



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"> How is AW supporting household and non-household customers? How have customer views on affordability changed since PR19? How is AW going to respond to Ofwat's guidance on affordability & acceptability testing? 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