

19th August 2020
Meeting of the Customer Forum
Virtual meeting

Attendees and in attendance

Agnes Robson (AR)	Chair	Attendee	
Jo Dow (JD)	Member	Attendee	
Rachel Bell (RB)	Member	Attendee	
Andrew Faulk (AF)	Member	Attendee	
Bob Wilson (BW)	Member	Attendee	
Stuart Housden (SH)	Member	Attendee	
Mairi Macleod (MM)	Member	Attendee	
Tom May (TM)	Member	Attendee	
Sue Walker (SW)	Member	Attendee	
Sam Ghibaldan (SG)	Director	Attendee	
Karen Greenwood (KG)	Customer Forum Support Manager	In attendance	

Introduction

1. Apologies

Apologies had been received from Jo Dow.

Declaration of interest

None declared.

2. Minutes and matters arising from the 10th August 2020 meeting

The previous minutes were not discussed at this session.

The Chair and members provided an update on activities since the last meeting, including:

3. Transformation Plan Agreement

AR and SG set out the updates made to the Transformation Plan Agreement discussed at the 10th August meeting.

The members suggested that 'inform' could be incorporated within the heading 'Engage, understand and empower customers and communities'.

The Forum agreed that this document can now be finalised with Scottish Water, ahead of it being shared with the Stakeholder Advisory Group on 28th August 2020.

4. Any Other Business

There being no other business the meeting closed.