

YourVoice Meeting

8th June 2017

Agenda – 8th June 2017

Governance		Owner	Duration	Time
	Private Session with YourVoice panel members	Bernice Law	30 mins	09:30 – 10:00
	YourVoice 12 month forward agenda cycle	Bernice Law	15 mins	10:00 – 10:15
	Actions from last meeting	Bernice Law	15 mins	10:15 – 10:30
	PR19 key dates & YourVoice requirements	Ken Dillon	15 mins	10.30 – 10.45
Policy Updates				
	Subgroup reports • Environmental	Alistair Maltby	30 mins	10:45 – 11:15
Break for Refreshment:11:15 – 11:30				
	Wholesale strategy updates • Supply and Demand Leakage • Bio-resources • Wastewater Q update • Understanding wholesale cost drivers • Developing an ODI framework (early view)	Kate Zabatis Richard Brindle Sarah Jenner Jon Latore Chrissie Oakley	15 mins 10 mins 10 mins 10 mins 15 mins	11:30 – 12:30
Working Lunch served around 12:30 pm				
	Update on customer research and engagement • Update on key projects work in progress • Customer services and research update	Ken Dillon Louise Beardmore	15 mins 30 mins	12:30 – 13:15
	• Annual performance report update	Mark Abbott	15 mins	13:15 – 13:30
	• How customer bills are calculated and Impact of actual performance	James Bullock/Jon Latore	60 mins	13:30 – 14:30
For information				
	Performance reporting update – discussion by exception	Mark Abbott, Lou Beardmore	15 mins	14:30 – 14:45
	AOB and closing remarks	Bernice Law	10 mins	14:45 – 14:55