

Yorkshire Forum for Water Customers Meeting

Date: 21 November 2024 at 1:30pm

Venue: Microsoft Teams

13:30–16:00

Apologies:

AGENDA

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|---|-------------------------|
| 13:30 Forum members session | Members only |
| 14:00 Introduction to Tim Hawkins, Director of Strategy and Regulation | All |
| 14:15 Approval of previous minutes | All |
| 14:20 Update on actions | All |
| 14:25 Update on Affordability & Vulnerability Subgroup | Chris Griffin |
| 14:40 PR24 Update | Richard Hepburn |
| 14:50 Research Update | Donna Hildreth |
| 15:00 Break | |
| 15:10 Serious pollution incidents and self- reporting | Darren Gorer |
| 15:25 Complaints handling performance | <i>presenter absent</i> |
| 15:25 Impact of the Special Measures Bill | Tim Myatt |
| 15:40 AOB | All |
| 15:45 Close | |