



YorkshireWater

Customer Forum Meeting

Date: Thursday, 7th April 2016

Venue: Room G:1, Ground Floor, Livingstone House
Chadwick Street, Leeds, LS10 1LJ

AGENDA

Forum Administration

10:00	Welcome	Chair
10:15	Forum Membership Update	Chair

Current Performance Review:

10:30	Price Re-opener Overview/Update	YW
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11.00 BREAK

Looking Ahead:

11:15	Water 2020 Consultation Response	YW
	<ul style="list-style-type: none">Including Implications of Proposed move from RPI to CPI	

12:00 LUNCH

12.45	Look Forward	YW
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13:00 CLOSE

Apologies for Meeting:

Alistair Maltby (The Rivers Trust), Adrian McDonald (Independent), John Willougby (CAB)



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Future 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.