

**Yorkshire Forum for Water Customers  
Minutes of Meeting  
20 October 2022  
Livingstone House Meeting**

**Attendees:**

Chris Griffin	Independent Member
Dave Merrett	Independent Member
Melissa Lockwood	Environment Agency
Andrea Cook	Chair
Kursh Siddique	BME Voices
Naila Hussain	Yorkshire Water
Richard Hepburn	Yorkshire Water
Jamie Ashton	Citizens Advice
Steve Grebby	CC Water

**Apologies:**

James Copeland	National Farmers Union
Tom Keatley	Natural England

**Guests:**

Charlotte Ellis	Yorkshire Water
Paul Chapman	Yorkshire Water

**1) Welcome**

- a) New members were welcomed to the meeting and apologies were noted as above.
- b) The chair announced that Pam Warhurst has resigned from the Forum, and thanks her for her commitment and expertise.

**2) General Discussion**

- a) Forum agreed to review backlog of previous minutes to finalise.
- b) Forum Chair confirmed Ashley Gunn is contact with all chairs and will have individual meetings with others with the view to do first draft of the report for CCW in December. Further discussed how the Forum Chair can contribute towards this.
- c) Forum Chair proposed a request for the Company to put in place an independent Report Writer.

**Action 1:** Company Lead to look into putting a Report Writer in place for the Forum.

- d) Forum Chair requested confirmation of when Company member Zoe Burns-Shore can attend the Forum.

**Action 2:** Company Lead to get confirmation of when Zoe can attend.

- e) Forum member suggested it would be relevant for the Company to keep Forum updated regarding the impact the drought is having on the Company and Customers, as a regular update.

**Action 3:** Company Lead will look into having a drought update on as a future agenda item.

- f) Company Lead invited Forum members to continue to highlight any agenda items they would like to discuss in future meetings.
- g) Forum member questioned if there is an awareness with the general public that Yorkshire is still currently in drought. Company Lead explained there was vast awareness amongst summer however, awareness is less now that it is colder as general public don't perceive this as drought season.
- h) Forum member highlighted there is less capacity to make public service announcement on such issues as most are taken up by politics, therefore further effort may be needed to raise awareness of this.

### **3) Affordability and vulnerability CCW Update**

- a) The forum chair requested this as an agenda item however members were not part of this most recent meeting therefore there was no update to be provided.
- b) Forum Chair mentioned that following the CoG meeting, a point to note was regarding the review with Ashley Gunn. The Chair will provide information in regard to where the Forum is at with its development in comparison to other organisations and provide responses to a questionnaire also sent by Ashley Gunn.
- c) Forum member Steve Grebby will discuss with previous Forum member Janine Shackleton and confirm to Forum Chair who will lead the Affordability & Vulnerability sub-group, possibly new members.

### **4) Customer Research Update**

- a) A presentation by the Company was delivered on an industry collaborative research update.
- b) This is where companies have undertaken customer research in previous reviews around customers willingness to pay, outcome delivery incentives and performance commitments, the testing of the affordability and vulnerability of the final plan. These activities went into support Ofwat as the regulator.

- c) Some issues occurred in past where some research showed variance across companies where Ofwat were unable to determine what these differences were in their evaluation.
- d) For PR24 Ofwat developed collaborative programme with CCW, other regulators partners and companies. Two areas are impacted by this, these being outcome delivery incentive rates and affordability and acceptability of business plans for the following year.
- e) The delivery of these is different. Outcome delivery incentive rates is undertaken within a centralised model, therefore Ofwat and CCW have developed methodology, the materials and undertaken research with domestic and business customers and reporting back data to companies to see for optimisation.
- f) Affordability and acceptability testing is to be undertaken in standardised approach. Ofwat and CCW are developing guidance which companies are expected to follow, and further undertake this research themselves with customers amongst their regions.
- g) Outcome delivery incentive rates research was undertaken over summer with household and non-household customers, will determine their willingness to pay for improvement and compensation of service. Studies included 26 service areas, both studies along with analysis will derive marginal benefit values which companies will need to set out in their plans.
- h) Ofwat are going through a process with academics to transfer results across 26 service areas into the common performance commitment framework. Ofwat may require further data from companies in order for this to be completed.
- i) A slide was presented demonstrating how Ofwat are intending to translate service areas into performance commitments. Some are simple however there are other performance commitments which may have up to six service areas feeding into this.
- j) In order to derive the marginal benefit three areas of service were tested in a survey with customers. This consisted of a planned 6-hour interruption, an unplanned 6-hour interruption and a 24-hour unplanned interruption. However, Ofwat will apply a weighting to all three service areas. It is unknown what the final formula will be, however.
- k) In regard to timing the Company will receive the mapping, the service areas will be mapped across to performance commitments in batches. First batch is likely to hold most simplified PCs in November followed by second batch mapping in December.
- l) Ofwat will request any missing data at the Ofwat research steering group on 12<sup>th</sup> December. Ofwat will provide benefit values in January or February.
- m) There is a deadline slip risk as final benefit marginal values were expected in October or November however they are now expected in February.

