

AGENDA

Meeting: Customer Engagement Forum (new name under review)

Date: Tuesday, 12 April 2022

Time: 13:00-15:00

Location: Online

No.	Item - Full CEF meeting	Lead	Time
1.	Brief introduction from Chair	Craig Bennett	13:00

Section A: Discussion

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| 2. | General update on wider developments and implications for PR24 | Peter Simpson | 13:10 |
| 3. | Update on development of long term delivery strategies | Alex Plant | 13:20 |
| 4. | PR24 update (including Ofwat's customer engagement position paper) | Darren Rice | 13:30 |
| 5. | Update from CCW on COG | Steve Hobbs | 13:40 |
| 6. | Discussion: Terms of Reference and name for the Group | Craig Bennett | 14.00 |
| 7. | Water Resources Management Plan (WRMP): Overview of Customer Engagement | Laura Tuplin | 14.20 |
| 8. | AW Performance update | Andrew Snelson | 14.30 |

SHORT BREAK

CEF-only session

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| i. | CEF-only discussion | 14.45-15:00 |
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Next meeting: Tuesday, 10 May 1-4pm