

**Yorkshire Forum for Water Customers**  
**Minutes of Meeting**  
**17 June 2021**  
**Teams call**

**Attendees:**

Andrea Cook	Chair
Chris Griffin	Independent Member
Dave Merrett	Independent Member
Janine Shackleton	Consumer Council for Water
James Copeland	National Farmers Union
Melissa Lockwood	Environment Agency
Pam Warhurst	Independent Member
Steve Foers	Citizens Advice
Sumayya Mahmood	Yorkshire Water

**Guests:**

Ez Chowdhury	Yorkshire Water
Julia Partridge	Yorkshire Water
Charlotte Ellis	Yorkshire Water
James Hall	Yorkshire Water

**Apologies:**

Tom Keatley	Natural England
Kirstin Hutchinson	Yorkshire Water
Wendy Kimpton	Yorkshire Water

**1) Welcome**

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

**2) Minutes and actions of the last meeting**

- a) Representatives from the company ran confirmed the previous month's minutes and actions. The Forum noted that the actions have no timeline and suggested one would provide better action tracking and monitoring.

**Action 1:** Company to add a timeline/due date to actions

The Forum requested an amendment to paragraph E of item 6, asking for the sentence regarding the Forum's support to be highlighted more prominently.

**Action 2:** Company to amend paragraph E, item 6

b) The actions from the last meeting were discussed:

- Action 1: ongoing
- Action 2: ongoing
- Action 3: complete
- Action 4: ongoing, more information to be provided to the Forum
- Action 5: ongoing, Chair to seek information from company

### **3) Environmental subgroup update**

- a) Meetings are bimonthly; therefore, no meeting was held in June. The next subgroup meeting is 8 July 2021.
- b) The Forum mentioned attendance at a business customer workshop, noting some of the ambitions of businesses and how they have become 'greener' in their agenda, adopting water savings and water efficiencies, and focusing on the environment. They expressed their concern about some of the videos used, which asked some leading questions. It was noted it would be good to have this fed through to the main Forum/environmental subgroup.
- c) CCW advised their next liaison meeting with Yorkshire Water (YW) is at the end of the month. There is a discussion planned regarding end sewer flooding work which will look at the 'worst served' customers, as well as better response times, improved compensation and ruling out exceptional weather payments, where a customer has repeat floods due to weather conditions. They noted it is already on the YW agenda and suggested feeding this into the Environmental subgroup.

The subgroup representative advised they will put this on the subgroup's agenda. They noted that even though YW is working out what it needs to do, it is not funded to do so until it goes into the PR24 bid. The company's request for additional costs to be allowed was not agreed by the CMA. CCW instructed response times is something which should be done already, and is part of the APR. CCW commented that the solution at the moment is for customers to be directed to their insurance companies but they are still exploring what else can be done.

The Forum queried the shift of direction holistically within YW regarding Climate Change, to ensure the needs of customers are reflected through the company strategy. The Forum requested more information about this..

#### **4) APR/Forum report discussion**

- a) Forum members queried what version of the Forum report has been shared with members, requesting sight of the photos. The company clarified that the full report including photos had only been shared with the Chair at this stage. It was agreed that this would be shared with all members after the meeting.

**Action 3:** Forum draft report to be circulated to members for comment

The Forum asked about the photos used for the report, questioning if the document should focus more on customers given the Forum's role. There were differing views amongst members, however the company took an action to liaise with the communications team with the possibility of them building a library more photos consistent with the Forum's brief.

**Action 4:** Company to liaise with communications team regarding photos

- b) The Forum queried common Performance Commitments (PCs) being on one page of the report, which makes for challenging reading due to several PCs which have failed. The Forum highlighted the D-MEX PC where the company has been placed 16th of 17th.

The Chair questioned the presentation of the information, querying what would be most meaningful for customers. It was agreed the Forum would challenge the company during the APR discussion.

#### **APR**

- a) The company were in attendance to provide an update on the APR.
- b) There are processes in place to produce a quality document, with the aim of delivering this in a transparent manner. The APR tables consist of approximately 10,000 pieces of information across 66 tables. This year, in addition to the tables of APR information, there are two additional spreadsheet submissions, a PC and ODI (Outcome Delivery Incentives) performance model, and a PRI9 in period adjustments model. These models are a translation of this year's performance into financial rewards

and penalties and calculate their impact on customers' bills next year. The company also present their bioresources market information.

