

Notes from meeting on Thursday 9th March 2017

9.30am Malmaison, Piccadilly, Manchester

Attendees:

<p>YourVoice members: Bernice Law: Independent Deputy Chair (Acting Chair) Tayo Adebawale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Richard Jarvis: Public Health England Robert Light: Consumer Council for Water Barry Simons: National Farmers Union</p> <p>Apologies: Andrea Cook: Independent Chair Alistair Maltby: The Rivers Trust Keith Ashcroft: Environment Agency Alan Smith: Allerdale Borough Council Damian Waters: Confederation of British Industry Allen Creedy: Federation of Small Businesses</p>	<p>United Utilities: Gaynor Kenyon: Corporate Affairs Director Louise Beardmore: Customer Services Director Mark Abbott: Regulatory Contracts Manager Bryan Homan: Head of Water Strategy (for Jo Harrison) Ken Dillon: Secretariat, Customer Research</p> <p>Apologies: James Bullock: Director of Economic Regulation Jo Harrison: Asset Management Director</p>
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No.	Agenda Item	Action for / Date
Governance		
1	Private Members session	
2	<p>YourVoice 12 month forward agenda cycle</p> <ul style="list-style-type: none"> Members discussed the forward agenda and concluded that additional future meeting dates should be considered to ensure more effective coverages of the requirements. It was agreed that a meeting should be scheduled immediately prior to Andrea's leaving party on 10th May, as will be convenient for members already attending the evening event. An invitation will be sent for a 4pm-6pm meeting slot. The agenda will be focused on "Understanding UU costs", an item brought forward from the June meeting The customer strategy item scheduled for June should not be confined to wholesale, but should reflect the strategy across the whole company 	<p>KD</p> <p>LB/JH</p>
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"> Members discussed the proposed Affordability panel that the company is proposing to run. This will contribute to a deeper understanding of customer's issues to help improve proposition creation. It will be led by the Household Retail team. Members agreed that it would be useful if the Chair of the Affordability panel was also a member of the YourVoice panel, to ensure constituency and to form a conduit between the two. 	BL/LB

YourVoice meeting notes

	<ul style="list-style-type: none"> Members were reminded of the need to continually review the balance of membership of the YourVoice panel; a concerted effort will be made in coming months to extend membership to the third sectors (e.g. Citizens Advice, Money Advice Service, Age UK and Housing Associations). An estimate of time commitments for membership of subgroups was discussed. Members thought that with the addition of 'phone calls and preparation time, the total time commitment could be as much as double the estimate. It was suggested that such time commitment estimates could be used as part of the evidence of the panel's deliberations in its final report to Ofwat 	BL
4	<p>Governance subgroup</p> <ul style="list-style-type: none"> The new proposal from Corporate Citizenship was discussed. It was agreed that the right approach going forward, would be for the company to continue with its own stakeholder assurance activities independently, and to seek YourVoice panel input at the right juncture. <p>Outcome delivery incentives (ODIs) subgroup</p> <ul style="list-style-type: none"> The group was reminded that a letter had been submitted to Ofwat in response to its consultation on outcome deliver incentives for the next price review. Significant comments were that Ofwat should work harder to draw out salient elements for CCGs to respond to, and should aim to make its documents more user friendly. It was agreed that these aspects should be raised at the CCG chairs meeting in March. <p>Environment subgroup</p> <ul style="list-style-type: none"> The group were advised that the company is working in partnership with the Environment Agency on a number of current environmental aspects, such as approach to Water Trading, raising the awareness of the water process versus the idea of a 'silent service', flooding interventions and 'slowing the flow' activities. CCW updated that its forthcoming northern committee meeting on 20th April at Manchester Town Hall would explore some of these aspects. 	GK BL/RL
Policy Updates		
5	<p>Wholesale Strategy updates</p> <p>The company gave a presentation summarising its strategic approach to water resources, flood management, and odour strategy.</p> <ul style="list-style-type: none"> The company was asked if it is re-planting vegetation on its own land (slow the flow activity) why does it not publicise this, as other water companies such as Yorkshire Water would do? Members also asked the company to look at all the green space it controls, to make sure that it clearly communicates the benefits of such spaces? Members noted that there is currently a strong anti-European rhetoric linked to environmental regulation, which is misplaced. Nevertheless it advised the company to take full account of this, particularly in any research that it undertakes on environmental issues. 	JH JH KD

YourVoice meeting notes

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"> Customer segmentation was also discussed and the company agreed to talk through the segmentation model it uses at a future meeting. 	LB
7	<p>Market Reform Go Live Update</p> <p>The company gave a verbal update as to its readiness for the Non-household retail market opening on 1st April 2017, which was noted.</p>	
Papers for information		
8	<p>Performance reporting update</p> <p>Exceptional items were briefly discussed.</p> <ul style="list-style-type: none"> Water – measures for ‘Reliable Water Service Index’, ‘Water Quality Service Index’ and Water Quality Events’ are all showing red status. There are still performance issues related to these measures, and they are all likely to result in penalties, based on current performance Wastewater – flooding measures were impacted by the summer floods (June and September) and the performance of ‘Sewer flooding’ and ‘Future Flood Risk’ measures which are showing amber and red status respectively, are linked. Household retail SIM – the number of Free Meter Optants is still tracking below target, although the number of applicants is up versus the same period last year. <p>Members asked if the company could explain the implications of penalties and rewards on the financials of the company, and what these mean to customers, at the next meeting.</p>	MA
9	<p>Assurance Plan update</p> <ul style="list-style-type: none"> The panel were directed to a paper from the company to update on the Regulatory Reporting Final Assurance plan, which was noted. 	
15	<p>Any other business</p> <ul style="list-style-type: none"> There was no other business raised and the meeting was closed 	
	<p>Date of next meeting</p> <ul style="list-style-type: none"> Thursday 10th May 4:00pm – 6:00pm Wednesday 10th June 2017 9:30am – 1:00pm 	KD