

	<p>A. CM advised that the red indicator was scheduled for completion in year 5.</p> <p>Q. Steve Parry (SP) asked if OFWAT will be revising the wastewater performance expectation in the light of the ongoing publicity regarding wastewater being discharged into river system and into coastal waters.</p> <p>A. CM advised that UU is planning for significant AMP8 investment to reduce water discharges. These actions should reduce spills from 60 to 20/25 in advance of the 2050 Environment Act target of ten spills per annum on average.</p> <p>Q. SP asked if the investment plans also reflect the climate change challenges.</p> <p>A. CM confirmed that investment plans reflect these emerging challenges and UU is aiming to keep water out of the system via SUDs and rainwater management techniques. This approach will make the water and wastewater systems more manageable.</p> <p>Q. Damien Waters (DW) explained about a recent CBI roundtable event where sewerage and water pollution was seen as a deterrent towards inward investment in the UK. ED also asked how we can achieve a balanced view about company performance and water quality in the context of national (political) priorities.</p> <p>A. CM accepted that the water sector was under scrutiny but that UU had an investment plan to tackle these concerns across the region – it was awaiting the draft determination.</p> <p>Q. JL raised the issue of performance comparisons with other UK and international water companies as a means of putting UU’s performance into a wider context.</p> <p>Q. CM advised that the move by OFWAT towards a standard set of industry wide ODI’s should help provide greater performance transparency.</p> <p>Q. JL pointed to the need for more behavioural change work with individual consumers if UU is to achieve its plans to reduce water consumption.</p> <p>A. CM asked for a further discussion about how to tell the stories underpinning the future investment plans. (Action: Challenge log).</p>
3	<p>Your Water Your Say</p> <p>CM shared a presentation setting out the initial lessons emerging out of the second round of the regional and county business plan engagement meetings. CM advised that UU is planning to continue with this type of engagement and is looking for YV views about how to make this work in practice, including engaging with other stakeholders alongside customers.</p> <p>BL stated that customers want to talk about their specific local areas of concern. If UU wants to engage with other stakeholders about more strategic issues, then it may need to consider different forums to run alongside any customer engagement events.</p> <p>ED/DW suggested that UU tap into existing stakeholder engagement and business forums rather than set up specific water related events. Both offered to share their relevant forums with CM. (Action challenge log).</p>

	<p>ED/BL suggested using the potential jobs/employment, service contracts, procurement opportunities as a tool for ensuring wider stakeholder engagement. This could include providing an analysis of jobs and training at a county level. This would work well in collaboration with local authorities.</p> <p>SP emphasised that it is important to speak to the right decision maker within public bodies and local authorities. UU should be aiming to initial engage at CEO and Executive levels.</p>
4	<p>Five Counties update</p> <p>CM provided an update about the organisational changes designed to underpin the company's five counties approach. All sub regional engagement leads are in place. These engagement leads will proactively drive forward UU's engagement plans. There is also a resource dedicated to building relationships with the region's 76 MPs.</p> <p>UU's five sub regional leads will be responsible for selling its investment plans externally, across the five counties and internally to UU's service teams and other colleagues to build a sub-regional culture.</p> <p>BL confirmed that it is important to be speaking to the right tier of decision makers within the public sector. BL suggested appointing a UU executive director to oversee the engagement work at the county level. (Action Challenge log).</p> <p>CM advised that UU is looking to expand its successful work with GMCA across other North West local authorities.</p> <p>ED/SP reiterated the point about accessing the right decision makers and ED advised not to forget the North West's Business Boards. ED suggested that UU's CEO should write to LA CEOs as a first point of contact. The new Business Plan would provide a basis for initiating these communications.</p> <p>CM asked group members to share and advise about how to contact other stakeholders (Action Challenge log).</p> <p>SP offered to review UU's Merseyside/Cheshire contact lists to advise if they are at the appropriate level.</p> <p>JL suggested that UU could also contact potential general election candidates who may be influential going forward.</p>
7.	<p>AOB</p> <p>CM stated that obtaining Planning Approval was part of UU's Investment Plan risk register given the challenges local authority planning departments are facing.</p> <p>No further business items.</p>

<p>JL thanked members for their attendance and participation and the UU Team for their inputs and updates, which were appreciated.</p>
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<p>DONM 31 January 2024</p>
