

YourVoice Meeting

9th March 2017

Agenda – 9th March 2017

Governance		Owner	Duration	Time
1.	Private Session with YourVoice panel members	Bernice Law	30 mins	09:30 – 10:00
2.	YourVoice 12 month forward agenda cycle	Bernice Law	15 mins	10:00 – 10:15
3.	Actions from last meeting	Bernice Law	15 mins	10:15 – 10:30
Policy Updates				
4.	Subgroup reports <ul style="list-style-type: none"> • Governance (see Corporate Citizenship paper) • ODI • Environmental 	Bernice Law Bernice law Tayo Adebowale	30 mins	10:30 – 11:00
Break for Refreshment:11:00 – 11:15				
5.	Wholesale strategy updates <ul style="list-style-type: none"> • Approach to flood management • Water resources strategy • Odour strategy 	Bryan Homan & Mark Abbott	45 mins	11:15 – 12:00
6.	Update on customer research and engagement <ul style="list-style-type: none"> • Update on key projects work in progress • Summary customer research results to date 	Ken Dillon	15 mins	12:00 – 12:15
7.	<ul style="list-style-type: none"> • Market reform Go Live update 	Mark Abbott	5 mins	12:15 – 12:20
For information				
8.	Performance reporting update – discussion by exception	Mark Abbott, Lou Beardmore	15 mins	12:20 – 12:35
9.	Assurance plan update	Mark Abbott	5 mins	12:35 – 12:40
10.	AOB and closing remarks	Bernice Law	10 mins	12:40 – 12:50