

Independent Customer Challenge Group for South East Water

Meeting 22

28th October 2020, 09:30 to 15:30

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"> • SEW Introductions to new members • Declarations of Interest • Independence statement 	Verbal	All	10:00
3. Minutes, Actions and Challenge Log (by exception)	Paper 1 Paper 2 Paper 3	Chair	10:15
4. Chair, members and SEW updates	Verbal	All	10:30
5. AMP7 ODI Performance	Paper 4 Question sheet 1	NS	11:00
Break			11:30
6. Consumer Vulnerability Deep Dive	Paper 5 Question sheet 2	AC Jane Crisp joining	11:45
Lunch Break			12:45
7. Resilient Customer – Strategy Implementation Progress	Paper 6 Question sheet 3	AC	13:30
8. Meeting Review		All	14:30
Break			14:45
9. Private Session		Chair	15:00
Meeting Close			15:30