

**Yorkshire Forum for Water Customers**  
**Minutes of Meeting**  
**30 July 2020**  
**Teams call**

**Attendees:**

Andrea Cook	Chair
Dave Merrett	Independent Member
Chris Griffin	Independent Member
Melissa Lockwood	Environmental Agency
Pam Warhurst	Pennine Prospect
Tom Keatley	Natural England (in part)
Kirstin Hutchinson	Yorkshire Water
Sumayya Mahmood	Yorkshire Water
Wendy Kimpton	Yorkshire Water

**Guests:**

George Cowell	Yorkshire Water (in part)
Joanne Dixon	Yorkshire Water (in part)
Miles Foulger	Yorkshire Water (in part)

**Apologies:**

Steve Foers	Citizens Advice
Janine Shackleton	Consumer Council for Water (ccw)
James Copeland	National Farmers Union

**1) Welcome**

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

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

- a) Minutes from the last meeting were discussed. There was a query regarding pollution and compliance figures reported by the company and by the Environment Agency. It was agreed to add a statement to the minutes noting the difference in figures.

The Forum also requested noting the suggestions to Ofwat regarding separation of base and enhancement calculations as a two-stage process. It was also suggested to get the evidence base to the Forum earlier for review.

**Action 1: Minutes to include the above information**

- b) Actions from the July meeting were not discussed. Six of the eight actions have been completed.

### 3) CMA update

- a) The company attended a main hearing with the CMA on 28 July 2020 via video call. This hearing covered a wide range of topics.
- b) The Forum requested an update on phosphorus removal. The question on phosphorus removal was around why the company believe Ofwat's modelling hadn't allowed the efficient costs due to the number of dual drivers for WFD and the Urban Water Treatment Directive. There was a technical debate regarding base investment and replacing tanks on site to enable the phosphorus process and a question regarding funding in the next AMP.
- c) The future role of customer engagement was discussed, alongside the role the Yorkshire Forum for Water Customers (YfFWC) plays and the support the company receives from it.  
The company discussed the active role the Forum plays in research and generally contributing to the price review. The challenge log was reviewed, and some examples were discussed.

In terms of the next steps, no transcripts would be released until all the hearings are finished. Once these are issued there will be a final submission and provisional findings will be in September.

- d) The Forum asked if there has been any feedback or reflection on the interviews. The company advised some of the opening comments on the section regarding the Forum left the company with the impression that the CMA had listened to what had been said.

It was also asked if the company could foresee any issues when/if it is picked up in the press. The company advised they will speak to internal comms regarding this, and that they are keeping customers up to date.

The Forum advised of leakage consultation on the next round of WRMP, with documentation to consider government and customer views.

#### **Action 2: Forum to provide link regarding leakage consultation**

- e) Customer research on complex questions was discussed, the company advised that customers don't discuss complex trade-offs, but instead they give a clear list of priority services and activities, and the Forum's role is to ensure these priorities are reflected in the plan.

Members asked questions as to whether the Rate of Return and the validity of Ofwat's company efficiency model had been discussed. The company outlined that these had been covered.

### 4) Pollution update

- a) The company provided an overview of the content of today's discussion.
- b) 2018 was noted as a challenging year for the company regarding serious incidents and extreme weather conditions and these had affected asset performance. The performance commitment for cat 3 was achieved but the company noted disappointing Cat1/2 performance highlighted a need for a step change improvement regardless of atypical conditions.

There were five key themes from analysis of the serious pollution incidents. They were;

- Management of change
- Response to telemetry
- Asset viability
- Process
- Extreme weather

The company found distribution of serious incidents were in the period where there were dry weather conditions.

- c) In 2019 the company noted an improved year for pollution performance, with a 19% reduction. There was a reduction in cat 2 incidents and cat 3 incidents improved, but the company highlighted to the Forum that they recognised there is more work to be done to meet AMP7 targets.

The company reported the largest step change in pollution upper quartile targets from 2019 to 2020. The company referenced reductions required; 19% by 2020, 41% by 2021 and 47% by 2025. There is a £130k penalty for every incident over target.

- d) The Pollution Incident Reduction Plan (PIRP) is monitored and managed from Board to Base, the plan encourages collaborative working between the Environment Agency (EA) and the company. The company advised they have published and updated the plan and were the first company to do so.

