

Minutes of Meeting

Customer Forum Meeting 15th September 2016

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

Attendees:

Andrea Cook	Chair
Adrian McDonald	Independent Member
Janine Shackleton	Consumer Council for Water
Melissa Lockwood	Environment Agency (EA)
Dave Merrett	Independent Member
Wendy Kimpton	Yorkshire Water (Head of Regulation)
Nicole Buckingham	Yorkshire Water (Regulatory Project Manager)
Paul Chapman	Yorkshire Water (Head of Digital & Insights)
Gill Gibbons	Secretary
Sarah Lund (Presenter)	Yorkshire Water (Head of Strategy & Sustainability)

Apologies:

Alistair Maltby	The Rivers Trust
Nici Pickering	Citizens Advice Bureau (CAB)
Ruth Reaney	Natural England
Adrian Kennedy	Yorkshire Water (Director of Regulation)

Para No

1) Welcome

- a) The Chair welcomed Forum members to the meeting.
- b) Apologies were received from the Director of Regulation and the representative of the Rivers Trust.
- c) The Forum Secretary confirmed she had had no response regarding attendance from either Natural England or Citizens Advice Bureau.

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

- a) The minutes/actions from the meeting held on 26th May 2016 were reviewed.
- b) Section 5e (page 4) – Forum members asked whether the DEFRA consultation on Metaldehyde had been received by the Company and the company confirmed that it had not.

ACTION 1: Company to liaise with DEFRA on receipt of a copy of the Metaldehyde consultation paper

ACTION 2: Company to circulate the DEFRA Metaldehyde consultation paper to Forum members when received

- c) There were no further amendments requested to the minutes from 26th May.

Actions Review List

- a) **12/02/2015 - Actions 4 & 7:** ONGOING
- b) **11/06/2015 - Action 7:** Agenda item 15/09/16
- c) **17/09/2015 - Action 23:** ONGOING
- d) **17/12/2015 - Actions 2, 5, 6, 8 & 10:** COMPLETE
- e) **17/03/2016 - Actions 1, 3, 4, 5, 7, 10, 11, 13, 14, 15:** COMPLETE
- f) **17/03/2016 - Actions 6, 8, 9, 12:** ONGOING
- g) **07/04/2016 - Action 1:** Company to arrange when Forum membership is complete
- h) **07/04/2016 - Actions 2, 4, 5, 8, 9 & 10:** COMPLETE
- i) **07/04/2016 - Action 3:** company to update members following initial customer research and agree most appropriate response
- j) **07/04/2016 - Amendment to Action 6:** replace Company with CC Water; Company to circulate Ofwat's framework proposals for this
- k) **07/04/2016 - Action 7:** Chair to discuss directly with Director of Regulation
- l) **26/05/2016 - Actions 2, 3, 9, 10, 12, 13 & 17:** COMPLETE
- m) **26/05/2016 - Action 8:** COMPLETE - **26/05/2016 - Action 1:** ONGOING – Forum Secretary to chase
- n) **26/05/2016 - Actions 4 & 5:** company to share its forward programme to highlight where the Forum can be of support. The HR Wallingford study is complete but is a very technical report; Company to issue a summary
- o) **26/05/2016 - Actions 6 & 7:** Agenda items – 15/12/2016
- p) **26/05/2016 - Action 11:** ONGOING
- q) **26/05/2016 - Action 14:** Workshop set for Thursday, 13th October 2016
- r) **26/05/2016 - Action 15:** ONGOING - This report is to be issued as a consultation summary identifying where the company is currently and any major implications that may arise
- s) **26/05/2016 - Action 16:** ONGOING - Ensure the Annual Performance Report is on the website for access and to send weblink to CCG Chairs

3) Forum Membership / Chair Updates

- a) The Chair confirmed that a letter had been sent to Pennine Prospects, to formally invite a representative to sit on the Forum. To date, no response has been received. Forum Secretary to chase this up direct with Pennine Prospects.

ACTION 3: Forum Secretary to ask Pennine Prospects for a response with regard to membership of the Forum

- b) CBI – confirmation had been received from CBI that a representative would be able to join the Forum from December 2016. Forum Secretary to ensure CBI is added to the invites for future meetings.

