

Independent Customer Challenge Group  
for South East Water

Research Methodology Sub-Group  
Meeting #11

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

26<sup>th</sup> June 2018; 14:00pm – 16:30pm

## Agenda

### Apologies:

Item	Paper No.	Presenter	Time
1. Introductions and Declarations of interest	Verbal	Chair	14:00
2. Minutes, actions and challenges	Paper 1	Chair	14:05
3. Research programme update <ul style="list-style-type: none"> <li>- WRMP</li> <li>- Bill profile</li> <li>- Social tariff and PSR</li> <li>- Acceptability and affordability</li> <li>- Corporate reporting and responsible business</li> </ul>	Paper 2	AL/JE	14:10
4. Triangulation update	Paper 3	JE	14:30
5. Engagement cover sheet review and defining quality discussion	Paper 4	JE/ZM	15:00
6. Vulnerability performance commitments	Paper 5	AL/OM	16:00
7. AOB	Verbal		16:20
8. Private session			16:25
<b>Close</b>			16:30