

**MEETING OF THE
NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUM
MONDAY 2 NOVEMBER 2020**

VIRTUAL MEETING VIA MICROSOFT TEAMS

AGENDA

10:00	1.	Welcome, apologies, aims of the meeting disclosure of interests	Chair	5mins
10:05	2.	Notes and actions of last meeting held 21 September 2020 - for review and agreement of the meeting record (paper attached)	Chair/all	5mins
10:10	3.	Forum future programme review (paper attached)	Chair/all	5mins
10:15	4.	Members deliberation and prepare for discussions with Company	Chair/all	20mins
10:35		Comfort break	Chair/all	5mins
10:40	5.	Meeting resumes and Company join the meeting Welcome and introductions followed by general Company questions including COVID-19, Competitions and Markets Authority update and 2021 billing (verbal update)	Chair/all	30mins
11:10	6.	Inclusivity and affordability update (paper attached) Aim: members to understand current position and COVID-19 implications.	Mark Wilkinson	25mins
11:35	7.	Customer service & performance update (paper attached) Aim: members briefed on current performance, COVID-19 activity and impact on service.	Dawn Creighton Scott Drew	25mins
12:00		Short lunch and comfort break		20mins
12:20	8.	Water Efficiency update (paper attached) Aim: members briefed on current work and future plans.	Tom Andrewartha	20mins
12:40	9.	D-MeX update (paper attached) Aim: members briefed on current position and future plans. Company members leave	Helen Lumsdon Claire Foster	20mins
13:00	10.	Members meet in camera to review the meeting	Author/Chair/all	15mins

13:15		MEETING CLOSE The following background information papers have also been sent to you for review: A. CEO update B. Regulatory update C. Customer engagement and participation update		
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