



CUSTOMER BOARD

Meeting Agenda

Meeting: Joint site visit and meeting between Anglian Water Independent Challenge Group (ICG) and Customer Board (CB)

Date: Thursday, 6 November 2025

Time: 9:00-15:30/16:00

Location: Thorpe Wood House, 36 Thorpe Wood, Peterborough PE3 6SR

	Topic	Lead	Pre-reading	Timings
1.	Joint site visit between Independent Challenge Group and Customer Board <ul style="list-style-type: none">9:00: arrival at Thorpe Wood House (TWH)9:30-11:30: Travel and site visit at Flag Fen11:30-12:15: Return to TWH via Yaxley12:15-13:00: TWH for Yaxley case study	Lisa Bush and Water Recycling Team	Pollution Incident Reduction Plan (PIRP)	9:00-13:00
	LUNCH			13:00-13:30
2.	Introduction from Craig Bennett, Chair of ICG and Simon Dry, Chair of CB <ul style="list-style-type: none">a. Approval of 15 September ICG minutesb. Approval of 15 September CB minutesc. Update on Strategic Planning Task and Finish Groupd. Reflection on site visit	Craig Bennett and Simon Dry	ICG Minutes CB Minutes T&F Group Minutes	13:30-13:40
3.	Company update <ul style="list-style-type: none">a. CMA Determination Provisional Findingsb. Cunliffe Review updatec. Ofwat's Water Company Performance Reportd. Environment Agency's Environmental Performance Assessment	Darren Rice Lisa Bush	CMA Ofwat report EPA/AW report	13:40-14:30

	BREAK			14:30- 14:40
4.	Role of customer challenge <ul style="list-style-type: none"> a. CCW Panels update and consumer complaints b. Response to Ofwat Consultation on Consumer Rule c. ICG Terms of Reference d. ICG recruitment update e. ICG Annual Report 	John Vinson Craig Bennett		14:40- 15:20
5.	Closing comments and AOB <ul style="list-style-type: none"> - 2026 meeting cadence 	Lottie Williams		15:20- 15:30

Written updates circulated in advance include:

- Site visit information for Flag Fen and Yaxley
- On your radar (media and political engagement)
- Community Fund update
- Cunliffe Review update
- Drought status
- PR24 Cost Change Process
- Update to Climate Transition Plan
- Ofwat complaint