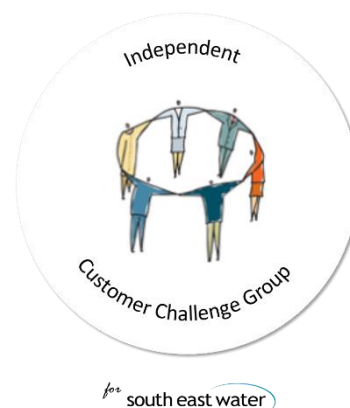


Independent Customer Challenge Group for South East Water

Consumer Vulnerability Sub Group Meeting #4

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

20 November 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	Chair	10:05
3. Vulnerability Insight & Horizon Scanning	Presentation	O. Martin	10:15
4. Vulnerability Risk - Data mapping update	Paper 2	S. Mullan	10:35
5. Vulnerability strategy framework update	Paper 3	S. George	10:55
6. Workshop – co-creating a Vulnerability Strategy	-	O. Martin	11:05
Break			11:50
7. Private session (with lunch)			12:00
Close			12:30