

Notes from meeting on Friday 16th December 2016

9.30am Malmaison, Piccadilly, Manchester

Attendees:

<p>YourVoice members: Andrea Cook: Independent Chair Bernice Law: Independent Deputy Chair Tayo Adebawale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Alistair Maltby: The Rivers Trust Richard Jarvis: Public Health England Robert Light: Consumer Council for Water Alan Smith: Allerdale Borough Council Damian Waters: Confederation of British Industry Allen Creedy: Federation of Small Businesses Barry Simons: National Farmers Union</p> <p>Apologies: Keith Ashcroft: Environment Agency</p>	<p>United Utilities: Gaynor Kenyon: Corporate Affairs Director Mark Abbott: Regulatory Contracts Manager James Bullock: Director of Economic Regulation Jo Harrison: Asset Management Director Sally Ainsworth: Head of Customer Complaints (for Louise Beardmore) Ken Dillon: Secretariat, Customer Research</p> <p>Apologies: Louise Beardmore: Customer Services Director</p>
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No.	Agenda Item	Action for / Date
Governance		
1	<p>Private Members session</p> <p>Update post-private session: Members discussed the proposal for an external agency to provide assurance services for stakeholder engagement. Feedback covered under agenda item number 2.</p> <p>The chair wanted to record that the company has done well in the Ofwat Company Monitoring Framework assessment process. The company noted this and thanked the YourVoice panel for its challenge and contribution, including the suggestion to create a customer-focused summary of the Annual Performance Report, and to aim for the Crystal Mark for the content.</p>	
2	<p>YourVoice 12 month forward agenda cycle</p> <ul style="list-style-type: none"> • The chair welcomed Barry Simons of National Farmers Union to his first YourVoice meeting. • Deputy chair requested a 30 min slot to be included in a future agenda on external stakeholder assurance and how the approach might be put to use for the panel. • Members requested that an item on understanding UU costs should also be discussed at future meeting. 	<p>BL</p> <p>UU</p>

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3	<p>Actions from last meeting – matters arising</p> <p>Actions were reviewed and updated in the meeting.</p> <ul style="list-style-type: none"> • An updated draft terms of reference has been produced by the Terms of Reference subgroup and circulated to members for comments. Feedback is requested to be sent to KD by 13th January. • The company was requested to circulate the summary paper on water efficiency research to a wider audience than the customer engagement subgroup – copy to be sent to all members for information. • The company was requested to estimate the amount of time that subgroups were required to meet for PR14 issues to allow new subgroup schedules to be created. 	<p>BL / KD</p> <p>KD</p> <p>KD</p>
4	<p>Governance subgroup</p> <ul style="list-style-type: none"> • The governance subgroup (Bernice and Tayo) provided feedback of the discussion with potential stakeholder assurance auditors. It was agreed that the panel would discuss the potential for this activity in March, and members were asked to give this thought in the interim. 	<p>BL</p>
Policy Updates		
5	<p>Wholesale Strategy updates</p> <p>The company gave a presentation to summarise the strategic approach to Supply & Demand, Leakage, Bathing Waters and Shellfish.</p> <ul style="list-style-type: none"> • Supply & Demand - The Company was advised that it may want to include a task to review plans following government announcements of new planning requirements when these are eventually announced. • The company was asked to set up a session to brief the small business community so that they can understand what is happening in this area. • UU informed the panel that UU has set up a Technical Working Group to investigate aspects of water resources and are keep to invite external organisations to get involved. Several members affirmed that their organisations would be interested in joining (CBI, NFU, Allerdale BC & FSB). • Leakage - The panel discussed aspects of leakage including the economic level of leakage. • Members requested that the environment subgroup review the issue of leakage and report back to the main group in June. 	<p>JH</p> <p>AM</p>
6	<p>Environment subgroup report</p> <ul style="list-style-type: none"> • The panel was advised that the environment subgroup has an agreed rolling agenda and asked the company to circulate this to all members. • Subgroup members include Alistair (chair), Barry, Tayo and Keith. • A deep dive day is scheduled for June with a role to look at the developing outcome delivery incentives. Report back at the September meeting. 	<p>KD</p> <p>AM</p>

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7	<p>Update on customer research and engagement</p> <p>A summary of plans for further customer insight was presented by the company, which was noted.</p> <ul style="list-style-type: none"> Members requested copies of the customer priorities graphs showing the separate results for household customers and non-household customers The company demonstrated how the Discover Water website links to the UU website have been built and how the customer would navigate between the two sites. 	KD
8	<p>Consultation on outcome delivery incentives</p> <p>The panel was presented with a summary on the content of Ofwat's consultation on ODIs. The full document is 300 pages in full across 7 documents, published on the Ofwat website.</p> <p>It includes consideration of a possible replacement for SIM, the treatment of potential common performance commitments and the need for strong customer focus for all outcomes</p> <ul style="list-style-type: none"> Discussion focused on how the panel could effectively contribute to the feedback process, especially in terms of the general principles that the company would want to put forward in its response It was expected that the ODI subgroup would respond on behalf of the main panel 	BL
9	<p>Risks, strengths and weaknesses statement update</p> <p>The company provided an update of the update on the risk, strengths and weaknesses statement and the Company Monitoring Framework process in general. The panel noted the company's intention to continue build on its approach for best practise</p> <p>The panel suggested that the company requests its contractors to produce an easily understandable summary of its proposals for customers, to help meet the company's compliance obligations, via a clause in contracts.</p>	MA
10	<p>Using markets to test costs and deliver more for less</p> <p>Detailed discussion under this item was deferred until the June meeting in the interest of the efficient use of time in the meeting.</p>	
Papers for information		
11	<p>PR16 Non-household retail reopener – Final Determination</p> <p>The company updated the panel on the outcome of the re-opener proposals, which were successfully accepted by Ofwat as a final determination. The company thanked the panel for its considerable efforts in supporting the engagement process, leading to such a successful outcome</p>	

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<p>12</p>	<p>Performance reporting update</p> <p>Exceptional items were discussed.</p> <ul style="list-style-type: none"> • Water Quality – there is still a performance issue which relates to issues earlier in the year. However latterly performance has been improving – it is not a worsening situation. • Wastewater – flooding issues were impacted by the summer floods (June and September) and the 3 performance issues are linked. • Household retail SIM - the company has seen a 32% improvement in stage two complaints versus performance last year. <p>The panel asked for a detailed review of the current outcome delivery incentives to be covered as part of the update on developing future ODIs, at the meeting in September.</p>	<p>JH/LB</p>
<p>15</p>	<p>Any other business</p> <p>The company gave an update on the recent Tameside and Saddleworth Boil Water incident.</p> <ul style="list-style-type: none"> • On Sunday 11th December an issue at Buckton Castle water treatment works led to boil water notices being issued to 17,000 properties, covering areas of Stalybridge, Dukinfield, Hyde, Saddleworth, Greenfield, and Ashton-Under-Lyne. The notice was lifted during the evening of 13th December • The panel was advised that 205 priority services customers had already been signed up in the affected area. Stocks of bottled water had been distributed to schools, local MPs had been keep informed and the company has worked with CCWater to agree the level of compensation to be proactively issued to customers as a cash payment. • The company will be undertaking post incident research to track the customer response to the experience. 	
	<p>Date of next meeting</p> <ul style="list-style-type: none"> • Thursday 9th March 2017 	<p>KD</p>