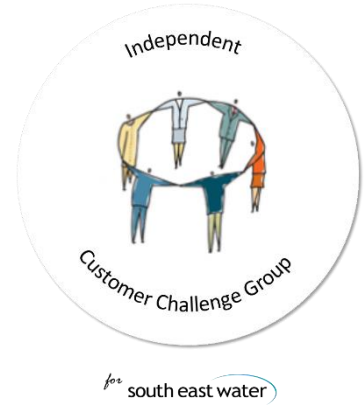


Independent Customer Challenge Group
for South East Water

Consumer Vulnerability Sub Group
Meeting #3

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

13 October 2017; 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 Paper 2 Paper 3	Chair	10:05
3. Focus on bad debt Presentation on bad debt, and SEW's approach and performance in this area	Paper 4	SM	10:15
4. Vulnerability Engagement Strategy Presentation on developing approach, seeking CCG VSG input and feedback	Paper 5	SM/AL	11:00
5. Vulnerability strategy update Overview of progress on developments since previous meeting	Paper 6	SM	11:30
6. Break			11:50
7. Private session (with lunch)			12:00
Close			12:30