

Independent Customer Challenge Group
for South East Water

Research Methodology Sub-Group
Meeting #9

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

25th April 2018; 13:30 - 16:00pm

Lunch will be provided from 12:30

Agenda

Apologies:

Item	Paper No.	Presenter	Time
1. Introductions	Verbal	Chair	13:30
2. Declarations of Interest	Verbal	All	13:35
3. Minutes, and actions and challenges	Paper 1	Chair	13:40
4. WRMP Update	Verbal	LD/JE	13:55
5. Social Tariff and PSR research discussion 1, Cover sheet 2, Presentation	Paper 2	JE/AL AC	14:10
6. Corporate reporting and transparency research discussion 1, Cover Sheet 2, Background information	Paper 3	AL	14:30
7. Bill Profile research discussion 1, Cover sheet 2, Questionnaire	Paper 4	AL	14:50
8. Supercharge Update	Verbal	AL	15:10
9. AOB	Verbal	All	15:20
Break			15:25
10. Private session		All	15:30
Close			16:00