

## PR19 Customer Challenge Group – Research Methodology Sub-Group

**Meeting number:** 6

**Meeting Date:** 30<sup>th</sup> January 2018

**Paper No:** 1

**Agenda No:** 1

**Title:** Minutes from the last meeting, Challenge Log and Action Log

**Author:** Nicola Blake

**Printing:** This document does not contain any graphs or pictures and therefore does not require you to print in colour.

<b>What is this paper about:</b>	Minutes from the last Sub-Group meeting. Challenge Log and Actions from previous Sub-Group meeting.
<b>Action needed from the CCG:</b>	The Chair is seeking the Sub-Group's approval that the previous meeting minutes are a true and fair reflection of the meeting. The Chair is seeking the Sub-Group's views on the updated Challenge Log and Action Log.

**Notes of Meeting No.5 of the South East Water CCG Customer Research Sub-Group**
**3rd January 2018, South East Water, Head Office, Snodland.**
**Present:**

Zoe McLeod (Chair)  
 Karen Gibbs (KG) (CCW)  
 Leslie Sopp (Independent – research and insight)  
 Caroline Farquhar  
 Oliver Martin (OM) (SEW)  
 Alison Lee (AL) (SEW)  
 Nicola Blake (NB) (SEW)  
 Laura Harvey (LH) (SEW)  
 Jo Osborn (JO) (SEW)

**Apologies:**

Mairi Budge (MB) (Independent – research and behaviour change)  
 Jane Gould (JG) (Create 51)

Agenda Item no.	Notes and Actions
1. Introduction	The Sub-Group introduced themselves to the new members attending the meeting. Apologies were received from MB and JG.
2. Minutes and actions from the last meeting	<p>The group agreed that the minutes from the previous meeting.</p> <p>A0019 and A0020 – action remains open,          A0084 and A0085 comments need updating.          A0136 – Action is closed          A0137 – Action is open          A0139 – Action is closed – there are two Action 139 – should be 140</p>
3. PR19 overall approach graphic	<p>LS commented that he found it a little hard to figure out what the graphic was meant to be showing and suggested a number of changes;</p> <ul style="list-style-type: none"> <li>• A key for the words in italics which referred to internal initiatives so it is clear what they mean.</li> <li>• The positioning of the communications plan should be looked at, perhaps up with the governance and assurance piece.</li> <li>• Horizon scanning position should also be looked at.</li> <li>• Directional flows of the arrows should also be looked at as they should flow in both directions.</li> </ul> <p>LS assured the Company that as a first pass he felt this was a good visual and he liked the language around everyone counts, every customer counts etc.</p> <p>KG agreed with LS's comment and also expressed concern about the differing use of terms relating to societal issues/impact/deliverables. OM gave an example of what the graphic was trying to show in this respect and agreed a revised set of wording would be used for the next version to improve the clarity.</p> <p>CF and ZM thought that the governance and leadership section at the top of the graphic should also include the company vision and show as a two way flow – i.e. leading the activity below and getting feedback from it to learn and adapt.</p>

Agenda Item no.	Notes and Actions
	<p>ZM commented that she had struggled to see the flow of the graphic. SEW will look at how to better articulate the circularity of the process.</p> <p>After an explanation from OM all members agreed the graphic would be a useful visual once the suggested changes were made.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> <li>• SEW to add a key for the words in italics</li> <li>• SEW to review the positioning of the communications plan</li> <li>• SEW to review the positioning of the Horizon scanning</li> <li>• SEW to review directional flows of the arrows</li> <li>• SEW to review wording for wider societal deliverables</li> <li>• SEW to review graphic to try and clarify the circularity of the process</li> </ul>
<p>4. Engagement Strategy</p>	<p>OM presented paper 2 to the Sub-Group and asked for high level comments to be given as more in-depth comments will be able to be discussed at the main CCG meeting later in the month. KG pointed out that there were references to terminology, which was not clearly explained. SEW suggested adding short case studies to the document to explain the terminology and how SEW have/will use this in its business plan or day to day engagement. It was suggested that short examples would be enough.</p> <p>LS suggested the glossary of terms should be updated on a regular basis to include any new terms. SEW agreed to include the glossary with every paper pack going forward. LS also commented that work would need to be done to make customers understand co-creation and co-delivery. The understanding customer data table on page 6 was warmly received by the Sub-Group.</p> <p>ZM will send her in-depth comments however on page 2 she felt that the document did not show that the company really owns its engagement and read like it lacked authenticity. ZM would like the company to write what it truly believes the value of engagement is without the engagement jargon.</p> <p>KG expressed that the company can certainly point to how engagement has made a difference and the impact the satisfaction surveys have had to the performance of the business to help demonstrate this.</p> <p>Overall the Sub-Group found the document useful.</p> <p>LS commented that the company vision section doesn't look very inspiring and the wording is very corporate. ZM suggested the company should recognise its role as the provider of an essential service. The Company should look at reviewing the language used to be more inspiring.</p> <p>The group asked about the company's aspiration – did they want to be the best. SEW said there was no aspiration to be 'the best' but they did want to be the company that customers were supplied by and wanted to work for. ZM suggested they consider whether their aspiration level should move on from where they were four years ago. JO said she felt that this vision allowed for a high level of aspiration and staff really owned it.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> <li>• SEW to update a key terms document and include the document with every meeting's paper packs</li> <li>• SEW to add key customer data on to the engagement dashboard</li> <li>• ZM to think about the crossover of data from both Sub-Groups</li> </ul>