- n) A further slide presented an indicative outline of the service areas and common performance commitments. There are six service areas which will be to be pulled to derive the marginal benefit value for the relevant performance commitment.
- o) Forum member questioned to what extent will Ofwat use the results from the surveys and to what extent will Ofwat intervene themselves to determine the waiting given to each. Highlighted there was a problem with price review previously where customers were communicating something different to Ofwat, and do we know whether Ofwat will intervene again or listen to customers.
- p) Company clarified the analysis Ofwat carried out will provide them with that value, how they interpret that value and what relevant waiting Ofwat apply is within their choice. The company have regular sessions with Paul Metcalf to understand what is being done, the company will provide feedback into how it is undertaken however whether this is taken on board is by the choice of Ofwat.
- q) Forum member highlighted that many surveys undertaken by Ofwat have highlighted roadwork delays as a key public concern, yet this does not seem to be present in preliminary commitments. Company suggested this may be in the detail of an individual PC. The company will look into this and confirm to the Forum

**Action 4:** Company (Paul Chapman) to look into clarification regarding roadwork delays being presented as a customer priority within performance commitments with Ofwat.

- r) The methodology applied was postal survey. Letters sent to random selection of households in region. 300 completed surveys are targeted for Yorkshire.
- s) Forum member challenged whether this is enough. Company acknowledged a risk with national surveys, which can't cover as many customers. The company explained the risk with national surveys is that they can't cover as many customers as opposed to if done locally. The Forum challenged, that a low sample set would leave the survey liable to not be representative, and that Yorkshire has a range of different citizens whose views would considerably vary.
- t) Company outlined that a combination of national and regional data. If regional data is in line with national data set, then regional data will be used in addition.
- u) Forum member raised concern 300 is not particularly accurate representative. Further raised concern that postal surveys are not representative demographically.
- v) Company explained that Ofwat have been keen to ensure sample is representative of each region's make up.

**Action 5:** Forum member interested to see where the survey samples in Bradford have come from, Company member Paul Chapman can provide the BD postcode.

- w) Forum questioned the company regarding their level of confidence in the approach being used. The company confirmed the approach is untested and has not been used before, however this is recognised by all companies and Ofwat, although Ofwat wanted something innovative to push for a national level. The way it is undertaken however follows research principles, although postal surveys can be time consuming. To move away from the previous approach, it does carry a risk which Ofwat recognises.
- x) Forum member queried regarding the cost associated with postal surveys. The Company funded £45k for their part so there has been a level of investment. The forum highlighted there may be cheaper methods of doing this. The company confirmed that the postal route can be costly, and the response rate is around 2%. The forum further pointed out there could there be better ways of investing this. There are ways and methods which are cheaper and more effective to do this and target areas therefore it needs to be looked into.
- y) The company presented a further slide outlining the outcome delivery incentive rates with the example of Internal sewer flooding. The company explained the ODI rate breakdown. The company explained Ofwat will take the number of sewer connections from companies' APRs, look at customer valuation derived from survey, calculate the marginal benefit by multiplying sewer connections by the valuations and this will result in the marginal benefit. This is assumed to be 70% benefit sharing rate as the ODI rate divided by the presented number which will result in the pounds and pence value for that particular ODI rate., This is an explain of one service measure mapped across one performance commitment out of the total of 26.
- z) Forum member highlighted as long as priorities are derived from what customers want this will be fine.
- aa) ODI rates research is already being undertaken and methodology has been agreed. The company presented a slide on affordability and acceptability testing. CCW are currently evaluating the best approach for testing business plans with customers next year from acceptability and affordability perspective. Following a conversation with Ofwat the company highlighted it does feel slightly complex on design and the execution of survey, whatever is developed will be handed to the company to undertake. A caveat being that within draft methodology, Ofwat suggested need for open challenge sessions with stakeholder and customers, where the company will have opportunity to represent business plan, take feedback and reconvene on what has been actioned. There is no

connection between challenge sessions and when the company will undertake acceptability and affordability testing with customer this is unclear. The role of the forum here is likely to be invited to these sessions to provide feedback however there is not clarity on how this will be put together yet.

