

Independent Customer Challenge Group for South East Water

Meeting 21

23rd Sep 2020, 09:30 – 16:30

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"> - Farewells/Thank You - Introductions - Recording disclaimer - Declarations of Interest - Independence statement 	Verbal	Chair	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. Acceptance of Code of Conduct and Terms of Reference	Updated version on Huddle.	ZM	10:50
Break			10:55
6. Engagement: <ul style="list-style-type: none"> • Strategy • Reporting • COVID-19 Engagement Research Outputs 	Paper 4 Question sheet 1	AC/LR	11:05
Break		All	12:15
7. Leakage and Interruptions, the strategy for AMP7 and performance	Paper 5 Question sheet 2	RS	12:30
Break - Lunch			13:30
8. Workforce Resilience and Diversity	Paper 6 Question sheet 3	SJ	14:15
9. COVID-19 – impact of business plan	Verbal	OM	15:00

10.	Meeting Review		All	15.30
	Break			15.45
11.	Private session		Chair	16.00
	Meeting close			16.30