ACTION 4: Forum Secretary to add CBI, to all future meeting invites

- c) The Chair confirmed that although a customer forum member had now left Age UK, she had been given permission from her new employers (The Alzheimer's Society), to attend future Forum meetings.

Para
No

- d) The Chair confirmed that a customer forum member (previously Citizen's Advice Bureau representative) had now taken a role within the health sector and would be in a position to attend future Forum meetings from January 2017. The Chair would discuss this with the company's Director of Regulation to ensure the criteria is still met for membership and issue an invitation accordingly.

ACTION 5: Chair / Company to confirm that the customer forum member new employment role meets the criteria for membership to the Forum and respond accordingly

ACTION 6: Forum Secretary to issue all future meeting invites to a representative of the Alzheimer's Society and the previous representative of the Citizen's Advice Bureau.

ACTION 7: Chair to forward new email information for both to the Forum Secretary

- e) Forum Secretary to issue a formal invitation to the councillor of Bridlington North to sit on the Forum as a Local Authority representative. It was noted by a fellow Forum member that the Councillor for Bridlington North has detailed knowledge on flooding and coastal issues and could be a great asset to the Forum.

ACTION 8: Forum Secretary to issue a formal invitation to join the Forum to the Councillor forf Bridlington North

4) High Level Strategy

- a) The company provided a high level introduction to its Strategic Direction Statement and its role within the Price Review (PR) process, with the aim of engaging in debate on how the Forum can help shape the company's price review investment plan, set in the context of 20/30 years.
- b) Company 'Strategic Direction Statements' were first developed as part of the 2009 price review process; a formal requirement requested by Ofwat. These were to provide a twenty-five year context to companies five-year business plans. However, in PR14 these were no longer a formal requirement by Ofwat but companies in general decided it was a good idea and continued to provide them.
- c) The company is currently reviewing its long-term strategy, which is part of the usual five year strategic cycle. Halfway through any five-year plan, the company also starts to think about the following five-year plan and so on. For PR19, there is an expectation that any future five-year plan would be set in a longer-term context, however, there is no set layout/format required. This review will be carried out over the next twelve / eighteen months at Board level.
- d) Firstly, it will look at things that impact the company internally, such as asset performance, people performance, skills gaps etc. It will also include external factors, such as energy prices, demographics, regulatory and political reforms and what it needs to respond to.
- e) Secondly, it would then develop a critical SWOT analysis, ie what are the companies strengths, weaknesses, threats etc.
- f) Thirdly, this would then be followed by developing and testing scenarios with the Board and finding out where they would like to focus the company's efforts, ie concentrating on core activities such as the water business.
- g) Fourthly, it would concentrate on formulating its strategy, such as which markets it focuses on.

- h) Finally, it would review its strategic aims, such as vision, mission and goals etc.
- i) The Forum asked whether there would be any consultation with stakeholders. The company confirmed that because this was a 'commercial' strategy it would be consulting with Group level stakeholders, such as investors, as part of a high-level piece of work. The Forum asked whether the company would share/have dialogue with Ofwat and the company confirmed that if the presentation and recommendations at the September Board meeting were agreed, then it would share the options it has and proposed focus.
- j) The company reiterated that the regulated side of the business had specific drivers to follow and had always done so, whereas the 'Group's' non-regulated business was separate.
- k) The Forum reiterated that customers lack interest in the parent company brand and if the parent name was to become more visible, then this could cause more confusion from a customer point of view. The Forum requested that this point be fed back to the Board, but also that the Forum recognised what the company currently has, in terms of company recognition, is very trusted and it is important not to undermine that trust. The company confirmed that following the Board meeting it would return to update the Forum at the next appropriate meeting.
- l) The company then went on to outline the scenario work it is currently undergoing in collaboration with Price Waterhouse Coopers (PWC). They are currently working on six scenarios, which are drivers from privatisation, ie fragmented water scale, joining up of water and sewerage companies, smart technologies etc. These scenarios are outlined within a PWC report that is on their website, entitled 'The Long View – future challenges of the water and wastewater sectors' www.pwc.co.uk/water/insights/the-long-view. The Forum requested a website link to this report and also requested that any feedback generated from the Forum be submitted to Ofwat.

