

# Yorkshire Forum for Water Customers

## Minutes of Meeting 21st July 2017 Lateral House, City Walk, Leeds

### Attendees:

|                   |                                      |
|-------------------|--------------------------------------|
| Andrea Cook       | Chair                                |
| Chris Griffin     | Citizen's Advice Bureau              |
| Dave Merrett      | Independent Member                   |
| James Copeland    | National Farmers Union               |
| Janine Shackleton | Consumer Council for Water           |
| Joanne Volpe      | Alzheimer's Society                  |
| Melissa Lockwood  | Environment Agency                   |
| Tom Keatley       | Natural England                      |
| Wendy Kimpton     | Yorkshire Water (Head of Regulation) |
| Paul Chapman      | Yorkshire Water                      |
| Colin Fraser      | Yorkshire Water                      |

### Apologies:

|                   |                   |
|-------------------|-------------------|
| Alistair Maltby   | Rivers Trust      |
| Pam Warhurst      | Pennine Prospects |
| Nicole Buckingham | Yorkshire Water   |
| Adrian Kennedy    | Yorkshire Water   |

Para  
No

## 1) Welcome

- a) The Chair welcomed Forum members to the meeting.
- b) A discussion was held on the representation of the Citizen's Advice Bureau in regards to a job share, the Chair explained the complexity of the Price Review and stated that one representative from the Citizens Advice Bureau would be 'ideal' for the Yorkshire Forum for Water Customers. The representative in attendance from the Citizens Advice Bureau stated that one representative should not be a problem given his appointment.
- c) Apologies were received as above.

## 2) Review and Agree Minutes/Actions of the Last Meeting

- a) The minutes from the meeting held on 15<sup>th</sup> June 2017 were reviewed and agreed. However, there is still the wording outstanding from Dave Merrett to be included at a later date.
- b) Actions from the meeting on 15 June 2017 were reviewed.
- c) Action 1. The Chair informed Yorkshire Forum for Water Customers that contact had been made with the potential candidate for the report writer position, the Chair believes

the candidate could help simplify the document and make it more 'customer friendly'. The Chair had discussed the option of an early start to writing the final report. The Yorkshire Forum for Water Customers role would be to direct and manage the report and challenge its content as necessary. The potential candidate would be expected to attend Forum meetings quarterly, the Chair is expectant that other members of the Forum will be available to meet with them to support the writing of the document. The Chair asked for the thoughts of YFWC, the Chair was asked if nearer the time of the document being published should YFWC expect the candidate attendance to increase, the Chair advised that there could be wider use of meeting applications such as Skype.

***Action 1: Company to put together an induction pack.***

***Action 2: Chair and company to hold a meeting to discuss Report Writer role before firm proposal is made to candidate.***

d) Action 3: The Chair informed YFWC that she had not been successful in contacting a healthcare representative. The Chair asked Forum members if they were aware of any representatives in Healthcare or from the Small Business community as there are vacant positions within YFWC, members will make enquires.

e) Action 4: Complete

f) Action 5: Complete – A verbal update was provided at the meeting

g) Action 7 & 8: The company will check all dates are in

h) Action 9: Will be an agenda item for September

i) Action 10 & 11: Complete

j) Action 12: The company was informed of an approach to make customer facing documents more accessible and 'easy to read' to look at in parallel to its work with the Plain English campaign. The company is sending a letter to Ofwat to inform them of the changes that have been made to the Annual Performance Report (APR) and the planned future changes. Regarding the Crystal Mark for Plain English the YFWC was informed that the reason it was not achieved on the APR document was to do with the colours and size of the font. Customer feedback from the APR will be shared with Ofwat, for example the focus group welcomed the descriptive content of the APR but struggled to understand the data tables. The company will have a discussion with Ofwat around separating out the data tables into a supporting document.

k) Action 13: Complete

l) Action 14: Complete

m) Action 18: Available August 2017

### **3.) Chair Updates / Forum Membership & Sub-Groups**

The Chair informed YFWC that she had not been successful in contacting a healthcare representative. The Chair asked Forum members if they were aware of any representatives in Health Care or Small Business domain as there are vacant positions within YFWC, members will make enquires.

