

Independent Customer Challenge Group
for South East Water

Research Methodology Sub-Group
Meeting #8

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

27th March 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. ICS proposal on WRMP	Paper 2	JG	13:50
5. Responsible Business	Verbal	JO	14:10
6. Stakeholder mapping update	Paper 3	JO	14:30
7. Research forward plan: <ul style="list-style-type: none"> Rewards, incentives and penalties research update and discussion Financial and non-financial support update and discussion Bill profile research update and discussion Transparency of reporting and corporate/financial structures research update and discussion 	Verbal	AL	14:50
8. AOB	Verbal	All	15:20
Break			15:25
9. Private session		All	15:30
Close			16:00