ACTION 9: Company to forward website link for the PWC 'The Long View' Report to Forum members. Company to also submit back to Ofwat any feedback generated from the Forum in this regard

- m) A Forum member commented that he was aware of two other companies looking further ahead, ie looking twenty-five years ahead is a small period of time, relative to general asset life and would the company seek to look at the same sort of ideas for say a hundred years ahead? The company confirmed they were not aware of this but found it very interesting. It also confirmed that it had commissioned work on the non-household and demographic areas.
- n) The company then proceeded to discuss the drivers for change going forward (assets fit for purpose, customer expectations and affordability) and how it thinks these issues may change over the next twenty-five years onwards. These drivers are evidence-based and they may be areas the Forum wants to discuss, with any fine-balancing having to be considered.
- o) Affordability: Whilst support for vulnerable customers has risen considerably since 2008 this is set to remain a growing and complex issue within the region.
- p) Assets: One of the main pressures facing the company is ageing assets .The company has 83,000km of water mains and sewers, plus 695 waste and water treatment works

Para
No

- q) The Forum commented how it thought it would help to know if the company anticipates a shift in Ofwat's thinking and any political dimension to how the price review should be covered. It was thought that customers may have more of an appetite for investment going forward if they realised what the money was to be used for, such as flooding/risk of flooding, as opposed to the last price review where companies were 'encouraged' to keep bills low due to austerity.
- r) The company discussed the current timescales in relation to its strategic direction documentation. Whilst the Forum acknowledged this was a high-level Group commercial strategy only, if it involves consultation with customers then it needs to engage with the Forum. It asked the company to open dialogue with the Forum prior to publication. The company confirmed that it would review its timescales accordingly

ACTION 10: Company to review the timescale for the Strategic Direction documentation and open dialogue with the Forum in respect of any areas involving customer consultation

- s) The Forum requested the company return to the January 2017 meeting to update further on the Strategic Direction Statement for Yorkshire Water.

ACTION 11: Company to update the Forum at the meeting in January 2017

5) Water UK Strategy Dashboard (incl Customer Performance Report)

- a) The company presented the Discover Water Dashboard (via Water UK website link www.discoverwater.co.uk). This website is a collaboration between Water UK, Water companies, Ofwat, CCWater, Defra, Drinking Water Inspectorate, Environment Agency, Natural Resources Wales and the Welsh Government. It brings together high-level key information about water companies in England and Wales and it aims to be a clear and simple source for trustworthy and factual, up-to-date information on the sector. The data and information is from water companies and/or the organisations previously mentioned and all the information has been checked and assured for accuracy. The website is Water UK. Hosted, within its own management system.
- b) The company attends a Project Steering Group that involves the parties previously mentioned. This wants to continue building and providing more information over the coming months. It was confirmed that across the sector as a whole, there is a 'will' to grow this collaborative venture. CCWater commented how they thought it came across as a valuable educational tool for consumers.
- c) The first phase of the roll-out of the website was a 'soft-launch' on 29th July 2016, with the second phase having already started. This will then go live on 25th November 2016 to promote to key stakeholders and the media.
- d) There is currently a consultation period on how this website currently looks and what information consumers are most interested in. From analysis to date, leakage and billing information appear to be the most popular sections. Statistics on the number of people accessing the site, which are the popular pages, show spikes in access (ie, tweets) and these are currently being analysed.

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No

- e) The steering group is also looking at the metrics of the site; what else might customers like to see information on, eg resilience, links to stability and reliability.
- f) The Forum questioned how customers would understand this dashboard, in relation to the performance of a particular company. It was confirmed the steering group was currently looking at contextualising comparative company information for key areas, which will be provided as part of Phase 2. It was reiterated the company performance information will be still held within its individual company's own website for customers to access.
- g) The Forum asked whether there would be a customer survey attached to the website. The company confirmed they would raise this at the next steering group meeting and feedback to the Forum.