#### ***Action 3: Forum members to make enquires about vacant positions for representatives from the Small Business and Healthcare sectors Sub-Group Membership.***

a) Notes from the ESG sub group held on the 26 April 2017 were circulated to other Forum members.

### **4) PR19 – Customer Participation and Engagement Update**

a) The company presented an update on its Customer Participation and Engagement work.

b) The 'Tapped in' strategic framework was presented. The Customer Participation Model has four strategic areas of action to increase customer participation, each with its own objectives, engagement techniques and principles for delivery.

c) The four areas are;

- Futures – customer participation to improve the current and future sustainability of water in the lives of customers.

- Action – customer behaviour change actions, including saving water and helping to reduce sewer blockages.

- Community – community ownership of particular aspects of water as an essential resource.

- Experience – increasing customer control of water in their homes or of the customer service experience.

d) There are also six key ambitions;

- co-imaging the future with customers,

- co-create the future with customers,

- engaging customers to adopt actions or behaviours at scale to achieve real change,

- engaging citizens to own improvements to water resilience in their communities,

- giving customers more control over water in their homes and

- giving customers more control over their service experience.

e) The company also discussed Ofwat's seven customer engagement principles as well as the recently published 'Unlocking the value in customer data' document.

f) The Forum asked the company what aspects it believed would be most challenging.

The company expects the Performance Commitments/Outcome Delivery Incentives to be challenging going forward in relation to Ofwat expectations, coupled with working with customers to co-create/co-deliver. An example to date would be burst rates, because the burst rates in themselves don't impact customers significantly there is no desire from customers to improve them, however, Ofwat want to see an improvement in burst rates.

g) The company presented a summary of the customer research undertaken to date. The Forum requested that Yorkshire Water reviews its use of references within the presentation content. The Forum also questioned the impact on PR19 when Universal Credit is rolled out in the region. The Forum was advised that the company has a piece of work ongoing and findings will be fed back to a future meeting once completed.

***Action 4: The company to consider the use of the term 'vulnerable customers' both internally and externally and use 'customers in vulnerable circumstances'.***

## **5) Convergence Measures Reporting**

a) The company presented convergence measures reporting for information only.

b) In 2015 the Water UK convergence project was initiated by companies recognising there was wide divergence in methods for reporting key performance measures; working groups led a comparative review and impact assessment, the groups developed proposals on an agreed definition/approach for each, Atkins were employed by Water UK to review findings and this was presented back to Ofwat to adopt and test prior to PR19.

c) The four performance areas are; leakage, water supply interruptions, internal sewer flooding and external sewer flooding.

d) Reporting will commence in August 2017 presenting 2016/17 data. Future shadow reporting will take place at the same time as the APR in July, but will not be made public.

Reported data will also confirm a level of compliance against the components of the new definition and the comparative performance level/numbers.

Reporting and assurance processes are expected to follow the same assurance processes as other data collected as part of the APR. The company knows how it will affect it, however it does not know how it will affect it against other companies. For example, the company expect the leakage reporting number will increase by 1.5%, water supply interruptions will improve by about 30% and the company would therefore expect to move up comparatively to other companies. Internal sewer flooding is expected to improve by 60%; this is because the company counts damp/wet patches which account for 60% of the company figures, the company expects to see an improved position of 40% but still expect to be an outlier.

***Action 5: The Forum requested that the company arranges for an expert to attend and discuss the process for wet/damp patches or provides a comprehensive briefing note.***

The Forum asked if the information is published but not accessible what affect it has on non-household customers, the company informed the Forum that there would be no impact as the performance isn't changing and data is currently been provided on the existing 12 measures. The company would consider the choice of retailer on the AMP and in AMP7.

The Forum questioned the impact of the 'private information' (as results will not be published publicly) and the risks associated with 'for information only' and unwanted media attention. The Forum was advised that discussions are happening internally and externally.

e) Next steps include; the impact of moving to the new definitions and what this means for the company's PR19 plan and how it will compare to other companies in the future is being assessed and will be presented to the Forum as part of PR19 work. It was noted that without confidence in the comparability of the reporting methods used, trust and confidence could be diminished, thereby undermining Ofwat's ability to set comparative targets for PR19.

