

Independent Customer Challenge Group
for South East Water

Consumer Vulnerability Sub Group
Meeting #12

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

25th July 2018; 09:00am -12:30pm

Agenda

Apologies:

| Item | Paper No. | Presenter | Time |
|---|-----------|-----------|-------|
| 1. Willingness to Pay results | Paper 2 | OM, AL | 9:00 |
| 2. Outcomes targets (update on final decisions) | Verbal | OM | 9:30 |
| 3. Quality of engagement on consumer vulnerability - key messages in CCG Assurance Report | Verbal | ZM | 10:00 |
| 4. Business Plan proposals - Quality of service discussion | Verbal | ZM | 11:00 |
| 5. Private session | Verbal | ZM | 12:00 |
| Close (lunch will be provided) | | | 12:30 |