ACTION 12: Company to update the Forum on whether a customer survey will be attached to the Discover Water Dashboard website following the next Steering Group meeting

6) PR19 Timetable, incl PR14 Comparison Timetable (Handouts)

- a) With less than two years for submission of PR19, the PR19 management team are very keen to engage with the Forum.
- b) An internal PR19 Steering Group has been established, with the Director of Regulation being accountable for the production of the Business Plan and the Head of Regulation being responsible for the strategic planning. Governance has been established, with the basic foundations of the Business Plan being written. The high-level strategic direction is being defined with the Board and detailed review of the company's assets is underway. Work is also underway to define the PR19 strategic approach. However, although there is currently work progressing on the high-level strategic direction, and with the review of assets, it is felt it is happening without guidance from Ofwat.
- c) It was decided to look at the Water 2020 ideas to understand what it is the company wants to do and also look at innovation. Arup have been commissioned to help to look at how the company uses sustainable urban drainage systems (SUDs) to remove pressure from sewer networks, as well as look at managing demand to allow growth and efficiencies.
- d) The Forum concurred with this idea and identified the following areas it would look at to feed into PR19 planning:
 - 1. Forum feedback from the previous Price Review as to what went well / what not so well;
 - 2. Ensure a challenge log is established;
 - 3. Consider who should write the report – should it be the Chair or appoint an external individual or organisation;
 - 4. Financing and investment – Look at the option to commission work around funding streams, as discussed as part of the last Price Review but was ultimately time expired.

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No

- e) The frequency of Forum meetings was then discussed, with the suggestion that meetings should move to bi-monthly meetings in the first twelve months, with monthly meetings thereafter. The suggestion was raised that these should also link into research programmes / locations, kinds of research undertaken and attendance at research meetings.

ACTION 13: Chair/Forum Secretary to review meeting dates to ensure they are held bi-monthly, as from 2017

- f) The Forum also asked for consideration to be given to stating on agendas as to whether meeting items were for information or decision. In either case, Forum members requested circulation of papers for consideration in advance of each meeting in order that they can fully prepare for the meeting.

ACTION 14: Forum Secretary to ensure agenda items are marked as 'information' or 'decision' for all future meetings and circulate papers well in advance of meetings

- g) The Forum suggested the consultation issue was influenced by how informed the customers were who attended the research meetings. The company confirmed there was to be a customer panel established throughout the next two years (test period) and they should become more informed over that period.

- h) The Chair reiterated that there was a need to avoid a situation whereby the company develops ideas without referencing the Forum. It needs to embed any ideas with the Forum to strengthen the challenge log.

- i) The company confirmed it was currently having discussions with providers on how far new innovation can be used without having to fall back on Willingness to Pay (WtP).

- j) The company confirmed that it was changing its technical capabilities on how it produces its investment plan. It has invested in a new system 'Decision Making Framework' (DMF), which replaces the old LEADA system. A representative of the DMF team would be available to discuss this framework at a future meeting. The Forum stated that would be helpful but reiterated that it needed to be kept simple and not unnecessarily complicated.

ACTION 15: Company to outline the Decision Making Framework at a future meeting

- k) It was agreed that the company would create a draft framework, populated by the key stages/documents, to be reviewed at the next meeting. Chair to review the Ofwat document to 'tease out' the submission before the next meeting.

ACTION 16: Company to create a draft framework, populated by the key stages / documents, to be reviewed at the next meeting (13/10/16)

ACTION 17: Chair to review the Ofwat document to establish the submission date before the next meeting (13/10/16)

7) Any Other Business

- a) Ofwat Consultation on New Charging Rules

The company gave an overview of the Ofwat consultation on new wholesale charging rules. The consultation closed on 9th September 2016 and the company confirmed it had responded accordingly. Ofwat wanted to ascertain how the company would indicate what its wholesale (90% of a given bill) will be. Ofwat would recommend the complexity of the charging structure driven by differing regional charges based on consistency.

