

'Yorkshire Forum for Water Customers': Engaging Stakeholders in the Next Price Review

Terms of Reference

1. The Yorkshire Forum for Water Customers (the Forum) will challenge the company's ongoing activities through a diverse range of interest groups and members, including customer, environmental and regulatory representatives. Sub-groups will support the main Forum on such issues as the environment, social tariffs and support for vulnerable customers and communications.
2. The Forum will review and challenge the delivery of Yorkshire Water's business plan and assure its customer engagement strategy. The Forum will review progress against the 2015-2020 business plan performance commitments, including contractual rewards and penalties, and challenge the company to continue to deliver its plan.
3. The Forum will seek to understand the challenges Yorkshire Water faces, commenting on plans and expressing views about key policy and operational issues and customer priorities.
4. The Forum will have access to detailed information about how the company operates and its proposals for investment but is not expected to provide technical assurance of customer engagement activities and members are not expected to be experts in water, engineering, finance or economics. There will be resources provided to the Forum to appoint independent specialists to assist in reviewing information.
5. The Forum will enable members to share opinions and provide direction on the development of the business plan for the next Price Review and to give early and ongoing feedback on investment proposals for the next AMP period taking into account the needs of customers, the environment and regulators.
6. The Forum will help to establish or strengthen relationships between Yorkshire Water and its stakeholders and members of the public and comment on the company's publications and communications strategy.
7. The Forum will engage in the review and update of Yorkshire Water's Strategic Direction Statement.
8. The Forum will advise and challenge Yorkshire Water on how to deal with the financial impact of over- or under-performance against outcome commitments.
9. It will review the company's annual assessment of risks, strengths and weaknesses in its reporting against each measure of success.
10. It will contribute to the design and presentation of new performance reports (content and format) to be used to inform customers of progress against outcome commitments, during AMP 6.
11. The Forum will contribute to engagement on plans for business transformation, such as the preparation for market reform of Non-household retail supply and service.
12. The Forum will produce a customer-facing report for Ofwat to coincide with the submission of Yorkshire Water's draft business plan and the draft determination from Ofwat.