

Independent Customer Challenge Group
for South East Water.

Meeting 8

Location:

Mary Sumner House, 24 Tufton Street
Westminster, London
SW1P 3RB

4th April 2018, 11:00 am

Agenda

Item	Paper No.	Presenter	Time
1. Introductions	Verbal	Chair	11:00
2. Declarations of Interest	Verbal	All	11:05
3. Minutes from the last meeting, Challenge Log and Action Log	Paper 1	Chair	11:10
4. Chairs Report and Subgroup updates and discussion - Research Methodology Subgroup - Vulnerability Subgroup	Verbal	Chair	11:15
5. Research programme update and PR19 Programme update	Paper 2	AL	11:40
6. WRMP Research	Paper 3	JG	11:50
Lunch			12:50
7. Business Plan production update	Paper 4	JG	13:00
8. Non-Household context setting	Paper 5	AL	13:15
9. Debrief - Non-Household WTP	Paper 6	Accent	13:25
10. Stakeholder mapping and perception audits	Paper 7	JO	14:25
Break			15:00
11. Bill profiling research update and discussion	TBC	AL	15:10
12. AOB - Water Incident compensation	Verbal	All	15:40

13.	Private session	Verbal	Chair	15:50
End				16:30

Information Notes		Author