



## Customer Forum Meeting

**Date:** Thursday, 19<sup>th</sup> January 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	Information	Chair
10.30	Forum Membership and Sub-Groups	Discussion	Chair
10.40	Roles and Responsibilities & Terms of References	Decision	Chair

#### **10.50 Break**

#### **Price Review 2019**

11.00	PR19 Strategic Approach (inc Resilience overview)	Info/Discussion	YW (WK/PH)
11.30	Outcomes Consultation Response review	Info/Discussion	YW (WK/CF)

#### **12.30 Lunch (incl Photoshoot for website)**

13.00	Customer Research and Engagement Update	Information	YW (PC)
14.00	Company Monitoring Framework & Response to Ofwat (inc update on Risk, Strengths & Weaknesses Statement)	Discussion	YW (NB)
14.20	Any Other Business: - 16 <sup>th</sup> February Agenda - Member Induction	Discussion	All

#### **14.30 Close**

Apologies: James Copeland (NFU)