

Independent Customer Challenge Group
for South East Water

Research Methodology Sub-Group
Meeting #5

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

03 January 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. Minutes, and actions and challenges	Paper 1	Chair	13:35
3. PR19 overall approach graphic	Paper 2	OM	13:45
4. Engagement Strategy – paper to be circulated post-Christmas	Paper 3	JO	14:05
5. Updates and discussion: <ol style="list-style-type: none"> 1. Willingness to Pay 2. Supercharge (Willingness to Pay triangulation) 3. Resilience 4. Non-Household 5. Triangulation 	Verbal	AL/OM	14:30
Break			15:30
6. Private session		All	15:40
Close			16:00