

Yorkshire Forum for Water Customers Meeting

Date: 22 October 2020

Venue: Teams meeting

Apologies:

AGENDA

- 09.30 Forum members session (S.I)
- 10.00 Minutes/Actions of last meeting (S.I)
- 10.10 The role of Customer Forum and assurance against our performance commitments in AMP7 (YW) CE
- 10.30 Regulatory Engagement Plan (opportunity to review upcoming engagement planned with the Forum from a regulatory publication and assurance point of view) (YW) EC
- 10.40 Six Capitals (verbal update) (YW) GR
- 11.10 Guaranteed Standards of Service Assurance (YW) DS
- 11.40 Customer complaint (YW)
- 12.00 Forum response to the CMA All
- 12.30 AOB
- 12.45 Close

Papers for information