

Yorkshire Forum for Water Customers Meeting

Date: 23 May 2024 at 1:30pm

Venue: Microsoft Teams

13:30–16:00

Apologies:

AGENDA

13:30 Forum members session

14:00 Approval of previous minutes All

14:10 Update on actions Donna Hildreth (YW)

14:25 Update on Affordability & Vulnerability
subgroup Chris Griffin

14:35 Research update Donna Hildreth (YW)

14:50 **Break**

15:00 Introduction to Customer Experience Imran Patel (YW)
Director

15:10 APR 2024, Service Commitment Plan Kirstin Hutchinson (YW)
and Quarterly Reporting

15:50 PR24 Business Plan update Richard Hepburn (YW)

15:55 AOB All

16:00 Close
