



## Ofwat Board

Meeting held on Thursday 9 December 2010 in Birmingham

### Members in attendance

**Chairman:**

Philip Fletcher

**Chief Executive:**

Regina Finn

**Non-Executive Directors:**

Penny Boys

Mike Brooker

Peter Bucks

Jane May

Gill Owen

**Executive Directors:**

Keith Mason

Cathryn Ross

**Apologies:**

None

### In attendance:

Huw Brooker	(Director of Legal Services and Board Secretary)
Amanda Borrmann	(Assistant Board Secretary – minutes)
Marian Spain	(Director of Policy and Communications) all items
Stuart Crawford	(Director of Corporate Services and Programme Management) items 8 and 9
Kalpesh Brahmhatt	(Casework Director) items 3 and 4
Elaine Baker	(Senior Manager New Company Appointments) item 3
Tim Keyworth	(Chief Economist) items 3 and 4
Clair Daniel	(Head of Retail Market Development) item 5
Ian Strawhorne	(Senior Analyst) item 5
Ian Hulme	(Head of Parliamentary and Public Affairs) item 6
Pauline Amor	(Head of Enquiries and Complaints) item 7

## **1. Declarations of interest**

- 1.1 Jane May informed the Board that she had accepted a role as Non-Executive Director with the Government Actuary Department. Jane May's appointment would be recorded on the Register of Board Members' disclosable interests which is available on the Ofwat website.

## **2. Minutes and actions arising**

- 2.1 The Board approved minutes of the meeting of 11 November 2010. The minutes would be published on the Ofwat website.

## **3. New appointments and variations – revised statement of policy**

- 3.1 The Executive presented the revised statement of policy on new appointment and variations following a consultation earlier in the year.
- 3.2 The Board discussed and agreed the revised statement of policy and delegated the final sign off of the document for publication to Regina Finn.

## **4. Bulk supply pricing policy principles**

- 4.1 The Executive updated the Board on the bulk supply pricing principles. The Board agreed the principles and delegated final sign off of the document for publication to Regina Finn.

## **5. Retail definition**

- 5.1 Against the background of the Cave review, the Executive presented a proposed definition of 'customer-facing' activities that should be allocated to retailers for the purposes of legal separation and to allow detailed retail market arrangements to be developed. The Board discussed and agreed the definition.

## **6. Future scenarios**

- 6.1 The Executive updated the Board on joint work with DEFRA on future scenarios.

## **7. Update on enquiries and complaint handling in Ofwat**

7.1 The Executive updated the Board on Ofwat's performance on enquiry and complaint handling and the proposed approach to develop customer satisfaction surveys once new IT systems were operational.

## **8. Update on draft budget 2011-12**

8.1 The Executive provided an update on Ofwat's draft budget for financial year 2011-12. The Board noted the position and agreed to review this budget again at the February meeting.

## **9. Chief Executive's report**

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

- City briefings;
- The Governments' review of Ofwat; and
- South West affordability.

## **10. Any other business**

10.1 The Board briefly discussed some operational issues.

**Amanda Borrman**  
**9 December 2010**