

CUSTOMER CHALLENGE GROUP ACTION LOG

Last Modified: 25/08/2017 17:53

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
A0027	Vulnerability Sub-Group - Terms of Reference	The Chair to circulate a picture of the vulnerability risk factors diagram that was drawn on the white board at the start of the meeting.	ZM	30/06/2017		Yes	Risk factor diagram circulated
A0028	Vulnerability Sub-Group - Company's current approach	The Company is to re-think the wording for its highest service lowest cost value.	SG	30/06/2017			
A0029	Vulnerability Sub-Group - Company's current approach	The Chair and Company to have a meeting to discuss Southern Water's social tariff	SG	30/06/2017		Yes	Update paper circulated
A0030	Vulnerability Sub-Group - Company's current approach	The Company to circulate its list of third party partnerships.	SM	30/06/2017		Yes	Update paper circulated
A0031	Vulnerability Sub-Group - Company's current approach	The Company to circulate its list of community events the team has attended.	SM	30/06/2017		Yes	Update paper circulated
A0032	Vulnerability Sub-Group - Company's current approach	List of ways SEW is trying to improve access to information and contact.	SM	30/06/2017		Yes	Update paper circulated
A0033	Vulnerability Sub-Group - Company's current approach	The Chair to put the Company into contact with Barclays to discuss its training tool.	ZM	30/06/2017			