

**MEETING OF THE NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUMS  
FRIDAY 29 NOVEMBER 2019**

**PETERBOROUGH CATHEDRAL**

**AGENDA**

10:00	1.	Welcome, apologies, aims of the meeting disclosure of interests	Chair/all	5mins
10:05	2.	Notes and actions of last meeting held 11 September 2019 - for review and agreement of the meeting record ( <b><i>paper enclosed</i></b> )	Chair/all	5mins
10:10	3.	Forum programme ( <b><i>paper enclosed</i></b> )	Chair	5mins
10:15	4.	Sub-groups update: Nominations Committee, Inclusivity, Drinking Water Quality and Environment	Mary Coyle Richard Powell	5mins
10:20	5.	Members prepare for discussions with Company	Chair/all	40mins
<b>11:00</b>	<b>6.</b>	<b>Company join the meeting - welcome and introductions followed by general company questions</b>	Chair/all	30mins
11:30	7.	Getting Value from Innovation ( <b><i>paper enclosed</i></b> )	Nigel Watson	45mins
12:15	8.	Community update ( <b><i>paper enclosed</i></b> )	Louise Hunter	45mins
13:00		Lunch – ELT members leave after lunch		
13:30	9.	Customer Engagement workshop	Elaine Erskine	60mins
14:30	10.	Members meet in camera to review the meeting - Company members leave the meeting	Author/Chair/all	30mins
15:00		<b>MEETING CLOSE</b>		

**The following background information papers have been placed into the meeting folder in SharePoint:**

- A. CEO update
- B. Regulatory update