



TWENTY SEVENTH MEETING OF THE CONSUMER COUNCIL FOR WATER NORTHERN COMMITTEE

Thursday 25th October at 12.30pm

Location: The Brain Charity, Norton Street, Liverpool, L3 8LR

AGENDA

<u>Time</u>	<u>Item</u>	<u>Min.</u>	<u>Report</u>
12.30	1. Chair's Opening Remarks and Apologies for Absence	5	Verbal
12.35	2. Questions & comments from members of the public	10	Verbal
12.45	3. Minutes of the Last Meeting	5	
12.50	4. Matters Arising	5	NRT/18/04
12.55	5. Water Company Transparency	45	Verbal
13.40	6. 2018 Freeze/Thaw events and response to Ofwat	30	Verbal
14.10	7. 2018 Water Resource Issues	30	Verbal
14.40	8. Company Operational Reports	40	NRT/18/04
15.20	9. Service improvements for wastewater customers - Yorkshire Water	15	Verbal
15.35	10. Non Household Retail Company Updates	20	Verbal
15.55	11. Complaints to CCWater	15	NRT/18/05
16.10	12. AOB	5	Verbal
	Next meeting: 13 th May 2019 (TBC)		
16.15	Close		