

## Customer Forum Meeting

**Date:** Thursday, 16<sup>th</sup> February 2017

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

### AGENDA

#### Forum Administration:

10:00	Minutes / Actions of the last meeting	Discussion	All
10:15	Chair Updates, Forum Membership and Sub-Groups	Information	Chair
10.40	Length of River Improved Commitment Ofwat Response	Decision Circulated prior to meeting	Chair/YW (WK)

#### **Break**

#### PR19

11.00	PR19 Overview • Including Arup and Economic Insight findings	Information Presentation on the day	YW (WK/AS)
12.00	PR19 Plan	Information Presentation on the day	YW (WK/EH)

#### **12.30 Lunch**

#### **Assurance and Company Monitoring Framework**

13.00	Revised Risks, Strengths and Weaknesses Statement	Information	YW (NB/WK)
13.20	Draft Assurance Plan (pre consultation)	Discussion Presentation on the day	YW (NB/WK)
13.50	Any Other Business: - 6 <sup>th</sup> April Agenda review	Discussion Circulated with Agenda	All

#### **14.00 Close**

Apologies: No apologies received  
Tentative: Alistair Maltby