- bb) The forum asked for clarification on the definition of an open challenge session. The company responded that the open challenge sessions will have the opportunity to have EA, CCW, Ofwat, customers, stakeholders to join. Forum member expressed concern it doesn't appear it will be possible to pitch ideas the same way as a focus group.
- cc) In regard to testing, CCW and Ofwat expect companies to undertake qualitative and quantitative research and to be tested at least twice.
- dd) CCW have said they may want to informally review all of the research materials ahead of any testing the company does with customers.
- ee) Ofwat keen to follow similar methodology undertaken with ODI rates therefore being postal survey. However, any material change may trigger further testing. There are some outstanding considerations such as is it right to include inflation, long term outcomes and priorities, 25/30-year plan and the single social tariff debate. There will be draft guidance published and circulated to companies in November for this with final guidance being available January – February.
- ff) In past price reviews there has been threshold set for the acceptability of the plan being around 70–75%, if below this range then it will be challenged. Ofwat suggested to keep affordability and acceptability in data tables but to scrap the threshold. Alternatively, that level of acceptability compared against the context of the economic financial position of the region. Therefore, a lower AC score may still be accepted due to score of the region. Clarity won't be given on what the data sources are until the final methodology is published. Ofwat will require all companies to demonstrate in their plan that national data sets have been considered on a regional level and how that is informed.
- gg) The company will have a good opportunity to influence the guidance when received in November. There is a risk that there is real challenge to deliver what has been suggested to date within given timescales.
- hh) Company confirmed around 16000 surveys are sent in order to receive the 2% response rate.

**Action 6:** Forum chair requested for Customer Research Update from Paul Chapman to be as a standard agenda item.

## 5) PR24 Plan Update

- a) This update was provided by the Company Leas Richard Hepburn as Danielle Skilton was unavailable.

**Action 7:** Company to arrange Danielle Skilton for next month's forum meeting to discuss plan in further detail

- b) Company presented slides demonstrating PR24 timeline to date and discussed where they are so far in regard to PR24 and submissions to Ofwat.
- c) A High-level timeline with a forward look was presented of where the company are at with PR24 plan. This started at the period of July – Sept 2022 and highlighted the draft methodology response and draft WRMP submitted along with the APR which was published in this quarter. Currently at Oct – Dec 2022, the key milestones in next Q are draft WINEP and Ofwat will publish the final methodology in December which will provide further clarity on rules on regulatory framework for PR24. Further activity is proposed in bringing PR24 business plan together. The PR24 plan submission will be 2nd October and will then move onto assessment phase.
- d) The company lead explained the individual workstreams and how they fit together in the timeline.
- e) The forum questioned where they can input to these stages and how is that mapped out as it is important for the forum to know when to look at things and provide their input. The Forum Chair highlighted as the timescale is challenging, the forum needs to know what pressure points the Company are aware of in terms of the Forum's input.

**Action 8:** Company Lead to keep Forum informed of where their input is required along the PR24 timeline.

- f) The company outlined there is a challenge with additional environmental and governmental requirements, with customers and governments expectations in terms of what is acceptable have changed. There is an opportunity to invest long terms however it will be significant investment in comparison to previously and how this would connect to affordability as it is a cost-of-living crisis. If the company can protect most vulnerable customers and look at a route for this would be beneficial as number of vulnerable customers is likely to increase.
- g) The forum pointed out that the company has long invested in renewables and how much is the energy crunch impacting the company. The Company lead acknowledged it is impacting the company significantly, however, will look into this to clarify.

**Action 9:** Company Lead to find out from Sarah Shaw regarding the piece of work looking at last AMP and previous AMP on energy purchase, looking at trends to forecast and could help with this.

