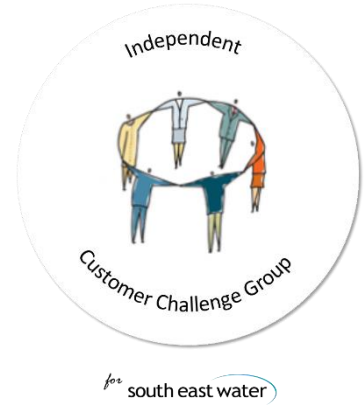


Independent Customer Challenge Group
for South East Water

Consumer Vulnerability Sub Group
Meeting #1

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

30 June 2017; 10:00am -12:30pm



Agenda

Apologies: Veronica McGannon, Rupika Madhura

Item	Paper No.	Presenter	Time
1. Introduction and opening comments	Verbal	Chair	10:00
2. Vulnerability Task Group Terms of Reference <ul style="list-style-type: none"> ○ Defining vulnerability 	1	Chair	10:10
3. Company's current approach: <ul style="list-style-type: none"> ○ Current regulatory framework ○ Company's current services and approach ○ Future activity scheduled 	2	S.Mullan	10:30
4. Engagement <ul style="list-style-type: none"> ○ Ongoing engagement – How SEW currently engages with customers with additional needs/their representatives ○ Plans for additional PR19 engagement 	3	S.Mullan	11:15
5. AOB	-	Chair	11:45
6. Private session <ul style="list-style-type: none"> ○ Work plan and CVSG priorities 	-	Chair	12:00
Close			12:30