

YourVoice meeting
Tuesday 21st July 2020
Via MS Teams, 13:30 – 15:00

YourVoice panel agenda 21st July 2020

	Agenda item	Lead	Time
1.	Introductions and apologies	Bernice Law	13.30
2.	Minutes/actions from 14 January 2020 meeting	Bernice Law	13.35
3.	Sub-group reports – Customer Engagement SG on 30 January 2020	Tayo Adebawale	13.40
4.	Annual performance report <ul style="list-style-type: none"> • Overview of final AMP6 performance • Feedback from discussion with UU Board 	MA/ED/LB/JH Bernice Law	13.45
5.	Affordability and the new social tariff scheme	Louise Beardmore	14.10
6.	Environmental Performance Assessment	Jo Harrison	14.20
7.	Water resources updates: <ul style="list-style-type: none"> • Demand and supply • Water efficiency trial 	Jo Harrison Louise Beardmore	14.30
8.	Achieving a ‘new normal’ – what does this mean for UU organisationally and operationally?	Louise Beardmore	14.45
9.	AOB and future meetings <ul style="list-style-type: none"> • Ofwat and CCGs • Next meeting – date and format 	Bernice Law	14.55