

AffinityWater

ICG Meeting Minutes 24 May 2023



Minutes of the Meeting of the Independent Challenge Group

Wednesday 24th May 2023, 14:00 – 17:00 (Teams)

ICG members in attendance		
Caroline Warner	<i>Chair</i>	CW
Ana Maria Millan	<i>CCW</i>	AM
Bob Winnington	<i>Independent</i>	BW
Unette Spencer	<i>Independent</i>	US
David Holden	<i>Independent</i>	DH
Anthony Smith	<i>Independent</i>	AS
Jonathan Sellars	Environment Agency	JS
Todd Holden	<i>Independent</i>	TH
Affinity Water members		
LW	<i>Director of Regulation and Strategy</i>	LW
RF	<i>Interim Director of Customer Experience</i>	RF
CC	<i>WRMP Community & Stakeholder lead</i>	CC
NS	<i>Customer Engagement Lead</i>	NS
AM	<i>PA (Minutes)</i>	AKM
FR	<i>PR24 Stakeholder Engagement Manager</i>	FW
SP (part)	<i>Director of Asset Strategy & Capital Delivery</i>	SP
GW (part)	<i>Head of Demand and Metering</i>	GW
LM (part)	<i>SOS Lead</i>	LM
AL (part)	<i>Senior Asset Manager</i>	AL
AJ (Part)	<i>CSR Manager</i>	AJ
Greg Cameron	<i>Head of Energy Management</i>	GC
Apologies		

Agenda Item	Minute	Action
1.0	Welcome and Introduction	
	Welcome from Caroline.	
2.0	Water Wastage Reduction Programme	
	<p>SP/GW/LM joined the meeting to present.</p> <p>Demand Management - Affinity conducted a full review of targets based on actual performance to ensure accurate forecasts. The following projects are within demand management: home water efficiency checks, metering, AMR trial, trigger based comms and behaviour change (SOS).</p> <p>Year 3 performance – ICG queried how MI/D savings translate to PCC reductions? Requested that table includes an additional column.</p> <p>Behaviour change shows 23.84 MI/D savings of total savings 27.18 of projected savings. The ICG requested additional evidence as to how this number has been built in to provide confidence that the target is achievable. Estimates for the size of opportunity in relation to each of the 5 suggested priority behaviours would be beneficial.</p> <p>Ofwat target - 3 year rolling PCC, the ICG would like to see an additional line that shows the year on year improvements to actual performance.</p> <p>Delivery plan for Year 4 - Taking the learnings so far from this AMP, Affinity have reviewed and refined the programme to concentrate on the most effective ways of achieving a reduction in water use and those of which will deliver tangible benefits and will continue to take an evidence based approach. The five demand reduction projects identified are HWEC's, flow regulators, internal leak repairs, SOS and metering. The ICG would like to see an outline of the learnings from the feasibility studies that led to the identification of the 5 priority behaviours.</p> <p>ICG would also like to gain an understanding of the sustainability of the behaviour's changes.</p> <p>Acronyms to be removed from updated slide deck where possible.</p>	<p>RF/GW</p> <p>RF/GW</p> <p>RF/GW</p> <p>RF/GW</p> <p>RF/GW</p> <p>RF/GW</p> <p>LW/SP</p>