## **6) Update on Forum:**

- a) The Company Lead discussed the possibility of bringing Company member Zoe onto the Forum.
- b) The Company Lead thanked the Forum members for their feedback and contribution towards the terms of reference.
- c) The Forum Chair raised a question whether there has there been a positive response from colleagues regarding the feedback. The Company Lead explained that response has been neutral and highlighted that the priority is to not cause delays with the Forum.

## **7) Ofwat ODI Draft Determination 2021/22:**

- a) The Company presented slides on the draft determination from Ofwat.
- b) After the company submit the APR, Ofwat will make decision on what they deem the final position for the ODI should be. This will be followed by the draft determination allowing the company to propose challenges if any, and for Ofwat to state their decisions in the final determination.
- c) The Company provided an update of what their response to the draft determination consisted of challenges from other companies and what the Company is challenging Ofwat on.
- d) The company submitted an Intervention to Ofwat for storm Arwen. Ofwat rejected this and advised they won't be intervening, and further added two events into their significant supply events and the PC they believe should be included. This has added a half million pounds to the penalty. Ofwat addressed every point made by the company in form of rebuttal. Ofwat stated it isn't out of the company's risk range. Ofwat don't believe anything should be excluded in terms of any severe weather events, and no weather event should affect customers supply which the company shouldn't be held accountable for.
- e) In regard to water quality compliance there was a reduction in penalty based on new information from the DWI.
- f) The penalty and reward amounts were confirmed for C-MeX and D-MeX
- g) The overall ODI position at the draft determination, two sets of penalty were forecasted based on if the intervention was or was not received from Ofwat. It may be unlikely that Ofwat will accept the company's challenges to the draft determination.
- h) Almost all interventions requested by companies have been denied by Ofwat. There are very few minor areas in which Ofwat have accepted.
- i) Ofwat have been generally concerned with how companies are presenting their data. Yorkshire Water were in general not a part of that concern.



- j) Ofwat requested more evidence on the company's request for a £17m reward. Ofwat confirmed the reward will be given pending further information expected to be received by the Company. The Company will confirm to Ofwat once this information has been sent.
- k) Bills will be reduced in 2024 by £5 per household from the ODI measure. However due to inflation, CPI and other factors, bills are overall going up.
- l) A complete table of overall positions was presented demonstrating the greatest reward and penalty across companies.
- m) A slide was presented outlining the current topics which the Company will address as part of their draft determination response, which is due on 21<sup>st</sup> October.
- n) The company will express objection on Storm Arwen as not agreeing to Ofwat's position, and it is carrying a risk into PR24. With caps and collars being removed which was vital to managing risk, something needs to be in place as a form of protection with the change in environment.
- o) The company will express objection on Additional Interruption Events. The Company explained a supply interruption event whereby the company was required to work overnight however the customer rejected this and requested work to be carried out in the morning, therefore resulting in a long supply interruption which lasted over 12 hours. This single event will cost the Company a quarter million pounds however Ofwat have declined and insisted the Company include this event. The company are challenging Ofwat as they adhered to the customer's request and pointing out that it was at the determinant of customer service for not causing complaints. The second event was a nursery where the request was for work to not be carried out whilst children were being cared for at the property. The company are advising these two events should not be included and something Ofwat should consider as this is a customer service measure, and the Company cannot force supply works on a customer.
- p) The Forum Chair agreed that Ofwat and Companies cannot force supply work on a customer unless there was a serious health and safety risk, and customers should be able to exercise their right.
- q) There was further confirmation that the DWI is correct. The company have acknowledged they have responded with full evidence on external sewer flooding. The company made a change request to restate their revenue from a previous as they have been reconciled to last year and this changes the charges to tariffs, and there is a correction to penalty to be made for the D-MeX.

**Action 10:** The Company will circulate slides presented and Forum admin to send slides in a larger print for the Forum Chair.

## 8) AOB/Close

- a) The Forum Chair requested new Forum members to provide feedback on any particular needs based on what has been discussed.

**Action 11:** The Forum Chair to work on planning and delivering an induction for new Forum members.

- b) The Forum Chair requested Forum member to begin reviewing all previous draft minutes so these can be finalised soon.

