



## Yorkshire Forum for Water Customers Meeting

**Date:** 13<sup>th</sup> December 2019

**Venue:** Colonsay & Islay - DoubleTree Hilton Hotel, Granary Wharf, 2 Wharf Approach, Leeds LS1 4BR

**Apologies:** Steve Foers

### AGENDA

- 09:30 Forum members session (S.I)
- 10:00 Minutes/Actions of last meeting (S.I)
- 10:10 Customer Experience Strategy – first thoughts (JC/TG/ZBS) YW
- 11:10 Land Strategy Update (NM/LP) YW
- 12:00 Lunch**

**Papers for information**