Para
No

By 2020, wholesalers need to clearly identify their waste water charges (ie, trade effluent/foul/highway charges). They also need to show any concessionary discounts, ie surface water (applicable to certain charities etc), as well as a list of non-primary charges for Retailers (eg, disconnections, non-household, test meters etc). The current company position is to present to the Board in September 2016 to gain assurance to publish the indicative charges in October 2016.

b) Progress on the Retail Market Opening

Shadow market commences on 3rd October 2016 (six months prior to going live on 3rd April 2017). All Wholesale and Retail and MOSL (central market operator) to test their systems prior to going live in April 2017). Company is required to go through its business solutions assessment and submit to MOSL (by April/May 2017); test the process and scenarios for the market-entry testing system and obtain Market-Entry Assurance Certificate; Wholesale has now been approved but Retail is currently going through this process, with a change application at shadow market which needs more testing to get it right – MOSL have been advised and awaiting confirmation. Non-Household Retail is now secured. Non-regulated have now launched their brand and the company has contracted to them its non-household retail services. The Forum raised the issue of confusion for, not only itself, but customers in regard to how this transfer is communicated, whilst ensuring the company brand is not undermined.

ACTION 18: Company to manage the transition with its Communications Team to avoid confusion

As Wholesalers, the company has an option to exit the market. The company is minded to exit, with non-household retail customers being passed to the Non Household company, however this would still mean they would remain within the parent Group. This decision is to be made at the company Board meeting in September 2016. This decision is based on it being the best way to ensure the company is not in breach of the Competition Act. Ofwat has asked if there are any material issues, but there are not. An interim letter to MOSL/Ofwat is due to be issued on 7th October 2016.

c) PR16

The PR16 Re-opener looked at the retail cost element for non-household retail customers and the draft determination had been received that day (15th September 2016). In principal, Ofwat had accepted the position but had asked for further evidence on two points; firstly, allocated charges between tariff bands; and secondly, confirmation of the incidental bill impacts of customers on 5mg/l per day or less. The company is required to respond to these queries by 28th October with relevant evidence.

d) Residential Review

The Government asked Ofwat in early 2016 for an assessment of the impact of the introduction of competition for domestic consumers. Ofwat carried out customer research and CCWater analysed the cost benefits. These results can be found on the Ofwat website. From the analysis, Ofwat appears to have a positive view of competition but it would be for the Government to decide. However, the Forum suggested the benefits to customers may be marginal and also involve risk.

[\(www.ofwat.gov.uk/publication/costs-benefits-introducing-competition-residential-customers-england-summary-final-report/\)](http://www.ofwat.gov.uk/publication/costs-benefits-introducing-competition-residential-customers-england-summary-final-report/).

e) Hull / Saltend Update

The company gave an update on the impact of the pea season at its Saltend works in Hull. In 2015 there were significant odour issues, resulting in 700 customer contacts and an East Riding Council abatement notice. A £30m investment was made, along with a dedicated team working in the area. By the end of May 2016, £16m had been invested and the team had personally visited over 700 customers in the area. The company was pleased to report that in the 2016 pea season, there have been no significant odour issues, with only 20 customer contacts, 19 of which related to a different source of odour. This is a positive outcome and it is hoped this will be replicated in years to come.

Para
No

- f) CCWater reinforced this update by confirming they had received no contacts in this regard and the strategy of customer engagement had worked. The Forum asked whether the Council abatement notice was still in place. Company to feedback to the Forum

ACTION 19: Company to confirm whether the Saltend abatement notice is still valid

- g) Frequency of Future Meetings

Please refer to section 6e.

The Forum agreed that due to financial constraints, it was happy to continue to use the company's offices for meetings going forward. The EA offered their meeting rooms as an additional option.

- h) Terms of Reference (Deferred)

Chair to draft and update and bring back to January 2017 meeting to sign-off when full membership of the Forum is confirmed.

ACTION 20: Chair to draft an updated Customer Forum terms of reference, for sign-off at the January 2017 meeting

- i) Customer Engagement Workshop Update (13th October 2016)

The company presented a draft agenda for the Customer Engagement Workshop planned for 13th October 2016. Suggestions were made around the table as to how the day should be presented, with the Forum reiterating it did not want to be 'talked to' but would rather engage with interactive sessions: input, discussion, feedback, use of individual member skills and expertise – company needs to know more about what the Forum members can offer, who are the best people for responses to specific issues etc. Company to review and issue a second draft for consultation.

