



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: 20 January 2016

Time: 10.30 – 15.00

Location: Rooms 1&2, Thorpe Wood House, Peterborough, PE3 6WT

Agenda

Agenda Items

Presenter

1. Arrival and coffee		10.15 – 10.30
2. Welcome and minutes of last meeting	Bernard Crump	10.30 – 10.35
3. Introduction of new CEF Chair	Bernard Crump	10.35 – 10.45
4. Updates from partners since September 2015	Bernard Crump	10.45 – 11.15
5. Water 2020 Updates	Alex Plant	11.15 – 11.25
6. Household competition update	Alex Plant	11.25 – 11.35
7. Social Tariff	Neil Manning	11.35 – 11.55
8. Performance so far in 2015/16	Jean Spencer	11.55 – 12.15
9. AMP6 Assurance framework (2015-2020)	Jean Spencer	12.15 – 12.35
10. Lunch break		12.35 – 13.20
11. Water Resources East Anglia update	Jean Spencer	13.20 – 13.30
12. National Resilience project update	Jean Spencer	13.30 – 13.40
13. UKWIR Report – customer engagement	Amy Wilson	13.40 – 14.00
14. Customer engagement in PR19	Bernard Crump	14.00 – 14.45
15. AOB	Bernard Crump	14.45 – 15.00

Next meetings: 10 June 2016, Thorpe Wood House 28 September 2016, CEF/Stakeholder Forum, venue TBC



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Friday 10 June 2016

Time: 10.30 – 15.30

Location: Lake Room, Kingsgate Conference Centre, 2 Staplee Way, Parnwell, Peterborough, PE1 4YT.

Agenda

Annotated agenda

No.	Item	Notes	Supporting papers
1.	Arrival and coffee		
2.	Welcome and minutes of last meeting	<p>Minutes.</p> <p>Info on actions from previous as follows:</p> <p>Item 8:</p> <ul style="list-style-type: none"> H'pool performance information shared at recent panel meeting Leakage and pollution performance covered in more depth in this meeting <p>Item 9:</p> <ul style="list-style-type: none"> CEF members were welcome to provide comments on draft assurance document <p>Item 11:</p> <ul style="list-style-type: none"> Note WREA now called WRE. Terms of reference were circulated and remain the same. <p>Item 12</p> <ul style="list-style-type: none"> National resilience update on this meeting agenda <p>Item 13</p> <ul style="list-style-type: none"> Response to Ofwat completed and sent on behalf of the CEF – has informed the latest Ofwat policy documents which Alex will discuss <p>Item 14:</p> <ul style="list-style-type: none"> To be discussed in detail in this agenda under items 8 and 9. CESG is set up for PR19 – monthly meetings, Bernard and Gill represent CEF 	
3.	Updates from partners since Jan 2016		
4.	National resilience project update	Alex - slides	
5.	Water Resources East (Anglia)	Alex - slides	

No.	Item	Notes	Supporting papers
	update		
6.	Water 2020 updates	Alex – key points from Ofwat document on all areas except customer engagement	<ul style="list-style-type: none"> • Link to full paper • Infographic
7.	Household competition update	Alex – verbal update, plus short additional item regarding business market opening	<ul style="list-style-type: none"> • Briefing note for JH (not sent to other members)
8.	Customer engagement in AMP 6	Alex – run through slides on AW approach to customer engagement and high-level programme plan, as well as Water 2020 updates	<ul style="list-style-type: none"> • Customer engagement slides/programme plan • Water 2020 customer engagement annexe
9.	Customer engagement strategic partner	Representatives from Given London attending to summarise key points from their proposal and give CEF members opportunity to answer questions.	<ul style="list-style-type: none"> • Given's proposal • Background paper (summarising panel meetings, options and recommendation)
10.	CEF and panels Terms of Reference	CEF members to suggest additiona/amends, then agree sign-off	<ul style="list-style-type: none"> • Draft terms of reference
11.	Lunch		
12.	Annual performance 2015-16	Andrew Snelson presentation. Slides circulated before meeting.	<ul style="list-style-type: none"> • Andrew's slides (Comparative information to be tabled)
13.	Leakage performance	Andy Smith and Sean McCarthy giving more detail on how a change in approach to tackling leakage/reducing interruptions to supply has resulted in a significant improvement in performance.	<ul style="list-style-type: none"> • Slides - presentation
14.	Pollution performance	Tory Wilkinson and Simon Love presenting	<ul style="list-style-type: none"> • Slides - presentation
15.	Community perception ODI	Ciaran Nelson presenting – CEF to discuss activity proposed to influence the measure	<ul style="list-style-type: none"> • End of year results summary • Communications framework
16.	AOB and meeting close		Note next meeting is stakeholder forum – 28/09



