

Independent Customer Challenge Group  
for South East Water

Consumer Vulnerability Sub Group  
Meeting #5

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

03 January 2018; 10:00am -12:30pm

## Agenda

### Apologies:

Item	Paper No.	Presenter	Time
1. Introductions	Verbal	Chair	10:00
2. Minutes, and actions and challenges	Paper 1	Chair	10:05
3. Data mapping progress update	Paper 2	SM	10:15
4. Horizon Scanning	Verbal	OM	10:30
5. Vulnerability Engagement approach (Co-creation approach and Vulnerable stakeholder mapping)	Paper 3	OM/JO	10:50
6. Priority Services Register Deep Dive	Hand out	SM	11:20
<b>Break</b>			<b>11:50</b>
7. Private session			12:00
<b>Close (lunch will be provided)</b>			<b>12:30</b>