

**Yorkshire Forum for Water Customers
Minutes of Meeting
13 June 2019**

Attendees:

Andrea Cook	Chair
Alistair Maltby	The Rivers Trust
Dave Merrett	Independent Member
Janine Shackleton	Consumer Council for Water (ccw)
Chris Griffin	Independent Member
Tom Keatley	Natural England
Steve Foers	Citizens Advice
Wendy Kimpton	Yorkshire Water (Head of Regulation)
Kirstin Hutchinson	Yorkshire Water
Gaynor Craigie	Yorkshire Water
Claire Green	Yorkshire Water
Granville Davis	Yorkshire Water
Rebecca Dovener	Yorkshire Water

Apologies:

James Copeland	National Farmers Union
Melissa Lockwood	Environment Agency (EA)
Roger Martin (on behalf of Melissa Lockwood)	Environment Agency (EA)
Pam Warhurst	Pennine Prospects

Para
No

1) Welcome

- a) The Chair welcomed Forum members to the meeting.
- b) Apologies were noted as above.

2) Minutes and actions of the last meeting

- a) Minutes from the 7th May 2019 required final amendments before approval.
- b) Actions were reviewed and updated.

3) Ofwat/ CCG Update

- a) The Chair provided an update on the last CCG meeting and shared the minutes with members. The Chair drew attention to the cost efficiency discussions at the session relating to compromising the quality of service. The Chair felt that the messages coming from Ofwat were positive and that Ofwat acknowledged that some movement might be necessary from Ofwat as well as the company.

A member queried the comment 'the bandwidth of CCG members was a challenge'. The Forum agreed that this related to representation in CCG's throughout PR19 since some CCG's recruited experts in specialist areas while others had statutory agencies and national bodies.

CCWater will review the approach of CCG's. The use of experts was discussed, there was general consensus that members were not keen on expert panels, ideally, experts would form a sub-group and be called to the main Forum when needed. It was also

acknowledged that some CCG's throughout PR19 had representatives from youth and disability organisations which was a positive build. The Chair stated it would be regrettable to see membership of CCGs be simply a 'PR function' as the Forum has good involvement across a variety of areas.

- b) The company provided an update from the meeting with Ofwat on 20 May 2019. As a result of the meeting the company will provide Ofwat with three papers; a summary of why WINEP programme is a-typical, asset health measures and the WINEP phasing proposal. These will be shared with the Forum.

The company advised that the WINEP phasing proposal was being reviewed by the EA.

Action 1: Company to circulate the papers sent to Ofwat and the WINEP proposal paper with the Forum.

4) Land Strategy Update

- a) The company provided an update on land strategy.
- b) In reviewing the land strategy, it was agreed to take it 'back to basics' and understand;
- Historical legacy and the reason for needing a strategy
 - Primary and secondary purposes of land ownership
 - Key drivers – company long-term strategy, performance commitments, six capitals and decision making framework
 - External drivers and constraints – Ofwat, policies, climate change, social contracts and longer term ability to influence
 - Yorkshire Water ambition – what does good look like, partnerships and where does the company want to be
- c) The governance structure for land strategy was shown.
- d) Implementation of the plans were discussed. A great deal of work has been undertaken in different business areas, the ambition is to collate the information. The business liaison team will manage the process and budget.
- e) A series of workshops are underway and will recommence the drafting of the overarching strategy throughout June and July 2019. The Chair advised that it would helpful to talk through the plans ahead of the workshop to allow the Forum to provide feedback, the company advised the draft would be available for the Forum's Comments in July.

Action 2: Company to share draft with Forum for comment and to circulate a copy offline for review as necessary.

- f) In August and September 2019, the consultation will begin with colleagues, customers and stakeholders. The Forum advised the company to consult before the draft is released, particularly with the environment sub-committee and tenants of Yorkshire Water.
- g) In October and November 2019, the company will review the feedback from the consultation and incorporate into final drafting.
- h) The final consultation with customers and stakeholders will take place in December 2019 and January 2020.
- i) In March 2020 the company will commence the sign-off process to allow implementation to proceed.
- j) The Forum advised that the core needs and ambition are the key areas of interest. The ambition is so important given how much land water companies own in the UK. Upland

management is a topic of interest because of the IPCC climate change challenge. Members recommended the company be mindful of stakeholder's desires versus what the customer wants and needs.

