

Independent Customer Challenge Group  
for South East Water.

Venue: Mary Sumner Room, Mary Sumner House,  
24 Tufton Street, London, SW1P 3RB.

## Meeting 6

7<sup>th</sup> February, 11:00 am – 16:30 pm

## Agenda

John Barnes (SEW Board member) attending meeting

Item	Paper No.	Presenter	Time
1. Minutes from the last meeting and Challenge Log	Paper 1	Chair	11:00
2. Chairs Report Subgroup updates and discussion - Research Methodology Subgroup - Vulnerability Subgroup	Verbal	Chair	11:15
3. Board perspective	Verbal	JB	11:40
4. PR19 programme update	Paper 2	OM	11:55
<b>Break</b>			12:10
5. Outcomes update	Verbal	OM	12:20
6. Engagement update	Verbal	AL	12:30
7. Understanding our customers	Paper 3	SG	12:40
8. Engagement Dashboard	Handout	LR	13:00
<b>Lunch</b>			13:30
9. Q3 Performance report	Paper 4	AL	13:50
10. Deep Dive – Water Quality	Paper 5	DWI and NH	14:00
11. Terms of reference and CCG Work planning	Verbal	ZM	15:00
12. AOB	Verbal	All	15:20
<b>Break</b>			15:30
13. Private session	Verbal	Chair	15:45
<b>End</b>			16:30