



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