There are three key themes to the PIRP. Theme 1 is operational excellence, theme 2 is data and technology and theme 3 is totex investment. The company advised the plan is aspirational and will be dynamic as it evolves. It is reviewed quarterly with the EA and the YFFWC in order to drive transparency and accountability to customers and regulators. The plan is tailored to meet the obligations of water industry strategic environmental requirements (WISER).

Improvement glide paths were shown to the Forum, identifying how the company plans to meet WISER.

- e) Pollution transformation was discussed; the company noted they have the biggest 'silver' fleet service in the country, and they have ongoing work to recruit additional staff and are currently in phase 2 of the plan.

Operational excellence is key to delivering the company's ambitions.

The Environmental Incident Review Board (EIRB) was established in 2019 following the successful launch of the safety IRB in 2018. The purpose of the meetings is to review the outputs of incident investigations following serious pollution incidents, significant cat 3 incidents, high repeating cat 3 incidents and significant incidents associated with a regulatory or consent breach.

The company have a data-led approach to underpin plans, they advised they require no additional funding to achieve service improvements. Graphs and figures were presented to the Forum.

When utilising data, the company advised they are using clustering techniques to identify hot spots in conjunction with optimised data sources. The company advised of an app which was launched at the end of June, which is improving the quality of data captured, to increase efficiency.

- f) Totex investment was discussed and pollution benefits in year one was highlighted to the Forum. The company displayed a programme governance structure to the Forum to show how the programme is managed.
- g) The company proceeded to discuss current performance. There is a current week on week view and the company advised this detailed view of performance enables deeper understanding of emerging risk and provides foresight as to where intervention is required e.g. Covid-19 impact on projects. The forecast methodology follows three key stages; establishing a baseline, accounting for factors that can drive performance, such as severe weather, and Monte Carlo simulation.
- h) Actual category 1-3 incidents are at 90 with a year to date (YTD) target of 93.

The Forum queried how flexible the plan is in relation to changes that may occur. The company advised there are various strands in the report, including the impact of periods of extreme weather.

The Forum asked if telemetry is complete. The company advised they installed 1000 loggers in AMP 6, and a large proportion of the asset base is now telemetered. They asked how the company are finding these, the company advised there is continuous development and mentioned a pollution predictor which monitors weather patterns.

The Forum enquired when the 'silver' fleet will be performing at 100%, the company advised it is a large exercise and they need to ensure they are competently trained and embedded in the Yorkshire Water culture. They advised colleagues are required to complete a competency assessment and there is a 24hr support desk with high level competent colleagues who can verify and advise first responders.

The Forum asked about EA warnings. The EA rep advised there is a suite of measures based on the seriousness of the incident, which include full enforcement and action and warning letters recognising an incident has happened and the expectation of work being implemented to rectify the damage to the environment.

The Forum challenged the work at AMP6 to deliver targets and why it didn't work. The company advised serious incident performance has always been a challenge and highlighted the introduction of the PIRP and data science work in a bid to deliver targets.

The company advised sewer networks produce the biggest challenge, the basis of the PIRP is focused on delivery performance on the sewer network, recognising that cat 1 and cat 3 incidents are mainly on sewer networks. The company acknowledged that it was an aging system and they had insufficient resources to address all the asks. They are looking to solutions that limit surface water in the system - as in Hull where they are adopting a city-wide approach to achieving this.

The plan is informed by hydraulic modelling, the location of sewers and previous activities and history, ensuring they are proactively maintaining assets in the right areas. They advised the 'silver' fleet are being trained to deliver an environmental service as well as the customer base.

The forum referred to the ongoing complaint which is related to a sewer problem. It was noted for the company to pick this up offline with the pollution manager from the business.

No other questions were asked.

## 5) Customer complaint

- a) The Chair of the Forum advised the company that they are repeatedly being told the customer is happy with the ongoing work, but the conversations and emails directly with the customer appear to be different. The company agreed they receive updates regarding the complaint, but there is a tone that the customer is satisfied, which does not feed through when speaking directly with the customer.

The effect on the customer was discussed in terms of her property, health and desire to resell her property. The company recommended seeking a Director review and escalating this to the Director of Customer Service.