	<p>Non-household PCC - There will be a business demand performance commitment from 2025 onwards but waiting for confirmation on targets.</p> <p>Freeze Thaw event - was there a ratio between customer side leakage and network leakage? Affinity have recently published their response and LW confirmed that she will investigate this specific query.</p> <p>Behavioural change campaign – following in depth research five priority behaviours have been identified. Checking for and fixing leaks, washing up in a bowl, using washing machine and eco mode and with full load taking shorter showers and storing and recycling water for use e.g., in the garden.</p> <p>ICG agreed that an outline of the learnings from the feasibility studies, in the 'subjective measures', that led to the identification of the 5 priority behaviours and an understanding of the sustainability of these behaviours (as evidence from pilot SOS allows) would also be beneficial.</p> <p>CCW are also working on some consistent messaging - How is the company planning to align efforts on their suggested priority behaviours with CCW's campaign that will focus on 2 behaviours that they identify has having the greatest impact/highest chance of success – fixing leaky loos and taking shorter showers.</p> <p>There will be an ongoing targeted customer campaign. Building awareness amongst different audience segments, continuing to talk to customers and reach new customers. There is a delivery plan for year 4 with a water usage reduction message at each touchpoint.</p> <p>This data will also be used to assist with the smart metering rollout.</p> <p>Additional ICG questions to be circulated after the meeting.</p> <p>Agreed that a Customer Campaign (behaviour change) deep dive session would be beneficial within a customer ICG sub-group meeting, post business plan submissions.</p> <p>Leakage Update – Affinity have undertaken to reduce leakage by 50% by 2050 from a baseline taken over the last 3 years of the last AMP. Commitment in this AMP is to deliver the first 20% of that. It is a 3 year rolling figure. This is measured on a ml/d basis.</p> <p>Affinity Water achieved the highest % reduction in leakage between 2015-2020.</p> <p>Delivering one of the highest reductions between 2020-25 at 20%.</p>	<p>RF/LM</p> <p>LW</p> <p>RF/LM</p> <p>RF/LM</p> <p>CW</p> <p>DH/CC</p>
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	<p>Leakage improvements include investing in new technology, satellite and fibreoptic and calm networks.</p> <p>Smart Metering will assist going forward due the availability of hourly data as it will help to identify wastage or customer side leakage.</p> <p>The ICG asked how these good leakage achievements could be integrated with the customer communications/messaging around ensuring that there is enough water ongoing for customers/and the environment and linking what the company are investing in leakage, abstraction reduction etc. Could be a good opportunity to integrate the messages.</p>	
3.0	Update on PR24	
	<p>Update on document timelines. Next iteration of What Customers Want and Line of Sight Synthesis documents will be available end of this month</p> <p>CW will attend the Affinity Board Meeting at the end of July.</p> <p>The Planning for the Future document (the draft Business Plan) is currently out for consultation and is also being used to support the Your Water Your Say sessions. All feedback following this phase will be fed into the final regulatory Business Plan submission that goes to Ofwat.</p> <p>LW to email ICG summarising the different PR24 plans, documents and phasing.</p> <p>Performance Commitments There are x 15 performance commitments set by Ofwat and the opportunity to include x 1- 2 bespoke performance commitments, for which Affinity are considering Abstractive Incentive Mechanism and Low Pressure. The ICG requested that the reason for choosing these 2 bespoke PC's are explained fully in the Line of Sight document</p> <p>Customer Priorities – Affinity have identified the top 11 priorities. The ICG asked if there an opportunity to underline support for customers in non-financial vulnerable circumstances.</p> <p>GC shared graphs and plans for a couple of the PC's and the ICG agreed that it would be useful to see this information for each of the PC's,</p>	<p style="text-align: right;">LW</p> <p style="text-align: right;">CC</p> <p style="text-align: right;">CG</p>

	<p>National ODI Rates Research</p> <p>Agreed to delegate this item to the Customer ICG Subgroup taking place tomorrow.</p>	
4.0	Update on EIP projects	
	<p>Lee catchment project - is the largest of eight EIPs, split into six work packages: worth seven project units. Gate 1 (scope) was assured in May 2022 and the ICG were asked to consider Gate 2 - assurance (project justification) for the three work packages.</p> <p>The ICG approved Gate 2 for the Lee Catchment Project.</p> <p>The ICG requested a deep dive into the full catchment management suite of projects be arranged for the E&R subgroup?</p> <p>The ICG asked if Affinity can demonstrate across all EIPS that there is sharing throughout industry and, therefore, benefits to the entire population.</p>	AL
5.0	Verbal Updates from Sub Committees	
	<p>DH – Customer Subgroup have had x 6 meetings with another two currently scheduled.</p> <p>Anthony – monthly meetings taking place and have also conducted an off-site visit to Tewinbury.</p>	
6.0	ICG Challenge questions for March and April	
	Some suggestions to improve document to be sent through to Liv/Anna.	CW
7.0	AOB	
	YWYS session 6 th June – would be presented via “Teams” as not too corporate and less intimidating for some to join.	



I confirm that the Minutes of the ICG May 2023 Meeting are a true and accurate record of the business discussed and agreed.

ICG Chair

Signature:



Date: 21/6/2023

AWL Director of Regulation and Strategy

Signature



Date: 21/6/2023