

**Yorkshire Forum for Water Customers**  
**Minutes of Meeting**  
**18 June 2020**  
**Teams call**

**Attendees:**

Andrea Cook	Chair
Dave Merrett	Independent Member
Chris Griffin	Independent Member
Melissa Lockwood	Environmental Agency
Janine Shackleton	Consumer Council for Water (CCW)
James Copeland	National Farmers Union
Steve Foers	Citizens Advice
Tom Keatley	Natural England
Kirstin Hutchinson	Yorkshire Water
Wendy Kimpton	Yorkshire Water
Sumayya Mahmood	Yorkshire Water
Ez Chowdhury	Yorkshire Water (in part)
Charlotte Ellis	Yorkshire Water (in part)
Chris Roxburgh	Jacobs (in part)

**Apologies:**

Pam Warhurst	Pennine Prospects
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**1) Welcome**

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

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

- Minutes from the last meeting were agreed.
- Actions from the April meeting were discussed;
  - Action 1: complete
  - Action 2: complete
  - Action 3: ongoing
  - Action 4: complete

**3) Evidence to the CMA**

- The company refreshed Forum members on the CMA process. It has completed its statement of case and second submission. A virtual site visit with the CMA panel members has been completed, and the company believed that the virtual visit was thought out clearly and was executed well. Key people who spoke to the CMA panel from the company were the CEO, the Chief Strategy Officer, the Chairman, a non-independent executive director and the Chair of the Forum.

The CMA has now published its scope for the redeterminations, after reviewing what Ofwat and the company have submitted.

The company concluded that the scope of the CMA redeterminations is wide ranging.

- b) The Forum queried from a customer perspective the risks to customers of potentially the CMA either agreeing with Ofwat, the company, or both, and how this is being considered.

Yorkshire Water advised that customer considerations will play a key part in the CMA redetermination and that bills, and service levels may be impacted but it is impossible to say at this stage.

Time has been allowed for communication to customers regarding the impact, service levels and bills.

- c) The Forum Chair advised that she had attended a remote hearing for the customer challenge group (CCG) Chairs whose companies had requested a referral to the CMA – Anglian, Bristol, Northumbrian and Yorkshire. An additional individual hearing can be requested if felt necessary. The Chair advised that it was a testing hearing. The chairs made introductions, and questions were then directed at individuals, with others having an opportunity to supplement this information. A draft transcript was received for review and this will be circulated to the Company and Ofwat in the next week.

The company advised they had received their main hearing date, which is the 28 July 2020.

It was noted it is a demanding process which requires a large amount of additional work. The company advised overall the CMA is managing the process very well and the company is managing the current submissions required and now focusing on preparing for the final hearing.

- d) Correspondence with Ofwat was discussed briefly. The Forum queried what lessons have been learnt, the company advised that it had fed back to Ofwat that the PR19 process was complex and discussed how things could be improved in PR24. The company were suggesting the process started earlier next time. A member suggested the company should look at preparing the base evidence first and bring to the Forum earlier in the cycle so they can consult on it.

**Action 1: Forum chair to circulate the CMA hearing transcript once finalised**

**Action 2: Company to consider Forum's involvement in an accelerated next AMP process**

#### **4) Annual Performance Report (APR) – findings from assurance reviews and final performance outturn position**

- a) The APR is an opportunity to inform Ofwat and customers what Yorkshire Water does, giving opportunity to showcase how the company has performed and what it has learned. All companies are required to submit an APR, which consists of a single report. In addition, there is additional information requested by Ofwat, which is published alongside the APR.
- b) The assurance process is there to ensure information is accurate and reporting guidance is met. The three levels of assurance were utilised this year, but due to the coronavirus a lot of employees are home based, meaning many activities have taken place via video calls and file transfers.

Information is sense checked ensuring it meets guidelines, and Jacobs and Deloitte audit the company. The output of assurance is passed to the Board Audit Committee, this is then given to the Board who have final approval; they take accountability for stating that the APR is correct.

- c) The company advised they are currently at the end of the AMP; there are four performance commitments where the target has not been reached in 2019/20. These performance commitments are;
  - Drinking water compliance
  - Drinking water contacts
  - Serious pollution incidents
  - Customer service (SIM)

The Forum focused on pollution incidents, querying 7 serious incidents reported in 2019. The Forum stated that a paragraph would be provided in the Forum section of the report regarding pollution. A request was made for a member of the company's pollution team to attend the next Forum meeting to discuss this in greater detail.

It was also requested that the pollution incident reduction plan be reviewed, as it was understood that this will be refreshed on a quarterly basis.

- d) The company advised 22 out of the 26 performance commitments have been met but it should be noted that some measures are still going through final audits. Category 3 pollution has been finalised at 159, which has reduced from 188 last year. Energy generation has increased by 3.3%, passing this performance commitment for the first time in the AMP.

Forum members queried the increase of water usage due to more customers now being at home due to Covid-19, and how the company will manage this going forward. Yorkshire Water advised that domestic consumption is higher than the company has ever seen. The company also advised this is not being offset by reduced non-household consumption, it was reported that other water companies are experiencing the same patterns.

The Forum queried that in previous years when reviewing the APR, it has compared performance with the previous year. The Forum asked if members can see the whole of the AMP results as this reporting year coincides with the end of AMP6. It was agreed that this would be circulated.

A discussion is required regarding the 43 performance commitments required in the next AMP and how these will be managed by the Forum. It was noted that early engagement will be required with the Forum to manage this as effectively as possible.

- e) Jacobs joined the Forum call to discuss the draft technical assurance report. They provide external technical assurance of the company's regulatory performance reports.

