

Notes from meeting on Wednesday 6th December 2017

9.30am, United Utilities, Warrington

Attendees:

<p>YourVoice members: Bernice Law: Independent Chair Tayo Adebowale: North West Flooding and Coastal Committee Andrew White: Consumer Council for Water Robert Light: Consumer Council for Water Alan Smith: Allerdale Borough Council Alistair Maltby: The Rivers Trust Damian Waters: Confederation of British Industry Keith Ashcroft: Environment Agency Barry Simons: National Farmers Union Dave Thompson: Disability Partnership Neil Cumberlidge: Report Writer Stewart Mounsey: Environment Agency</p> <p>Apologies: Richard Jarvis: Public Health England Allen Creedy: Federation of Small Business Steve Cullen: Citizens Advice & Money Advice</p>	<p>United Utilities: Gaynor Kenyon: Corporate Affairs Director James Bullock: Director of Economic Regulation Louise Beardmore: Customer Services Director Jo Harrison: Asset Management Director Mark Abbott: Regulatory Contracts Manager Frank Grimshaw: Regulatory Strategy Manager Ken Dillon: Secretariat, Customer Research</p> <p>Apologies: None</p>
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No.	Agenda Item	Action for / Date
Governance		
1	<p>Actions brought forward from the meeting on 7th September</p> <ul style="list-style-type: none"> Business customers – the company plan is to organise a separate session with Allen Creedy to explain its policy on support for sensitive customers classified as business or non-household. Provision of the breakdown of customer bills, with values expressed for each component of current average bills, will be carried forward to a future meeting. 	<p>Louise Beardmore Update at February meeting</p> <p>James Bullock Update at February meeting</p>
Policy updates		
2	<p>Quarterly performance review The company provided the most recent performance measures for retail, water and wastewater services.</p> <p>Special attention was given to the following measure</p> <ul style="list-style-type: none"> <i>Per household consumption</i> is a continuing concern, and members were reminded that one of the initiatives being launched is the Advizzo tool that allows customers to track their consumption level and can be used in a behavioural approach to encourage water efficiency. <ul style="list-style-type: none"> Company to provide a demo of the Advizzo water efficiency tool at a future meeting. 	<p>Louise Beardmore Update at February meeting</p>

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	<ul style="list-style-type: none"> Work is also continuing on the trial of lowest bill guarantee. The company is not yet seeing much demand come through, and is experimenting with prompts about how to save money, to encourage up-take. Results of the trial will be available from mid-year 2018 	
4	<p>CEO update</p> <p>The panel received an overview from Steve Mogford on strategic priorities for the business, summarising</p> <ul style="list-style-type: none"> key aspects of the long term outlook; issues of resilience; and expectations of the approach for the use of outcome delivery incentives in the PR19 business plan proposals. <p>The summary was well received by the members.</p>	For Noting
5	<p>Updates from YourVoice subgroups</p> <p>Environment subgroup</p> <p>The chair reported that the company proposal for leakage reduction is an issue for further discussion. A deep-dive study is planned for the next meeting, and the subgroup wants to understand the full environmental costs of leakage. The subgroup will report back at the meeting in February.</p> <p>Customer engagement subgroup</p> <ul style="list-style-type: none"> Members were advised that UK Disability Awareness Day will take place in July 2018 and this presents a real opportunity to engage with a key audience to obtain insight to attitudes and opinions. The company should talk separately with Dave Thompson to create a plan to take this forward The NFU would like a separate session to discuss potential extra research the company could do with farmers Member asked for an estimate of the number of customers receiving priority services in the customers base, and how this correlates to the members of the WaterTalk online community <ul style="list-style-type: none"> NB there is a distinction between those receiving a service and the different customer segments <p>Members noted the discussion to date on triangulation, and requested some help in assessing the quality of the approach.</p> <p>It was noted that the approach to triangulation of research was a fundamental concern of the panel. It encapsulates a key part of their remit from Ofwat for PR19. The group was very happy with the quantity and different types of research undertaken by the company, as well as the use of information from day-to-day transactions. The group felt that the way this information is used to influence the plan is vital, and were anxious to understand how the company would ensure that every piece of research</p>	<p>Alistair Maltby Update at February Meeting</p> <p>Ken Dillon (with Jen Felton) Update at February meeting</p> <p>Ken Dillon (with Chris Berry) Update at February meeting</p> <p>Louise Beardmore Update at February meeting</p>

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	<p>be weighted appropriately and how the results would be fed into the evidential process, to provide the necessary support for the business plan.</p> <p>The members asked for separate assurance from a suitably qualified and experienced third party that the company's interpretation of the research is proportionate, fair and understandable.</p> <p>The company advised that it intends to commission an appropriate assurance report, and that it will include the YourVoice panel as a separate, independent stakeholder. The members were pleased with this suggestion and requested the opportunity to input directly into the terms of reference of this assurance work, which was agreed with the company.</p> <p>Reflecting the role of the YourVoice panel as an independent stakeholder in this assurance work, the panel will receive the assessment results directly from the assurance provider, as a further aid to transparency.</p>	<p>Frank Grimshaw/Mark Abbott Update at February meeting</p>
6	<p>Wholesale strategy updates</p> <p>The company provided updates on strategy for a number of areas including sewer flooding, leakage, and rivers improvement.</p> <ul style="list-style-type: none"> • Members suggested the ODI measures be amended to include values for the year 2017/18 and 2018/19 for comparison against future targets • Members would also be interested to receive a briefing on the future customer engagement work relating to sewer flooding • Members suggested that Robert Blunt, NFU rep for Cheshire could function as an advocate for work going on in Cheshire, with a focus on partnership working 	<p>Jo Harrison February Meeting</p>
7	<p>Customer research update</p> <p>The company updated on current customer research work-in-progress and gave a presentation of the approach to triangulation that is being applied, to provide the whole panel with a view of the thoroughness of the analysis.</p> <p>The chair of the subgroup asked for the paper of customer engagement and research strategy to be forwarded to all YourVoice members requested a review of the PR19 customer research strategy at the next CESG meeting in December.</p> <p>The group referred to the previous discussion on triangulation and noted the action recorded.</p>	<p>Ken Dillon 18th December meeting</p>
8	<p>Ofwat Aide Memoir for CCGs update</p> <p>This item was covered separately in the private session before the main meeting commenced.</p>	<p>No action</p>
10	<p>AOB</p> <p>There were no AOB items put forward and the meeting was closed. The next meeting will be held at United Utilities, 7th February 2018</p>	