

Independent Customer Challenge Group
for South East Water

Consumer Vulnerability Sub Group
Meeting #8

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

27 March 2018; 10:00am -13:00pm

Agenda

Apologies:

Item	Paper No.	Presenter	Time
1. Introductions and Declarations of Interest	Verbal	Chair	10:00
2. Minutes, and actions and challenges	Paper 1	Chair	10:05
3. CCWater – provision of services report	Verbal	PS	10:15
4. Vulnerability Stakeholder / Customer Initial outputs on workshops/focus groups/interviews	Presentation	CAG Consultants	10:25
5. Programme Update	Verbal	AC	11:45
Break			12:00
6. Private session			12:10
Close (lunch will be provided)			13:00