Agenda Item no.	Notes and Actions
	<ul style="list-style-type: none"> <li>• SEW to add short introduction section showing where SEW has come from, the journey so far, how it has shaped the engagement strategy, the benefit of the experience to date and why they have taken the customer centric approach we have</li> <li>• SEW to review text regarding 'purpose of this document' to include SEW role as a provider of essential service</li> <li>• SEW revise wording of sections 2.1 and 2.3 to make this more authentic and inspiring – outlining the true value of engagement and why this is important to SEW</li> <li>• Bullet point 2.1 suggested amendment of “our employees recommend us as a good place to work” to be “great place to work”</li> <li>• Customer participation section – explain what co-creation and co-delivery mean to us, in our language to reduce the use of the terms co-creation and co-delivery</li> <li>• In some sections give examples of what is meant – e.g. what we’ve done and what we think we might do</li> <li>• SEW to review the use of the word legitimacy to ensure consistent meaning and to review the paper generally to ensure plain English or any jargon explained</li> <li>• More visual summaries for quick reference</li> <li>• Sub-Group will be providing more detailed comments over the next couple of weeks</li> <li>• Move CCG circle to 'Our Regulators and Statutory consultees' ring in the rain drop diagram on page 11.</li> </ul>
<p>5. Updates and Discussion</p>	<p>AL gave a verbal update on the below subjects for this agenda item.</p> <p><u>Willingness to Pay</u></p> <p>The cognitive interviews took place on 13<sup>th</sup> and 18<sup>th</sup> December where 18 customers participated. Amendments from these interviews a long with comments from ZM, LM and KG have now been incorporated into the WTP survey which will be tested during the pilot phase, starting this week. The main fieldwork will commence in w/c 22<sup>nd</sup> January.</p> <p>ZM fed back to the Sub-Group that she was pleasantly surprised at how well the surveys worked and the level of understanding from the customers. Only one person found it difficult to understand the subject matter. She also raised that the different attitudes of the SEW segments were came through. Also, customers had very different views on comparative water company data. Some found it valuable, others said it made no difference to their decisions.</p> <p>KG asked if customers were genuinely able to pick and mix the options. ZM said her observation from the testing was seemingly not and there were times when people wanted to choose one option from one package and another from another. Accent said this had been carefully thought through to hone choices. SEW suggested that the Supercharge activity would enable greater differentiation though they would have to think how they weighted that.</p> <p>AL informed the group that comparative information and further information on the attributes will be available to people who take part in the live call interviews and extra time will be given for participants to read this information if they would like.</p> <p><u>Willingness to Pay attributes</u></p> <p>OM provided a paper detailing how the company designed the levels being tested in the Willingness to Pay surveys. Due to only providing the paper during the meeting comments were requested via email or telephone.</p> <p>ZM asked for the paper to be sent out to the group and to include Rupika for review and comment.</p> <p><u>Supercharge (Willingness to Pay trianquulation)</u></p>

