

Meeting: Customer Engagement Forum

Date: Tuesday, 13 July 2021

Time: 9am-noon

Location: **Online – link in invitation**

No.	Item - Full CEF meeting	Lead	Time
1.	Brief introductions		9.00
Section A: Anglian Water updates			
2.	Wider business update	Alex Plant	9.15
3.	PR24 and beyond – Ofwat discussion paper	Darren Rice	9.30
4.	PR24 Customer engagement update	Rachel Walters	10.00
5.	Plans for CEF going forward and Chair recruitment process	Alex Plant/Darren Rice	10.15
	BREAK		
Section B: Performance and other updates			
6.	Performance and ODI Update	Gareth Thomas	10.45
CEF-Only session			
i.	CEF-only discussion		11.15 – 12.00