

**Yorkshire Forum for Water Customers
Minutes of Meeting
20 August 2019**

Attendees:

Andrea Cook	Chair
Chris Griffin	Independent Member
Dave Merrett	Independent Member
James Copeland	National Farmers Union
Janine Shackleton	Consumer Council for Water (CCW)
Pam Warhurst	Pennine Prospects
Roger Martin (on behalf of Melissa Lockwood)	Environment Agency (EA)
Wendy Kimpton	Yorkshire Water (Head of Regulation)
Colin Fraser	Yorkshire Water
Gaynor Craigie	Yorkshire Water
Paul Carter	Yorkshire Water
Claire Green	Yorkshire Water
Rebecca Stanley	Yorkshire Water

Apologies:

Rebecca Dovener	Yorkshire Water
Alistair Maltby	The Rivers Trust
Melissa Lockwood	Environment Agency (EA)
Steve Foers	Citizens Advice
Tom Keatley	Natural England

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 13 June and 24 July 2019 were approved.
- b) Actions were reviewed and various Forum members made comments about June and July's minutes. A Forum member highlighted the below:

13 June meeting:

Item: Land Strategy

Besides the reference to the Environment subgroup, the other issue to note was the level of involvement from Yorkshire Water's tenants.

In paragraph j) 'Upland management' was a topic of interest "because of the IPCC climate change challenge.

Item: PR19 update

Forum members asked about the scale of the challenge, and if there was a Plan B?

Members also asked if the consequences of the 'tight' draft determination had been explained to Ofwat. The company confirmed that they had done so in writing.

The company reminded the Forum of the 16% upfront efficiency challenge applied before the plan was submitted and how that would be delivered.

24 July meeting

Item: PR19

It should be noted that targets for mains repairs and other items had been significantly increased.

The Chair mentioned that there were issues with some members not receiving all papers as the files were too large. Due to some of the documentation being sent late, it didn't give Forum members enough time to read paperwork prior to the meeting.

Action 1: The Chair to send through amendments for minutes and actions from 13 June and 24 July to the company and to clarify which papers should be circulated prior to the Forum meetings.

3) PR19 Draft Determination

a) The company gave an update on the Representations on the Draft Determination.

Key headlines in the representations which were discussed were as follows:

- Costs - Focus on the Water Industry National Environment Programme (WINEP) – Ofwat acknowledgement that further discussion was required
- Performance commitments and Operational Delivery Incentives (ODIs) – Ofwat have moved the leakage target from 15% to 20%. The company was intending to challenge this change. Void properties – the measure does not currently reflect matters within the company's control and an amended definition has been submitted.
- Finanaceability – the company will submit a critique of the notional company construct. It was also noted by the Forum that Asset Health in previous AMPS were measured differently.

Action 2: The company to send PR19 Draft Determination slide pack to Forum members.

Action 3: The company to send draft executive summary and share updated version with the Chair.

Action 4: Company to circulate a communication regarding totex and bill impacts.

4) Emerging water resource bidding market

a) The company gave an overview of the Water Bidding Market Project.

b) Ofwat continues to pursue the use of markets and competition to deliver long term benefits to the customer and the environment. The importance of enabling water markets was discussed including the impact of climate.

c) A key consideration for the company is to consider the water resource position at a national level as well as the position in Yorkshire.

Potential benefits for this are:

- Short and long-term resilience within and across regions
- Positive outcomes for customers and the environment
- Efficient solutions
- Innovation

- d) An overview of Yorkshire Water's Water Resource Management Plan (WRMP) was shared. 2020 – 2025 envisage impact measures are in place to reduce demand and leakage.
- e) Forum members asked for a briefing on the assumptions that underpin WRMP, including how the water available is assessed, the drivers for reductions available over time, the impact of climate change and the policy on policy on abstractions.

Action 5: The company to present a short explanation and presentation on the key building blocks of the WRMP and how water resources are determined alongside the usage profiles, with leakage and PCC interventions for AMP7 and beyond.

5) Land Strategy Development

- a) The company gave an update on land strategy and the Forum reinforced that the company must engage with partners to achieve the proposed approach. There had been a series of workshops and the aim is to further define plans and stakeholders going forward.
- b) The company is in the process of issuing a draft copy of the approach to stakeholders which will be ready to circulate in September and the company invited comments and questions from the Forum.
- c) A round table event is planned for December which Forum members would be invited to and a briefing paper would be issued prior to this.
- d) A concern was raised that the Forum had not been involved from the outset. The company advised it was trying to reach as many people as possible and intended to be open and transparent going forward.

Action 6: Company to set up a meeting with Forum members to discuss initiatives, including contact with the National Trust.

6) Defra Consultation on Personal Water Use

- a) The company presented an overview of the Defra consultation.
- b) The consultation launched on 19 July and will run until 11 October. It follows on from commitments made in the 25-year environment plan and recommendations from the National Infrastructure Commission on resilience of water supplies in the face of climate change.
- c) The consultation contains 25 questions focused on six broad topics around personal water use:
 - Building regulations – new build & retrofit
 - White efficiency labelling – White goods and how efficient are they going to be? customer research will be conducted
 - Behaviour change – How customers will respond to change, looking at the demands with the weather/water resources and if incentives are in place
 - Leakage – impact to customers' bills
 - Rainwater harvesting & re-use
 - Metering
- d) It was noted that water is a limited resource and the company was asked if a national approach is embedded in the consultation. The company stated that is working with the Environment Agency on this.

Next meeting

Wednesday 18 September 2019 Livingstone House 3:1

Actions

Summary of actions: 14 June 2019

No	Action	Comment
4	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. Post meeting update 06/06/2019: To be reviewed when received Final Determination (FD).	Ongoing

Summary of actions: 13 December 2018

No	Action	Comment
3	Company to consult the Forum on the risk analysis regarding pollution and ISF alongside the EA and CCW (in 3 months' time).	Ongoing

Summary of actions: 13 June 2019

10	EA to share letter from local community and EA response. Post meeting update Emailed relevant Forum member to ask if this documentation has been shared.	Ongoing
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Summary of actions: 24 July 2019

1	Company to circulate the bill impact from WINEP.	
2	Company to share with the environment sub-group detailed environmental papers and schedule a call, if necessary, ahead of the sub-group meeting in September 2019.	
3	Company to move the August meeting forward to 15 August 2019. Post meeting update Meeting moved to 20 August 2019.	Complete
4	Company to confirm how the reward for pollution will be used.	
5	Company to circulate the result from the blockages campaign.	
6	Company to confirm with forum engagement plan for tenants on company land.	
7	Company to circulate slides presented at session. Post meeting update slides circulated	Complete

Summary of actions: 20 August 2019

1	Chair to send through amendments for minutes and actions from 13 June and 24 July to the company and to clarify which papers should be circulated prior to the Forum meetings.	
2	Company to send PR19 Draft Determination slide pack to Forum members.	
3	Company to send draft executive summary and share updated version with the Chair.	
4	Company will send a communication regarding totex and bill impacts.	
5	Company to present a short explanation and presentation on the key building blocks of the WRMP and how water available is determined alongside the usage profiles with leakage and PCC interventions for AMP7 and beyond.	
6	Company to set up a meeting with several Forum members to discuss initiatives, speed and products of National Trust.	