Agenda Item no.	Notes and Actions
	<p>AL showed the Sub-group the prototype of the Supercharge game.</p> <p>OM informed the Sub-Group that due to the volume of work needed to populate the future costs of improvement the ability to switch to the future in the game may be disabled for the first release in February. ZM encouraged the company to try and include this if it was possible as she was hoping this would be able to help fill some the gap for future consumer considerations. OM assured the Sub-Group that the goal was to get this part of the game live and could be introduced as a second phase if needed.</p> <p>Testing will be undertaken by both customers and staff, SEW offered the Sub-Group the chance to be part of the testing of the game as well.</p> <p>Feedback from the group was that the game looked good and they liked the visuals – it was explained these were still a work in progress. ZM said United Utilities learning from this was to keep the graphics simple.</p> <p><u>Resilience</u></p> <p>Following the last Sub-Group meeting a workshop has been carried out with members of staff from the Regulation team, Assets team and Accent to come up with a topic guide for the workshops. These topic guides will be circulated to the Sub-Group within the next couple of weeks.</p> <p>Focus groups will take place on 29<sup>th</sup> January and 1<sup>st</sup> February between 6pm and 9.30pm in Basingstoke and Tonbridge. Sub-Group members were offered the chance to sit in one of the sessions.</p> <p><u>Non-Household</u></p> <p>Accent are currently working on a topic guide for the focus groups and updating the timeline. This will be issued within the next couple of weeks.</p> <p><u>Triangulation</u></p> <p>SEW is still developing its approach to triangulation, OM informed the Sub-Group that SB will be working on this, alongside horizon scanning, SB will be gathering research which is already in the public domain. ZM asked if the company would be getting a triangulation expert to help with the weighting of different evidence bases (given SB's lack of expertise in this area).</p> <p>ZM asked for an action on the Action log to be now marked as closed (A0136 – LS and MB to share with SEW any thoughts on they have triangulation experts) MB has provided some recommendations.</p> <p>OM informed the group that ICS is undertaking a review on the WRMP research, ICS Consulting Ltd has a proven track record in working across the whole of the business planning and regulatory functions in the water sector, with expertise in understanding and integrating customers' views into decision making, business planning, and delivery.</p> <p>We have asked ICS Consulting to carry out an assurance review of our Stage 1 triangulation approach and the areas its recommends we should consider for Stage 2 of the triangulation process. ICS has industry-recognised expertise in this area, having already assisted other water companies with triangulation of research findings. In addition we have asked ICS to undertake an assurance review of the engagement carried out so far on the company's Water Resources Management Plan (WRMP), which would then set out recommendations as to what additional engagement may need to be undertaken on the WRMP during the statutory consultation phase.</p>

Agenda Item no.	Notes and Actions
	<p>Actions from this discussion were:</p> <ul style="list-style-type: none"> <li>SEW to send out Willingness to Pay attributes paper to Sub-Group and Rupika.</li> <li>Sub-Group members to confirm if they would like to partake in the testing of the Supercharge game.</li> <li>Sub-Group members to confirm which resilience focus group they will be attending.</li> <li>SEW to update A0136 to close.</li> </ul>
6. AOB	<p>JO informed the group that she is speaking at the utility week conference on the 17<sup>th</sup> January and is able to get a ticket for a member of the CCG if they would like.</p> <p>KG asked if the dWRMP agenda item on the next CCG meeting will cover of the proposed engagement. SEW confirmed that this would.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> <li>Sub-Group members to inform JO if they would like a ticket to the conference on the 17<sup>th</sup> January.</li> </ul>
7. Private session	The Group discussed the overarching strategy and SEW vision.

