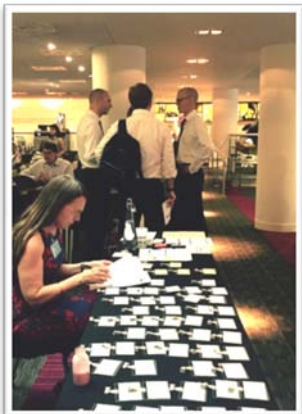


19 June 2017

### 2nd UKRN Annual Conference



#### It was a great day!

Our annual internal event was attended by just under **120 colleagues** from **13 different regulators** and government sponsored departments came together for the second **UKRN Annual Conference**, on one of the hottest days of the year.

#### We discussed future consumers...

The morning session featured a number of speakers, who set the scene on the consumer landscape across our markets. These included Amelia Fletcher from the University of East Anglia who explored evidence on demand side remedies, Caroline Norman from Which? who focused on the three key challenges that regulators will face in the future as market

boundaries blur, and Joanna Whittington, the ORR's CEO, who spoke about system operations in rail.

#### ...and the challenges of the digital age

The second session featured presentations around the challenges and opportunities that data and technology is bringing to our sectors and how it may impact on our regulatory practices.

Lunchtime was spent networking, perusing the market stalls and enjoying the sun, although apparently if you sat outside you were in danger of losing your lunch to the seagulls! The afternoon featured workshops exploring a number of regulatory topics.

Our conference was a great opportunity to build relationships across our members and share our skills and experiences, so that we can all continue to deliver better outcomes for the sectors we regulate. If you would like to see a summary note of the event, please [contact us](#).

**See you at next year's event!**



Meet...

...our members

### 60 seconds with Dan Brown

**Meet Dan, the Chair of the Senior Representatives Group, who talks about collaborating with colleagues at the UKRN, working on the Channel Tunnel regulation, following England on the Ashes tour and travelling to Japan.**



#### What is your role at the UKRN? Tell us a bit about it...

I chair the group of senior representatives from each of the members. We meet every two months and are responsible for developing and delivering the annual work plan on behalf of the CEOs, and we manage the resources that each of the regulators devotes to UKRN activities.

#### What are the highlights and challenges of being the Chair to the SRG?

The clear highlight is the opportunity to talk regularly to colleagues from other regulators about the major things going on in each of our organisations. This intelligence sharing and cooperation is what UKRN was created for, and it adds a lot of value. I also have the privilege of sitting in on the CEO's meetings, which is a great opportunity to catch up on gossip that I could never, of course, repeat!

#### What sort of work do you do outside of the UKRN?

I'm policy and strategy director for ORR, so I take an overview of everything that we do, lead on governmental relations and support the ORR board in developing our approach to regulating railways and highways. This year I am also chairing the bi-national body that oversees economic regulation of the Channel Tunnel.

#### If I bumped into you in the kitchen, what should I ask you?

What to match with Cote Rotie.

#### And finally, what country would you love to visit and why?

After I hopefully tick off a major bucket-list aspiration by following England on their Ashes tour to Australia this Christmas, the place I would most like to spend more time is Japan. I think I might take every holiday in Tokyo if I possibly could.



### News

#### Vulnerability Network

Ongoing engagement is taking place with BEIS, sponsoring departments and relevant regulators on improving our understanding and approaches to protecting consumers in vulnerable circumstances. This includes considering the findings of the recent [NAO report](#). We will be running a series of workshops exploring common challenges including definitions of vulnerability, mental health and power of attorney. For more information, please contact [Sophie Richings](#).

#### Young Professionals Network

The network will be focusing on delivering a specialised event for new graduates, a session open to all YP members (100 and growing!), a joint event with the UKRN Women's network to coincide with International Women's Day and a summer fair. If you would like more information please contact our Chair [Adam Schwarz](#).

#### Chief Operating Officers (COO) Network

The COO network meets quarterly to discuss business planning and transformation, strategic resource management and opportunities to work together on areas such as large scale procurements and secondments.

#### Women's Network

Existing Women and Gender Networks from across UK Regulators, joined by interested

colleagues from smaller regulators, are kicking off a network share best practice on transforming our cultures to better embrace and support a diverse workplace. We'll be exploring topics such as flexible working and developing talent pipelines. If you're interested in being involved, please contact [Sophie Richings](#).

#### Project Management

The first meeting of the new UKRN project Management network took place on 19 July, bringing together Ofwat, FRC, Ofgem, SSRO and CAA for a lively discussion on the merits of disciplined, but agile programme delivery approaches.

The group agreed to focus on best practice and L&D, including job shadowing as a useful way to understand an organisation's ways of working. If you are interested in joining, please contact [Barbara Perata-Smith](#).



#### Cost of Capital Network: peer review of the Utility Regulator's WACC estimate for RP6.

You can read the [peer review letter here](#).

#### We have a new office PA!

[Karen Sharpe](#) has joined the UKRN office to support the delivery of our events and activities and will be the first point of contact for all operational arrangements.

#### ONS consultation on business prices, PPI and SPPI

The ONS has launched a consultation seeking users' views on the transformation of the [Producer Price Index](#) (PPI) and [Services Producer Price Index](#) (SPPI) that the ONS compiles and publishes, the aggregates produced and the definitions used. To respond to the consultation, please visit the [ONS website](#).

### Events



#### Big data, bigger challenges: how markets will serve the consumer of the future?

##### Late October / early November

This event is an opportunity for regulators to hear directly from consumer groups and experts on their thoughts on the changing consumer landscape in different sectors. and to inform future discussions on whether there are any overarching themes that point to a gap in law, or theory of practice in regulation / legislation. For further information, please email [Rachel Wright](#).

##### November

Building on our [Consumer Engagement in Regulatory Decisions](#) we will be hosting an internal roundtable on customer engagement to identify opportunities to strengthen the customer voice in regulatory policy making.



#### Late September Has regulation kept up with changing consumer needs and preferences?

Details to follow.



#### 21 November Investor Conference

Joint UKRN and LTI/A event, bringing together investors, regulators and regulated entities.



#### Autumn Business Impact target

Joint UKRN and WIG workshop, with participation from BRE.



#### Late October Stakeholder event

Exploring whether bad debt levels are high in the water sector relative to other sectors, and why. For details, please email [Rowaa Mahmoud](#).

#### Recent publications

- [UKRN Strategy and Forward Work Programme for 2017/18](#)
- [New Cost of Capital Annual Update](#)
- [Consumer Engagement in Regulatory Decisions](#)

### UKRN office contacts

[Rachel Wright](#), UKRN Director; [Sophie Richings](#) and [Barbara Perata-Smith](#), UKRN Managers; [Karen Sharpe](#) UKRN PA (*operational queries*)