**Action 12:** Forum member to review backlog of previous minutes.

## Next meeting

17<sup>th</sup> November 2022 via Microsoft Teams and Livingstone House

## Actions

### Summary of actions: 21 January 2021

7	Additional feedback on how industry spend on communications compares across various companies to be shared with the Forum	Ongoing
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### Summary of actions: 18 February 2021

2	<a href="#">Company</a> to share the Land Strategy programme with the Forum once developed. <b>Post meeting update</b> Programme to be shared with the Forum in April 2022	Ongoing
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### Summary of actions: 18 March 2021

1	<a href="#">Company</a> to consider content and attendance from the Director of Customer Experience	Ongoing
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### Summary of actions: 17 May 2021

<b>1</b>	<b>Company</b> to consider a partnership section on the YW website	<b>Ongoing</b>
<b>5</b>	<b>Company</b> to keep the Forum up to date and included in the CCG review process	<b>Ongoing</b>

### Summary of actions: 18 December 2021

No.	Action	Status	Due date
<b>1</b>	<b>Forum</b> to feedback to the company regarding if they believe Ofwat capture the greatest importance for customers.		

### Summary of actions: 17 February 2022

No.	Action	Status	Due date
<b>1</b>	The Land Strategy programme paper, which is due to be discussed at the April meeting, to be shared a week in advance to members	<b>Will be discussed in April Meeting</b>	April
<b>2</b>	Six Capitals progress update to be provided to the Forum	<b>Ongoing</b>	May
<b>3</b>	The Forum Chair to discuss potential collaboration with local authorities with the company.	<b>Ongoing</b>	
<b>4</b>	Company to share draft ODI paper with members and attend the March 2022 meeting	<b>Ongoing</b>	March
<b>5</b>	Company to provide a timeline for the statement, including the timeline of the PC data, item to be discussed at the March 2022 Forum	<b>Ongoing</b>	March/April
<b>6</b>	Company to advise who will be working on the Forum Annual Statement	<b>Will be discussed in April Meeting</b>	April
<b>7</b>	The Forum requested details on who will be supporting the Forum on key areas of work	<b>Ongoing</b>	

<b>8</b>	Company to attend and discuss the effect of inflation rates to customers	<b>Ongoing</b>	
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### Summary of actions: 17 March 2022

No.	Action	Status	Due date
<b>1</b>	Timeline on the Annual Forum Statement needs to be shared to the Forum as priority.	<b>Complete</b>	April
<b>2</b>	The Company to provide feedback regarding the CoG once further information has been confirmed.	<b>Ongoing</b>	
<b>3</b>	The Company to circulate long term delivery strategy draft to the Forum after April.	<b>Ongoing (Danielle Skilton)</b>	
<b>4</b>	The Head of Regulation from the Company to schedule a meeting with the Chair of Customer Forum.	<b>Complete</b>	March
<b>5</b>	Company to circulate the submission once it has gone to Ofwat.	<b>Ongoing</b>	
<b>6</b>	Company to provide an update on ODI Consultation in summer (next diary commitment).	<b>Ongoing</b>	Summer
<b>7</b>	Slides on ODI Consultation to be circulated to the Forum.	<b>Complete</b>	
<b>8</b>	Environment subgroup leads from the Forum and Company (Dave Merrett, Polly Hardy) to pick up separately regarding discussion for environment subgroup.	<b>Complete</b>	
<b>9</b>	Forum chair (Andrea Cook) and Company Head of Regulation (Richard Hepburn) to discuss regarding Forum membership.	<b>Complete</b>	
<b>10</b>	The Forum chair (Andrea Cook) and other Forum members (Dave Merrett, Janine Shackleton) to work on a draft for Annual Performance Review and circulate to the group when complete.	<b>Ongoing</b>	

