

**MEETING OF THE
NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUM
FRIDAY 17 SEPTEMBER 2021**

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 9 June 2021 - for review and agreement of the meeting record <i>(paper attached)</i>	Chair/all	5mins
10:10	3.	Water Forum Future Programme <i>(paper attached)</i> Aim: Members to review activity	Chair	5mins
10:15	4.	Members' deliberation and prepare for discussions with Company	Chair/all	15mins
10:30	5.	Company join the meeting Welcome and introductions followed by general Company questions and update on PR24 customer engagement review.	Chair/all	20mins
10:50	6.	Inclusivity and Affordability update <i>(paper attached)</i> Aim: Members to understand current position and provide details of any key pieces of work taking place. Agree Challenges and Actions	Mark Wilkinson	30mins
11:20	7.	Customer complaints update <i>(paper attached)</i> Aim: Members to understand current performance and strategy. Agree Challenges and Actions	Helen Lumsdon Caralyn Tettmar	30mins
11:50		Break		10mins
12:00	8.	Climate Change Report <i>(paper attached)</i> Aim: Members provided details of report due for publication by end December 2021. Agree Challenges and Actions	Ian Gray Ann Cousins, Arup	30mins
12:30	9.	Community Investment <i>(paper attached)</i> Aim: members updated on new investment strategy Agree Challenges and Actions	Ross Smith	20mins
12:50	10.	Members in camera review of meeting Company members leave meeting.	Author/Chair/all	10mins

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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