



## Meeting Agenda

**Meeting:** Anglian Water Independent Challenge Group (ICG)  
**Date:** Friday, 16<sup>th</sup> June 2023  
**Time:** 10:00-16:00  
**Location:** Board Room, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon  
PE29 6YJ

Papers to be shared in SharePoint folder [here](#)

Invited guests: John Hirst and Zarin Patel (AW Board members)

	Topic	Lead	Pre-reading materials	Timings
1.	<b>Welcome from Independent Challenge Group (ICG) Chair</b> <ul style="list-style-type: none"><li>- Approve March and April minutes</li><li>- Central Oversight Group (COG) update</li><li>- Structure of meeting (<i>framing of the “challenges” and the structure for this meeting and subsequent June and July sessions</i>)</li></ul>	Craig Bennett		10:00 – 10:15
2.	<b>AW update from Peter Simpson</b>	Peter Simpson		10:15-10:30
3.	<b>PR24 Business Plan development Update</b> <ul style="list-style-type: none"><li>- Progress update – with reference to key components previously discussed with ICG (Water Resources Management Plan (WRMP), Drainage and Waste Water Management Plan (DWMP) and Water Industry National Environment Programme (WINEP))</li><li>- Cross-stakeholder engagement re affordability and deliverability</li><li>- Ofwat engagement</li></ul> <p><b>ICG Challenge:</b> What is the breakdown in overall spending in the Business Plan, and what are the choices that have been made?</p> <p><b>ICG Challenge:</b> Will the Business Plan ensure Anglian Water meets all its legal and regulatory requirements?</p> <p><b>ICG Challenge:</b> Can the ICG receive a full briefing on what is included and not included in the WINEP, and Advanced WINEP - and how this meets regulatory requirements?</p>	Darren Rice		10:30-12:00

	<b>Pre-reading (to come):</b> <ul style="list-style-type: none"> <li>- Business Plan on a page (updated version)</li> <li>- Shape of plan to inform future research (<i>Affordability &amp; Acceptability Quantitative research</i>)</li> <li>- Link to final DWMP <a href="#">here</a></li> </ul>			
	<b>LUNCH</b>			12:00-12:30
4.	<b>Performance commitments development</b> <b>ICG Challenge:</b> Can we see the final bespoke performance commitments, and the evidence to show that customers will support them? <ul style="list-style-type: none"> <li>- Bespoke performance commitment development: Process and progress update, next steps</li> <li>- Ofwat's Customer Outcome Delivery Incentives (ODI) rate research: status and our next steps</li> <li>- Anglian Water's incentives research development (ICS)</li> </ul>	Darren Rice Amanda M (ICS)		12:30-2:00
	<b>BREAK</b>			
5.	<b>Customer Engagement update</b> <b>Pre-reading:</b> <ul style="list-style-type: none"> <li>- How customer insight has informed decision making</li> <li>- How ICG have been involved to date (<i>including evidence from suppliers on how we are meeting Ofwat's high quality research principles</i>)</li> <li>- What customers are telling us: June 23 Synthesis report (<i>specifically drawing out insight from Hartlepool &amp; future customers as well as NHH and those in vulnerable situations</i>)</li> </ul>	Rachel Walters  John Green		2:15-3:15
6.	<b>General discussion</b> <ul style="list-style-type: none"> <li>- Forward meeting dates and topics</li> </ul>	All		3:15-3:30
7.	<b>ICG only session</b> <ul style="list-style-type: none"> <li>- Focusing on open challenge questions</li> </ul>	ICG members		3:30-4:00

## Future meetings and topics:

**30 June**

Half-day virtual 13:30-16:00

### **Affordability/Vulnerability**

1) What is the overall impact the affordability programme will have on the Business Plan (and bills)?



- 2) Have customer views been tested on this specifically?
- 3) Will any increase in support include more money from the company itself, or will it just be paid for through an increased cross-subsidy from customers?

#### **WRMP**

- 1) Has the company tested customer support for investments to promote demand management vs new infrastructure (such as reservoirs)?
- 2) How effective is the installation of Smart Meters for demand management, as compared to interventions such as hosepipe bans? Has the company tested customer support for these measures, side by side?
- 3) More evidence needed around reducing NHH customer demand and environmental impact of current plan

#### **Evidence:**

- 1) Does the company have robust evidence that there is customer support for the overall direction and strategy adopted for the Business Plan, and the strategy choices contained in that, as opposed to specific components? Is the company able to present the 'Golden Thread' demonstrating broad customer support for the overall approach being taken?

#### **25 July**

Half-day virtual 10:00-13:00

#### **Quarterly update on performance in response to following challenge:**

ICG Challenge: Is it now agreed, as per discussions and minutes for the ICG meeting on 21 April, that the company will share the company performance dashboard, and supporting explanation, every quarter with the ICG; will this then be made publicly available?

#### **15 September**

Half-day virtual 10:00-13:00

#### **TBC:**

#### **For discussion 30 June:**

The company has a vision of 'Zero Pollution', but what is the date for achieving this, and the 'glidepath' for getting there? (i.e. interim targets and timescales?)

#### **ICG Assurance**