### Summary of actions: 21 April 2022

No.	Action	Status	Due date
<b>1</b>	<b>Action 1:</b> Company to work out what is the best way to share view of performance as soon as it becomes available.	<b>Ongoing</b>	
<b>2</b>	<b>Action 2:</b> Forum Chair and members (Andrea, Dave & Pam) requested to have involvement in a brief for the agency to discuss what they would like to see as a finished article from Jaywing.	<b>Complete</b>	
<b>3</b>	<b>Action 3:</b> The Company to ensure key issues and information updates are relayed back to the Forum with appropriate timing.	<b>Ongoing</b>	
<b>4</b>	<b>Action 4:</b> Forum member (Dave) will speak to Polly in relation to figures.	<b>Complete</b>	
<b>5</b>	<b>Action 5:</b> The company (Richard Hepburn) will bring a Forum Review update on one of the following Forums.	<b>Complete</b>	Possible June Forum
<b>6</b>	<b>Action 6:</b> Forum member (Melissa Lockwood) requested backwards timeline and possibly a forward agenda to use for next year.	<b>Ongoing</b>	
<b>7</b>	<b>Action 7:</b> To pick up on challenge log and decide who this is to be owned by.	<b>Complete (Report Writer Ownership)</b>	
<b>8</b>	<b>Action 8:</b> Company to continue sharing with the forum in time appropriate manner on further updates, forward agenda, any issues etc. as the information becomes available.	<b>Ongoing</b>	
<b>9</b>	<b>Action 9:</b> Forum members (Chris Griffin) to share terms of reference from other forums (if available) which they consider may be useful for the company to have sight of	<b>Ongoing</b>	
<b>10</b>	<b>Action 10:</b> Company to explore the possibility of advertising the role for a 'Report Writer'.	<b>Ongoing</b>	
<b>11</b>	<b>Action 11:</b> Company to provide programme / gantt chart indicating the company's internal deadline for producing documents to allow the forum to understand key input dates.	<b>Ongoing</b>	
<b>12</b>	<b>Action 12:</b> The company to share a formal write up of the Land Strategy Initiative-led carbon, operational and public amenity contribution information to the Forum when it is available.	<b>Ongoing (Andrew Prest)</b>	
<b>13</b>	<b>Action 13:</b> The company to inform the Forum of opportunities to visit farm sites as they become available.	<b>Ongoing (Andrew Prest)</b>	
<b>14</b>	<b>Action 14:</b> Company (Amanda Cross) to check (with Donna) if there is a Yorkshire Young Peoples Climate / Group.	<b>Ongoing (Amanda Crossfield)</b>	

<b>15</b>	<b>Action 15:</b> Forum members (Chris) to organise a date following the one-to-one meeting request from CoG chair, with support from Forum member (James).	<b>Ongoing / TBC</b>	
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### Summary of actions: 19 May 2022

No.	Action	Status	Due date
<b>1</b>	<b>Action 1:</b> Summary of actions to be circulated to the Forum.	<b>Complete</b>	
	<b>Action 2:</b> Company to look at creating opportunity to allow further discussion and dialogue for forum members in regard to six capitals, separate to the forum (with Pam / Dave).	<b>Complete</b>	
	<b>Action 3:</b> Forum requested to have clarification from the company on the figures and the increase in employee expenditure (Richard Hepburn will clarify).	<b>Complete</b>	June Forum
	<b>Action 4:</b> Forum Chair indicated it would be helpful to have a paper on asset replacement in the future	<b>Ongoing</b>	
	<b>Action 4:</b> Forum Chair indicated it would be helpful to have a paper on asset replacement in the future	<b>Ongoing</b>	
	<b>Action 6:</b> Company (Charley Ellis) to arrange someone from the Water Supply Interruptions to attend a future meeting to discuss Storm Arwen further. the majority of this is in relation to Storm Arwen.	<b>Ongoing</b>	
	<b>Action 7:</b> Company Lead (Richard Hepburn) to look at bringing a presentation from the executive management team regarding long term strategy and company performance for the coming months.	<b>Ongoing</b>	
	<b>Action 8:</b> Company (Charley Ellis) to look into bringing the appropriate person onto a future forum to explain further regarding	<b>Ongoing</b>	

	the narrative of what is happening in the Priority Services for Customers in Vulnerable Circumstances area.		
	<b>Action 9:</b> Company (Charley Ellis) to possibly bring Helen Slinger onto a future forum to further discuss the Operational Carbon performance commitment following the completion of report (if the Forum still requires).	<b>Ongoing (requested hold by Forum Chair)</b>	
	<b>Action 10:</b> Company to confirm with the Forum (Pam Warhurst / Andrea Cook) to meet with Jaywing between 23 <sup>rd</sup> – 26 <sup>th</sup> May.	<b>Complete</b>	
	<b>Action 11:</b> Company to provide a PR24 timeline for the next June Forum.	<b>Complete</b>	
	<b>Action 12:</b> Company Admin (Naila Hussain) to follow up with members who would like to be a part of the research, provide an update on the progress of the research after liaising with Lindsey.	<b>Complete</b>	
	<b>Action 13:</b> Company Admin to check with Forum members what dates work best for the June Forum meeting.	<b>Complete</b>	