The company informed the Forum that in January 2018 companies will publish their draft water resource management plans. It is expected that this will include the impact of the change in leakage reporting and means by January 2018 the shadow leakage data for all companies will be in the public domain.

## **6) Company Monitoring Framework – Risk, Strengths and Weakness Consultation**

a) The company provided an introduction on the Company Monitoring Framework, in particular the risk, strengths and weakness statement (RSW) for information only.

b) The Forum was informed that the RSW statement is one of three documents that the company must produce. The document around the RSW to information published by the company, for example inaccurate information. (CHECK – not clear)

c) The Forum was updated as to where the company is in the cycle. The company created a draft assurance plan, which is currently out for consultation with customers and stakeholders; once the consultation is received the final assurance plan will be published.

The company has just published the Annual Performance Report (APR). The company intends to run the consultation through August and the initial findings will be presented to the Forum formally in September.

d) The Forum asked about the methods of consultation. The company informed the Forum it will be sent to customers, published on the company website, sent to key stakeholders/authorities and possibly taken to customer focus groups.

## **7) Ofwat Draft Methodology Consultation**

a) The company presented the Ofwat draft methodology consultation.

b) PR19 is focusing on key themes to benefit customers: great customer service, affordable bills, resilience and innovation - aligned with the UK government's draft priorities and objectives for Ofwat; long term resilience, protecting customers and making markets work. The price review regime will help companies address future environmental challenges such as water scarcity, environmental quality, climate change, and population increases.

c) The themes:

- Great customer service; customers have greater expectations of service driven by improvements in competitive sectors. Ofwat will benchmark company performance against the best in other sectors. Companies are expected to drive greater dialogue with customers so that they become active participants

- in service delivery. Ofwat expects companies to really stretch themselves to deliver more for their customers.
- Resilience; long term whole company resilience; financial, corporate, operational and systems. Ofwat will challenge companies to demonstrate they understand the risk to their resilience.
- Affordable bills; affordable bills for all now and in the future. Companies are expected to identify and support customers in circumstances that make them vulnerable and those struggling to pay; and to push the efficiency frontier to provide price reductions. Companies will be expected to do more to reduce bad debt.
- Innovation; work with customers to co-create and co-deliver. Enable and drive results in innovation through payment by results – rewarding performance that sets new standards for the sector. Promote use of markets to encourage innovation – water trading, bio resources and 3<sup>rd</sup> party involvement in large projects through direct procurement.

d) Ofwat's expectations for a step change in customer engagement at PR19 have been set out in its 'Customer Engagement Policy Statement and the 'Tapped In' position document. The PR19 draft methodology reinforces the role of the YFWC. CCG's will continue to provide independent challenge to companies and provide independent assurance to Ofwat on the quality of a company's customer engagement and the degree to which this is reflected in its business plan. Ofwat intends to visit the company to discuss its approach to customer engagement between January and March 2018. The YFWC chair will be invited to the session.

e) Ofwat is expecting a step change to deliver service and price for customers. Expectations of efficiency and performance are: no glide path to upper quartile performance for mandated 'performance commitments'. There will be opportunities for higher rewards for enhanced performance, but it will require innovation and stretch. A new customer experience measure will be implemented which will widen the customer base surveyed. A new specific developer service customer experience measure will also be rolled out. The Cost of Equity range is estimated to be between 3.8% to 4.5%. The Retail price control period is to be reduced to three years and revenues will not be subject to indexation. More value for companies will be linked to performance and ambition, not financial out-performance.

f) Companies PR19 business plans will be assessed into one of four categories – Exceptional, Fast Track, Slow Track or Significant Scrutiny. There is an additional financial incentive for companies that achieve Exceptional.

g) The key messages for the Outcomes and the Performance Commitments are;

more stretching performance commitments with greater levels of improvement expected from 2020, 14 common performance commitments (PCs) with standardised industry definitions, four of which will be set with reference to industry upper quartile. The leakage PC will require a 15% improvement or upper quartile, whichever the greater. The targets will be sharp, with no deadbands or aggregated indices. No glide paths or exclusions will be expected. Ofwat expects many measures may start period in penalty. The PC's will have greater coverage and strength of financial incentives with +/- 1% - 3% percent of the return on regulated equity (RoRE) as the indicated range. Rewards and penalties will be applied 'in-period' linked to revenue, with enhanced rewards and penalties for frontier performance. Companies are also required to

develop bespoke performance commitments on vulnerability, resilience, the environment and the abstraction incentive mechanism.

