



Meeting Agenda

Meeting: Anglian Water Independent Challenge Group (ICG)

Date: Friday, 30th June 2023

Time: 13:30-16:00

Location: Virtual

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

	Topic	Lead	Pre-reading materials	Timings
1.	Welcome from Independent Challenge Group (ICG) Chair <ul style="list-style-type: none"> - Approve 16 June minutes - Central Oversight Group (COG) update - Structure of meeting and assurance - AOB 	Craig Bennett		13:30 – 13:45
2.	Affordability/Vulnerability <ol style="list-style-type: none"> 1) What is the overall impact the affordability/vulnerability programme will have on the Business Plan (and bills)? 2) Have customer views been tested on this specifically? 3) Will any increase in support include more money from the company itself, or will it just be paid for through an increased cross-subsidy from customers? 	Pete Holland		13:45- 14:30
3.	Water Resources Management Plan (WRMP) <ol style="list-style-type: none"> 1) Has the company tested customer support for investments to promote demand management vs new infrastructure (such as reservoirs)? 2) How effective is the installation of Smart Meters for demand management, as compared to interventions such as hosepipe bans? Has the company tested customer support for these measures, side by side? 3) Could we see more evidence around reducing Non-Household (NHH) customer demand and the environmental impact of the current plan 4) What are the changes made to the WRMP in response to customer engagement (and why?) 	Laura Tuplin		14:30- 15:15

4.	Customer engagement update - Including discussion of customer engagement in Hartlepool	Rachel Walters		15:15-15:30
6.	General discussion - Forward meeting dates and topics - Assurance	All		15:30-15:40
7.	ICG only session	ICG members		15:40-16:00

Future meetings and topics:

25 July TBC

Half-day virtual 10:00-13:00

Business Plan update/Performance Commitments:

1) Does the company have robust evidence that there is customer support for the overall direction and strategy adopted for the Business Plan, and the strategy choices contained in that, as opposed to specific components? Is the company able to present the 'Golden Thread' demonstrating broad customer support for the over approach being taken?

Quarterly update on performance in response to following challenge:

ICG Challenge: Is it now agreed, as per discussions and minutes for the ICG meeting on 21 April, that the company will share the company performance dashboard, and supporting explanation, every quarter with the ICG; will this then be made publicly available?

The company has a vision of 'Zero Pollution', but what is the date for achieving this, and the 'glidepath' for getting there? (i.e. interim targets and timescales?)

15 September

Half-day virtual 10:00-13:00

ICG Assurance