

Independent Customer Challenge Group for South East Water

Meeting 24

27th January 2021, 09:30 to 17:00

Online via Zoom meeting (see meeting invitation for Zoom details) – Please note that meetings will be recorded for minuting purposes only and all recordings will be deleted once minutes are complete.

Célia Pronto, SEW Independent Non-Executive Director will be joining

Agenda

Item	Paper No.	Presenter	Time
1. Private session		Chair	09.30
2. Welcome <ul style="list-style-type: none"> • Declarations of Interest • Independence statement • SEW Non-Exec Celia Pronto 	Verbal	All	10:00
3. Minutes, Actions and Challenge Log (by exception)	Paper 1 & 2 Paper 3 Paper 4	Chair	10.15
4. Chair, members and SEW updates	Verbal	All	10:30
Break			11:00
5. AMP7 ODI Performance	Paper 5 Question sheet 1	NS/TC	11:15
6. Engagement – Brand Development, progress on the development of the strategy	Paper 6 Question sheet 2	AC/CD	11:45
Lunch Break			13:00
7. Responsible Business – Progress on our commitments and strategy	Paper 7 Question sheet 3	JO/DM	14:00
8. SEW Director Meeting Thoughts	Verbal	Celia Pronto	15:15
9. Meeting review		All	15:30
Break			15:45
10. Private Session		Chair	16:00
Meeting Close			17:00