

## Your Voice Stakeholder Sub Group

15 April 2024

### Meeting Minutes

	<table><tr><td>Present Jo Lappin, Chair Bernice Law Damian Waters Peter Fitzhenry James Copeland Steve Parry Andy Hulme</td><td>In Attendance Chris Matthews Shy Bayly Michelle Atkinson Emma McCabe Andrew Cunliffe Jen Felton</td></tr></table>	Present Jo Lappin, Chair Bernice Law Damian Waters Peter Fitzhenry James Copeland Steve Parry Andy Hulme	In Attendance Chris Matthews Shy Bayly Michelle Atkinson Emma McCabe Andrew Cunliffe Jen Felton
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1	<p><b>Introduction and apologies.</b></p> <p>Jo Lappin (JL) opened the meeting by welcoming all attendees and thanking them for their attendance. Apologies were received from Sue Lucas and Bernice Law.</p> <p>Actions emerging from the previous meeting are either in an agenda pipeline or currently part of offline discussions between sub group members and UU officers.</p> <ul style="list-style-type: none"><li>• Sub group membership – ongoing issue. This would be revisited once the outcome of the independent challenge groups review was known.</li><li>• Street works deep dive – a future agenda item.</li><li>• Growth and new development ODI – April agenda item.</li><li>• Share Cumbria’s call for evidence document – complete.</li></ul>		
2	<p><b>Water Industry landscape.</b></p> <p>Chris Matthews (CM) set out a number of prominent themes that are currently affecting the water sector including:</p> <ol style="list-style-type: none"><li>1. A southern water company is currently featuring in the media because of its financial position. UU has a strong financial position and this is borne out by a recent oversubscribed bond issue.</li><li>2. This is an election year and storm overflows are likely to continue to feature across the media and other forums. UU will continue to set out how it intends to tackle storm overflows through its planned investment case.</li><li>3. In summer, UU will be producing its annual customer performance report. Whilst there has been some reduction in performance, these changes are strongly linked to 2023/2024 extreme weather events. Your Voice will contribute towards this customer publication.</li></ol> <p>Q. Jo Lappin (JL) asked how UU can best explain the impact on its performance by the extreme weather events – some of the worst rainfall in one hundred years.</p>		

	<p>A. CM agreed that it is a challenge to ensure customers and stakeholders see the operating context and its impact. For example, Cheshire, Merseyside, and Lancashire have experienced the wettest year on record.</p> <p>Q. James Copeland (JC) acknowledged that criticisms of UU are unlikely to disappear any time soon. In the short-term UU has a challenge to get its message over to its customers and in the long term, its needs to build water and wastewater system resilience.</p> <p>A. CM agreed that resilience and adaptation are amongst UU’s core messages. UU is seeking to highlight the economic impact of its investment plans, especially the seven thousand new North West jobs.</p> <p>Q. Steve Parry, (SP) highlighted a Wirral based planning application case study. SP believes that there are lessons to be learnt from the way developers, UU and the local authorities have approached this significant planning application. CM/SP to discuss off line <b>(Action)</b>.</p>
3	<p><b>Business Plan (AMP8) update</b></p> <p>CM provide an update around key business planning event:</p> <ul style="list-style-type: none"> <li>• The Draft Determination is scheduled to be released by Ofwat on 12 June 2024.</li> <li>• UU has until September 2024 to respond to Ofwat’s Draft Determination.</li> <li>• Ofwat is planning to release the Final Determination in December 2024.</li> <li>• After the Draft Determination is issued, Ofwat and CCW are planning two national customer acceptability and affordability consultation events.</li> <li>• The WINEP may change following legislative amendments.</li> <li>• UU has submitted its 25-year plan (WRMP) to central government and is awaiting feedback.</li> </ul> <p>Q, JC suggested that the WRMP could be a future agenda item along with an update about WRW’s work with business/industry. <b>(Action)</b>.</p>
4	<p><b>UU communications approach</b></p> <p>Jen Felton (JF) presented UU plans for regional customer and stakeholder communications. The main communication messages focus upon water, wastewater, storms overflows and water efficiency. JF is currently working to ensure that the proposed AMP8 business plan is seen to meet the needs and priorities of UU’s customers and stakeholders. Explaining the AMP8 business plan priorities will mean using a range of multimedia channels alongside highly visible, local presence, to ensure UU reaches the largest possible audiences. For example, the Windermere centre has had over six hundred visitors from across the region and beyond.</p> <p>Q. JL asked about the merits of engaging with non-UU advocates to help with UU communications.</p> <p>A. JF advised that UU is working with third parties (Blackpool Council, Cumbrian anglers etc) to provide a wider perspective about key regional issues. UU is also working across the region to ensure that there is a balance between supply and demand at peak times such as the tourist season. A key element of the communication strategy is to explain the benefits of the proposed business plan investment for the wider North West economy.</p>

