

UU's customer affordability and vulnerability panel

Agenda – 7th September, 14:00 to 16:00



Water for the North West

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

Attendees:

Name	Job title	Organisation
Dave Thompson (Chair)	Chief executive officer	Warrington Disability Partnership and UU's YourVoice panel member
Peter Fitzhenry (new panel member)	Customer panel secretary (from October)	UU Independent Challenge Groups
Michelle Atkinson (APOLOGIES)	Head of income	United Utilities
Colette Evans (APOLOGIES)	Head of customer services	United Utilities
Jen Felton	Head of brand, communications and digital channels	United Utilities
Jane Haymes (APOLOGIES)	Collections strategy manager	United Utilities
Amanda Phillips	Priority services' partnerships and engagement lead	United Utilities
Chris Lea	Affordability and data share manager	United Utilities
Roger Loving (APOLOGIES)	Credit performance and insight manager	United Utilities
Bernice Law	Representative from YourVoice panel	UU Independent Challenge Groups
Luke Pilot (APOLOGIES)	Campaigns officer	Age UK
George Oldbury	Debt advisor	Salford Welfare Rights and Debt
Jason Bromley (APOLOGIES)	Fundraising and marketing senior manager	MIND
Steve Cullen	Chief officer	Warrington Citizens Advice and UU's YourVoice panel member
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	Customer services manager	British Gas
David Tai (new panel member)	Head of housing and property services	Crosby Housing Association
Richard Inman (APOLOGIES)	Office and website manager	Rural Services Network
Kerry Booth (Guest speaker)	Chief executive designate	Rural Services Network

Agenda:

- 14:00 – 14:10** (10 mins) **Welcome to new panel members, apologies plus previous panel actions** - Dave Thompson
- 14:10 – 14:15** (5 mins) **UU – Priority Services update** - Amanda Phillips
- 14:15 – 14:30** (15 mins) **UU - Customer affordability update** - Chris Lea
- 14:30 – 14:45** (15 mins) **Current issues facing vulnerable people in rural areas** - Kerry Booth
- 14:45 – 14:55** (10 mins) **COMFORT BREAK**
- 14:55 – 15:10** (15 mins) **How British Gas are supporting their customers** - Danny Barr
- 15:10 – 15:40** (30 mins) **Panel open discussion topic – ‘How we’re working together’** - All
1. What partnerships, data sharing agreements, signposting arrangements etc., are your organisations participating in?
- 15:40 – 15:50** (10 mins) **UU's Independent Challenge Group** - Amanda Phillips
- 15:50 – 16:00** (10 mins) **Any other business**
- Next panel meeting at Warrington Disability Partnership (11th Oct) - Dave Thompson
 - 2023 dates (Jan, Apr, Jul and Oct) - Peter Fitzhenry