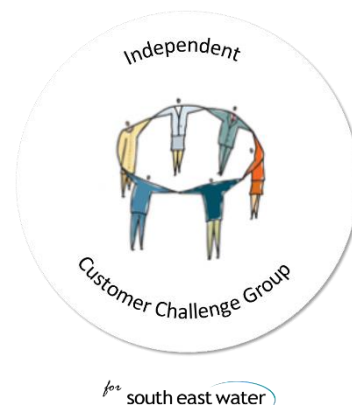


Independent Customer Challenge Group for South East Water held at Mary Sumner House – Princess Elizabeth Room 24 Tufton St, Westminster, London SW1P 3RB.



## Meeting 4

01 November 2017, 11:00 am

## Agenda

### Apologies:

Item	Paper No.	Presenter	Time
1. Minutes from the last meeting and Challenge Log	Paper 1	Chair	11:00
2. Chairs Report and Research Methodology Subgroup and Vulnerability Subgroup updates	Paper 2	Chair	11:15
3. PR19 update and discussion - PR19 Timetable - Engagement Graphic	Paper 3	NB & JG	11:30
4. Engagement update and discussion - Learning so far - WTP	Paper 4	AL & RS	12:00
<b>Lunch</b>			13:00
5. WRMP update and discussion - Engagement - Accent Debrief - WISER	Paper 5	LD & RR	13:15
<b>Break</b>			14:45
6. Engagement Dashboard	Paper 6	JG	15:00
7. Q2 performance report	Paper 7	AL & SM	15:15
8. AOB	Verbal	All	15:30
9. Private session	Verbal	Chair	15:45
<b>End</b>			16:30