

Meeting: Customer Engagement Forum

Date: Friday, 19 March 2021

Time: 9am-noon

Location: **Online – link in invitation**

No.	Item - Full CEF meeting	Lead	Time
1.	Brief introductions	Craig Bennett	9.00
Section A: Anglian Water updates			
2.	CMA redetermination	Alex Plant/Darren Rice	9.15
3.	Early OFWAT thinking on customer engagement for PR24	Alex Plant/Darren Rice	10.00
4.	Anglian Water's plans for CEF going forward, membership review and Chair recruitment process	Alex Plant/Darren Rice	10.15
BREAK			
Section B: Performance and other updates			
5.	ODI Update	Gareth Thomas	10.45
6.	CCWater update	Hannah Bradley	11.00
CEF-only session			
i.	CEF-only discussion		11.30- 12.00