

Meeting: Customer Engagement Forum

Date: Tuesday, 21 December 2021

Time: 9am-12.30

Location: Online – Teams link in invitation

No.	Item - Full CEF meeting	Lead	Time
1.	Brief introduction	Craig Bennett	9.00
Section A: Anglian Water updates			
2.	Strategy and Policy Overview	Alex Plant	9.10
3.	Update on PR24	Darren Rice	9.20
4.	AW update	Peter Simpson	9.35
5.	AW Customer Engagement update	Rachel Walters	9.55
6.	AW Performance Update	Andrew Snelson	10.10
	BREAK		
Section B: Other updates			
6.	Derivation of central ODI rates	Paul Metcalfe	10.40
7.	Discussion about future role of CEF/ToR	Craig Bennett	11.00
CEF-only session			
i.	CEF-only discussion		11.45