

Independent Customer Challenge Group
for South East Water.

Venue: South East Water Head Office, Rocfort
Road, Snodland, ME6 5AH

Meeting 5

10 January 2018, 10:00 am – 16:30 pm

Agenda

Apologies:

Item	Paper No.	Presenter	Time	
1.	Minutes from the last meeting and Challenge Log	Paper 1	Chair	10:00
2.	Chairs Report Subgroup updates and discussion - Research Methodology Subgroup - Vulnerability Subgroup	Verbal	Chair	10:15
3.	PR19 programme update	Paper 2	OM	10:40
4.	dWRMP engagement update	Paper 3	LD	10:50
Break			11:15	
5.	PR19 overall graphic	Paper 4	OM	11:35
6.	Engagement Strategy & Stakeholder Mapping	Paper 5 & 6	JO	11:50
7.	Engagement Dashboard	Handout	JG	12:30
8.	Societal Impact	Verbal	DEH/OM	12:40
Lunch			13:00	
9.	Behaviour and innovation toolboxes	Paper 7	DEH/OM	13:30
10.	PR19 Final Methodology highlights	Paper 8	OM	14:00
11.	Bespoke Services research debrief	Paper 9	Brand Edge	14:30
12.	AOB	Verbal	All	15:15
Break			15:30	
13.	Private session	Verbal	Chair	15:45
End			16:30	