

Water Sector ADR Panel

Meeting 34

at Water UK 36 Broadway, London SW1H 0BH

[Wednesday 19 June 2019](#)

AGENDA

Present: Sandra Webber (Chair) Louise Beardmore Claire Forbes Helen Hunter Daksha Piparia Sir Tony Redmond Katy Taqvi		
In attendance: Shona Flood Laura Sockalingum (as nominee for Lissa Balmer) Apologies Lissa Balmer		
Item	Title	Who
1.	Approval of minutes of Panel meeting on 25 March 2019 (attached) and actions arising 2.2 amendment to Fact sheet: Suggested wording for inclusion either on fact sheet or in FAQs or both: “How are we funded?” Like most ombudsman and other dispute resolution schemes for consumers, we are funded by the companies which belong to the scheme and not by the taxpayer. This doesn't affect our decision making, which is completely independent.”	All

2.	<p>Standing items:</p> <ul style="list-style-type: none"> a. the service provider's monthly report update b. redacted decisions c. customer satisfaction data – quarterly only 	<p>SF/SW</p> <p>SF</p>
3.	Tender specification document	SW
4.	Annual statistical report	SW/SF
5.	Change to governance	SF
6.	<p>Proposed changes to Scheme Rules:</p> <ul style="list-style-type: none"> • Remedies • principles • Response times 	
7.	NHH update	SW
8.	<p>AOB</p> <ul style="list-style-type: none"> • Rachel Fletcher transcript of evidence to Public Accounts Select Committee. See in particular, response to Q33 and Q103. Transcript is available at: http://data.parliament.uk/writtenevidence/committeeevidence.svc/evidencedocument/public-accounts-committee/consumer-protection/oral/102359.html • Report to RWD Board as standing item • Dates for future meetings 	

Next meeting: 12 September 2019