

YourVoice meeting

Thursday 7th September 2017

Agenda – 7th September 2017

Governance		Owner	Duration	Time
1.	Actions from the meeting on 8 th June <ul style="list-style-type: none"> Including Environment subgroup feedback 	Bernice Law	10 mins	09:30 – 09:40
2.	Plan on a page	Bernice Law		
Policy Updates				
3.	Ofwat PR19 methodology update	James Bullock	20 mins	09:40 – 10:00
4.	Developing performance commitments, measures and targets <ul style="list-style-type: none"> Including PR19 Business Plan overview 	Frank Grimshaw	40 mins	10:00 – 10:40
5.	How customer bills are calculated and the impact of actual performance	James Bullock	60 mins	10.40 – 11.40
6.	Customer engagement update <ul style="list-style-type: none"> Including feedback from the Customer Engagement subgroup 	Tayo Adebawale & Ken Dillon	30 mins	11:40 – 12:10
7.	CCW triangulation report	James Mackenzie	40 mins	12:10 – 12:50
8.	Financial support schemes for customers	Andy White & Lou Beardmore	30 mins	12:50 – 13:20
9.	Quarterly performance review <ul style="list-style-type: none"> Including AMP6 plans for sewer flooding improvements 	Jo Harrison & Louise Beardmore	30 mins	13:20 – 13:50
10.	Proposed dates for future meetings	Bernice Law	10 mins	13:50 – 14:00