**CUSTOMER
ENGAGEMENT
FORUM**
Agenda

Meeting: Customer Engagement Forum
Date: Wednesday 28 September 2016
Time: 09.00 – 09.45 (prior to stakeholder forum)
Location: Peterborough Arena, Peterborough Showground, Peterborough,
Cambridgeshire, PE2 6XE

No.	Item	Lead	Time
1.	Arrival and coffee		08.45-09.00
2.	Welcome and minutes of last meeting	Jeff Halliwell	09.00-09.05
Section A: The national and regional picture			
3.	National Resilience Project	Jean Spencer	09.05-09.10
4.	Water 2020 updates	Alex Plant	09.10-09.20
Section B: Anglian Water approach for PR19			
5.	Customer engagement strategy update	Alex Plant	09.20-09.30
6.	CEF and panels Terms of Reference	Jeff Halliwell	09.30-09.35
Section C: Current performance			
7.	Annual performance for wider stakeholders	Peter Simpson	09.35-09.40
8.	AOB and close	All	09.40-09.45

Next meetings:	20 January 2017, Peterborough 17 May 2017, Peterborough
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CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Friday 20 January 2017

Time: 10.00 – 15.00

Location: Main Boardroom, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambs, PE28 6XU

Agenda

No.	Item	Lead	Time
1.	Arrival and coffee		09:30
2.	Welcome and minutes of last meeting	Jeff Halliwell	10:00
3.	Meeting venue	Jeff Halliwell	10:10
Section A: The national and regional picture			
4.	Roundtable updates	All	10:15
5.	Ofwat consultation – outcomes framework	Alex Plant	10:45
Section B: Anglian Water approach for PR19			
6.	Sustainability and Resilience Panel updates	Craig Bennett	10:55
7.	Hartlepool Panel updates	Peter Olsen	11:05
8.	Coffee		11:15
9.	Customer Engagement Strategy	Carolyn Cooksey	11:20
10.	CEF meeting programme and members	Amy Wilson	12:20
11.	CEF updates	Amy Wilson	12:35
12.	Lunch		12:45
Section C: Current performance/matters			
13.	Company Monitoring Framework	Jean Spencer	13:45
14.	Strategic dashboard and company performance	Alex Plant	14:00
15.	ODI matters	Andrew Snelson	14:40
16.	AOB and close	All	14:50

Next meetings:	31 March 2017 17 May 2017
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CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Friday 31 March 2017

Time: 10.30 – 15.45

Location: Lewis Room, Kingsgate Conference Centre, 2 Staplee Way,
Peterborough PE1 4YT

Agenda

No.	Item	Lead	Time
1.	Arrival and coffee		10:00
2.	Welcome and minutes of last meeting	Jeff Halliwell	10:30
Section A: The national and regional picture			
3.	Roundtable updates	All	10:35
4.	Defra Strategic Priorities Statement consultation	Alex Plant	11:15
5.	Direct procurement	Alex Plant	11:25
6.	Ofwat priorities for PR19	Alex Plant	11:35
	Coffee		11:45
Section B: Anglian Water approach for PR19			
7.	Sustainability and Resilience Panel updates	Craig Bennett	11:55
8.	Hartlepool Panel updates	Peter Olsen	12:00
9.	Customer Engagement Strategy update	Carolyn Cooksey	12:05
9a.	PR19 Assurance	Darren Rice	12.30
10.	CEF Stakeholder Forum	Jeff Halliwell	12:35
	Lunch		13:00
Section C: Current performance/matters			
11.	Company annual performance	Alex Plant	13:45
12.	Company performance reporting	Alex Plant	14:10
13.	Community perception survey	Amy Wilson	14:20
14.	AOB and coffee break	All	14:40
15.	Customer workshop: presentations	Given London	14:50
16.	Customer workshop de-brief	Given London	15:30
17.	Close		15:45

