

**MEETING OF THE NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUMS**

**MONDAY 10 OCTOBER 2016**

**THE BULL HOTEL, PETERBOROUGH**

**AGENDA**

**Meeting starts without company members**

|   |     |   |                               |            |
|---|-----|---|-------------------------------|------------|
| 11:00                                   | 1.  | Welcome, apologies, aims of the meeting disclosure of interests   | Chair/all                     | 5mins      |
|   | 2.  | Notes & actions of last meeting held 7 July 2016  | Chair/all                     |            |
| 11:05                                   | 3.  | Papers review<br>Aim – For Forum members to identify topics to discuss with the company   | Chair/all                     | 20mins     |
|   |     | Papers:   |                               |            |
|   | 3.1 | Update from the Chair – <i>for information</i>  |                               |            |
|   | 3.2 | Network chairs' updates – <i>for information</i>  |                               |            |
|   | 3.3 | Heidi Mottram's company update – <i>for information</i>   |                               |            |
|   | 3.4 | Customer engagement update – <i>for information</i>   |                               |            |
| 11:25                                   | 4.  | Priorities for Chairs Communications with Ofwat<br>Aim – For Forum members to identify their priorities with regard to communications with Ofwat  | Chair                         | 5mins      |
| <b>Company members join the meeting</b> |     |   |                               |            |
| 11:30                                   | 5.  | Comparative performance and Strategic Dashboard<br>Aim – the company to present its performance compared to the industry and demonstrate Ofwat's Strategic dashboard. See also paper in pack. | Heidi Mottram<br>Claire Sharp | 15mins     |
| 11:45                                   | 6.  | Draft assurance plan<br>Aim - for the company to signal its forthcoming consultation on its risks, strengths and weaknesses. See also paper in pack.  | Jim Strange                   | 15mins     |
| 12:00                                   | 7.  | Non-household retail charges (PR16)<br>Aim – for the company to update the Forums on Ofwat's PR16 Draft Determinations for non-household retail charges. See also paper in pack.              | Ceri Jones                    | 15mins     |
| 12:15                                   | 8.  | Question time – time includes a working lunch<br>Aim – For members to engage with the company on their selected topics  | Chair                         | 1hr 15mins |

|       |     |   |                               |        |
|-------|-----|---|-------------------------------|--------|
| 13:30 | 9.  | Periodic Review 2019 expectations workshop<br>Aim – For members to review and plan for the Forums Periodic Review activities. | Asset Strategy                | 1hr    |
| 14:30 | 10. | Meeting review (company people to leave the room)<br>Members are also requested to complete survey                            | Chair and independent members | 30mins |
| 15:00 |     | <b>CLOSE</b>  |                               |        |