h) The 14 common performance commitments (non-bespoke) are split into four areas; core (reward and penalty with upper quartile targets), resilience (non-financial), asset health (penalty only) and customer (defined revenue incentives).

i) PR19 means companies delivering bills that are affordable for all, now and in the future, the expectation on companies is to find better ways to identify who are, at risk of struggling to pay their bills. Ofwat expects companies to provide value for money bills and challenge themselves to push efficiency to provide scope for price reductions. They also expect companies to do more about bad debt. There are three affordability principles; overall affordability, long term affordability and affordability for those struggling to pay.

j) The company approach to vulnerability will be an explicit part of the price review for the first time in PR19.

k) A summary of the company approach was shown; it wants to produce high quality, ambitious and innovative business plans, pushing forward performance of the industry as a whole and stretching the boundaries for delivery and efficiency.

l) The PR19 draft methodology consultation was published on the 11 July 2017, with responses to be submitted by 30 August 2017. In mid-December 2017 Ofwat will publish the final PR19 methodology.

## **11) Date of Next Meetings**

### **Thursday, 7<sup>th</sup> September 2017**

Venue: Room G1, Livingstone House, Chadwick Street, Leeds, LS10 1LJ

### **Thursday, 12<sup>th</sup> October 2017 (in lieu of August)**

Venue: Room G1, Livingstone House, Chadwick Street, Leeds, LS10 1LJ

### **Thursday, 14<sup>th</sup> December 2017**

Venue: TBC – Leeds centre

**The meeting closed at 14:30**

ACTIONS

**Summary of Actions: 17<sup>th</sup> September 2015**

| No | Action  | Comment  |
|----|---|--|
| 23 | <p><b><u>Social Tariff &amp; Customer Support Update:</u></b> Company / Forum Secretary to organise a Forum group site visit to its Contact Centre in Bradford</p> <p><b><u>Post Meeting Update (16/02/17):</u></b> This will now fall within the remit of the proposed Sub-Group</p> | <p><b>Potentially October 2017 Meeting</b></p> |

**Summary of Actions: 17<sup>th</sup> March 2016**

| No | Action   | Comment                |
|----|--|------------------------|
| 12 | <p><b><u>Vulnerability:</u></b> Chair to forward copies of Wessex Water literature on Vulnerability to Forum members and the company</p> | <p><b>COMPLETE</b></p> |

**Summary of Actions: 7<sup>th</sup> April 2016**

| No | Action  | Comment                          |
|----|---|----------------------------------|
| 1  | <p><b><u>Welcome:</u></b> Chair and company to arrange a formal induction for new Forum members</p> <p><b><u>Post Meeting Update (06/04/17):</u></b> This will be particularly useful for Pennine Prospects and CCW's Local Consumer Advocate (in relation to customer engagement specifically). Natural England confirmed they were sufficiently knowledgeable</p> <p><b><u>Post Meeting Update (07/09/2017):</u></b> The company will arrange sessions to visit the company's control room and call centre.</p> | <p><b>Partially Complete</b></p> |

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| <b>7</b> | <b>Look Forward: Chair and Director of Regulation</b> to liaise with regard to membership from the Small Business Federation and others to fill current vacancies | <b>DUPLICATED ACTION:<br/>REFER TO ACTION 4 –<br/>15/06/17</b> |
|----------|---|--|

**Summary of Actions: 15<sup>th</sup> September 2016**

| <b>No</b> | <b>Action</b>  | <b>Comment</b>  |
|-----------|--|---|
| <b>8</b>  | <b>Forum Membership: Forum Secretary</b> to issue a formal invitation to join the Forum to Cllr Chris Matthews (Bridlington North)<br><br><b>Post Meeting Update (16/02/17): Chair</b> confirmed she had now issued the invite direct to Cllr Matthews but, to date, had had no response | <b>Closed</b>   |
| <b>11</b> | <b>High Level Strategy/Strategic Direction: Company</b> to update the Forum at a future meeting.   | <b>DUPLICATED ACTION:<br/>REFER TO ACTION 15 –<br/>15/06/17</b> |
| <b>15</b> | <b>PR19 Timetable: Company</b> to outline the Decision Making Framework at a future meeting<br><br><b>Post Meeting Update:</b> This will be presented aligned to the Willingness to Pay work and it will be updated into the Forward Look Timeline accordingly                           | <b>Ongoing</b>  |