ACTION 21: Company to revise draft agenda for the Customer Engagement workshop in October 2016 and circulate to Forum members for review

The company confirmed that its Value Water Research was currently out to tender and due back w/c 19th September 2016. It will be evaluated and an update given at the Workshop. The Forum asked whether a sub-group from the Forum was required to lead on this. An independent member volunteered to sit on this group.

- j) Risks, Strengths and Weaknesses Consultation and Statement

The company reminded the Forum that this is an annual requirement by Ofwat on assessing companies on this information. This year is a key year for this as Ofwat will formally assess companies for the first time at the end of November 2016 (the company received notice of this on 14th September 2016). It will be looking at this with the Forum to consider how the company engages with customers.

ACTION 22: Forum Secretary to distribute interim list of actions prior to the detailed minutes being circulated

ACTION 23: Forum Secretary to draft and circulate minutes to members

Para
No

8) Date of Next Meeting

a) Thursday, 13th October 2016

Customer Engagement Workshop

Venue: Rooms G2/3, Livingstone House, Chadwick Street, Leeds, LS10 1LJ

Apologies: Adrian MacDonald

t) Thursday, 15th December 2016

Quarterly Meeting & Christmas Lunch

Venue: Doubletree by Hilton Hotel, Granary Wharf, Leeds

The meeting closed at 13:45

Summary of Actions : 12th February 2015

No	Action	Comment
4	Forum members to put forward any suggestions for new members direct to the Forum Secretary asap	COMPLETE
7	Chair to formally 'stand-down' any members unable to remain on the Forum	COMPLETE

Summary of Actions : 11th June 2015

No	Action	Comment
7	Meeting Venues: Forum to review meeting venues from June 2016 onwards	COMPLETE

Summary of Actions : 17th September 2015

No	Action	Comment
23	<p>Social Tariff & Customer Support Update: Company / Forum Secretary to organise a Forum group site visit to its Contact Centre in Bradford</p> <p>Post Meeting Update: Availability of the Loop Managing Director is generally Thursdays/Fridays.</p>	Date to be confirmed

Summary of Actions : 17th March 2016

No	Action	Comment
2	Welcome: Chair and company to discuss representation from Pennine Prospects	COMPLETE
6	Performance Update – Christmas Flooding: Company to provide copy of any executive summary in relation to the internal incident review of the Christmas floods 2015	COMPLETE (email issued 08/11/16)
8	Performance Commitments Update – Drinking Water Quality: Company to investigate whether the industry liaises with Trading Standards in regards to cheaper branded taps and the issues these cause with nickel leaching into the water	COMPLETE
9	Penalties & Rewards Update: Chair to raise whether a Forum statement should sit in parallel to the Annual Report with Ofwat and other CCG Chairs	COMPLETE
12	Vulnerability: Chair to forward copies of Wessex Water literature on Vulnerability to Forum members and the company	

Summary of Actions : 7th April 2016

No	Action	Comment
1	Welcome: Chair and company to arrange a formal induction for new Forum members	ONGOING – To be arranged once new members convened
3	Price Re-opener Overview / Update: Chair to draft a response for the company to submit with its own response to Ofwat's draft statement on method and data table	COMPLETE
6	Price Re-opener Overview / Update: CC Water to propose a consistent complaints strategy for all companies for the Non-Household going forward	COMPLETE
7	Look Forward: Chair and Director of Regulation to liaise with regard to membership from the Small Business Federation and others to fill current vacancies	Ongoing

Summary of Actions: 26th May 2016

No	Action	Comment
1	Welcome: Company to follow up on providing Executive Summary/Lessons Learned Report following the Christmas floods	COMPLETE
2	CCWater Business Group Meeting Update: CCWater to add forum members to the invite for the September workshop	COMPLETE
3	Regulatory Performance Review: Company to check and confirm if regulatory information can be made available to EA prior to submission for the Tripartite meeting	COMPLETE
4	Regulatory Performance Review (Working with Others) : Company to discuss with the Delivery Assurance Group how best to engage with the customer forum on identifying solutions that forum members could support and share with their networks	COMPLETE (Technical Report & Forward Planner emailed on 09/12/16)
5	Regulatory Performance Review (Working with Others): Company to feedback the results of the high carbon emissions study being undertaken by HR Wallingford once completed	
6	Regulatory Performance Review (Pollution): Company to present project zero plan for pollution to the Forum as a future agenda item. Company to provide Forum with more information regarding their position relation to Fracking	To be reviewed

continued / ...

