

# YourVoice Meeting Agenda

Wednesday 21 July, 2021

# Agenda – YourVoice panel meeting 21 July 2021

item	Agenda	Lead
1	<b>Introductions, apologies &amp; actions from previous meeting</b> <ul style="list-style-type: none"> <li>• See slide 4</li> </ul>	Bernice Law 10:30 – 10:35 am
2	<b>Ofwat PR24 and beyond: Creating tomorrow today</b> <ul style="list-style-type: none"> <li>• Review of key themes and implications</li> <li>• CCW discussion paper – Future consumer representation models</li> </ul>	James Bullock 10:35– 10:45 Andy White / James MacKenzie 10:45 – 11:15 am
3	<b>Customer Research programme update</b> <ul style="list-style-type: none"> <li>• Research planning process overview</li> <li>• Update on recent research projects and how the insight will be used</li> </ul>	Ben Nadel 11:15 – 11:30 am
4	<b>Quarterly performance review</b> <ul style="list-style-type: none"> <li>• By division, by exception</li> </ul>	Louise Beardmore & Simon Chadwick 11:30 – 11:50 am
5	<b>Subgroup reports</b> <ul style="list-style-type: none"> <li>• E&amp;SVSG</li> <li>• CESG</li> <li>• A&amp;VP</li> </ul>	Alistair Maltby, Tayo Adebawale, Dave Thompson 11:50 – 12:05 am
6	<b>APR and Customer Summary</b> <ul style="list-style-type: none"> <li>• Final version &amp; feedback for YourVoice members</li> </ul>	Emma Dennett Bernice Law 12:05 – 12:15 pm
7	<b>Diversity and Inclusion</b> <ul style="list-style-type: none"> <li>• Video presentation to demonstrate the company’s approach to promoting employee diversity and inclusivity.</li> </ul>	Louise Beardmore 12:15 – 12:30 pm
8	<b>AOB</b>	Bernice Law 12:30 – 12:40 pm