



YourVoice Meeting

3rd March 2016

Agenda - 3rd March 2016

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| 09:30 | Welcome (apologies , minutes of last meeting) | Andrea Cook |
| 09:45 | item 1: Performance updates | Jo Harrison & Gary Dixon |
| 10:30 | item 2: Summary of customer satisfaction measures | Gary Dixon |
| 11:00 | item 3: UU customer segmentation (inc. vulnerable customers) | Gary Dixon & Louise Beardmore |
| 11:30 | Break | |
| 11:45 | item 4: Subgroup reports <ul style="list-style-type: none">a) Non-household retailb) Reporting | Bernice Law & Andrea Cook |
| 12:30 | item 5: Market reform update | Mark Abbott |
| 12.50 | AOB, date of next meeting & close | Andrea Cook |
| 13:00 | Lunch | |