

YourVoice meeting

Thursday 12th July 2018

YourVoice panel - main meeting draft agenda

YourVoice Meeting Agenda Items		Lead	Time
	Members private meeting	Bernice Law (Chair)	9:30 – 10:00 30 mins
1	Actions from previous meeting	Bernice Law (Chair)	10:00 – 10:15 15 mins
2	Quarterly performance review <ul style="list-style-type: none"> • HH Retail • Water & Wastewater 	Louise Beardmore & Jo Harrison	10:15 – 10:45 30 mins
3	<ul style="list-style-type: none"> • Free Meter installation / Price Promise trial 	Louise Beardmore	10:45 – 11:00 15 mins
Break 11:00 – 11:15			
4	Resilient Communities Initiative/Benefits sharing	James Bullock	11:15 – 11:25 10 mins
5	Subgroup reports <ul style="list-style-type: none"> • Environment subgroup 	Alistair Maltby	11:25 – 11:35 10 mins
6	Business Plan update <ul style="list-style-type: none"> • Triangulation (ICF further actions from ICF) • Performance commitments / ODIs update 	Frank Grimshaw	11:35 – 12:05 30 mins
7	Customer research update	Ken Dillon	12:05 – 12:25 20 mins
8	YourVoice report update	Neil Cumberlidge	12:25 – 12:35 10 mins
9	APR reporting update	Mark Abbott	12:35 – 12:45 10 mins
10	AOB & date of next meeting	Bernice Law	12:45 – 13:00 15 mins