

Yorkshire Forum for Water Customers
Minutes of Meeting
18 October 2021
Microsoft Teams call

Attendees:

Andrea Cook	Chair
Chris Griffin	Independent Member
Dave Merrett	Independent Member
James Copeland	National Farmers Union
Melissa Lockwood	Environment Agency
Pam Warhurst	Independent Member
Steve Foers	Citizens Advice
Tom Keatley	Natural England
Chris Offer	Yorkshire Water
Kirstin Hutchinson	Yorkshire Water
Sumayya Mahmood	Yorkshire Water (in part)
Wendy Kimpton	Yorkshire Water

Apologies:

Janine Shackleton	Consumer Council for Water
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1) Welcome

- a) Members were welcomed to the meeting and apologies were noted as above.

2) Minutes and actions of the last meeting

- a) Minutes from the August 2021 Forum meeting were confirmed offline. There were no outstanding actions from the meeting.

3) Introduction to Chris Offer by Forum members

- a) Chris Offer attended the Forum meeting as the Interim Head of Regulation for the company. He has a background of working in regulatory utilities, particularly in the water industry.
- b) A brief discussion took place regarding a review of the Customer Forum. As the company is in the early stages of designing the structure of the next price review programme, part of that will be looking at the role of the Forum

in this alongside Ofwat's changing expectations and CCW's recent manifesto. With all the changes that are taking place, now is a good time to step back, reflect and review how the Customer Forum will need to adapt and how it will interact with the other initiatives across the price review programme. Terms of reference and a timeline for the review are being drafted and will be shared with the Forum.

Action 1: Company to share draft ToR with the Forum

4) Environmental subgroup update

- a) Miles Foulger has recently retired from Yorkshire Water and it is not yet known who his successor will be to continue to support this subgroup.

Action 2: Company to advise Forum who will be replacing Miles Foulger and supporting the subgroup.

The most recent meeting looked at how the Forum could challenge and support activities around Ilkley bathing water, the company business strategy, the implications on changes in SSSI classifications, continued Covid-19 implications on water quality, the impact of the CMA settlement on the environment programme and the challenges to delivering WINEP in this AMP

5) YW's new Business Strategy

- a) The company presented some slides covering the need for change, the process and timeline for developing the new company strategy, the outline strategy that has been produced and how this is translated into strategic ambitions to feed into the next price review.

A challenging regulatory framework, increasing pressure from externalities & public expectations threaten resilience and legitimacy and provide the drivers for change in the company strategy.

- b) The company created five big goals as part of the strategy developed during PR19. The review has considered whether those strategic ambitions are still relevant or whether there is a need for them to be adjusted. Six draft key strategic ambitions were shared with the Forum. These will continue to develop further, and engagement will take place on them as part of this. These will then provide the pillars to help shape the next set of investment proposals underpinning the PR24 business plan.

The company commented that Ofwat will be more explicit on how the next five-year plan fits within a longer-term strategic plan.

The Forum questioned whether the six capitals approach would continue to be the format in which evaluation takes place. This was confirmed by the company.

The Forum asked whether transparency continues to be important as that had not come through in the information shared. The company confirmed that it was very important and was a key element underpinning the new ambition around being responsible. A discussion took place on the ambitions Ofwat has for companies on transparency.

The Forum mentioned that previously it had been informed that customer engagement would take place before the end of the calendar year. They requested that as well as being consulted, the Forum would continue to value providing input on the approach to consultation.

6) In period ODI draft determination

- a) Ofwat published draft determinations on the in-period ODIs on 5 October 2021. The company presented to the Forum the changes that the draft determination has had on previously reported performance and the reason for these changes. It was noted that the due date for responses to the consultation was 21 October 2021. The Forum commented that it would have been helpful to have shared this information earlier. Members requested that in future where timescales are tight, engagement with the Forum takes place by email. The Forum requested additional information on the reasons for changes to greenhouse gas reporting.

Action 3: Company to share information on changes to greenhouse gas reporting

7) Defra Consultations

- a) In September there were three environment consultations linked to PR24. The SPS consultation happens every price review cycle and is Defra-led. The WISER consultation is a joint consultation between the EA and Natural England, where these bodies advise companies what environmental standards they want to see. The WINEP consultation was from the task force (three formed to review environmental issues) and requires collaborative working. Updates will be shared with the Forum as and when appropriate.

- b) The Environmental Bill is due to be released and may have an impact on companies' planning for PR24.

