

Water Sector ADR Panel

Meeting 33

at Water UK 36 Broadway, London SW1H 0BH

Monday 25 March 2019

AGENDA

Present: Sandra Webber (Chair) Lissa Balmer Louise Beardmore Claire Forbes Helen Hunter Daksha Piparia Sir Tony Redmond Katy Taq		
In attendance: Cath Jones CCW – (item 5) Apologies		
Item	Title	Who
1.	Approval of minutes of Panel meeting on 7 December 2018 (attached) and actions arising	All
2.	Standing items: a. the service provider's monthly report b. redacted decisions c. customer satisfaction data	SF/SW SF
3.	Recommendations from QMU report and response from RWD	SW
4.	Proposed timetable for retendering	SF
5.	Proposed trial: additional information	CJ/SF
6.	Annual statistical report	SW/SF
7.	AOB	All