Summary of Actions: 26th May 2016 / ... continued

No	Action	Comment
7	<p><u>Regulatory Performance Review (Pollution)</u>: Chair to discuss at future Forum/CCG Chairs meeting the conflicting messages caused by some performance commitments/ definitions and the expectations of Regulators</p> <p><u>Post Meeting Update</u>: Chair to update following October's CCG Chairs' meeting</p>	
8	<p><u>Regulatory Performance Review (Annual Reporting Processes)</u>: Company to circulate the brief for the proposed Customer Performance Report to Forum Members</p>	COMPLETE
9	<p><u>Regulatory Performance Review (Annual Reporting Processes)</u>: Company to share the final performance numbers following completion of audits and sign off</p>	COMPLETE
10	<p><u>Regulatory Performance Review (Annual Reporting Processes)</u>: Company and Chair to discuss publication of a statement to support publication of the Annual Performance Report on 15 July</p>	COMPLETE
11	<p><u>Customer and NHH Retail Opener Engagement Update</u>: Company to circulate customer research guide and stimulus materials</p>	COMPLETE
12	<p><u>Customer and NHH Retail Opener Engagement Update</u>: Company to test engagement approach through initial interviews and then review and discuss with Customer Forum to agree the most appropriate approach and confirm letter from Customer Forum</p>	COMPLETE
13	<p><u>Customer and NHH Retail Opener Engagement Update</u>: Company to circulate Customer Engagement presentation slides</p>	COMPLETE Circulated 26/05/2016
14	<p><u>Customer and NHH Retail Opener Engagement Update</u>: Company to look into organising a Customer Engagement focused day for Forum members to confirm current details of current engagement approach and more about the engagement plans for PR19</p>	COMPLETE
15	<p><u>AOB</u>: Company to circulate Water 2020 Briefing Note</p>	COMPLETE (e-mail issued 09/12/16)
16	<p><u>AOB</u>: Chair to discuss the publication of Customer Forum minutes and papers on the company website with the secretary</p> <p><u>Post Meeting Review</u>: Company currently reviewing a suitable area within the company website</p>	
17	<p><u>Minutes of Meeting</u>: Forum Secretary to draft and circulate minutes to members</p>	COMPLETE

Summary of Actions: 15th September 2016

No	Action	Comment
1	<p>Minutes/Actions Review: Company to liaise with DEFRA on receipt of a copy of the Metaldehyde consultation paper</p> <p>Post Meeting Update: No paper has been produced as yet, although the attached is a recent press release from the EA www.gov.uk/government/news/metaldehyde-advice-for-autumn-crops</p>	
2	<p>Minutes/Actions Review: Company to circulate the DEFRA Metaldehyde consultation paper to Forum members when received (<i>post meeting update as above</i>)</p>	
3	<p>Forum Membership: Forum Secretary to ask Pennine Prospects for a response with regard to membership of the Forum</p>	Complete
4	<p>Forum Membership: Forum Secretary to add CBI to all future meeting invites</p>	Complete
5	<p>Forum Membership: Chair / Company to confirm that a member of customer forum new employment role meets the criteria for membership to the Forum and respond accordingly</p>	Complete
6	<p>Forum Membership: Forum Secretary to issue all future meeting invites to a representative of the Alzheimer's Society and the previous representative of the Citizen's Advice Bureau.</p>	Complete
7	<p>Forum Membership: Chair to forward new email information for both ladies to the Forum Secretary</p>	Complete
8	<p>Forum Membership: Forum Secretary to issue a formal invitation to join the Forum to the councillor of Bridlington North</p> <p>Post Meeting Update: A letter was sent on 20th September, with a follow-up letter also posted on 3rd November. To date, no response has been received. Chair has confirmed she will issue an email direct (as at 30/11/16)</p>	
9	<p>High Level Strategy/Strategic Direction: Company to forward website link for the PWC 'The Long View Report to Forum members.</p> <p>Company to submit back to Ofwat any feedback generated from the Forum in this regard</p>	COMPLETE (provided in Minute text)
10	<p>High Level Strategy/Strategic Direction: Company to review the timescale for the Strategic Direction documentation and open dialogue with the Forum in respect of any areas involving customer consultation</p>	Noted
11	<p>High Level Strategy/Strategic Direction: Company to update the Forum at a future meeting</p>	Future Agenda Item