**Summary of Actions: 13<sup>th</sup> October 2016 (Customer Engagement Workshop)**

| <b>No</b> | <b>Action</b>  | <b>Comment</b>   |
|-----------|--|--|
| <b>6</b>  | <b>Forum Members</b> to provide biogs and photos to Company for development of Customer Forum section on YW website by the end of January 2017<br><br><b>Post Meeting Update:</b> Photos taken at the meeting on 19/01/2017. Secretary to check when remaining members available | <b>DUPLICATED ACTION:<br/>REFER TO ACTION 1 –<br/>06/04/17</b> |

|                  |  |                        |
|------------------|--|------------------------|
| <p><b>10</b></p> | <p><b>Halcrow</b> to attend a future Customer Forum meeting to discuss PR19 assurance process</p> <p><b>Post Meeting Update:</b> Company confirmed this is currently pencilled in for the June meeting to align with their annual performance update to the Forum</p>  | <p><b>COMPLETE</b></p> |
| <p><b>11</b></p> | <p><b>Company</b> to confirm if budget is available for the Forum to commission its own engagement activity</p> <p><b>Post Meeting Update:</b> Company noted this and confirmed that funds can be made available, however, the Forum needs to indicate scope/scale of funding required. Further discussion to be progressed regarding a financial expert</p> | <p><b>NOTED</b></p>    |

#### Summary of Actions: 15<sup>th</sup> December 2016

| No              | Action   | Comment   |
|-----------------|--|---|
| <p><b>2</b></p> | <p><b>Minutes/Actions Review:</b> <b>Company</b> to source photographer for YW website photographs</p> <p><b>Post Meeting Update (16/02/17):</b> <b>Forum Secretary</b> to confirm who still needs to be photographed and organise accordingly</p> | <p><b>DUPLICATED ACTION:</b><br/><b>REFER BACK TO ACTION 1 – 07/04/16</b></p> |

#### Summary of Actions: 19<sup>th</sup> January 2017

| No               | Action  | Comment                                    |
|------------------|---|--|
| <p><b>5</b></p>  | <p><b>Forum Member/Chair Updates:</b> <b>Chair</b> to discuss time and commitment impacts with the CAB</p>  | <p><b>Complete</b></p>                     |
| <p><b>7</b></p>  | <p><b>Forum Sub-Groups &amp; Terms of Reference:</b> <b>CCW</b> to advise on the vulnerability and affordability sub-group to reflect on the work CCWater are undertaking</p> | <p><b>Complete</b></p>                     |
| <p><b>19</b></p> | <p><b>AOB – Member Inductions:</b> <b>Chair</b> to discuss induction requirements with new members and feedback</p>   | <p><b>REFER TO ACTION 1 – 15/04/17</b></p> |

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**Summary of Actions: 16<sup>th</sup> February 2017**

| No | Action  | Comment   |
|----|---|---|
| 1  | Company to update wording of the minute 5f from the minutes on 15 December 2016. Company to agreed wording with members of Yorkshire Forum for Water Customers  | <b>Response required<br/>12.10.2017</b>             |
| 2  | <b>Forum Membership: Company</b> to draw a list of benefits/negatives of having Non-Household Retail (NHHR) representation on the Forum<br><br><b>Post Meeting Update (06/04/17): Company</b> to circulate document direct to all members   | <b>COMPLETE</b><br><br><b>Agenda Item: 21/07/17</b> |
| 4  | <b>Forum Sub-Groups: Company</b> to amend timetable to show the Sub-Group meeting dates aligning with current specific deadlines<br><br><b>Post Meeting Update (30/03/17):</b> Company confirmed it required confirmation of the meeting dates to align accordingly. <b>Forum</b> to inform company when known. | <b>Ongoing</b>                                      |
| 7  | <b>PR19 Plan: Company</b> to provide further guidance on key dates for the Social Vulnerability & Affordability sub-group and Communications sub-group  |   |

