

AGENDA

Meeting: Customer Engagement Forum (new name under review)
Date: Tuesday, 12 April 2022
Time: 13:00-15:00
Location: Online

No.	Item - Full CEF meeting	Lead	Time
1.	Brief introduction from Chair	Craig Bennett	13:00

Section A: Discussion

2.	General update on wider developments and implications for PR24	Peter Simpson	13:10
3.	Update on development of long term delivery strategies	Alex Plant	13:20
4.	PR24 update (including Ofwat's customer engagement position paper)	Darren Rice	13:30
5.	Update from CCW on COG	Steve Hobbs	13:40
6.	Discussion: Terms of Reference and name for the Group	Craig Bennett	14.00
7.	Water Resources Management Plan (WRMP): Overview of Customer Engagement	Laura Tuplin	14.20
8.	AW Performance update	Andrew Snelson	14.30

SHORT BREAK

CEF-only session

i.	CEF-only discussion	14.45- 15:00
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Next meeting: Tuesday, 10 May 1-4pm