

Independent Customer Challenge Group for South East Water

Meeting 9

Location:

South East Water, Rocfort Road, Snodland

2nd May 2018, 10:00 am

Agenda

Emma Giltorpe, Non-Executive director, will be attending this meeting from 11:00.

Item	Paper No.	Presenter	Time	
1.	Introductions and Declarations of Interest	Verbal	Chair	10:00
2.	Minutes from the last meeting and Challenge Log	Paper 1	Chair	10:05
3.	Chairs Report and Subgroup updates and discussion <ul style="list-style-type: none"> - Research Methodology Subgroup - Vulnerability Subgroup 	Verbal	Chair	10:15
4.	Research programme update and PR19 programme update	Paper 2	OM/AL	10:45
5.	WRMP – consultation update and headline research Findings	Paper 3	LD/ICS	11:15
Break			11:45	
6.	Engagement Strategy	Paper 4	OM	12:00
7.	Triangulation framework and Stage 2 activity - presentation	Handout	ICS	12.30
Lunch			13:00	
8.	Responsible Business results of stakeholder workshops	Handout	DM	13:20
9.	Water Quality engagement	Paper 5	DEH	13:50
Break			14:30	
10.	AOB	Verbal	All	14:45
11.	Private session – Key messages to the Board	Verbal	Chair	15:00
End			16:00	

Information Notes	Author
Engagement Dashboard	L. Rafferty