**Summary of Actions: 6<sup>th</sup> April 2017**

| No | Action   | Comment                                     |
|----|--|---|
| 1  | <b>Minutes/Actions Review: Company</b> to arrange for photographer to attend site visit on 15 <sup>th</sup> June 2017<br><br><b>Post Meeting Update (15/06/17):</b> Outstanding photographs required for Alistair Maltby, Nick Bussey/Chris Griffin and Pam Warhurst | <b>Outstanding, close on<br/>12.10.2017</b> |

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|---|--|--|
|   | <b>Post Meeting Update (08/09/2017):</b> Outstanding photographs will be taken at the next meeting (12/10/2017).   |  |
| 2 | <b>Minutes/Actions Review: Forum Secretary</b> to set up meeting between Chair and Company to discuss outstanding actions  | <b>COMPLETE</b>  |
| 3 | <b>Forum Member/Chair Updates: Forum Secretary</b> to contact colleague in relation to Councillor/Local Authority representation and report back direct to the Chair   | <b>DUPLICATED ACTION:<br/>REFER TO ACTION 4 –<br/>15/06/17</b> |
| 4 | <b>Forum Member/Chair Updates: Chair</b> to liaise with the company in relation to the Small Business Federation representative  | <b>DUPLICATED ACTION:<br/>REFER TO ACTION 4 –<br/>15/06/17</b> |
| 5 | <b>Forum Member/Chair Updates: Communications sub-group</b> to discuss further whether assistance from the EA communications team would be beneficial  | <b>COMPLETE/ONGOING</b>  |
| 6 | <b>Forum Member/Chair Updates: Company</b> to liaise with their Communications department in relation to dates of planned publications and strategy documentation, to allow sufficient time for input from the Forum | <b>COMPLETE/ONGOING</b>  |

Continued / ...

#### Summary of Actions: 6<sup>th</sup> April 2017 ... / Continued

| No | Action  | Comment         |
|----|---|-----------------|
| 7  | <b>Corporate Governance &amp; Finance Overview: Company</b> to circulate its corporate values document to Forum members (via Forum Secretary) | <b>Complete</b> |
| 8  | <b>Corporate Governance &amp; Finance Overview: Company</b> to circulate Board information to Forum members (via Forum Secretary)             | <b>Complete</b> |

#### Summary of Actions: 15<sup>th</sup> June 2017

| No | Action   | Comment                                   |
|----|--|---|
| 1  | <b>Report Writer: Chair</b> to contact potential candidate for the position of Report Writer | <b>REFER TO ACTION - 1<br/>21/07/2017</b> |

|    |  |           |
|----|--|-----------|
|    | <b>Post Meeting Update (21 July 2017):</b> A discussion was held with the company, the company will put together an induction pack. The Chair and the Company to hold a meeting to discuss the Report Writer role before a firm proposal is made to candidate. |           |
| 2  | <b>Chair's Update/Forum Membership: Chair / Secretary</b> to discuss CAB attendance off-line   | Complete  |
| 3  | <b>Chair's Update/Forum Membership: Chair</b> to attempt contacting Annette Cassam by telephone  | ONGOING   |
| 4  | <b>Chair's Update/Forum Membership: Chair</b> to chase-up Small Business Federation and local Councillor representation  | COMPLETE  |
| 5  | <b>Chair's Update/Forum Membership: ESG Chair</b> to circulate the notes of the ESG meeting held on 26 <sup>th</sup> April 2017 to all Forum members   | COMPLETE  |
| 6  | <b>Chair's Update/Forum Membership: Forum Secretary</b> to add an agenda item to the next meeting (21 <sup>st</sup> July) for an ESG meeting update  | COMPLETE  |
| 7  | <b>Chair's Update/Forum Membership: Forum Secretary</b> to set up a Vulnerability Sub-Group meeting in September 2017<br><br><b>Post Meeting Update (21/07/2017): Company</b> to confirm to Chair dates are booked at Septembers meeting                       | COMPLETE? |
| 8  | <b>Chair's Update/Forum Membership: Forum Secretary</b> to set up a Communications Sub-Group meeting in September 2017<br><br><b>Post Meeting Update (21/07/2017) :</b> Company to confirm to Chair dates are booked at Septembers meeting                     | COMPLETE? |
| 9  | <b>Chair's Update/Forum Membership: Company</b> to update and circulate timeline/forward plan with each set of meeting papers going forward  | COMPLETE? |
| 10 | <b>Terms of Reference: Chair</b> to update the draft Forum ToRs with suggested amendments and circulate via email for final approval   | COMPLETE  |
| 11 | <b>Terms of Reference:</b> Once approved, <b>Company</b> to include Forum ToRs on company website  | COMPLETE  |
| 12 | <b>High Level Overview: Company</b> to inform Ofwat that, although there had been a step change in its use of Plain  | ONGOING   |

