

Independent Customer Challenge Group  
for South East Water

Consumer Vulnerability Sub Group  
Meeting #7

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

5 March 2018; 10:00am -12:30pm

## Agenda

### Apologies:

Item	Paper No.	Presenter	Time
1. Introductions	Verbal	Chair	10:00
2. Declarations of interests	Verbal	All	10:05
3. Minutes, and actions and challenges	Paper 1	Chair	10:10
4. Horizon Scanning – progress update	Paper 2	AC/SB	10:15
5. Deep Dive – identifying Vulnerability and training (continuation of last meeting’s agenda item)	Paper 3	SM/AC	10:35
6. Journey mapping update – approach, timeline	Paper 4	SM/AC	10:50
7. CAG workstream – update on approach and progress.	Paper 5	AC	11:00
8. BSI 18477 – verbal update	Verbal	SG	11:10
9. SSEN – Customer app developments	Demo	AC/SG	11:20
10. Vulnerability strategy – discussion on deliverable for the Business Plan / within the AMP.	Verbal	SG	11:35
<b>Break</b>			<b>11:50</b>
11. Private session			12:00
<b>Close (lunch will be provided)</b>			<b>12:30</b>