



YorkshireWater

## Customer Forum Meeting

**Date:** Thursday, 15<sup>th</sup> September 2016

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

### AGENDA

#### Forum Administration:

10:00	Minutes / Actions of the last meeting	All
10:15	Forum Membership/Chair Updates	Chair
10.30	High Level Strategy (30 mins)	YW (SL)

#### **11.00 Break**

#### 2015-16 Regulatory Performance Review:

11.15	Water UK Strategy Dashboard (incl Customer Performance Report)	YW (NB)
11.35	PR19 Timetable, incl PR14 Comparison Timetable	YW (NB/PC)

#### **12.35 Lunch**

13:00	AOB	
	- Ofwat consultation on new charging rules / Publication of emerging findings on the residential review / Progress on the retail market opening ( <b>to be covered in general update</b> )	YW (WK)
	- Hull / Saltend Update (Pea Season)	YW (WK)
	- Frequency of Future Meetings (update on recent planning meeting)	All
	- Terms of Reference	All
	- 13 <sup>th</sup> October: Communications Customer Engagement Day	YW (PC)
	- Meeting Venues - <i>are YW offices still appropriate from April 2017 onwards?</i>	GG

#### **14:00 Close**

Apologies for Meeting: Joanne Volpe: *update to be given as part of Forum Membership item*



### **Future Meeting Dates:**

- ◆ Thurs, 13<sup>th</sup> October (Customer Engagement) - Rooms G2/3, Livingstone House
- ◆ Thurs, 10<sup>th</sup> November (ad-hoc meeting) - Rooms G2/3, Livingstone House
- ◆ Thurs, 15<sup>th</sup> December – QUARTERLY MEETING & CHRISTMAS LUNCH: Doubletree Hilton (provisional booking made – 09/09/16)
- ◆ Thurs, 19<sup>th</sup> January 2017 (ad-hoc meeting) - Room G1, Livingstone House
- ◆ Thurs, 16<sup>th</sup> February (ad-hoc meeting) - Room G1, Livingstone House
- ◆ Thurs, 9<sup>th</sup> March – QUARTERLY MEETING - Rooms G2/3, Livingstone House

### **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.