|           |   |   |
|-----------|---|---|
|           | <p>English for published documentation, the company realise there is still more to do in this regard</p> <p><b>Post Meeting Update: Company</b> will have a discussion with Ofwat around separating out the data tables into a supporting document.</p>   |   |
| <b>13</b> | <p><b>High Level Overview: Company</b> to share the draft Annual Performance Report with the Forum as a matter of urgency</p>   | <b>COMPLETE</b>   |
| <b>14</b> | <p><b>High Level Overview: Company</b> to confirm the current work status of Esholt THP Works</p> <p><b>Post Meeting Update (13/07/17):</b> Update on Esholt THP: 2017 has seen the THP performance improve dramatically. The first quarter brought a few reliability issues and a focus on digester health. However, the second quarter brought generation levels that had not been seen for over 700 days, with July seeing the plant currently running at its maximum specification throughput and generation regularly exceeding business plan levels. The challenge for the second half of the year is to utilise the improved reliability of the THP to ensure we are able to sustain generation performance and outperform business plan</p> | <b>COMPLETE</b>   |
| <b>15</b> | <p><b>High Level Overview: Company</b> to review its measures for the next AMP (2020/25) in relation to sewer flooding</p>  | <p><b>NOTED</b></p> <p>To be presented at a future meeting as part of the PR19 update</p> |
| <b>16</b> | <p><b>Halcrow Assurance Report: Company</b> to prepare a note to Ofwat in regard to Landfill performance commitment data, to be reviewed by the Forum prior to submission to Ofwat</p>  | <b>COMPLETE?</b>  |
| <b>17</b> | <p><b>Halcrow Assurance Report: Company</b> to review its SIM reporting to make it more accessible for customer reporting</p>   | <b>NOTED</b>  |
| <b>18</b> | <p><b>Natural Capital &amp; Five Capitals Work: Company</b> to liaise with the Forum on its 'Capitals' strategy prior to publication</p> <p><b>Post Meeting Update (13/07/17) &amp; (21/07/2017):</b><br/>The current plan is that the company are aiming to have an initial draft to share, via email, in August and ask for feedback/comments</p> <p>Company will then present an updated version at the September meeting</p>  | <p><b>Draft to be circulated, future agenda item</b></p>                                  |

|           |  |              |
|-----------|--|--------------|
|           | <b>Post Meeting Update (07/09/2017):</b> The company will circulate the draft version, the company will add it to the agenda for a future meeting.   |              |
| <b>19</b> | <b>Natural Capital &amp; Five Capitals Work: Company</b> to liaise with the Forum on the current status of its Strategic Direction Statement and when the Forum will be included in this process | <b>NOTED</b> |

### Summary of Actions: 21 July 2017

| No       | Action   | Comment |
|----------|--|---------|
| <b>1</b> | <b>Report Writer: Company</b> to put together an induction pack.   |         |
| <b>2</b> | <b>Report Writer: Chair and company</b> to hold a meeting to discuss Report Writer role before firm proposal is made to candidate  |         |
| <b>3</b> | <b>Chair Update/Forum Membership:</b> Forum members to make enquires about vacant positions for representatives from the Small Business and Healthcare sectors   |         |
| <b>4</b> | <b>PR19 Customer Participation and Engagement Update:</b> The company to consider the use of the term 'vulnerable customers' both internally and externally and use 'customers in vulnerable circumstances'. |         |
| <b>5</b> | <b>Convergence Measures Reporting:</b> The Forum requested that the company arranges for an expert to attend and discuss the process for wet/damp patches or provides a comprehensive briefing note.         |         |