

## South East Water Customer Challenge Group

### Meeting #1

3 May 2017, 10:00am

South East Water Head Office  
 Rocfort Road  
 Snodland  
 Kent  
 ME6 5AH

### Agenda

Item	Paper No.	Presenter	Time
1. Minutes and Action points from previous meeting (Customer Panel)	Paper 1	Chair	10:00
2. Chair's report	Verbal	Chair	10:15
3. Company Performance - Quarter 4 / Year End 2016-17 - Discussion on Future reporting requirements	Paper 2	AL/SM	10:30
4. PR19 Overview	Presentation	OM	11:00
5. PR19 – research programme update	Presentation	AL	11:30
<b>Lunch</b>			12:00
6. Customer Engagement – Segmentation Update	Presentation	Accent	12:30
7. Private session			13:30
<b>Close</b>			14:00