	<p>Q. SP suggested that there is a lack of understanding about the North West’s combined water/sewage systems. SP believes that improving this understanding would help customers understand the regions water/wastewater challenges.</p> <p>A. JF agreed and advised that UU is looking to better explain the implications arising from the region’s legacy Victorian water/sewer network system through ongoing campaigning.</p> <p>JL suggested ensuring that these messages were in plain English to maximise their impact.</p>
7.	<p><b>Quarterly performance report</b></p> <p>UU uses forty-three performance measures to assess how well its meeting the current AMP7 business plan priorities. Each Your Voice sub group considers how UU is delivering against a range of specific measures (ODI’s). UU is performing well against the majority of ODI’s measures.</p> <p>Q. The main areas of concern includes DMEX which measures developer experience working with UU. This measure will be a future agenda item Deep Dive report. <b>(Action)</b>.</p> <p>CM advised that the street works performance indicator is moving in the right direction but that the results of this are not yet showing in the current Street Works ODI rating.</p> <p>Q. Andy Hulme (AH) asked about the definition of the environment ODI.</p> <p>A. CM confirmed that this measure relates to the treatment works capacity needed to support a defined population. The aim is to balance the system capacity with demand over time.</p> <p>Q. JL asked how UU D-Mex score ranked against other companies.</p> <p>A. CM advised that UU is eighth out of 10 (water/drainage companies) or eighth out of seventeen companies, including water only suppliers.</p> <p>Q. SP asked how the satisfaction measure is collected as he believes there is little awareness across regional regeneration developers about this rating.</p> <p>A. CM advised that it is an Ofwat driven measure and that he will get Scott Green to cover this in the proposed DMEX Deep Dive.</p> <p>Q. JL asked if UU is measuring issues that are important to customers/stakeholders.</p> <p>A. CM advised that the ODI measures were set out and agreed as part of the current business planning process. CM advised that UU would endeavour to provide the sub group with additional performance information.</p> <p>Q. DW pointed to how Cadent is tackling issues associated with street works by employing a full-time worker to inspect and rectify any emerging site problems. DW asked if UU could work in partnership with other Utilities to tackle street work issues?</p> <p>A. CM agreed to research further into this approach. <b>(Action)</b>.</p> <p>Q. JC asked how UU is working with big business to tackle system leakage issues.</p>

	<p>A. CM and Jen Felton (JF) advised that UU has traditionally had indirect contact with big business and retail customers but that this situation was improving following discussions with Ofwat.</p> <p>Q. JL also reiterated the opportunity for working closely with other Utilities to coordinate street works. JL also asked why some areas (St Helens and Warrington) report different performance levels than other local authorities. This could be part of a future street works report. <b>(Action).</b></p>
8.	<p><b>AMP7 Growth Performance Commitment</b></p> <p>Gill Idle (GI) took the sub group through a deep dive presentation into the ODI for growth and new development. The presentation focused upon:</p> <ul style="list-style-type: none"> <li>• How UU assess risk arising from new developments or growth</li> <li>• AMP7 performance commitment and targets</li> <li>• An example of an AMP7 scheme</li> <li>• AMP8 – what is different.</li> </ul> <p>Q. AH asked how UU is reflecting the needs of the commercial and industrial sectors alongside new build homes. The likes of the new Manchester CO-OP venue are likely to have significant demands upon the water and sewage network.</p> <p>A. GI advised that all new build, industrial and commercial growth, and demand projections are included within UU’s system calculations. The design assessment system turns these numbers into a standard population load figure. Demand can come across the whole network and it is likely that Manchester COOP will use part of the existing Manchester system capacity (Davyhulme). UU’s aim is to continually “right size” the system to meet new demands as these arise over time.</p> <p>Q. JC asked how UU is working with other utilities and local authorities to share intelligence, streamline databases and maximise shared resources given rising demand.</p> <p>A. GI advised that collaborative work with other bodies is in place and UU is working to improve collective decision-making processes. UU’s planning is focused on the long term (25-year time frame) and work is underway to look at issues post 2030 for AMP9.</p>
98.	<p><b>Future consultation proposals (your water your say)</b></p> <p>Shy Bayly (SB) set out a range of options for rolling out a series of regular county level customer and stakeholder engagement events. These county events (broadcast engagement events, stakeholder and community events and thematic events) could occur twice a year. SB also outlined the potential structure of each session and the organisational arrangements, including event personnel and code of conduct. The sub group comments and feedback about these consultation proposals included:</p> <ul style="list-style-type: none"> <li>• The use of existing engagement forums as a means to access a wide group of stakeholders.</li> <li>• The need to balance the engagement audience views with that from other customer engagement activities such as research.</li> </ul>

	<ul style="list-style-type: none"> <li>• The need to reflect any regulator engagement guidance in any proposed engagement structure and activities, noting UU would seek to engage with its customers over and above any regulaotry engagement proposals.</li> <li>• The need to consider the extra work generated by these type of engagement events. The last series of your water your say events resulted in significant additional follow up work and further local meetings.</li> <li>• To ensure that the outcomes from these engagement proposals are manageable and do not take on a life of their own.</li> <li>• An annual cycle of themed engagement workshops may be more productive.</li> <li>• There is merit in considering an independent chair, who is separate from the company.</li> <li>• These proposed engagement sessions would be a good opportunity to communicate about the scale and extent of the future investment plan.</li> </ul> <p>Q. JC asked about how UU plan to engage with non-householders. A. SB advised that both householders and non-householders are encouraged to take part in relevant consultations. The aim is to provide all parties with relevant information whereby they can self-select which event or information is appropriate for their issues/concerns.</p> <p>Q. JL asked about the relationship between Ofwat’s business plan consultation events and UU’s county engagement activities. Damien Waters (DW) also asked about the idea of utilising existing regional forums. A. SB advised that Ofwat is planning one AMP8 business plan consultation event for England. CCW is planning to conduct additional AMP8 business plan acceptability and affordability research. UU is planning for a long-term cycle of county level customer engagement events. SB advised that these would reflect the priorities for each of the five sub regions and would seek to align with other existing engagement events.</p>
10	<p><b>AOB</b></p> <p>DW asked if UU is involved with the Greater Manchester Combined Authority Trafford Green Hydrogen project. DW advised that other utilities are participating in this project and given the significant demand for water resources this is likely to impact on UU’s resources.</p> <p>CM agreed to report back on how UU are planning to respond to this Hydrogen project <b>(Action)</b>.</p>
11	<p><b>DONM</b></p> <p><b>16 September 2024 (14.00-16.00)</b></p>