

Your Voice meeting via Teams

17 November 2023

Minutes

Your voice members	United Utilities
Bernice Law – Independent Chair Dave Thompson Cullen – Independent member Jo Lappin – Independent member Peter Fitzhenry – Support to the Panel	James Bullock Mike Gauterin Chris Matthews Jo Harrison Gaynor Kenyon
Apologises Steve Cullen – Independent member Dr Tayo Adebawale – Independent member	

1. Minutes 7 July 2023: matters arising.

- Water without worry – UU has mainstreamed this bespoke activity. Remove from the Challenge log.
- Integrating Design Concepts into the investment plans – considered as part of a follow up agenda item.
- Future forward plan agenda items: water reduction, open data, delivery plans for bespoke ODI's and the accelerated WINEP.

2. Performance review (September 2023)

Mike Gauterin (MG) and Jo Harrison (JH) took YV through the quarterly performance report, explaining to members progress against measures rated red.

Q. Dave Thompson (DT) asked if other water companies are reporting similar impacts (PCC) on their reported performance?

A. MG confirmed that other water companies are reporting similar PCC performance issues linked to the impact of home working/lockdowns during the pandemic. At OFWAT's request, these companies are writing to OFWAT about this issue.

Q. Jo Lappin (JL) asked about how the PCC performance was going to be improved and would this include customer incentives?

A. MG pointed out that PCC for metered customer was at 120 litres whilst that for non-metered customers it was at 150 litres. Work was planned to increase the number of meters by 900,000 customers which would see a reduction in the overall PCC. MG also highlighted work to reduce the consumption of non-household customers. This work with non-household customers would include financial incentives.

YV have previously asked for a deep dive report into these water consumption reduction plans. This is included within the forward plan.

Q. BL asked if UU was approaching OFWAT in relation to consumption levels arising out of the COVID pandemic.

A. MG stated that OFWAT had approach all water companies to ask about issues affecting their plans to reduce water consumption/efficiency.

Q. BL asked what triggered the water quality incident and was this an automatic or manual issue.

A. JH advised that UU had contacted DWI following a water quality system alert. The monitoring system carries out 1000's of samples per day and this monitoring system is a mixture of automated actions and human intervention. JH assured YV that the water quality failure stands at a very low level and this incident did not impact on consumers.

Q. BL asked if street work contractors understood the impact of their performance upon UU's overall performance and were contractors penalised for poor performance.

A. JL advised that UU's contractors are aware of their performance obligations and that UU colleagues worked continuously to ensure that this message is shared with UU's contractor's sub-contractors. Where appropriate, UU does enforce contract conditions upon its contractors.

3. Business Plan update: next steps and comparative work v other water companies

James Bullock (JB) provided YV with a brief update around the business planning process:

- OFWAT is employing internal and external resources to review the detailed water companies' business plan submissions.
- OFWAT is sending through clarification questions on a daily basis. This is an ongoing process and may, at some point, result in a refreshed version of the business plan.

JB took the group through a presentation showing some initial business plan submission comparisons from across the whole sector. JB expects that OFWAT will be carrying out its own detailed comparative work and that this work will influence its investment/charging challenges for each individual water company.

JB confirmed that the draft determination is scheduled for May/June 2024 and that the final determination is still scheduled for December 2024. It may be the case that some business plans are fast tracked and that there may be external factors (politics/general election) that affect the overall timeline,

4. Your Water Your Say.

Chris Matthews (CM) set out the outcomes of the recent consultation exercises, including the county level and regional meetings:

- Attendance at round 2 meetings was higher than round 1. Around 700 customers attended the meetings.

- Overall, the sessions were well received and constructively challenging.
- Customers asked around 250 questions across the course of the events. The responses to these issues will appear on the website within 21 days.
- Different counties raised different challenges within the meetings.
- A number of new issues emerged (e.g. fluoride concerns)
- UU intend to continue with the county format meetings in the future.
- A more detailed report will go to future CESG/SESG meetings.

Q. JL asked if UU understood the different attendance levels at the sub regional level.

A. CM stated that UU is analysing the comparative attendance data and reflecting upon how to engage with diverse communities.

BL stated that the sessions showed that many customers have had good experience of dealing with UU and that the sessions allowed some individuals/neighbours an opportunity to air local issues/concerns. There was an appreciation of the engagement at a county level and the opportunity to discuss problems with the county teams.

MG confirmed that UU is following up every question and are engaging with customers at a local level.

5. AOB

No other business