

<b>Title of Paper</b>	Minutes of the Board Meeting - 23 January 2013
<b>To be presented by</b>	Chair
<b>Purpose of paper (approval/information)</b>	For the Board to agree the minutes of its meeting for subsequent internet publication.
<b>Significant Issues</b>	None

**Present:**

Sean Hogan	NIW Chairman
Kevin Steele	Non Executive Director
Don Price	Non Executive Director
John Rae	Non Executive Director
Jim Stewart	Non Executive Director
Deep Sagar	Non Executive Director
Trevor Haslett	Chief Executive
Ronan Larkin	Finance & Regulation Director
George Butler	Director of Asset Management
Sara Venning	Customer Service Delivery Director

**In attendance:**

Mark Ellesmere	General Counsel & Company Secretary
Pauline Sterling	EA/CEO

There were no conflicts of interest declared in advance of the meeting.

**1. Draft Board Minutes - 19<sup>th</sup> December 2012**

The draft minutes of the meeting on the 19<sup>th</sup> December 2012 were approved.

**Board Action Points - 19<sup>th</sup> December 2012**

Actions were complete or dealt with in the Agenda.

**IF019 - Replacement IWWF Framework**

The Chief Executive provided an update in relation to contingency plans for the Capital Works Programme in light of on-going legal challenges to IF019.

## 2. Health and Safety Update

The Asset Management Director updated the Board verbally on a fatality that morning at the Seagoie PPP site managed by Veolia. The NIW Head of Safety, Quality and Compliance was attending on site. The Board asked for its condolences to be passed on the family of the deceased.

There was one RIDDOR incident in the period within NIW and 2 RIDDOR incidents with contractors. It was agreed that the timescales for reporting of RIDDOR incidents by contractors be checked.

**[ACTION: Asset Management Director]**

## 3. Main Board Report

The Chief Executive updated the Board on a number of issues including progress on the PEDU report recommendations, the NIAO report into Invoice Slicing and an out of sewer flooding incident at the Sydenham Pumping Station over the weekend. It was noted that the Claims Team and Networks sewerage staff had done an excellent job in dealing with customers affected as a result of this incident.

In relation to the Customer Service Delivery Directorate the Board noted a good position in relation to KPIs with the exception of out of sewer flooding (other causes) and the customer satisfaction survey both of which would fail in 12/13. An update was provided in relation to the High Volume Call Answering system and the handling plan in relation to customers impacted by the "Times Ten" meter issue. A discussion then ensued in relation to the frequency of billing. The Board noted that work was progressing in conjunction with CCNI to make customer bills clearer and easier to understand. The winter campaign was still on-going.

The Finance and Regulation Director updated the Board on finance issues including a discussion in relation to the net profit figure and delivery of the capital programme in-year.

The Asset Management Director updated the Board on compliance matters including positive outturn in relation to water quality and the failure in relation to the OPI TIM target which had been discussed at a previous meeting. A positive outturn was noted (subject to audit) in relation to pollution incidents due in part to the wet summer. The Board was also updated verbally on the recent outcome of the prosecution case in relation to Bessbrook.

*(Deep Sagar left the meeting at this point)*

Jim Stewart provided an update on Corporate Risks 3 and 9 which had been revised in period. The Board discussed the Internal Audit Annual Assurance Statement for 12/13 and asked that the outturn position be confirmed at the next meeting. The Board was advised that the assurance statement was likely to be satisfactory. The Board also discussed the need to clarify the company's position in terms of out performance of the PC10 settlement. It was agreed that this would be discussed at the Quarterly Shareholder Meeting that afternoon.

**4. PPP Exceptions Report**

The Board noted an update in relation to the PPP Contracts and on-going discussions in relation to the Prudent Operator claims.

**5. Procurement Activity Report**

The Board noted the update report and asked that appropriate learning points be taken from the C595 tender process.

*(Michael Mulholland and Caroline McGale joined the meeting for Items 6 & 9)*

**6. PC13 Final Determination**

The Board was updated on the current position in relation to this matter.

**9. 2013/14 Tariff Submission**

The Board considered and approved option 2 within Draft Tariff Submission upon the recommendation of the Executive Committee.

**7. 2013/14 Operating Plan and Budget**

The Board noted that a final draft would be presented to the February Board meeting for approval.

**8. Pensions Update**

Noted.

**10. Subsidy Assurance**

Approved based upon the information provided within the report.

**11. Elutions Ltd Control Maestro SCADA Software Maintenance**

The Board considered and approved this STA upon the recommendation of the Executive Committee.

**12. Integrated Framework IF003 RBCs**

The Board considered and approved the award of this framework upon the recommendation of the Executive Committee. The Board asked that the dates referred to in paragraph 2.1 of the paper be checked.

**[ACTION: Pauline Sterling]**

**13. Draft Minutes of CSR Committee - 11 December 2012.**

The draft Minutes were noted.

**14. Weather Watch**

Noted.

**15. Forward Look**

The Forward Look was noted and the Agenda for the Board Strategy Day on the 5<sup>th</sup> February 2013 would be circulated shortly.

**[ACTION: General Counsel and Company Secretary]**

**16. Any Other Business**

No items under Any Other Business.

Approved \_\_\_\_\_

NIW Chairman

Approved