

Independent Customer Challenge Group
for South East Water

Consumer Vulnerability Sub Group
Meeting #11

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

26th June 2018; 09:00am -11:30pm

Agenda

Apologies:

Item	Paper No.	Presenter	Time
1. Introductions and Declarations of Interest	Verbal	Chair	09:00
2. Minutes, and actions and challenges	Paper 1	Chair	09:05
3. CAG viewpoint – vulnerable customers insight and recommendations	Paper 2	CAG	09:10
4. SEW wider vulnerability research and insight evidence base	Verbal	AC	10:10
5. SEW – draft strategy – key elements (incl. key proposed actions) discussion	Verbal	AC	10:30
6. AOB			11:05
Break			11:10
7. Private session			11:15
Close			11:30