There is a suite of supporting documents, including performance summary, animations, and a regulatory reporting glossary. Alongside these, there is the Forum Statement, and other required information such as accounting methodology statement and the risk and compliance statement.

- c) The company progressed to provide an update on their publications. They referred to previous performance summaries, and the journey the APR has been on. They commented on the 2020/2021 -performance report, bringing together what they have learnt from customer feedback.

The report has been redesigned, and around 100 pages of content have been removed from the APR, whilst still ensuring it meets Ofwat's requirements. The new APR is intended to be more customer focused, and links information together throughout the document.

### **Forum statement**

- d) An overview of the previous statements since 2018 were briefly discussed with the Forum, in comparison to this year's statement. The design is still in production with Jaywing and will be shared with the Forum for feedback. The company advised the statement has attained the Crystal Mark.

The Forum asked if the intention is to have customers at the forefront of designing the APR, this was confirmed but in light of needing to provide information to Ofwat and meet their requirements, it does become a longer document. The company instructed this year they have shortened the document by just providing Ofwat with the information it requires, in a bid to make the document more customer focused. The Forum explained they have raised suggestions and challenges on previous APRs and questioned if the company thinks they have addressed all of these in the new plan, referencing comparisons year on year. The company explained where they can make comparisons on PCs they will do so and have done in the document by placing charts showing this comparison. They highlighted to members that they have a new webpage which tracks performance every quarter throughout the year.

## Provisional outturn

- e) Within AMP7, the company has 44 PCs. The majority are outcome delivery incentives (ODIs), which attract a reward or penalty based on performance linked to target. There are 25 ODIs that are taken in-period, annually, through adjustments to allowed revenues for the next charging year.

There are an additional four ODIs that are measured over the course of the whole AMP and the net reward or penalty position is reflected at that point through the PR24 process.

- f) The company has so far met 27 PCs, and they are awaiting confirmation of the outcome of three PCs.

Their performance on ODIs has meant they will be reporting a penalty position of -£2.745m for 2021/22. It was noted that audit actions are still being finalised.

The Forum asked how the penalty position compares to previous years. The company advised it isn't directly comparative as the PCs change, as do their targets. The company will look into this, but they are not sure it is comparable.

### **Action 5:** Company to look at the comparable penalty position

- g) The common PCs (these are ones which are consistent across the industry and each water company) were shared with the Forum in advance and displayed to members in the meeting. The company discussed the 15 common PCs with the Forum, detailing their 2020/21 performance against the targets and which PCs have passed/failed.

The Forum queried what C-MeX and D-MeX are, the company explained C-MeX is the customer measure of experience and D-MeX is the developer measure of experience. They both have qualitative and quantitative scores, the D-MeX score was 16th out of 17. The Forum advised it would be good to hear what plans are in place to improve this position.

The Forum noted the Forum meetings throughout Covid where the company discussed the support to customers throughout the pandemic, and commented that it was disappointing seeing the failed PC on priority services, asking how it would be presented in the report to customers. The Chair added that some of the outperformance is poor and questioned the

presentation of the information to customers. The company explained a performance summary will be given for each PC and if that PC is not performing there is an explanation provided as to why, and what the company will do. The Forum displayed their disappointment about some aspects of performance.

CCW advised that other companies have reached their targets and have been innovative, and there has been a better opportunity than ever this year regarding engagement. They believe the company need to do more about this . They suggested an agenda item to discuss this further at the next meeting.

The Chair noted that changes to the Forum's report would now be needed because of outturn results.

**Action 6:** Agenda items regarding priority services, engagement, and affordability to be added to the next meeting

The Forum queried pollution incidents and linking this to compliance at treatment works. Members asked about the levels of confidence in the information, and if the company are only counting those that have a completed investigation. The company advised the pollution incident return is a calendar year return, and everything is closed out in December and reviewed as to what is or isn't a pollution incident.

The EA member advised the pollution incident performance is the best the company have achieved in a long time, and it is worth reflecting back on the amount of work carried out in the Pollution Incident Reduction Plan to drive this, noting it will get more challenging each year and it is worth explaining this in the report.

h) The Forum requested exploring the company's plans further regarding internal sewer flooding and mains repairs.

