

UU's customer affordability and vulnerability panel

Agenda – 20th July 2022, 10:00 to 12:00



Water for the North West

Microsoft Teams online meeting (via Microsoft Teams link within meeting planner)

Attendees:

Name	Job title	Organisation
Dave Thompson (Chair)	CEO	Warrington Disability Partnership
Michelle Atkinson	Head of Income	United Utilities
Colette Evans	Head of Customer Services	United Utilities
Jen Felton	Head of Brand, Comms and Digital Channels	United Utilities
Jane Haymes	Collections Strategy Manager	United Utilities
Amanda Phillips	Priority Services' Partnerships and Engagement Lead	United Utilities
Chris Lea (APOLOGIES)	Affordability and Data Share Manager	United Utilities
Roger Loving	Credit Performance and Insight Manager	United Utilities
Bernice Law	Representative	UU's YourVoice panel
Luke Pilot	Campaigns Officer	Age UK
George Oldbury	Debt Advisor	Salford Welfare Rights & Debt Advice
Jason Bromley	Fundraising and Marketing Senior Manager	MIND
Steve Cullen (APOLOGIES)	Chief Officer	Warrington Citizens Advice
Christopher Jones	Energy Advice Team Leader	Macmillan Cancer Support
Sharon Jackson	Energy Advice Team Leader	Macmillan Cancer Support
Paul Morris	Customer Relations and Stakeholder Team Manager	Electricity North West
Jackie Cassidy	Vulnerable Customer Lead	Co-operative Bank
Danny Bar (APOLOGIES)	Customer Services Manager	British Gas
Richard Inman	Office and Website Manager	Rural Services Network
Kerry Booth (Guest speaker)	Chief Executive Designate	Rural Services Network

Agenda:

10:00 – 10:10 (10 mins)	Apologies plus previous panel actions	- Dave Thompson
10:10 – 10:25 (15 mins)	UU - Customer vulnerability update	- Amanda Phillips
10:25 – 10:40 (15 mins)	UU - Customer affordability update	- Jane Haymes
10:40 – 10:55 (15 mins)	Current issues facing rural communities	- Kerry Booth
10:55 – 11:05 (10 mins)	COMFORT BREAK	
11:05 – 11:50 (45 mins)	Panel open discussion 1. What data sharing agreements / signposting arrangements are your organisations already participating in? 2. What support are you offering your <u>own staff</u> ? i.e. health and wellbeing, cost of living crisis etc.	- All
11:50 – 12:00 (10 mins)	Any other business <ul style="list-style-type: none">• Next panel meeting at Warrington Disability Partnership• 2023 dates	- All