

**Yorkshire Forum for Water Customers
Minutes of Meeting
10 December 2020
Teams call**

Attendees:

Andrea Cook	Chair
Dave Merrett	Independent Member
Janine Shackleton	Consumer Council for Water
Melissa Lockwood	Environmental Agency
Pam Warhurst	Pennine Prospect
Steve Foers	Citizens Advice (in part)
Tom Keatley	Natural England (in part)
Kirstin Hutchinson	Yorkshire Water
Sumayya Mahmood	Yorkshire Water
Wendy Kimpton	Yorkshire Water

Guests:

Dean Stewart	Yorkshire Water (in part)
Joanne Dixon	Yorkshire Water (in part)

Apologies:

Chris Griffin	Independent Member
James Copeland	National Farmers Union
Gaynor Craigie	Yorkshire Water

1) Welcome

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

2) Minutes and actions of the last meeting

- a) No comments from the October meeting were received, members were asked to send any updates offline.
- b) Action one from the October meeting is ongoing and will be presented at a future Forum meeting in the new year.

3) CMA update

- a) The CMA have extended the process, the original timetable was for the final determination to be reached by mid-December 2020, which would allow companies to work the outcomes of the redetermination into their charges which are published by 1 February 2021, to then translate into bills by 1 April 2021. The revised timeline for the determination is now for late February 2021. Water companies have expressed concern with this change in relation to the Ofwat timeline, specifically regarding charges which are due to be published prior to the finalisation of this process. The company are assuming any changes in the determination from the CMA will need to be fed in to the remaining three years of the AMP (Asset Management Programme) rather than the remaining four years. The company are now reviewing the impact of this with specific focus on changes to customer bills, with a potential decrease in year two and increase in year three. The company noted customers value bill stability, and they are currently working to understand how they can mitigate this issue.

The Forum questioned the impact on customers regarding the shift in the timeline. The company advised the CMA are attempting to provide companies with additional time and engagement; all companies have made representations on the impact of the charges over three years, rather than four.

The Forum Chair advised of her attendance at a consumer-focused hearing with Citizens Advice, CCW and the chairs of other Forums/CCGs. The Chair advised only a single representative could attend the hearing and circulated a note to members. It was noted that there were strong challenges from Citizens Advice and CCW, but there was overall support from the CCGs for the CMA's provisional findings.

The company asked what future role has been identified for the Forum in the CMA process. The Forum advised this will be minimal but that a draft transcript from the hearing is being finalised and will be shared.

CCW advised their area of concern was regarding the challenge that had been given on lack of evidence of customer engagement.

Action 1: Letter from CCW to Ofwat to be circulated to the Forum

Action 2: CMA hearing transcript to be circulated when published

- b) The Forum advised Ofwat have published documents for Lessons Learnt from PR14. The company advised the deadline for commentary is 29 January 2021.

Action 3: Lessons learnt document to be circulated to the Forum

- c) The company advised it had its second main hearing the previous week, topic areas covered included leakage, funding for internal sewer flooding, inclusion of 2019/20 data into modelling, phosphorous removal, WINEP and, at a conceptual level, the cost of capital. The Forum thanked the company for its ongoing diligent work.

4) Land Strategy

- a) Update to be completed offline due to unforeseen circumstances.

5) Customer complaint

- a) The Forum advised they have taken a conscious effort to step back after progressing the complaint as far as they could within their remit, which the customer accepted. They had suggested the customer contact the company direct, copying in their local MP for support.
- b) The company advised the Forum that the case has moved forward a great deal, whilst noting it has taken time. The company had spoken to the customer that morning and she was pleased with the remedial work which had recently been undertaken on the property, and was prepared for installation of the final stage of mitigation (PVC wood gates), which is planned for mid-January 2021. The customer has agreed to engage with the construction company directly. Any clean-up costs will be reimbursed by the company.

Work is due to be carried out in the catchment on surface water, which is currently awaiting permit approval from the Highways Agency. The company offered an update for the next Forum meeting.

Action 4: Catchment update regarding complaint to be provided at the next Forum

The Forum observed that there is a bigger picture behind the flooding, and they would like to hear about the work which is completed in the catchment. The company advised they have reached out to residents regarding the catchment and the installation of a water butt but have yet to hear back from any customers. The Forum queried if the customers understood the full benefit, the company advised a letter had detailed the benefits, but their experience is that when customers are not directly affected, they tend to not respond.

No other comments were received.

6) AOB

- a) The company provided a performance summary for Q2 to Forum members via a document, showing their current performance at this time, which will be published on the website. The company requested feedback, similar to Q1 feedback received.
- b) A link has been sent to members regarding the draft assurance plan. As part of the company monitoring framework Ofwat require the company to say how they will assure their data. The plan is in draft and out for consultation, and feedback received from Forum members will be included in the final version.

The Forum challenged around more information being needed regarding working through Covid-19, with assurance that work is not being delayed when unnecessary. The company instructed when there is a Covid impact they are being clear regarding what they have done to work around it.

- c) The company provided an AOB on the six capitals reporting. The document is still in development and draft findings and methodology will be shared with the Forum for commentary in due course.

Next meeting

21 January 2021, Microsoft teams meeting

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: 20 August 2019

6	<p>Company to set up a meeting with several Forum members to discuss initiatives, speed and products of National Trust.</p>	Ongoing
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Summary of actions: 13 November 2019

6	<p>Forum member to work with the Company to review and update webpage as discussed</p>	Ongoing
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Summary of actions: 19 March 2020

3	<p>Company to assess setting up specific engagement Forum regarding land strategy</p> <p>Post meeting update Company to attend the Forum in December 2020</p>	
9	<p>Company to investigate river pollution</p> <p>Post meeting update 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</p>	

Summary of actions: 23 April 2020

3	<p>Company to discuss land and property and environmental partnerships and feed back to the Forum</p> <p>Post meeting update Company to attend the Forum in the new year</p>	
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Summary of actions: 17 September 2020

1	Company to circulate a link when the results for QI are published	Complete
7	Company to display work regarding GSS payments	Complete
8	Company to send the director review report to the Forum	Complete

Summary of actions: 22 October 2020

1	<p>Company to report on Avoiding Drain Blockages Campaign at November Forum meeting.</p> <p>Post meeting update Meeting cancelled, to be rescheduled</p>	
2	Company to report on Stakeholder engagement at a future Forum meeting.	
3	Company to share Six Capitals assessment when published.	
4	<p>Company to provide snapshot and a brief report on GSS complaints handling statistics.</p> <p>Post meeting update Planned for the November meeting - meeting cancelled Scheduled for the January 2021 meeting</p>	

5	Chair to amend the draft response to the CMA, circulate and submit on behalf of the Forum.	
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Summary of actions: 10 December 2020

1	Letter from CCW to Ofwat to be circulated to the Forum	Complete
2	Forum to circulate CMA hearing transcript once published	
3	Lessons learnt document to be circulated to the Forum	
4	<p>Company to provide a catchment update regarding the ongoing complaint at the next Forum</p> <p>Post meeting update Scheduled for the January 2021 meeting</p>	