The company provided the figures for main repairs to the Forum.

**Action 7:** Internal sewer flooding and mains repairs to be added to a future agenda

- i) The risk-based assurance process has been improved, and the company highlighted they have more confidence that they are applying target assurance to areas of higher risk. The company do this by assessing all the processes associated with their data against their framework and create a risk-based assurance plan.

## **6) APR21 assurance**

- a) Atkins were in attendance to provide an update on the Independent Technical Assurance of Yorkshire Water's APR 2020/21.

Their role is to provide independent technical audit and assurance of Yorkshire Water's submissions. They look at what Yorkshire Water should be doing, in this case for the APR and other annual reporting submissions, and to see if they are doing it.

- b) Atkins had completed their full assurance programme with the company and identified 504 issues relating to areas, methodology and data. These range from non-compliance, areas for improvement and errors in the reported data. The company undertook work to address the findings and the issues have now been closed.
- c) In conclusion, Atkins considered the published metrics provide a fair and reasonable account of the company's performance in 2020/21 relative to its Performance Commitment targets.

## **7) AOB**

- a) A customer query to the Forum regarding water rights issues would be reviewed and discussed offline.
- b) No other business was discussed.

## **Next meeting**

15 July 2021 via Microsoft Teams

## Actions

### Summary of actions: 14 June 2018

No	Action	Comment
4	<p><a href="#">Company</a> 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><b>Post meeting update 06/06/2019:</b> To be reviewed when received Final Determination (FD).</p>	Ongoing

### Summary of actions: 13 November 2019

6	<p><a href="#">Forum</a> member to work with the Company to review and update webpage as discussed</p>	Ongoing
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### Summary of actions: 19 March 2020

9	<p><a href="#">Company</a> to investigate river pollution</p> <p><b>Post meeting update</b> Yorkshire Water cleared the debris from the River Ouse on 14 and 15 April 2020</p>	Complete
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### Summary of actions: 21 January 2021

1	<p><a href="#">Company</a> to circulate output from the Jury when complete</p> <p><b>Post meeting update</b> Updated expected in April 2021</p>	Ongoing
3	<p>Affordability and Vulnerability subgroup to arrange a team meeting</p>	Ongoing
5	<p><a href="#">Company</a> to provide feedback</p>	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	<a href="#">Company</a> to attend the July 2021 meeting to provide an update on the complaint's tracker  <b>Post meeting update</b> Added to the July future agenda	Ongoing
11	Internal review of subgroups and memberships across all, including Forum  <b>Post meeting update</b> Planned for March meeting.	Complete

### Summary of actions: 18 February 2021

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

### Summary of actions: 18 March 2021

1	<a href="#">Company</a> to consider content and attendance from the Director of Customer Experience	Ongoing
2	Jaywing to circulate visuals to the Forum for feedback.  <b>Post meeting update</b> This is ongoing and expected in June	Complete
3	<a href="#">Company</a> to liaise between Jaywing and the Forum in collating feedback  <b>Post meeting update</b> This will be ongoing up to the statement being finalised	Complete

### Summary of actions: 17 May 2021

1	<a href="#">Company</a> to consider a partnership section on the YW website	
2	<a href="#">Company</a> to review communications updates with the Forum on a regular basis	
3	<a href="#">Company</a> to circulate text for the APR for review and comment	<b>Complete</b>
4	<a href="#">Forum</a> to provide letter of support regarding bathing water PC	
5	<a href="#">Company</a> to keep the Forum up to date and included in the CCG review process	<b>Ongoing</b>

### Summary of actions: 17 June 2021

No.	Action	Status	Due date
1	<a href="#">Company</a> to add a timeline/due date to actions		
2	<a href="#">Company</a> to amend paragraph E, item 6	<b>Complete</b>	24 June 2021
3	<a href="#">Forum</a> draft report to be circulated to members	<b>Complete</b>	17 June 2021
4	<a href="#">Company</a> to liaise with communications team regarding photos		
5	<a href="#">Company</a> to look at the comparable penalty position		15 July 2021
6	Agenda item regarding priority services, engagement, and affordability to be added to the next meeting		1 July 2021

<b>7</b>	Internal sewer flooding and mains repairs to be added to a future agenda		1 July 2021
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