

**Yorkshire Forum for Water Customers**  
**Minutes of Meeting**  
**13 February 2020**  
**Skype call**

**Attendees:**

Andrea Cook	Chair
Dave Merrett	Independent Member
Chris Griffin	Independent Member
Alistair Maltby	The Rivers Trust
Pam Warhurst	Pennine Prospects
Steve Foers	Citizens Advice
Melissa Lockwood	EA
Janine Shackleton	Consumer Council for Water (ccw)
James Copeland	National Farmers Union
Wendy Kimpton	Yorkshire Water
Kirstin Hutchinson	Yorkshire Water
Rebecca Dovener	Yorkshire Water

**Apologies:**

Tom Keatley	Natural England
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**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) No minutes or actions were reviewed.

**3) Land Strategy**

- a) This item was deferred until the March 2020 meeting.

**4) EPA**

- a) The Environment Agency (EA) publishes the Environmental Performance Assessment (EPA) yearly and updates the assessment every 5 years, slightly after the Price Review (PR) period. It reports against the existing metrics and shadow metrics. It is currently out for consultation for all interested stakeholders to provide feedback; the consultation closes on the 28 February 2020.
- b) The EPA report will increase reporting from seven metrics to eight metrics. There are revised thresholds on four of the metrics: discharge compliance; total serious pollution incidents; the NEP; and self-reporting. The serious pollution index metric is 0. Work is ongoing on the sludge strategy and the metric will be updated in line with the strategy. There are two new water resource metrics; supply/demand balance index and abstraction.

- c) The Environment sub-group discussed the draft response from the Forum at its meeting on 6 February 2020, it was a good discussion, but the Forum highlighted that there is a lack of expertise for the technical aspects of the EPA consultation.
- d) The Forum noted that the targets would be very difficult for the company to achieve. It was highlighted that the consultation and implementation dates tie in poorly with the asset management period (AMP) process and also have potential cost implications which would not be beneficial for customers.
- e) The Forum advised it had not seen the company response to the EPA consultation and that the company should review the customer research undertaken and include it within the response.

**Action 1: Company to circulate its response to EPA consultation to Forum members.**

- f) The EA representative advised that the Forum's response will provide overarching views which are relevant.
- g) The Chair requested that the response from the Forum is shared no later than 21 February 2020 for her to review.

## **5) Final Determination**

- a) The company provided an update on the Final Determination, Ofwat will now refer this to the Competition and Markets Authority (CMA).
- b) An indicative timeline of the CMA process will be shared with the Forum in due course.

**Action 2: Company to provide a timeline of the CMA process.**

## **6) Customer Complaint**

- a) The Forum discussed the customer complaint raised on 27 January 2020. The Chair advised that further concerns had been made since the initial complaint and these were a cause for concern for the Forum around poor customer service.
- b) The Chair advised that the Forum needed to see an action plan from the company as soon as possible. In parallel the company would ask an appropriate colleague to attend the next meeting to provide a full update.

**Action 3: Company to provide a full update to the Forum on the customer complaint.**

- c) The Chair asked if any members of the Forum wanted to take an interest in the case; a member put his name forward.
- d) The company was asked to consider the possibility of financial compensation for the customer.
- e) It was noted that the communication between the company and the Forum on complaints raise with the Forum had been disappointing.

- f) Forum representatives advised that pending the outcome of the complaint, the customer had the option to refer this to CCWater.

### Next meeting

19 March 2020, Livingstone House

### Actions

### 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	<p><b>Company</b> to consult the Forum on the risk analysis regarding pollution and ISF alongside the EA and CCW (in 3 months' time).</p>	Ongoing

#### Summary of actions: 24 July 2019

1	<p><b>Company</b> to circulate the bill impact from WINEP.</p>	
5	<p><b>Company</b> to circulate the result from the blockages campaign.</p>	

#### Summary of actions: 20 August 2019

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

#### Summary of actions: 18 September 2019

2	<p><b>Company</b> to share Economic Insight paper with Forum members</p>	
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**Summary of actions: 18 October 2019**

<b>2</b>	<b>Company</b> and Chair will draft a holding response for all future queries.	<b>Complete</b>
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**Summary of actions: 13 November 2019**

<b>6</b>	<b>Forum</b> 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**

<b>1</b>	<b>Forum</b> members to review and update their personal profiles for the website.	<b>Ongoing</b>
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**Summary of actions: 15 January 2020**

<b>2</b>	<b>Company</b> to include number of customers who have opted out of surveying in the consultation response.	
<b>3</b>	<b>Company</b> to liaise with customer research team to see if there is any research that could be used to support the company view.	
<b>4</b>	<b>Company</b> to consider using an alternative data source to census data.	
<b>5</b>	<b>Company</b> to circulate the consultation response to the Forum.	
<b>6</b>	<b>Company</b> to add pollution reduction plan to the sub-group meeting.	
<b>7</b>	<b>Company</b> to circulate a follow-on paper for the EPA consultation and add it to a future agenda	

**Summary of actions: 13 February 2020**

<b>1</b>	<b>Company</b> to circulate response to EPA consultation	
<b>2</b>	<b>Company</b> to provide a timeline of the CMA process.	
<b>3</b>	<b>Company</b> to provide a full update to the Forum on customer complaint.	