

# YourVoice meeting

Wednesday 7<sup>th</sup> November 2018

# YourVoice panel - agenda

7<sup>th</sup> November 2018 TBC

YourVoice Meeting Agenda Items		Lead	Time
1	Actions from previous meeting	Bernice Law (Chair)	9:30 – 9:45 15 mins
2	Quarterly performance review <ul style="list-style-type: none"> <li>• HH Retail</li> <li>• Water &amp; Wastewater</li> </ul>	Louise Beardmore & Jo Harrison	9:45 – 10:30 45 mins
3	PR19 Submission update <ul style="list-style-type: none"> <li>• Key highlights including competitors plans overview</li> </ul>	James Bullock	10:30 – 11:00 30 mins
Break 11:00 – 11:15			
4	Subgroup reports <ul style="list-style-type: none"> <li>• Affordability and vulnerability</li> </ul>	Dave Thompson	11:15 – 11:25 10 mins
5	Customer engagement update <ul style="list-style-type: none"> <li>• #nwmatters campaign relaunch</li> </ul>	Stuart McMillan	11:25 – 11:30 5 mins
6	Regulatory reporting 2018/19	Mark Abbott	11:35 – 11:55 20 mins
7	AOB & date of next meeting	Bernice Law	11:55 – 12:00 5 mins
Break for lunch for 12:00			