

Agenda: ESAN Members meeting

Date Wednesday 17th July 2024, 13.30pm – 15.30pm online on Zoom

<https://us02web.zoom.us/j/89987352660?pwd=LoOpx1um0gMfIYb4Y3vHibilE206S3.1>

Meeting ID: 899 8735 2660

Passcode: 551519

*1.30pm - 2.30pm*

1. Welcome and Introductions

2. **Presentations and Discussion: Progress with the ban on forced prepayment meter installations**

**Ofgem: The regulator’s perspective**

Caitlin Dunbar, Compliance Investigator

**Citizens Advice: The Extra Help Unit - insights into affordability and prepayment meters**

Angus McMillan, Performance and Insights Manager and Natasha Gilmour, Head of Operational Support

***2.30pm – 2.40pm: Network Break***

*2.40pm – 3.30pm*

3. Members’ updates:

**Consumer Council for Water**: **Recommendations for the Guaranteed Standards Scheme and Call for Input on a review of the WaterSure support scheme**

Andy White, Senior Policy Manager

Any other member updates

4. **Discussion: members’ reaction to the General Election results, hopes and priorities for the new government**

5. Treasurer’s Report (Annex 1)

6 Chairman’s update including Future of ESAN survey and working group

7. Approval of Members’ Meeting 30.04.24 minutes and matters arising (Annex 2)

8 Any other business

9. Dates of future meetings:

October AGM – date/host TBC