

Yorkshire Forum for Water Customers Meeting

Date: 17 September 2020

Venue: Teams meeting

Apologies: Pam Warhurst

AGENDA

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|-------|--|------------|
| 09.30 | Forum members session (S.I) | |
| 10.00 | Minutes/Actions of last meeting (S.I) | |
| 10.10 | Quarterly Performance Commitment Reporting | (YW) PB/EC |
| 10.30 | Customer behaviour changes during Covid-19 | (YW) PC |
| 11.30 | Yorkshire Water & PR24 Strategy Planning | (YW) IJ/PH |
| 12.00 | Customer complaint | (YW) JD |
| 12.20 | Green recovery | Forum |
| 12.25 | AOB | |
| 12.30 | Close | |

Papers for information