

Yorkshire Forum for Water Customers Meeting

Date: 22 February 2024 at 1:30pm

Venue: Microsoft Teams

Apologies: TBC

AGENDA

13:30	Forum members session	
14:00	Approval of previous minutes	All
14:05	Update on actions	Richard Hepburn (YW)
14:10	Update from environment subgroup	Dave Merrett
14:15	PR24 Business Plan update	Richard Hepburn (YW)
14:30	APR and Quarterly performance updates	Richard Hepburn (YW)
14:45	Break	
15:00	Introduction to John Thomas, Director of Strategy and Regulation	John Thomas (YW)
15:10	CCW's assessment of YW business plan	Steve Grebby (CCW)
15:25	Performance commitments – Working with Others	Sarah Mason (YW)
15:40	Performance commitments – Inclusive Customer Service	Tom Greenwood (YW)
15:55	AOB	All
16:00	Close	