



YorkshireWater

Customer Forum Meeting

Date: Thursday, 26th May 2016

Venue: Rooms G:2/3, Ground Floor, Livingstone House,
Chadwick Street, Leeds, LS10 1LJ

AGENDA

Forum Administration:

09:30	Minutes / Actions of the last meeting	All
09:45	Forum Membership/Chair Updates	Chair
10.00	CC Water Business Group Meetings Update	CC Water

2015-16 Regulatory Performance Review:

10.15	High Level Overview of 2014-15 out-turn performance	YW (NB)
10.30	Halcrow Assurance Report on PC's	Halcrow (Chris Turner)

11.00 Break

11.15	Specific PC's requiring review/validation	YW (NB+YW leads)
	<ul style="list-style-type: none">• PC's not meeting commitments (WQC and EG)• Estimated Penalty/Rewards (WWO, Pollution)• In year changes/customer service impacts (Waste Diverted, SIM)	

12.30 Lunch

13:00	Customer Engagement Plans Update & NHH Retail Price Open	YW (Paul Chapman)
14.00	AOB and future meeting dates & items	All
	<ul style="list-style-type: none">• venues for meetings going forward (action from 11/6/15)	

14:15 Close

Apologies for Meeting: Adrian McDonald



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Future Meeting Dates:

- ◆ Thurs, 14th July (ad-hoc meeting) – Rooms G2/3, Livingstone House
- ◆ Thurs, 11th August (ad-hoc meeting) - Rooms G2/3, Livingstone House
- ◆ Thurs, 15th September – QUARTERLY MEETING - Room G1, Livingstone House
- ◆ Thurs, 13th October (ad-hoc meeting) - Rooms G2/3, Livingstone House
- ◆ Thurs, 10th November (ad-hoc meeting) - Rooms G2/3, Livingstone House
- ◆ Thurs, 15th December – QUARTERLY MEETING & CHRISTMAS LUNCH - TBA
- ◆ Thurs, 19th January 2017 (ad-hoc meeting) - Room G1, Livingstone House
- ◆ Thurs, 16th February (ad-hoc meeting) - Room G1, Livingstone House
- ◆ Thurs, 9th March – QUARTERLY MEETING - Rooms G2/3, Livingstone House

Meeting Agenda Items:

- ◆ **(17/09/15) Social Tariff & Customer Support Update:** **Company** to provide an update at a future meeting highlighting anonymous customer feedback and comments
- ◆ **(11/06/15) Meeting Venues:** **Forum** to review meeting venues from June 2016 onwards; are company offices still deemed appropriate to use.
- ◆ **September 2016 Qtly Meeting:** **Paul Hickey, Deputy Director Water Quality, Environment Agency**, to attend (observer as part of his development). Would members require him to speak about any particular aspect of the EA.