Next meetings: 17 May 2017 – Stakeholder Forum
5 October 2017



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Wednesday 17 May 2017

Time: 13:45 – 16:00

Location: Kingsgate Conference Centre, 2 Staplee Way, Peterborough PE1 4YT

Agenda

No.	Item	Lead	Time
1.	Welcome and introductions	Jeff Halliwell	13:45
2.	Event de-brief	Given London	13:50
3.	Chair's report	Jeff Halliwell	14:05
Section A: The national and regional picture			
4.	Roundtable updates	All	14:10
Section B: Anglian Water approach for PR19			
5.	Sustainability and Resilience Panel updates	Craig Bennett	14:30
6.	Customer Engagement Strategy update	Carolyn Cooksey	14:40
7.	Water Resources Management Plan	Steve Moncaster	14:50
Section C: Current performance/matters			
8.	Company performance	Alex Plant	15:10
9.	Environmental Performance Assessment	John Giles	15:20
10.	Blueprint for Water: PR19	Nathan Richardson	15:35
11.	CEF meetings plan	Jeff Halliwell	15:50
12.	AOB and Close	All	15:55

Next meetings: 31 July 2017 – Confirmed additional date, LH Boardroom 5 October 2017



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Monday 31 July 2017

Time: 10.30 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

No.	Item	Lead	Time
1.	Welcome and introductions	Jeff Halliwell	10:30
2.	Chair's report	Jeff Halliwell	10:35
Section A: The national and regional picture			
3.	Roundtable updates	All	10:45
Section B: Anglian Water approach for PR19			
4.	BITC Responsible Business	Peter Simpson	11.00
5.	Sustainability and Resilience Panel updates (including Blueprint for Water)	Craig Bennett	11.05
6.	a. Vulnerable customers subgroup	Martin Lord	11.10
	b. Possible joint work on vulnerability	Helen Briggs	
7.	Ofwat methodology update	Darren Rice	11.30
8.	Customer Engagement Strategy update including SDS consultation	Carolyn Cooksey and Kate Trumper	12.00
9.	Lunch		12.45
10.	Valuation Strategy	Helen Dunn, Sophia Ronketti, Scott Reid (ICS) and Allan Provins (ICS)	13.15
11.	Assurance for PR19	Susan Fennah	14.15
Section C: Current performance/matters			
12.	Company performance and information portal demonstration	Andrew Snelson and John Clare	14.30
13.	CEF meetings plan and updated work plan	Jeff Halliwell	15.15
14.	AOB and Close	All	15.20

Next meeting: 5 October 2017



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Thursday, 5 October 2017

Time: 10.30 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

No.	Item	Lead	Time
1.	Welcome and introductions	Jeff Halliwell	10:30
2.	Chair's report	Jeff Halliwell	10:35
Section A: The national and regional picture			
3.	Roundtable updates	All	10:45
Section B: Anglian Water approach for PR19			
4.	Sustainability and Resilience Panel updates	Craig Bennett	11.05
5.	Vulnerability and Affordability Panel update	Martin Lord	11.10
6.	Ofwat methodology: Industry response	Darren Rice	11.15
7.	Strategic Direction Statement update	Kate Trumper	11.30
8.	Customer Engagement Strategy update	Carolyn Cooksey	11.45
9.	RCV allocation	Alex Plant	12.30
	Lunch		12.45
Section C: Current performance/matters			
10.	Company performance update	Andrew Snelson	13.15
Section D: CEF-only session			
11.	CEF reflection on AW's Customer Engagement	Jeff Halliwell/CEF	14.00
12.	CEF discussion of Ofwat Aide Memoire	Jeff Halliwell/CEF	15.00
13.	CEF meetings plan and updated work plan	Jeff Halliwell	15.15
14.	AOB and Close	All	15.25

Next meeting: 8 December 2017



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Friday, 8 December 2017

Time: 10.30 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

Section A: CEF-only session

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| i. | Presentation by Sophie Ahmad – Synthesis report | 10:30 |
| ii. | CEF-only discussion | 11:00 |

No.	Item	Lead	Time
1.	Update on investment plan	Chris Royce	11:30
2.	Chair's report	Jeff Halliwell	12:15

Section A: The national and regional picture

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| 3. | Roundtable updates | All | 12:20 |
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Section B: Anglian Water approach for PR19

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| 4. | Sustainability and Resilience Panel updates | Craig Bennett | 12:35 |
| 5. | Vulnerability and Affordability Panel update | Martin Lord | 12:40 |
| 6. | Hartlepool update | Peter Olsen | 12.45 |
| 7. | Strategic Direction Statement update | Alex Plant | 12:50 |
| | Lunch | | 13:00 |
| 8. | Customer engagement update | Carolyn Cooksey | 13.30 |
| 9. | Willingness to pay data | Helen Dunn | 14.15 |

Section C: Current performance/matters

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|-----|----------------------------|----------------|-------|
| 10. | Company performance update | Andrew Snelson | 15.00 |
| 11. | AOB and Close | All | 15.25 |

