relating to AMP6 performance commitments, target and ODIs. <p>Domestic retail</p> <ul style="list-style-type: none"> Two measures, 'Per household consumption (PHC)' and 'Number of water meters installed' were examined. Members commented on the apparent upward trend in consumption pattern (which is industry wide) and noted the introduction of the new 'Per capita consumption (PCC)' measure that will be reported in AMP7, replacing PHC. 	Jo Harrison

YourVoice meeting notes

	<ul style="list-style-type: none"> The company will provide a summary of trends in consumption and the strategy for addressing reductions in water consumption at a future meeting. It was suggested that the company provides a demonstration of the water efficiency trial involving 100k customer accounts. <p>Wholesale</p> <ul style="list-style-type: none"> Explanation was provided for the various wholesale service measures that are indicating potential performance challenges. Some water quality measures have been exacerbated by issues caused by the long period of unusually dry weather (e.g. algae formulation), particularly aesthetic complaints in relation to taste and discolouration. Members raised questions in relation to leakage and how water loss between abstraction points and treatment works are accounted for. It was suggested that the company provides a comprehensive view of the leakage cycle to explain all points of leakage and how these are reconciled at a future meeting. 	<p>Louise Beardmore</p> <p>Jo Harrison</p>
3	<p>PR19 Submission update</p> <ul style="list-style-type: none"> The company presented an overview of its final DBP submission in comparison to highlights from industry peer companies. <p>Highlights that members noted include:</p> <ul style="list-style-type: none"> In terms of average bills, the AMP7 proposals move UU from an above average bill position across the industry, to a below average position, based on analysis of submitted plans. ODI design and incentives vary widely by company, but other companies appear to have made much more use of 'dead-band' than U UW. <p>Members were advised that following feedback from Ofwat on Thursday 24th January, further detail and next steps will be discussed at the next meeting arranged for 7th February.</p>	<p>James Bullock</p>
4	<p>Subgroup report - Affordability and vulnerability</p> <ul style="list-style-type: none"> The chair of the independent Affordability and Vulnerability Panel gave a presentation updating members about progress on the action plan that was put in place following the first Affordability Summit held in January 2018, which members found interesting and helpful. The chair advised that all members were welcome and encouraged to attend the second summit that will take place on Monday 21st January 2019 (Blue Monday). 	<p>All members</p>
5	<p>Customer engagement update</p> <ul style="list-style-type: none"> The company updated members about plans for a continuation of the #nwmatters campaign focusing on three key areas: affordability (bills, customers in vulnerable circumstances, priority services), core products and service, and the environment. Members suggested the use of augmented reality and QR codes in promotional material which the company agreed to look into. 	<p>Stuart McMillan</p>
6	<p>Regulatory reporting 2018/19</p>	

YourVoice meeting notes

	<ul style="list-style-type: none"> Members were reminded about the Ofwat annual reporting cycle and their role within this, which was noted. It was agreed that members would be sent a copy of the company risk assessment report for review. 	Mark Abbott
5	<p>AOB & Date of next meeting</p> <ul style="list-style-type: none"> Agriculture and environmental legislation – members highlighted the governmental and Defra review of environmental measures. These may result in increased pressure on some targets and on long term strategic goals. It was suggested that a discussion about how best to ensure business customers are represented in panel meetings takes place at the private members meeting. A debate on how to execute a YourVoice panel performance review was suggested for inclusion on the agenda for the next private members meeting. DONM – 7th February 2019 	<p>For noting</p> <p>Robert Light</p> <p>Bernice Law / Neil Cumberlidge</p>