

**Meeting:** Customer Engagement Forum

**Date:** Tuesday, 13 July 2021

**Time:** 9am-noon

**Location:** **Online – link in invitation**

No.	Item - Full CEF meeting	Lead	Time
1.	Brief introductions		9.00
<b>Section A: Anglian Water updates</b>			
2.	Wider business update	Alex Plant	9.15
3.	PR24 and beyond – Ofwat discussion paper	Darren Rice	9.30
4.	PR24 Customer engagement update	Rachel Walters	10.00
5.	Plans for CEF going forward and Chair recruitment process	Alex Plant/Darren Rice	10.15
BREAK			
<b>Section B: Performance and other updates</b>			
6.	Performance and ODI Update	Gareth Thomas	10.45
<b>CEF-Only session</b>			
i.	CEF-only discussion		11.15 – 12.00