### Summary of actions

Action	Owner
SEW to add a key for the words in italics.	OM
SEW to review the positioning of the communications plan.	OM
SEW to review the positioning of the Horizon scanning.	OM
SEW to review Directional flows of the arrows.	OM
SEW to review wording for wider societal deliverables.	OM
SEW to review graphic to try and clarify the circularity of the process.	OM
SEW to update a key terms document and include the document with every meeting's paper packs	NB
SEW to add key customer data on to the engagement dashboard.	LH
ZM to think about the crossover of data from both Sub-Groups.	ZM
SEW to add introduction section showing where SEW have come from, the journey so far, how it has shaped the engagement strategy, the benefit of the experience to date and why they have taken the customer centric approach we have	OM
SEW to review text regarding 'purpose of this document' to include SEW role as a provider of essential service.	OM
SEW revise wording of sections 2.1 and 2.3 to make this more authentic and inspiring – outlining the true value of engagement and why this is important to SEW.	OM
Bullet point 2.1 suggested amendment of "our employees recommend us as a good place to work" to be "great place to work"	OM
Customer participation section – explain what co-creation and co-delivery mean to us, in our language to reduce the use of the terms co-creation and co-delivery	OM
In some sections give examples of what is meant – e.g. what we've done and what we think we might do	OM
SEW to review the use of the word legitimacy to ensure consistent meaning and to review the paper generally to ensure plain English or any jargon explained	OM
More visual summaries for quick reference	OM
Sub-Group will be providing more detailed comments over the next couple of weeks	Sub-Group
Move CCG circle to 'Our Regulators and Statutory consultees ring in the rain drop diagram on page 11.	OM
SEW to send out Willingness to Pay attributes paper to Sub-Group and Rupika.	NB
Sub-Group members to confirm if they would like to partake in the testing of the Supercharge game.	Sub-Group
Sub-Group members to confirm which resilience focus group they will be attending.	Sub-Group

SEW to update A0136 to close.

NB

Sub-Group members to inform JO if they would like a ticket to the conference on the 17<sup>th</sup> January.

Sub-Group

## Challenge Log

Item	Raised by	Date Raised	Subject Matter	Comment/ Feedback/ Challenge	Response	Status (Open/Closed)
29	Sub-group	15-Jun-17	Research Methodology sub-group	SEW should consider all customer segments, in their research approach including customers in vulnerable situations, else may be left with gaps in engagement at the end.	This will be considered as part of the vulnerability strategy.	Closed
30	Sub-group	15-Jun-17	Research Methodology sub-group	Accent to demonstrate their credentials on deliberative work and engaging customers with additional needs.	SEW will ask Accent for evidence of other work undertaken.	Open
31	Sub-group	15-Jun-17	Research Methodology sub-group	SEW to demonstrate how it is meeting the needs of non-tech savvy customers e.g. are their paper options for customers who don't feel comfortable using Apps? How inclusive is the App? /Are you doing home visits to reach some groups?	Paper versions of any pre-task material were issued to customers who did not have access to the App. Depth interviews being undertaken at different stages of the research programme where appropriate.	Closed
32	Leslie Sopp	15-Jun-17	Research Methodology sub-group	SEW to explore the potential to use research to create enduring engagement communities.	To be included in overall engagement strategy.	Closed
33	Zoe McLeod	15-Jun-17	Research Methodology sub-group	SEW to demonstrate how planning to engage/have engaged with business customers.	SEW to develop separate programme for business customer research as appropriate. - SEW presented NHH strategy to engagement sub-group on November 23rd.	Closed
34	Leslie Sopp	15-Jun-17	Research Methodology sub-group	Explore piloting the approach at 3 hours rather than 2.5 or 5 and do at weekends. Risk that current approach is shoe horning research into SEW schedule rather than what will deliver the best outcome.	Approach to focus groups amended to pick up this challenge.	Closed
35	Sub-group	15-Jun-17	Research Methodology sub-group	Consider peer review on the WTP research.	Peer reviewed has been completed. Results to be shared with research sub-group	Closed
54	Sub-group	24-Aug-17	Research Methodology sub-group	Trial different ways of presenting packages.	Agreed. Qualitative research to be conducted on 2nd and 6th November.	Closed
65	Sub-group	06-Oct-17	Research Methodology sub-group	SEW to explore how people see their societal role as monopoly provider of an essential service.	Link to challenge 43.	Ongoing
66	Sub-group	06-Oct-17	Research Methodology sub-group	SEW to validate non-household segments.	NHH segments discussed with research sub-group and Richard Lavendar. Confirmed that research programme will progress with proposed segments and be reviewed regularly to determine if segments needs to be altered (e.g. SME segment to be split into smaller segments).	Ongoing
67	Sub-group	06-Oct-17	Research Methodology sub-group	Map non-household stakeholder groups - for engagement.	This will be included in the Engagement strategy.	Open
72	Sub-group	23-Nov-17	Research Methodology sub-group	SEW to provide an overview of the engagement strategy - not just the research element e.g. what are the overarching aims of your engagement.	This will be included in the Engagement strategy.	Open
73	Sub-group	23-Nov-17	Research Methodology sub-group	SEW to articulate/map the research questions wanted in triangulation to address (this was an issue also raised at the away day on engagement)		Open
74	Sub-group	23-Nov-17	Research Methodology sub-group	SEW to test the resilience materials and terms before wider rollout - the group welcomed the previous testing on the WTP materials and felt that was really useful.		Open

