

Independent Customer Challenge Group
for South East Water

Research Methodology Sub-Group
Meeting #10

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

30th May 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. Social tariff research update and feedback on questionnaire	Paper 2	AL	13:45
5. Bill profile research feedback on questionnaire	Paper 3	AL	14:05
6. Corporate reporting/responsible business research discussion on approach	Paper 4	AL	14:20
7. Acceptability of the plan research discussion on approach	Paper 5	AL	14:35
8. WRMP research feedback on questionnaire	Paper 6	LD	14:55
9. Customer segmentation re-naming	Paper 7	AL	15:10
10. AOB	Verbal		15:20
Break			15:25
11. Private session			15:30
Close			16:00