continued / ...

Summary of Actions: 15th September 2016 / ... continued

No	Action	Comment
12	<p><u>Water UK Strategy Dashboard:</u> Company to update the Forum on whether a customer survey will be attached to the DiscoverWater Dashboard website following the next Steering Group meeting</p> <p><u>Post Meeting Update:</u> Company confirmed the next phase of the dashboard will have improved feedback facilities</p>	Complete
13	<p><u>PR19 Timetable:</u> Chair/Forum Secretary to review meeting dates to ensure they are held bi-monthly, as from 2017</p>	
14	<p><u>PR19 Timetable:</u> Forum Secretary to ensure agenda items are marked as 'information' or 'decision' for all future meetings and circulate papers well in advance of meetings</p>	Noted
15	<p><u>PR19 Timetable:</u> Company to outline the Decision Making Framework at a future meeting</p> <p><u>Post Meeting Update:</u> This will be presented aligned to the Willingness to Pay work and it will be updated into the Forward Look Timeline accordingly</p>	Ongoing
16	<p><u>PR19 Timetable:</u> Company to create a draft framework, populated by the key stages / documents, to be reviewed at the next meeting (13/10/16)</p>	Complete
17	<p><u>PR19 Timetable:</u> Chair to review the Ofwat document to establish the submission date before the next meeting</p>	
18	<p><u>AOB - Retail Market Opening:</u> Company to manage the transition with its Communications Team to avoid confusion for the Forum, as well as the customers</p>	Complete
19	<p><u>AOB - Hull/Saltend Update:</u> Company to confirm whether the Saltend abatement notice is still valid</p> <p><u>Post Meeting Update:</u> The company confirmed the abatement notice will remain in perpetuity</p>	Complete
20	<p><u>AOB - Terms of Reference:</u> Chair to draft an updated Customer Forum terms of reference for sign-off at the January 2017 meeting</p>	
21	<p><u>AOB - Customer Engagement Workshop Update:</u> Company to revise draft agenda for the Customer Engagement workshop in October 2016 and circulate to Forum members for review</p>	Complete
22	<p>Forum Secretary to distribute interim list of actions prior to the detailed minutes being circulated</p>	Complete (emailed: 03/11/16)
23	<p>Forum Secretary to draft and circulate minutes to members</p>	Complete

Summary of Actions: 13th October 2016 (Customer Engagement Workshop)

No	Action	Comment
1	Company to develop draft future agenda's based on PR19 planning schedule	Complete
2	Company to schedule future meetings on a bi-monthly basis	Complete
3	Company to include the purpose of each agenda item	Noted
4	Company to consider pre-meeting papers for Forum members	Noted
5	Company to consider general and tailored induction programme once all members join the Forum in January 2017	Noted
6	Forum Members to provide biogs and photos to Company for development of Customer Forum section on the company website by the end of January 2017	
7	Forum Members to discuss sub-groups and representation at the Forum meeting in December 2016	Propose as an agenda item in January 2017
8	Chair to speak to the Company to confirm report writer for the CF report	
9	Company to set up a challenge log to be used for the duration of PR19	Complete
10	Halcrow to attend a future Customer Forum meeting to discuss PR19 assurance process	
11	Company to confirm if budget is available for the Forum to commission its own engagement activity	
12	Forum Members to provide Company with questions or discussion areas it may want to ask customers, via the company's online community panel, throughout the price review process	
13	Company to share its recreation strategy with CF when available	