



Meeting Agenda

Meeting: Anglian Water Independent Challenge Group

Date: Thursday, 6 October 2022

Time: 10:00 – 15:45, Refreshments available from 9:30

Location: Board Room, Lancaster House, Lancaster WAY, Ermine Business Park, Huntingdon, Cambridgeshire PE29 6XU. Parking available onsite.

| | Topic | Lead | Timings |
|----|--|---------------------------|---------------|
| 1. | Welcome from ICG Chair <ul style="list-style-type: none"> - Approve July minutes - ICG website | Craig Bennett | 10.00 –10.10 |
| 2. | Central Oversight Group (COG) meetings update | ICG members | 10.10-10.30 |
| 3. | AW Business Update | Alex Plant Darren Rice | 10:30 - 10.50 |
| 4. | Introducing Anglian Water’s Customer Advisory Board | Simon Dry | 10:50 - 11:00 |
| 5. | Customer engagement update (including discussion around format of synthesis report) | Rachel Walters | 11:00 –11:30 |
| 6. | Break | | 11:30 –11:45 |
| | Theme 1: Demand management and sustainability | | |
| 7. | Questions/challenges: <ul style="list-style-type: none"> • <i>Is AW doing enough to promote efficient use of water and per capita water reduction?</i> • <i>What customer engagement has AW engaged in regarding spend on reservoirs?</i> • <i>How is AW engaging in community engagement around reservoir locations?</i> • <i>How has AW engaged with customers in debates and dilemmas around security of supply?</i> <p>Deep dive into demand management, security of supply and growth – how customer engagement is informing company plans</p> | Geoff Darch | 11.45-12:45 |
| 8. | Draft Drainage Water Management Plan consultation feedback | Victoria Lemmon | 12.45-13.00 |
| | Lunch will be provided | | 13:00-13:30 |

| Theme 2: Affordability and vulnerability | | | |
|---|--|------------------------------------|-------------|
| 9. | Questions/challenges: <ul style="list-style-type: none"> • <i>How is AW supporting household and non-household customers?</i> • <i>How have customer views on affordability changed since PR19?</i> • <i>How is AW going to respond to Ofwat's guidance on affordability & acceptability testing?</i> Deep dive into affordability and vulnerability – how customer engagement is driving company plans in the face of the cost of living crisis | Pete Holland Rachel Walters | 13.30-14:30 |
| 10. | General discussion <ul style="list-style-type: none"> - Agree December meeting topics | | 14:30-15:00 |
| 11. | ICG only session | | 15:00-15:45 |

Notes:

Please note this meeting may be recorded
 Craig to film short video at 4pm at Lancaster House

Attendees:

| | ICG Members: |
|----|-------------------------------------|
| 1 | Craig Bennett |
| 2 | Vicky Anning - Secretariat |
| 3 | Nathan Richardson |
| 4 | Paul Metcalfe |
| 5 | John Torlesse |
| 6 | Sarah Powell |
| 7 | Sarah Thomas |
| 8 | Richard Tunnicliffe |
| 9 | Jo Lancaster |
| 10 | Simon Dry – Customer Advisory Board |
| | Gill Holmes (not attending) |
| | Anglian Water: |
| 11 | Peter Simpson |
| 12 | Alex Plant |
| 13 | Darren Rice |
| 14 | Ciaran Nelson |
| 15 | Pete Holland |
| 16 | Geoff Darch |
| 17 | Victoria Lemmon |
| 18 | Laura Tuplin |
| 19 | Rachel Walters |
| 20 | Georgie Hunt |



Upcoming meetings:

9 December 10-1pm (virtual)

20 January 2023 2-4.30pm (virtual)

17 March 2023 2-4.30pm (virtual)

21 April 2023 10-4pm (face to face; site visit)

16 June 2023 2-4pm

21 July 2023 – timings TBC

6 October 2023 – timings TBC

8 December 2023 – timings TBC