8) AOB

- a) 2022 date options will be circulated offline to members.
- b) Changes to CMF Requirements. The company requested engagement with the Customer Forum communications subgroup to look at the changes to the requirements under the Company Monitoring Framework and to consider proposals from the company on potential changes to some publications previously required under this. The subgroup members agreed, and another Forum member also requested to be involved.
- c) A Forum member updated the Forum on an event taking place on Wednesday regarding soils and will circulate more information to all members.
- d) Future Agenda Items.
- The company sought clarification on what they wanted to see regarding the use of GIS and the Drainage Water Management Plans so that the company could make sure the right people were available to attend a future Forum meeting.
 - The Forum requested that information on the company's approach to winter readiness and the customer communications around this be brought to a future Forum meeting, ideally the November meeting. This should include how the company plans to meet its performance commitments during the tougher winter period. In addition, the Forum would like to know how the company continues to be aware of the views of customers, especially following recent energy price hikes and the impact this could have on their ability to pay their water bill. Good research and engagement took place throughout Covid-19 and the Forum would like to continue to be kept updated on the latest information Yorkshire Water has on customer perceptions.

Action 4: Company approach to winter readiness and customer comms approach to be discussed at November Forum

- e) The Forum wished Wendy Kimpton a fond farewell as she leaves Yorkshire Water and thanked her for her effective liaison over a number of years.

Next meeting

18 November 2021 via Microsoft Teams

Actions

Summary of actions: 14 June 2018

No	Action	Comment
4	<p>Company to project the level of investment and timescales to display how discolouration will be reviewed to help the Forum understand the plan and resources.</p> <p>Post meeting update 06/06/2019: To be reviewed when received Final Determination (FD).</p>	Complete

Summary of actions: 13 November 2019

6	Forum member to work with the Company to review and update webpage as discussed	Ongoing
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Summary of actions: 21 January 2021

1	<p>Company to circulate output from the Jury when complete</p> <p>Post meeting update Updated expected in April 2021</p>	Complete
3	Affordability and Vulnerability subgroup to arrange a team meeting	Complete
5	Company to provide feedback	Ongoing
7	Additional feedback on how industry spend on communications compares across various companies to be shared with the Forum	Ongoing
8	End of project reports to be shared with the Forum at the end of the year	Ongoing

9	<p>Company to attend the July 2021 meeting to provide an update on the complaint's tracker</p> <p>Post meeting update Added to the July future agenda</p>	Complete
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Summary of actions: 18 February 2021

1	<p>Forum to provide the company with a statement of support regarding the Education PC</p>	Complete
2	<p>Company to share the Land Strategy programme with the Forum once developed.</p>	

Summary of actions: 18 March 2021

1	<p>Company to consider content and attendance from the Director of Customer Experience</p>	Ongoing
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Summary of actions: 17 May 2021

1	<p>Company to consider a partnership section on the YW website</p>	
2	<p>Company to review communications updates with the Forum on a regular basis</p>	Complete
4	<p>Forum to provide letter of support regarding bathing water PC</p>	Complete
5	<p>Company to keep the Forum up to date and included in the CCG review process</p>	Ongoing

Summary of actions: 17 June 2021

No.	Action	Status	Due date
1	<p>Company to add a timeline/due date to actions</p>	Complete	

2	Company to amend paragraph E, item 6	Complete	24 June 2021
3	Forum draft report to be circulated to members	Complete	17 June 2021
4	Company to liaise with communications team regarding photos	Complete	
5	Company to look at the comparable penalty position	Complete	15 July 2021
6	Agenda item regarding priority services, engagement, and affordability to be added to the next meeting	Complete	1 July 2021
7	Internal sewer flooding and mains repairs to be added to a future agenda	Complete	1 July 2021

Summary of actions: 15 July 2021

No.	Action	Status	Due date
1	Company to arrange GIS data/maps update at a future Forum meeting Attending December meeting	Ongoing	December
2	Company to share strategic communication plan with the Forum Post meeting update Attending November meeting	Ongoing	November
3	Company to provide complaints statistics to the Forum	Complete	30 July 2021
4	Company to share customer experience dashboard at a future meeting	Complete	
5	Proforma slide pack to be created for the company to complete when presenting the PCs	Complete	

Summary of actions: 18 October 2021

No.	Action	Status	Due date
1	Company to share draft ToR with the Forum	Complete	October
2	Company to advise Forum who will be replacing Miles Foulger's role		
3	Company to share information on changes to greenhouse gas reporting	Complete	October
4	Company approach to winter readiness and customer comms approach to be discussed at November Forum	Ongoing	November