

## Independent Customer Challenge Group for South East Water

### Meeting 25

31<sup>st</sup> March 2021, 09:30 to 15:45

*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.*

### Agenda

Item	Paper No.	Presenter	Time
1. Private session		Chair	09:30
2. Welcome <ul style="list-style-type: none"> <li>• Declarations of Interest</li> <li>• Independence statement</li> <li>• SEW Presenters Introductions</li> </ul>	Verbal	All	10:00
3. Minutes, Actions and Challenge Log (by exception)	Papers 1, 2, & 3 Paper 4 Paper 5	Chair	10:10
4. Chair, members and SEW updates	Verbal	All	10:30
Break			11:00
5. Consumer Vulnerability Strategy – progress and plan	Paper 6 Question sheet 1	JC/AC	11:15
Break			12:15
6. SEW Innovation Strategy and Digitalisation Strategy	Paper 7 Question sheet 2	MS	12:30
Lunch Break			13:30
7. Meeting review		All	14:15
8. Private Session		Chair	14:45
Meeting Close			15:45