**Summary of actions: 20 June 2022**

No.	Action	Status	Due date
<b>1</b>	<b>Action 1:</b> Ahead of the July Forum meeting, Company to follow up with Andrea in terms of where current position and the next steps.	<b>Complete</b>	
<b>2</b>	<b>Action 2:</b> The Company provisionally on having a future agenda for specific performance commitments to allow an opportunity to discuss further.	<b>Complete</b>	
<b>3</b>	<b>Action 3:</b> Company will take steps to use better photographs or go with suggestions from Forum Chair Andrea Cook and Forum member Pam Warhurst to use the photograph from the previous year on	<b>Complete</b>	

	page 10. Further to remove comments as suggested by Forum.		
<b>4</b>	<b>Action 4:</b> Company to push-back to Jaywing that the document is not up to standard and relay feedback from Forum.	<b>Complete</b>	
<b>5</b>	<b>Action 5:</b> Company Admin to circulate the updated slides presented by Charley Ellis.	<b>Complete</b>	
<b>6</b>	<b>Action 6:</b> The Forum would be interested to know then reasons behind drop in priority services awareness when this is available.	<b>Ongoing</b>	
<b>7</b>	<b>Action 7:</b> The company can put a forward agenda to look at its submissions and thoughts on moving forward with the draft methodology.	<b>Ongoing</b>	
<b>8</b>	<b>Action 8:</b> Company to look at bringing the Willingness to Pay update to the Forum earlier than December (Paul Chapman).	<b>Ongoing</b>	

#### Summary of actions: 15 September 2022

No.	Action	Status	Due date
<b>1</b>	<b>Action 1:</b> Company Lead (Richard Hepburn) will look into a forward plan and when interactions on the price review are needed from the Forum and feed this back as necessary	<b>Ongoing (Richard Hepburn)</b>	

#### Summary of actions: 20 October 2022

No.	Action	Status	Due date
<b>1</b>	<b>Action 1:</b> Company Lead to look into putting a Report Writer in place for the Forum.	<b>Ongoing</b>	
<b>2</b>	<b>Action 2:</b> Company Lead to get confirmation of when Zoe can attend.	<b>Ongoing (Richard Hepburn)</b>	



3	<b>Action 3:</b> Company Lead will look into having this on as a future agenda item.	<b>Ongoing (Richard Hepburn)</b>	
4	<b>Action 4:</b> Company (Paul Chapman) to look into clarification regarding roadwork delays being presented as a customer priority within performance commitments with Ofwat.	<b>Ongoing (Paul Chapman)</b>	
5	<b>Action 5:</b> Forum member (Kursh Siddique) interested to see where the survey samples in Bradford have come from, Company member Paul Chapman can provide the BD postcode.	<b>Ongoing (Paul Chapman)</b>	
6	<b>Action 6:</b> Forum chair requested for Customer Research Update from Paul Chapman to be as a standard agenda item.	<b>Ongoing (Company)</b>	
7	<b>Action 7:</b> Company to arrange Danielle Skilton for next months' forum meeting to discuss plan in further detail.	<b>Ongoing (Company)</b>	
8	<b>Action 8:</b> Company Lead to keep Forum informed of where their input is required along the PR24 timeline.	<b>Ongoing (Richard Hepburn)</b>	
9	<b>Action 9:</b> Company Lead to find out from Sarah Shaw regarding the piece of work looking at last AMP and previous AMP on energy purchase, looking at trends to forecast and could help with this	<b>Ongoing (Richard Hepburn)</b>	
10	<b>Action 10:</b> The Company will circulate slides presented and Forum admin to send slides in a larger print for the Forum Chair.	<b>Ongoing (Naila Hussain)</b>	
11	<b>Action 11:</b> The Forum Chair to work on planning and delivering an induction for new Forum members.	<b>Ongoing (Andrea Cook)</b>	
12	<b>Action 12:</b> Forum member to review backlog of previous minutes.	<b>Ongoing (Chris Griffin)</b>	