## Challenge Log

Item	Raised by	Date Raised	Subject Matter	Comment/ Feedback/ Challenge	Response	Status (Open/Closed)
75	Sub-group	23-Nov-17	Research Methodology sub-group	SEW to review its approach to NHH engagement and provide rationale for proposed methodology.		Open
76	Sub-group	23-Nov-17	Research Methodology sub-group	SEW to find out how Supercharge ensure independent usability and inclusivity testing of their web tools.		Open

**CUSTOMER CHALLENGE GROUP ACTION LOG**

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
A0016	Engagement Sub-Group	The Company agreed to update the draft terms of reference and circulate a 'tracked change' version to the Chair by the end of June 2017.	OM	15/06/2017		Yes	
A0017	Engagement Sub-Group	LS to send comments on slide 8 of paper 3 through via email to the Sub-Group.	LS	15/06/2017		Yes	Research graphic explains what research methods chosen and why
A0018	Engagement Sub-Group	The Company to confirm who owns the IP of the App that is being developed for the pre-task exercise.	AL	15/06/2017		Yes	Not relevant as no significant IP involved
A0019	Engagement Sub-Group	The Company to request information from Accent about their current client base and how they ensure any conflicts of interest are managed with other clients and SEW work.	AL	15/06/2017		Yes	Sent via email 17/01/18
A0020	Engagement Sub-Group	LD to circulate UKWIR guidance	LD	15/06/2017			
A0021	Engagement Sub-Group	The Company to consider how the community can be involved in creating solutions as part of the engagement activity.	AL/LD	15/06/2017		Yes	Part of co-creation discussions
A0022	Engagement Sub-Group	The Company to confirm which stakeholders will be included in the inception meeting proposed in the research.	AL/LD	15/06/2017		Yes	Part of co-creation discussions
A0023	Engagement Sub-Group	LD to include in his update to the next CCG meeting - What the Company hopes to have at the end of this engagement? - How this information will be used?	LD	15/06/2017	06/09/2017	Yes	Covered in WRMP update to CCG in November
A0024	Engagement Sub-Group	MB suggested that phase 2 community groups could include an outside view – potentially some of the expertise of the EFG. The Company confirmed they would review this suggestion.	LD	15/06/2017		Yes	
A0025	Engagement Sub-Group	Members to send dates of any holiday in the next few months – NB to collate into spreadsheet.	NB	15/06/2017		Yes	
A0026	Engagement Sub-Group	Front sheets on all proposals to show which point on the engagement programme the proposal is relating to.	AL	15/06/2017		Yes	
A0042	Engagement Sub-Group	JG to reword the objective shown in Section 2 of the report	JG	24/08/2017		Yes	
A0043	Engagement Sub-Group	Session with CCG members to go through the Experian data to use group knowledge to use the data to the best advantage, and help specify the requirements for the 'customer insight hub'.		24/08/2017		Yes	Data presentation made to Vulnerability Sub Group in November - check whether this should be issued to full CCG
A0044	Engagement Sub-Group	Add to graphic as to where the company thinks co-creation is and is meant by it.		24/08/2017		Yes	Part of co-creation CCG note and new approach to co-creation of vulnerability strategy
A0045	Engagement Sub-Group	The Group should write what it means when it says co-creation and co-delivery to enable the Group and the Company to compare meanings.		24/08/2017		Yes	
A0046	Engagement Sub-Group	Share Willingness to pay research proposal to the Research Sub-Group for comment.		24/08/2017		Yes	
A0047	Engagement Sub-Group	AL to send out a survey to book the next meeting date.	AL	24/08/2017		Yes	
A0075	Engagement Sub-Group	SEW to add audience and intention of document to future papers.	JG	06/10/2017		Yes	Will be included in each cover note.
A0076	Engagement Sub-Group	Research findings report to be shared with the whole CCG Group.	AL	06/10/2017		Yes	Email sent 20/11/17
A0077	Engagement Sub-Group	Sub-Group to provide further comments via email to JG.	Sub-Group	06/10/2017		Yes	Discussed at main CCG Meeting
A0078	Engagement Sub-Group	JG to update report with comments from Sub-Group.	JG	06/10/2017		Yes	

