



## Customer Forum Meeting

**Date:** Thursday, 6<sup>th</sup> April 2017

**Venue:** G1, Livingstone House, Chadwick Street, Leeds, LS10 1LJ

**Apologies:** Joanne Volpe, James Copeland,

**Observer:** Angela Collins (CCWater's new Local Consumer Advocate for Yorkshire Water)

### AGENDA

#### **Forum Administration:**

10:00	Minutes / Actions of the last meeting	Discussion	All
10:15	Chair Updates, Forum Membership and Sub-Groups	Information	Chair

#### **Governance and assurance**

10:30	Corporate Governance & Finance Overview	Information	YW (CF/AH)
<b>11:30</b>	<b>Break</b>		
11:45	Valuing Water Customer Research Findings	Information	YW (PC)
12:15	Approach to Customer & Stakeholder Engagement for PR19	Information	YW (RS)
<b>12:45</b>	<b>Lunch</b>		
13:15	Final Assurance Plan	Discussion	YW (WK)
13:35	WINEP Submission Phase 1 Overview	Information	EA/YW
13:55	Any Other Business:	Discussion	All
	- 15 <sup>th</sup> June Agenda review		
	- Saltend: shortlisted for the Water Industry Achievement Awards 2017		
	- 2017 BITC CR Index Results		
<b>14.15</b>	<b>Close</b>		