



OFWAT BOARD

Meeting held on Thursday 12 March 2009

Members in attendance

Chairman:

Philip Fletcher

Chief Executive:

Regina Finn

Non-Executive Directors:

Jane May
Peter Bucks
Mike Brooker
Penny Boys

Executive Directors:

Keith Mason

Apologies:

Gill Owen (Non-executive Director)
Cathryn Ross (Executive Director)

In attendance:

Huw Brooker	(Director of Legal Services and Board Secretary)
Ian Stephens	(Minutes)
Alice Mahar	(Graduate Trainee)
Rob Ashley	(Interim Head of External Affairs)
Andrew Dunn	(Director of Consumer Protection) item 3
Sue Cox	(Head of Service & Performance Team) item 3

1. Declarations of interest

None.

2. Minutes and actions arising

The Board approved minutes of the meeting of 12 February 2009. The minutes would be published on the Ofwat website.

3. Review of OPA and regulation of customer service

The Executive updated Board on the review of the Overall Performance Assessment and of the regulation of service to consumers. This included an update on progress with new consumer experience measures. The Board discussed, and was content with, progress made and with proposals for further Board involvement.

4. Chief Executive's report

The Board received an update on key issues. These included:

- Financial markets and activity relating to utility companies

- Applications made for inset appointments
- Progress made against leakage targets in the year to date

5. Any other business

The Board received an update on the timetables and implications of key external projects. These were:

- The potential draft Floods and Water Bill
- Walker Review of Charging and Metering for Water and Sewerage services
- Cave review of Competition and Innovation in Water Markets in England and Wales

The Board also approved the Ofwat forward programme 2009-10 to 2011-12 for publication.

Ian Stephens
12 March 2009