

# Yorkshire Forum for Water Customers Meeting

**Date: 17 July 2025 at 1:30pm**

**Venue: Microsoft Teams**

**13:30–16:00**

**Apologies:**

## AGENDA

13:30 Forum members session	Members only
14:00 Approval of previous minutes	All
14:05 Update on actions	All
14:10 Business update	Richard Hepburn (YW)
14:15 Research update	Donna Hildreth (YW)
14:30 Update on Affordability & Vulnerability Subgroup	Chris Griffin
14:40 Working with Others PC – benefits	Hayley Parrish (YW)
14:55 <b>Break</b>	
15:05 Complaints spotlight	Josh Clayton (YW)
15:50 AOB	All
16:00 Close	