

**MEETING OF THE NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUM
THURSDAY 7 APRIL 2022**

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 February 2022 - for review and agreement of the meeting record (paper attached)	Chair/all	5mins
10:10	3.	Members' deliberation and prepare for discussions with Company	Chair/all	40mins
10:50		Comfort Break		10mins
11:00	4.	Company join the meeting General Company updates and questions The Company will provide verbal updates on the following: <ul style="list-style-type: none"> • Darlington boil notice incident • Saltburn incident • Flow to Full Treatment Agree Challenges and Actions	Chair/all Keith Haslett Richard Warneford	35mins
11:35	5.	Water Resources Management Plan (paper attached)	Will Robinson	25mins
12:00	6.	PR24 Customer Engagement Review (paper attached) Aim: Members provided with details of the Company's customer engagement review and plans for PR24.	Louise Hunter	45mins
12:45	7.	Company members leave meeting Members in camera review of meeting	Author/Chair/all	15mins
13:00		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		