

Water sector ADR Panel

Agenda for meeting at 9.30am on Thursday 5th January 2017 at Water UK, 36 Broadway, London SW1H 0BH

Agenda

- 1 Minutes and actions arising from the meeting on 20 October
- 2 Standing items:
 1. WATRS monthly reports; and
 2. Redacted decisions
- 3 12-month review of WATRS: update on implementation of recommendations (WADR 417);
- 4 To agree amendments to Scheme Rules following outcome of 6 month CCWater trial (WADR 418);
- 5 New entrants – update (WADR 419);
- 6 To approve the reappointment of Panel members;
- 7 To consider customer satisfaction and experience research from DJS (WADR 420);
- 8 To inform the panel about comparative ADR research commissioned by Citizens Advice (WADR 421);
- 9 To agree the dates for future meetings of the Panel; and
- 10 AOB