

Independent Customer Challenge Group  
for South East Water

Consumer Vulnerability Sub Group  
Meeting #9

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

25 April 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. Engagement Update	Verbal	AC	10:15
4. Vulnerability Stakeholder Review	Verbal	AC	10.30
5. Update on ODI Meeting	Verbal	Chair	10:45
6. AOB	Verbal	ALL	11:45
<b>Break</b>			<b>11:55</b>
7. Private session			12:00
<b>Close (lunch will be provided)</b>			<b>13:00</b>

<b>Papers for information</b>
BSI report
Stakeholder Mapping