

# Yorkshire Forum for Water Customers Meeting

**Date: 21 January 2021**

**Venue: Teams meeting**

**Apologies:**

## AGENDA

- 09.30 Forum members session (S.I)
- 10.00 Minutes/Actions of last meeting (S.I)
- 10.10 CMA update (verbal update) (YW) WK
- 10.30 WWO Performance Commitment (YW) AC
- 11.00 Ilkley Jury update (verbal update) (YW) PC
- 11.20 **BREAK**
- 11.30 Direct Support Tariff (YW) DS
- 11.50 Engaging with our customers (YW) AL
- 12.20 Customer complaint – catchment update (YW) JD
- 12.35 AOB
- 12.45 Close

**Papers for information**