Their approach with the company is to agree what the scope of the work will be, to produce and agree an assurance plan, review preliminary topic information and issue audit notification forms. It was noted that audits are being undertaken currently via conference calls, which is a specific requirement for APR20 due to Covid-19 travel restrictions.

- f) Jacobs follow a RAG coding process to assess all the companies they audit. They advised all primary audits are complete, apart from leakage. They reported good cooperation and that no material information which could have been disclosed would have changed their opinion.

Work is still ongoing to resolve three outstanding issues. One has been completed, one is due to be completed by the end of the week and one is still ongoing (this is in relation to the decision to remove several pollution incidents in line with recent EA guidance). It is expected to be resolved by early next week. The EA representative on the Forum provided some confirmation of the change and the Forum supported the action taken by the company.

- g) It was concluded that Jacobs expect to report that the information provided in the APR 2020 provides a fair, balanced and understandable summary of the company's circumstances and performance, and future direction.

The Forum were advised that the EA will provide a final draft assurance report giving agency-considered figures, which will align with the pollution information presented in the APR. It was advised this is due by the end of the week, and the company will have sight of this. This was welcomed by the company.

The Forum queried how, if definitions are changed, this is considered against the targets originally agreed. The company advised that definitions are written trying to consider that things will evolve over time, but changes in definitions would need to follow a process that has to be completed with Ofwat.

**Action 3: Pollution statement to be added to the Forum report**

**Action 4: Pollution to be discussed at the next Forum meeting**

**Action 5: Pollution reduction plan to be reviewed**

**Action 6: APR across AMP6 to be circulated**

## **5) APR –silver/gold versions of documents**

- a) Over the years feedback from the Forum and customers has provided insight into what changes customers would like to see with the APR report.

The first change requested and completed is improved document navigation, making it easier to navigate the large APR document on screen. The second change is regarding readability; customers have advised it is helpful when colour is used to break up the page and text, which makes it easier to read. Definitions have also been provided on several pages to make it easier to read.

The Forum expressed their appreciation for the changes as they had also received the same feedback from customers.

- b) The APR document is consistent with other reports and includes similar navigation features. It also includes a 'breadcrumbs' feature, allowing the user to retrace their steps within a section.
- c) The company proceeded to discuss the Forum statement, and their desire to change the approach for the 2019/20 Forum statement to include statements from all members and subgroups. The first draft is complete, and the report will also receive a refreshed look.

The Forum advised it would like to see information regarding working with partners and others which can be provided by Forum members, it was noted this is needed as soon as possible from members.

The company advised they are not attempting to obtain the crystal mark for this year, as they are behind schedule due to the Covid-19 pandemic.

Forum members were in favour of obtaining the Crystal mark for the Forum section, subject to time constraints

- d) The company advised their next steps are to obtain customer engagement on the documents, share the statement with the Forum, share the performance summary at a glance and review the webpages where the documents will be held.

**Action 7: Forum members to provide statements for the Forum report**

**Action 8: Company to review obtaining the Crystal mark for the Forum statement report**

## **6) Terms of reference review**

- a) The Forum terms of reference have been discussed offline and a final draft is to be published by early next week.

## 7) AOB

- a) An ongoing complaint was discussed with members. It was noted that this is now a stage 2 complaint within the company, and delays are being experienced due to Covid-19.

The Forum felt the experience with the customer is reactive, rather than proactive. The company are to pick this up offline with the complaints team to review the current stage of the complaint and correspondence with the customer.

**Action 9: Complaint to be escalated as necessary and the Chair to respond to the complainant's email to the Forum**

### Next meeting

30 July 2020, Microsoft teams call

### 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>	<b>Ongoing</b>

#### 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>	<b>Ongoing</b>

#### Summary of actions: 24 July 2019

5	<p><b>Company</b> to circulate the result from the blockages campaign.</p>	
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#### 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 several Forum members to discuss initiatives, speed and products of National Trust.</p>	<b>Ongoing</b>

**Summary of actions: 18 September 2019**

<b>2</b>	<b>Company</b> to share Economic Insight paper with Forum members	
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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: 19 March 2020**

<b>3</b>	<b>Company</b> to assess setting up specific engagement Forum regarding land strategy	<b>Ongoing</b>
<b>6</b>	<b>Company</b> to provide a process for the steps between Company and Forum in the management, review and assurance of the PCs	<b>Ongoing</b>
<b>9</b>	<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 ongoing into reported debris in the River Aire	<b>Ongoing</b>

**Summary of actions: 23 April 2020**

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

**Summary of actions: 18 June 2020**

<b>1</b>	<b>Forum chair</b> to circulate the CMA hearing transcript once finalised	<b>Ongoing</b>
<b>2</b>	<b>Company</b> to consider Forum's involvement in an accelerated next AMP process	<b>Ongoing</b>
<b>3</b>	<b>Company</b> to add a statement regarding pollution to the Forum report	<b>Ongoing</b>
<b>4</b>	<b>Company</b> 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>
<b>5</b>	Pollution reduction plan to be reviewed  <b>Post meeting update</b> This will be reviewed at the 30 July meeting	<b>Ongoing</b>
<b>6</b>	<b>Company</b> to circulate the APR across AMP6	<b>Complete</b>
<b>7</b>	<b>Forum</b> members to provide statements for the Forum report	<b>Ongoing</b>
<b>8</b>	<b>Company</b> 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>Ongoing</b>
<b>9</b>	<b>Company</b> to escalate the ongoing customer complaint	<b>Ongoing</b>