

**MEETING OF THE NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUM  
WEDNESDAY 9 FEBRUARY 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 2 December 2021 - for review and agreement of the meeting record <b>(paper attached)</b>	Chair/all	5mins
10:10	3.	Members' deliberation and prepare for discussions with Company	Chair/all	40mins
10:50		<b>Comfort Break</b>		10mins
11:00	4.	<b>Company join the meeting</b> <b>General Company questions</b> <b>Agree Challenges and Actions</b>	Chair/all	25mins
11:25	5.	<b>PR24 Customer Engagement Review</b> <b>(ICS Report attached)</b> Aim: Members provided with details of the Company's customer engagement review and plans for PR24.	Louise Hunter	60mins
12:25	6.	<b>Company members leave meeting</b> <b>Future Forum discussion</b>	Author/Chair/all	25mins
12:50	7.	<b>Members in camera review of meeting</b>	Author/Chair/all	10mins
13:00		<b>MEETING CLOSE</b>  <b>The following background information papers have also been sent to you for review:</b>  A. CEO update		