

**MEETING OF THE NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUMS  
MONDAY 18 SEPTEMBER 2017**

**THE GREAT NORTHERN HOTEL, PETERBOROUGH**

**AGENDA**

**Meeting starts without Company members**

10:00	1.	Welcome, apologies, aims of the meeting disclosure of interests	Chair/all	10mins
	2.	Notes & actions of last meeting held 14 June 2017 – for review and agreement of the meeting record	Chair/all	
10:10	3.	Papers review Aim – For Forum members to identify topics to discuss with the Company – <i>papers to be viewed via SharePoint</i>	Chair/all	20mins
		<i>Papers – for information:</i>		
		3.1 Update from the Chair – the Acting Chair’s view on Forum activity, progress, and Ofwat’s CCG Chairs’ meeting		
		3.2 CEO update – update on what has been happening in the Company and the water industry		
		3.3 Water Forums Expert Leads updates – a summary of members activities		
		3.4 Regulatory update – recent Ofwat, Environment Agency and Drinking Water Inspectorate activity		
		3.5 Customer engagement update – summary of customer engagement and research outcomes		
		3.6 Comparative performance (2016/17) – members were previously taken through the Company performance (5 June 2017) this paper gives Company performance against the industry		
10:30	4.	Water Forums communication Aim – Forum’s Author will outline her plan and programme for producing the Forum’s Report to Ofwat	Sarah Young	30mins
11:00	5.	<b>Company members join the meeting – welcome and introductions</b>		<b>5mins</b>
11:05	6.	Question time on papers Aim – For members to engage with the Company on their selected topics	Chair	25mins
11:30	7.	Members activity update Aim – for the Forums to update the Company on their recent activities	Chair	30mins



12:00	8.	Innovation update Aim – for members and the Company to debate on innovation – this is supported by a presentation which was developed from the output of the Innovation Festival	Nigel Watson	60mins
13:00		Lunch		30mins
13:30	9.	PR19 Business Plan update Aim – for the Company to update the Forums on its PR19 Strategy day – this will be supported by a presentation, to be provided to members on the day	Carol Cairns	25mins
13:55	10.	PR19 outcomes delivery incentives (ODIs) Aim – to update members on Ofwat’s ODI expectation in its draft methodology and to debate the options for applying ODIs – this will be supported for applying them – this will be supported by a presentation, to be provided to members on the day	Jim Strange	25mins
14:20	11.	PR19 Assurance Dashboard Aim – for members to familiarise themselves with the Company’s assurance Dashboard and to debate on the way it could be used by the Forums – this is supported by two papers: 11.1 PR19 Assurance workshop meeting notes – where the Assurance Sub-group have made some important recommendations; and 11.2 PR19 Assurance Dashboard update – Company report to the Forums on first iteration of the assurance Dashboard	Carol Cairns	40mins
15:00	12.	Meeting review (Company people to leave the room) Members are also requested to complete survey	Author, Chair and independent members	30mins
15:30		<b>CLOSE</b>		