

# YourVoice Meeting

6<sup>th</sup> October 2016

# Agenda – 6<sup>th</sup> October 2016

Governance		Owner	Duration	Time
1.	Private Session with YourVoice panel members	Andrea Cook, Bernice Law	30 mins	09:30 – 10:00
2.	YourVoice 12 month forward agenda cycle	Andrea Cook	5 mins	10:00 – 10:05
3.	Actions from last meeting	Andrea Cook	10 mins	10:05 – 10:15
4.	Review of terms of reference (PR19)	Andrea Cook	15 mins	10:15 – 10:30
<b>Policy Updates</b>				
5.	PR19 Strategy overview	James Bullock, Jo Harrison, Lou Beardmore	30 mins	10:30 – 11:00
6.	Water efficiency update	Lou Beardmore	15 mins	11:00 – 11.15
Break for Refreshment – 11:15 to 11:30				
7.	Company Monitoring Framework (CMF) - Including annual performance report update	Mark Abbott	10 mins	11:30 – 11:40
8.	Update on customer research programme	Gaynor Kenyon & Ken Dillon	30 mins	11:40 – 12:10
9.	Stakeholder Assurance requirements	Gaynor Kenyon	10 mins	12:10 – 12:20
<b>For information</b>				
10.	PR16 NHH reopener – draft determination	James Bullock	5 mins	12:20 – 12:25
11.	Ofwat consultation on company debt	James Bullock	20 mins	12:25 – 12:45
12.	Update on Drought plan and Water Resources Management Plan (inc. Water UK paper)	Jo Harrison	5 mins	12:45 – 12:50
13.	Performance reporting update – discussion by exception	Jo Harrison & Lou Beardmore	10 mins	12:50 – 13:00