

Independent Customer Challenge Group
for South East Water

Research Methodology Sub-Group
Meeting #12

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

25th July 2018; 14:00pm – 17:00pm

Agenda

Apologies:

Item	Paper No.	Presenter	Time
1. Introductions and Declarations of interest	Verbal	Chair	14:00
2. Minutes of the last meeting, Challenge Log and Action Log	Paper 1	Chair	14:05
3. Acceptability of the plan update	Verbal	AL/RR	14:10
4. Social Tariff high level debrief - Slides (to be circulated just before the meeting)	Paper 2	AL	14:40
5. Insight data base update	Paper 3	JE	15:00
6. Corporate reporting / Responsible Business research high level debrief	Paper 4	AL	15:20
7. Bill Profile high level debrief	Paper 5	AL	15:40
8. AOB			15:55
9. Private session			16:00
Close			17:00