

# YourVoice Meeting

## 16<sup>th</sup> December 2016

# Agenda – 16<sup>th</sup> December 2016

Governance		Owner	Duration	Time
1.	Private Session with YourVoice panel members	Andrea Cook, Bernice Law	30 mins	09:30 – 10:00
2.	YourVoice 12 month forward agenda cycle	Andrea Cook	10 mins	10:00 – 10:10
3.	Actions from last meeting	Andrea Cook	10 mins	10:10 – 10:20
4.	Corporate Citizenship	Bernice Law	10 mins	10:20 – 10:30
<b>Policy Updates</b>				
	Wholesale strategy updates <ul style="list-style-type: none"> <li>• Supply &amp; demand</li> <li>• Leakage</li> <li>• Bathing Waters &amp; Shellfish</li> </ul>	Jo Harrison	30 mins	10:30 – 11:00
5.	Subgroup reports <ul style="list-style-type: none"> <li>• Environmental</li> </ul>	Alistair Maltby	10 mins	11:00 – 11:10
Break for Refreshment – 11:10 to 11:30				
7.	Update on customer research and engagement <ul style="list-style-type: none"> <li>• Summary customer research results to date</li> <li>• Discover Water website review</li> </ul>	Gaynor Kenyon, Ken Dillon	20 mins	11:30 – 11:50
8.	Consultation on outcome delivery incentives (ODIs)	James Bullock	15 mins	11:50 – 12:05
9.	Risks, strengths and weaknesses statement update	Mark Abbott	10 mins	12:05 – 12:15
10.	Using markets to test costs and deliver more for less	Jo Harrison	10 mins	12:15 – 12:25
<b>For information</b>				
10.	PR16 NHH reopener – final determination	James Bullock	5 mins	12:25 – 12:30
11.	Performance reporting update – discussion by exception	Jo Harrison, Sally Ainsworth (for Lou Beardmore)	15 mins	12:30 – 12:45
12.	AOB and closing remarks	Andrea Cook	15 mins	12:45 – 13:00