



Meeting Agenda

Meeting: Anglian Water Independent Challenge Group (ICG)

Date: Friday, 15 September 2023

Time: 9:30-12:30

Location: [Virtual](#)

Papers to be shared in SharePoint folder [here](#) and via email/WeTransfer

	Topic	Lead	Pre-reading	Timings
1.	Welcome from Independent Challenge Group (ICG) Chair <ul style="list-style-type: none"> - Any COG updates - Approve 25 July minutes 	Craig Bennett		9:30 – 9:40
2.	Business Plan update – including update on Performance Commitments <ul style="list-style-type: none"> - An update on the final shape of the Business Plan with a focus on what's new and what's changed - Focus on how the different strategic areas have fed into the report, including Advance WINEP submitted in August 	Darren Rice		09:40-10:40
3.	Customer engagement update <ul style="list-style-type: none"> - Affordability & Acceptability testing qualitative survey light touch results - Any changes to the Business Plan as a result of customer feedback - Cross subsidy research (with focus on outcomes for vulnerable customers) - <i>Your Water Your Say</i> follow up (November session) 	Darren Rice & Peter Holland		10:40-11:10
4.	Long Term Delivery Strategy <ul style="list-style-type: none"> - What's new and what's changed since last presentation in March? - What's changed as a result of customer feedback? 	TBC		11:10-11:30
5.	General discussion <ul style="list-style-type: none"> - Next steps regarding Business Plan - Forward meeting dates and topics - ICG report 	All		11:30-11:45
6.	ICG only session	ICG members		11:45-12:30