

Independent Customer Challenge Group for South East Water

Meeting 11

4th July 2018, 10:00 am

Agenda

Nick Salmon (Chairman) and Célia Pronto (Non-Executive Director) will also be attending the meeting.

Item	Paper No.	Presenter	Time
1. Introductions and Declarations of Interest	Verbal	All	10:00
2. Minutes from the last meeting and Challenge Log	Paper 1	Chair	10:10
3. Chairs Report	Verbal	Chair	10:15
4. Subgroup updates and discussion - Research Methodology Subgroup - Vulnerability Subgroup	Verbal	Chair	10:25
5. PR19 update, Engagement update and discussion	Paper 2	OM	10:40
6. Engagement Dashboard	Paper 3	LR	11:00
Break			11:20
7. Responsible business approach discussion	Paper 4	JO	11:30
8. Non-Household overview	Paper 5	SA/JE/AL	12:00
Lunch			12:40
9. Business Plan, Chapters and Key Themes discussion	Paper 6	DH	13:00
10. Financial overview – investment expenditure	Paper 7	RS/RD	14:00
11. AOB	Verbal	All	14:40
Break			14:50
12. Private session	Verbal	Chair	15:00
End			16:30