5) PR19 Update

- a) Papers will now be submitted to Ofwat as requested at the meeting on the 20 May 2019.
- b) Forum members asked the company about the scale of the challenge and if there was a Plan B. The company has considered likely scenarios but can do no further work until the draft determination is received.
- c) Forum asked the consequence if there is no movement from Ofwat on the cost gap? The company advised it was for discussion internally as the Board is required to sign the plan off. The company confirmed that the consequences of a 'tight' settlement had been set out for Ofwat in writing.
- d) The company reminded the Forum of the 16% upfront efficiency applied before the plan was submitted and how that will be delivered, noting that the further challenges in the draft determination would need to be carefully considered.

Action 3: Company to arrange a call for draft determination analysis on the 18 July 2019.

6) Annual Performance Report (APR) Update

- a) A discussion was held about the sharing of the APR documentation, the company agreed with the Forum that the information should be submitted a week in advance going forward. Forum members will have an opportunity for final comments ahead of it being submitted on 15 July 2019.
- b) The company shared Sections 1-6 of the APR, the performance summary and the data assurance summary with the Forum at this time. The data assurance summary is a company monitoring framework (CMF) requirement and is published separately. The performance summary is a customer focused summary of performance commitments (PCs) and is published separately. The Yorkshire Forum for Water Customers statement is an independent statement supporting the APR. The Risk and Compliance Statement and the Board Statement on Company Direction and Performance are published within the APR but also published separately in their own right. The Pamphlet was not available but would be shared with the members of the Forum shortly.

Action 4: The company to share the pamphlet with Forum members when available.

- c) This year the draft APR was presented to the online community and they were asked to highlight areas of the APR they liked and disliked and to highlight the areas they found relevant. There was no feedback from the online community at the time of the meeting.
- d) The company strives to obtain the Plain Crystal English Mark for some of the supporting documents, this year the intention is to obtain this accreditation for the following; performance summary report, performance summary pamphlet and Board Statement on Company Direction and Performance.

Action 5: The company to share the Board Assurance Statement with Forum.

- e) Five performance commitments not achieved in 2018/19 were;
 - Drinking water compliance – outturn 99.962% versus 100% target
 - Drinking water contacts – outturn 7,964 versus 6,108 target

- Serious pollution incidents – outturn 11 versus 4 target
- Energy generation – outturn 11.3% versus 12% target
- SIM – outturn 84.0 versus 84.3 target

Forum members advised the company that the pollution figures stood out and added that the commentary in the APR didn't appear to provide detailed reasons for missing the target. The company advised this area had since been re-written. The Chair added that the Forum needed to feel satisfied that the company recognised it was a serious failure, not just a missed target. The text must reflect that the company Board has taken it seriously and that there must be improvements in subsequent years. Members also stated they wished to see how this will be documented within the pamphlet.

Action 6: The company to provide a breakdown of serious pollution events to the environment sub-group.

Action 7: The company to circulate the revised APR draft document.

Action 8: The company to circulate to the Forum the details of appointments for GSS.

- The Draft Technical Assurance Report was presented by Halcrow Management Sciences Limited. Role, scope, approach to the APR and approach of the Risk and Compliance Statement was provided to the Forum.
- All audits have been completed, findings of the audits were shared with the Forum. The company are now closing out the remaining blue and amber actions. A Forum member asked how the errors were picked up in last year's APR? Forum were informed that after the APR is submitted there is a query process where Ofwat can query anything within the APR. The company responded to re-affirm original data or review and restate data where there had been an error, the errors in last year's APR came in differences submitted between the APR and PR19. Extra checks have since been added.
- The Yorkshire Forum for Water Customers Statement has been sent to plain English, feedback is expected by the 18 June 2019. The company are hopeful the statement will be finalised ahead of the 12 July 2019.

7) Water Resources Update

- A graph showing regional reservoir stocks was shown, to date this sits just below 80%. Graphs from the National Drought Group on 4 June 2019 show that within the last 12 months rainfall has been below normal and exceptionally low in areas.
- A drought plan update is required by 19 June 2019 due to material changes. The Water Resource Management Plan (WRMP) needs updating following the IAP change to leakage trajectory and submitting to DEFRA by the end of July 2019. The Forum asked if the draft WRMP would be available for comment. The company confirmed it would.

