

YourVoice meeting

Wednesday 7th February 2018

Main YourVoice meeting

Agenda - 7th February 2018

Item #	YourVoice Meeting Agenda Items	Lead	Timeslot
	Private Members session	Bernice Law	9:30 – 10:00
1	Actions from previous meetings	Bernice Law	10:00 – 10:15
2	Quarterly performance review	Louise Beardmore and Jo Harrison	10:15 – 10:30
3	Customer Experience ODI update	Jill Pilling	10:30 – 10:45
4	Ofwat Final Methodology update	James Bullock	10:45 – 11:00
5	Updates from YourVoice subgroups <ul style="list-style-type: none"> • Environmental subgroup • Customer engagement subgroup 	Alistair Maltby Tayo Adebawale	11:00 – 11:15 11:15 – 11:30
Break 11:30 – 11:45			
6	Customer research & engagement update <ul style="list-style-type: none"> • Acceptability Testing • Manchester & Pennines resilience 	Ken Dillon Natalie McIldowie	11:45 – 12:00 12:00 – 12:15
7	Affordability and Debt – strategy update	Louise Beardmore	12:15 – 12:30
8	Resilience strategy	Jo Harrison	12:30 – 13:00
Lunch 13:00 – 13:30			
9	Ofwat Customer Engagement meeting	Louise Beardmore & Jo Harrison	13:30 – 13:45
10	AOB	Bernice Law	13:45 – 14:00