**CUSTOMER CHALLENGE GROUP ACTION LOG**

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
A0079	Engagement Sub-Group	JG to update graphic to include KG suggestion	JG	06/10/2017		Yes	
A0080	Engagement Sub-Group	JG to add a column to the dashboard to show how the information will be used in the business and who in the business will have sight of it.	JG	06/10/2017		Yes	
A0081	Engagement Sub-Group	JG to include qualitative statistics in an update to the dashboard.	JG	06/10/2017		Yes	
A0082	Engagement Sub-Group	JG to think of ways to incorporate horizon scanning and societal measures in a new part of the dashboard.	JG	06/10/2017		Yes	
A0083	Engagement Sub-Group	SEW speak to Richard Lavender about segments.	OM	06/10/2017		Yes	
A0084	Engagement Sub-Group	OM to send Sub-Group the SIC (Standard Industrial Classification) codes that sit below the SME segment.	OM	06/10/2017		Yes	Sent via email 17/01/18
A0085	Engagement Sub-Group	OM to send a list of businesses included within the segments.	OM	06/10/2017		Yes	Sent via email 17/01/18
A0086	Engagement Sub-Group	OM to discuss breaking down the SME segment further with KS.	OM	06/10/2017		Yes	SME's can be split by consumption band. Approach discussed with R.Lavendar and agreed we would not split SME's at this point but keep this under review.
A0087	Engagement Sub-Group	OM and AL to discuss CCWater report with Accent.	OM	06/10/2017		Yes	Accent completed the CCWater research into NHH segmentation. Accent have reviewed the segments from that research and have confirmed that they are in line with our proposed segments.
A0088	Engagement Sub-Group	WTP materials and non-household segments as soon as possible to whole CCG.	AL	06/10/2017		Yes	Included in November CCG meeting
A0089	Engagement Sub-Group	The earlier discussed engagement paper and graphic should also be sent out with the papers for the next CCG meeting.	AL	06/10/2017		Yes	Included in November CCG meeting
A0090	Engagement Sub-Group	ZM draft note to group to say they should expect the above.	ZM	06/10/2017		Yes	
A0092	Engagement Sub-Group	AL to talk to Accent regarding clearer definitions of terms around vulnerable customers/hard to reach	AL	06/10/2017		Yes	
A0093	Engagement Sub-Group	OM to follow up with LD on WRMP engagement - group expressed real concerns about the lack of visibility on the engagement programme around this.	OM	06/10/2017		Yes	Included in November CCG meeting
A0094	Engagement Sub-Group	NB to chase LD on outstanding paper for the CCG.	NB	06/10/2017	01/11/2017	Yes	
A0135	Engagement Sub-Group	SEW to circulate a short research specification for the vulnerability engagement work in particular the co-design work so that Leslie and Mairi can put it round their networks to identify people with appropriate skills.	OM	23/11/2017		Ongoing	On agenda for January 2018 sub-group meeting
A0136	Engagement Sub-Group	LS and MB to share with SEW any thoughts they have on triangulation experts.	CCG	23/11/2017		Yes	
A0137	Engagement Sub-Group	SEW to include a glossary of terms in the triangulation document	JG	23/11/2017			
A0138	Engagement Sub-Group	SEW to find out Accent's credentials on deliberative work	AL	23/11/2017			Draft received from Accent under review by SEW. File saved in the folder (see action A0019)
A0139	Engagement Sub-Group	ZM to talk to Richard Lavender at the Chamber of Commerce on his views on segmentation of NHH beyond water consumption.	ZM	23/11/2017			

**CUSTOMER CHALLENGE GROUP ACTION LOG**

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
A0139	Engagement Sub-Group	SEW to explore with Supercharge if they can include the potential bill figure on a SEW looking bill/frequency of a person's bills so as close to real life feeling as possible.	OM	23/11/2017			To be discussed at Research Sub-Group on 3rd January.
A0140	Engagement Sub-Group	Sub-Group members to try and download/log on to Zoom.	CCG	23/11/2017			