Action 9: Company to discuss draft WRMP at environment sub-group.

- The company discussed the water saving campaigns underway. The Forum stated it would be useful to see the effect the campaign has during the next bank holiday weekend.
- Forum members asked whether the company was managing periods of peak demand as compared with continuous supply? The company assured the Forum that the learning from last year's dry period are being applied and that the company proactively plans ahead.
- The Forum asked if the dry weather plans interlink with PCs. The company confirmed it feeds into the long-term strategy.

- f) A discussion was held on universal metering to understand customers' usage, the company advised they are looking at smart metering. Forum members asked if the company offices are efficient? The company advised there are programmes in place to ensure they are and provided an update on 'green Buttershaw'.
- g) The company regional group is Water Resource North, which is well established. The Forum asked if the Regional plans have clear actions associated with them? All have common standards but it is for each individual company to implement the actions which relate to them.

8) AOB

- a) Members raised in the private session Ilkley CSO. The local community is challenging the number of times the CSO discharges, it is roughly 30 times a year currently. The EA interpretation of 'unusual discharge' is weak, there are no associated WINEP drivers, there are no public health drivers and it has been identified that the timescale for delivering the benefit could be 10 to 15 years. The Forum asked if the company could add it to the next agenda for discussion.
- b) Letters have been exchanged between the local community and the EA which will be shared with the Forum.

Action 10: Share letters from local community and EA response.

- c) The Forum asked how extensive the issue was across the region? The company advised there is an ongoing programme in AMP6 that will lead to further AMP7 investigations and AMP8 investment.
- d) The Forum commented that internal prioritisation of the programmes are key.

Action 11: The company to return to the Forum in July with an overview on CSO discharges across the region.

Next meeting

24 July 2019, Livingstone House G:1

Actions

Summary of actions: 14 June 2018

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

Summary of actions: 13 December 2018

No	Action	Comment
3	<p>Company to consult the Forum on the risk analysis regarding pollution and ISF alongside the EA and CCW (in 3 months' time).</p> <p>Post meeting update</p>	Ongoing

Summary of actions: 7 May 2019

1	<p>Company to present to the Forum an update on pollution plans and work with EA on presenting a joint paper.</p> <p>Post meeting update 3/7/2019) Action is ongoing with EA and company representatives</p>	Ongoing
2	<p>Company to present to environment sub-group in detail and return to the main Forum with its observations.</p> <p>Post meeting update (24/07/2019): This action has been superseded by an action raised at the meeting on the 13 June 2019.</p>	Closed, action superseded
3	<p>Company to review the discrepancy between the infographic on the billing letter and water bill.</p> <p>Post meeting update (14/06/2019): Circulate response from internal communications to answer the query raised on the infographic.</p>	Complete

Summary of actions: 13 June 2019

1	<p>Company to circulate to Forum the papers sent to Ofwat and the WINEP proposal paper.</p> <p>Post meeting update</p>	
2	<p>Company to share draft with Forum for comment for comment and to circulate a copy offline for review as necessary.</p> <p>Post meeting update</p>	
3	<p>Company to arrange a call for draft determination analysis on the 18 July 2019.</p> <p>Post meeting update</p>	
4	<p>Company to share the pamphlet with Forum members when available.</p> <p>Post meeting update</p>	
5	<p>Company to share the Board Assurance Statement with Forum</p> <p>Post meeting update 24/06/2019 Circulated to Forum on the 21 June 2019.</p>	
6	<p>Company to provide a breakdown of serious pollution events to the environment sub-group.</p> <p>Post meeting update</p>	
7	<p>Company to send the newer APR draft document.</p> <p>Post meeting update</p>	
8	<p>Company to circulate to the Forum the details of appointments for GSS.</p> <p>Post meeting update</p>	
9	<p>Company to discuss draft WRMP at environment sub-group.</p> <p>Post meeting update 24/06/2019</p>	
10	<p>Forum member to share letter from local community and EA response.</p> <p>Post meeting update</p>	
11	<p>Company to return to the Forum in July with an overview on CSO discharges across the region.</p> <p>Post meeting update</p>	