



YorkshireWater

Yorkshire Forum for Water Customers Meeting

Date: Thursday, 14 December 2017

Venue: Colonsay/Islay room, Doubletree Hilton Hotel, Granary Wharf, 2 Wharf Approach, Leeds, LS1 4BR

Apologies: Alistair Maltby, Georgia Klein, Angela Collins, Pam Warhurst, Gillian Mason, Adrian Kennedy

AGENDA

09:30	Minutes / Actions of the last meeting	All
09:45	Chair & Sub group updates	Chair
10.00	Company Monitoring Framework Outcome / Key Messages	YW (WK)
10.10	PR19 methodology publication	YW (WK)
10.20	Retail Household Approach and Research	YW (DS/GM)
11.05	Customer Engagement Update inc WtP results	YW (PC)
11.45	Performance Improvement plan	YW (PD)
12.15	AOB	
	<ul style="list-style-type: none">• January Meeting location/offsite requirements• January draft agenda discussion• Bioresources market Information publication	
12.30	Close	

Papers for circulation

- dWRMP Submission – Executive Summary
- Draft long-term strategy update
- 2017-18 Performance Commitment Dashboard update
- PR19 forward look meeting plan