

**MEETING OF THE
NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUM
WEDNESDAY 9 DECEMBER 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 2 November 2020 - for review and agreement of the meeting record (paper attached)	Chair/all	5mins
10:10	3.	Chair update Aim: members briefed on CMA Hearing	Chair	10mins
10:20	4.	Sub-group update: <ul style="list-style-type: none"> • Drinking Water Quality Sub-Group • Environment Sub-Group 	Sub-Group Chairs: Graham Dale Richard Powell	5mins 5mins
10:30	5.	Forum future programme review (paper attached)	Chair/all	5mins
10:35	6.	Members deliberation and prepare for discussions with Company	Chair/all	20mins
10:55	7.	Company join the meeting Welcome and introductions followed by general Company questions including COVID-19 and Competitions and Markets Authority update. Company to provide a further briefing on impact of CMA decision on retailers and wider impact on customers.	Chair/all	25mins
11:20		Comfort Break		10mins
11:30	8.	AMP7 Readiness – Service Delivery (paper attached) Aim: members briefed on Company activity to meet AMP7 targets.	Andrew Beaver Jim Strange	45mins
12:15	9.	Innovation update (paper attached) Aim: members briefed on key areas of work taking place across the Company. Company members leave	Nigel Watson	30mins
12:45	10.	Members meet in camera to review the meeting	Chair/Author/All	15mins

13:00		<p>MEETING CLOSE</p> <p>The following background information papers have also been sent to you for review:</p> <ul style="list-style-type: none">A. CEO updateB. Regulatory updateC. Customer Engagement and Participation update		
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