

NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUM

WATER FORUMS' ACTIVITIES OUTSIDE FORMAL MEETINGS

BETWEEN 10/10/16 – 24/03/17

Working outside of formal meetings

Members have been working with the company outside of the formal meetings on the following:

- 11 October - Steve Grebby met with the company's Elaine Erskine (Strategic Research Assurance Manager) and Clare Galland (Asset Strategy Customer Research Manager), who shared the company's first thoughts on future social tariffs research project.
- 17 October - Sarah Glendinning and Steve Grebby met the company's Crawford Winton (Economic Regulation Manager) to discuss regulatory finance.
- 7 November - Steve Grebby and Colin Wilkinson met with Elaine Erskine and Clare Galland to advise and challenge on the company's proposed social tariffs research materials, Andrew White (CCWater) joined by phone.
- 8 and 11 November - Steve Grebby sat on the interview panel for the company's PR19 research partners. 9 November - Steve Grebby attended a flooding customer engagement event in Killingworth. 9 December - Jim Dixon met with NFU's James Copeland in York. 19 December - Jim Dixon met with NWG's Heidi Mottram, Chris Watson and Jim Strange.
- 19 December - Jim Dixon met with Forum members Robert Light, Steve Grebby, Colin Wilkinson and Melanie Laws to talk about the methodology on how the Water Forum members would use the company assurance to 'assure' our customer engagement processes for Ofwat. Robert, Steve and Melanie then went on to discuss the PR19 process and gave interesting insight into their view on how the company was progressing with regard to the Forums process and wider, in the PR19 process.
- 22 December - Jim Dixon had a telecom with Ofwat's Jon Ashley - they discussed Ofwat's outcomes consultation.
- 11 January - Jim Dixon attended the Customer Challenge Group Chairs meeting at Ofwat in Birmingham
- 19 January - Steve Grebby met with the company's Elaine Erskine and Lois Gill (Technical Policy advisor) who shared the company's first thoughts on future metering customer research project.
- 30 January - Mary Coyle, Caroline Taylor, Joseph Surtees, Bernard Crump, Steve Grebby, Colin Wilkinson, and Jo Curry attended a vulnerability and communities workshop in Peterborough – see notes in Appendix 3.3A.
- 25 January - Jim Dixon, Mark Reed and Chris Barnard met NWG's Richard Warneford and Chris Jones in Newcastle.
- 9 February - Professor Chris Reed, Chris Barnard, Melanie Laws, Steve Grebby attended the environment networking meeting with River Trust managers in Durham.
- 9 February - Melanie Laws and Steve Grebby met with Elaine Erskine to talk about feedback on the company's customer consultation on

strengths, risks and weaknesses and draft assurance plan – see notes in Appendix 3.3B.

- 13 February - CCWs Bernard Crump, Robert Light, Steve Grebby and Andrew White had a telephone conference with the company's Claire Sharp (Customer Director), Mark Wilkinson (Customer Collection Manager), Elaine Erskine and Clare Galland to advise and challenge on analysis of social tariffs research results
- 23 February - Bernard Cramp had a telephone conference with the company's Jim Strange (Asset Strategy Manager) and Elaine Erskine to discuss the company's PR19 research and engagement programme, triangulation of research, and other customer insights/evidence
- This is just the start to the Water Forums work and together with the company we will identify more topics and opportunities to engage. Please raise your burning issues so that we can ask the company to plan events around them, or include them in meeting agendas.

Induction

Members have been taking on their induction as they work, for example:

- Economic Impact Expert leads, Sarah Glendinning and Steve Grebby, learned about regulatory finance as they advised and challenged the company on the way the information was presented (17 October).
- Members learned about the company's progress on its vulnerability policy and its work the communities as it advised and challenged the company to improve its coverage (30 January).
- Members attending the environment networking meeting learned about:
 - Northumbrian Water groundwater supplies and the sustainability issues (9 February);
 - full catchment approach; and
 - public participation – the Water Rangers example.
- Members plan to familiarise themselves on the company's diversity strategy as they probe, advise and challenge it (21 March).

Consultations

- On behalf of the Forums, Jim Dixon responded to Ofwat's consultation on outcomes on 31 January 2017.
- The Forums responded to the company's Risks Strengths & Weaknesses and Draft Annual Assurance Plan in February.

BETWEEN 07/06/16 – 10/10/16

Customer engagement

Members have attended the following company customer engagement events:

- Steve Grebby attended Defining the Conversation in Newcastle, River Water Quality in Bishop Auckland and Vulnerability, with a focus on young people with financial issues, in Newcastle.
- Richard Powell attended Defining the Conversation in Diss, Suffolk.
- Mary Coyle attended Defining the Conversation in South Shields.

- Robert Light attended Defining the Conversation and River Water Quality, both in Newcastle.
- Colin Wilkinson attended Resilience in Middlesbrough and Vulnerability, with a focus on dementia, in Stockton.

Working outside of formal meetings

Members have been working with the company outside of the formal meetings on the following:

- Bernard Crump, Steve Grebby, Colin Wilkinson and Richard Powell met with NWL's Jim Strange (Asset Strategy Manager) and Elaine Erskine (Strategic Research and Assurance Manager) to work on the next steps for the Customer Research and Engagement Strategy, particularly around PR19 activities.
- Bernard, Steve and Colin then went on to discuss non household retail charges (PR16) with Chris Johns (NWL Finance Director), Katy Spackman (Northumbrian Water Group Business (NWGB) Regulations and Compliance Manager), Helen Laverick (NWGB Tariff Manager) – Lucy Darch (Managing Director of NWGB) joined by conference call.

Induction

Induction has started and members have taken part in the following events:

- Northumbrian Water Limited (NWL) Customer Director, Claire Sharp, introduced the companies 'Unrivalled Customer Experience Strategy' and took Jim Dixon and Essex & Suffolk Water Forum members Iain Dunnett, Caroline Taylor, Ammer Malik, and John Giles through the company's 'Customer Research and Engagement Strategy'. Members also visited the reed beds.
- NWL Customer Director, Claire Sharp, introduced the companies 'Unrivalled Customer Experience Strategy' and took Jim Dixon and Northumbrian Water Forum members Fiona Morris, Mary Coyle, Robert Light, Melanie Laws, Colin Wilkinson and Steve Grebby through the company's Customer Research and Engagement Strategy. Members also visited the Regional Control Centre.

Development of stakeholder engagement plans

Members are considering how they will engage with their stakeholder networks. Most members have met with Jim Dixon to review their proposals. Other activities include:

- Richard Powell met with Will Robinson (NWL Water Resources Manager) to review his strategy; Richard went on to contact and secure the support of his 'core network'.
- Mary Coyle first met with Louise Hunter (NWL Corporate Affairs Director) to set out her objectives; they then met with Jo Curry – to welcome Jo to the Water Forums as her Vice-chair.