Next meeting: Tuesday, 16 January 2018

Provisional topics for discussion:

- Water quality; assurance
- Ofwat final methodology



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Tuesday, 16 January 2018

Time: 10.00 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

CEF-only session

- i. CEF-only discussion 10:00

No.	Item	Lead	Time
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| 1. | Chair's report | Jeff Halliwell | 10:30 |
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Section A: The national and regional picture

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| 2. | Roundtable and Panel updates | All | 10:40 |
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Section B: Anglian Water approach for PR19

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|----|--------------------------------------|------------------|-------|
| 3. | Ofwat final methodology | Alex Plant | 11.00 |
| 4. | Update on investment plan/trade offs | Chris Royce/Alex | 11.30 |
| 5. | Willingness to pay update | Helen Dunn | 12.00 |

Lunch

12.30

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|----|-----------------------------|-----------------|-------|
| 6. | Customer engagement update | Carolyn Cooksey | 13.00 |
| 7. | Q&A session for CEF members | All | 13.30 |

Section C: Current performance/matters

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|----|---|----------------|-------|
| 8. | Company performance update (including trends) | Andrew Snelson | 13.45 |
| 9. | AOB | All | 14.15 |

CEF-only session

- ii. CEF-only discussion 14.30-15.30

Next meeting: Tuesday, 6 March 2018



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Tuesday, 6 March 2018

Time: 10.00 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

CEF-only session (from 10-10.30)

- i. CEF-only discussion 10:00

No.	Item - Full CEF meeting	Lead	Time
1.	Chair's report	Jeff Halliwell	10:30
Section A: The national and regional picture			
2.	Roundtable and Panel updates	All	10:40
Section B: Anglian Water approach for PR19			
3.	Presentation from Drinking Water Inspectorate (DWI)	Sue Pennison	11.00
4.	Water Resource Management Plan	Alice Piure	11.20
5.	Anglian Water Business Plan	Alex Plant	11.45
	Lunch		13.00
6.	Update on consultation and customer engagement	Carolyn Cooksey	13.30
7.	Q&A session for CEF members	All	14.00
Section C: Current performance/matters			
8.	Company performance update (including trends)	Andrew Snelson	14.15
9.	AOB	All	14.25
CEF-only session (from 14.30-15.30)			
ii.	CEF-only discussion		14.30-15.30

Next meeting: Tuesday, 5 June 2018



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Tuesday, 5 June 2018

Time: 10.00 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

CEF-only session (from 10-10.30)

- i. CEF-only discussion 10:00

No.	Item - Full CEF meeting	Lead	Time
1.	Chair's introduction	Jeff Halliwell	10:30
Section A: Anglian Water approach for PR19			
2.	Update on customer engagement	Carolyn Cooksey	10:40
3.	Anglian Water Business Plan	Alex Plant	11:10
Section B: The national and regional picture			
4.	Roundtable updates	All	11:40
5.	Reports from Panel Chairs: Craig Bennett: Sustainability & Resilience Daniel Storey – Valuation Subgroup Peter Olsen – Hartlepool Panel Martin Lord – Affordability & Vulnerability		12:00
6.	Vulnerability Strategy	Neil Manning	12.30
Section C: Current performance/matters			
7.	Company performance update (year end)	Andrew Snelson	12.45
8.	AOB	All	13.00

Lunch

CEF-only session (from 13.30-15.30)

- ii. CEF-only discussion 13.30-
(including presentation from Graham Hindley) 15.30

Next meeting: Tuesday, 31 July 2018



CUSTOMER ENGAGEMENT FORUM

Meeting: Customer Engagement Forum

Date: Tuesday, 31 July 2018

Time: 10.00 – 15.30

Location: Main Boardroom, Lancaster House, Ermine Business Park, PE29 6XU

Agenda

CEF-only session (from 10-10.30)

ii. CEF-only discussion 10:00

No.	Item - Full CEF meeting	Lead	Time
1	Chair's introduction	Jeff Halliwell	10:30
Section A: Anglian Water approach for PR19			
1	Update on Anglian Water Business Plan	Alex Plant	10:40
1	Discussion of ODIs	Alex Plant	11:40
1	Customer engagement – update	Carolyn Cooksey	12.00
Section B: The national and regional picture			
1	Roundtable updates	All	12:30
Section C: Current performance/matters			
1	Company performance update	Andrew Snelson	12.45
1	AOB	All	13.00
Lunch			
CEF-only session (from 13.30-15.30)			
ii.	CEF-only discussion		13.30- 15.30

Next meeting: Tuesday, 13 November 2018