The need of greater clarity was noted, and the possibility that the issue lies beyond the scope of the company.

It was concluded that the chair will advise the customer that this is being escalated to Director level.

### Action 3: Director of Customer Service to be made aware of the ongoing complaint

## 6) AOB

- a) No other business was discussed.

### Next meeting

17 September 2020, Microsoft teams

### Actions

#### Summary of actions: 14 June 2018

No	Action	Comment
4	<p><b>Company</b> 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 December 2018**

No	Action	Comment
3	<a href="#">Company</a> to consult the Forum on the risk analysis regarding pollution and ISF alongside the EA and CCW (in 3 months' time).	<b>Ongoing</b>

**Summary of actions: 24 July 2019**

5	<a href="#">Company</a> to circulate the result from the blockages campaign.	
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**Summary of actions: 20 August 2019**

4	<a href="#">Company</a> will send a communication regarding totex and bill impacts.	
6	<a href="#">Company</a> to set up a meeting with several Forum members to discuss initiatives, speed and products of National Trust.	<b>Ongoing</b>

**Summary of actions: 18 September 2019**

2	<a href="#">Company</a> to share Economic Insight paper with Forum members	
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**Summary of actions: 13 November 2019**

6	<a href="#">Forum</a> member to work with the Company to review and update webpage as discussed	<b>Ongoing</b>
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**Summary of actions: 13 December 2019**

1	<a href="#">Forum</a> members to review and update their personal profiles for the website.	<b>Ongoing</b>
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### Summary of actions: 19 March 2020

3	<b>Company</b> to assess setting up specific engagement Forum regarding land strategy	
6	<b>Company</b> to provide a process for the steps between Company and Forum in the management, review and assurance of the PCs	
9	<b>Company</b> to investigate river pollution  <b>Post meeting update</b> Yorkshire Water cleared the debris from the River Ouse on 14 and 15 April 2020, investigation on going into reported debris in the River Aire	

### Summary of actions: 23 April 2020

1	<b>Company</b> to review year on year performance of WWO PC and to think about how it can present this to the Forum  <b>Post meeting update</b> Update sent to the Forum on 28 April 2020. Document sent with list of partnerships and updates to be sent to the Forum regularly	<b>Complete</b>
2	<b>Company</b> to send bidding criteria to the Forum.  <b>Post meeting update</b> Bidding criteria sent to the Forum on 28 April 2020	<b>Complete</b>
3	<b>Company</b> to discuss land and property and environmental partnerships and feed back to the Forum	
4	<b>Forum chair</b> to send ToR to Forum members for sign off  <b>Post meeting update</b> Draft terms of reference sent to Forum members	<b>Complete</b>

### Summary of actions: 18 June 2020

1	<a href="#">Forum chair</a> to circulate the CMA hearing transcript once finalised	<b>Complete</b>
2	<a href="#">Company</a> to consider Forum's involvement in an accelerated next AMP process	<b>Ongoing</b>
3	<a href="#">Company</a> to add a statement regarding pollution to the Forum report	<b>Complete</b>
4	<a href="#">Company</a> to arrange attendance at the next Forum for pollution to be discussed <b>Post meeting update</b> Attendance confirmed for 30 July 2020 Forum	<b>Complete</b>
5	Pollution reduction plan to be reviewed <b>Post meeting update</b> This will be reviewed at the 30 July meeting	<b>Ongoing</b>
6	<a href="#">Company</a> to circulate the APR across AMP6	<b>Complete</b>
7	<a href="#">Forum</a> members to provide statements for the Forum report	<b>Complete</b>
8	<a href="#">Company</a> to review obtaining the Crystal mark for the Forum statement report <b>Post meeting update</b> Company sent the Forum report for Crystal Mark <b>Post meeting update (14.07.2020)</b> The company have obtained the crystal mark	<b>Complete</b>
9	<a href="#">Company</a> to escalate the ongoing customer complaint	<b>Ongoing</b>

### Summary of actions: 30 July 2020

1	<a href="#">Company</a> to include additional information on the June 2020 minutes	
2	<a href="#">Forum</a> to provide link regarding leakage consultation	
3	<a href="#">Company</a> to ensure the Director of Customer Service is made aware of the ongoing complaint	