



Meeting Agenda

Meeting: Anglian Water Independent Challenge Group (ICG)

Date: Tuesday, 25 July 2023

Time: 10:00-13:00

Location: [Virtual](#)

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

	Topic	Lead	Pre-reading	Timings
1.	Welcome from Independent Challenge Group (ICG) Chair <ul style="list-style-type: none"> - Board meeting update - Central Oversight Group (COG) update - Approve 30 June minutes 	Craig Bennett		10:00 – 10:10
2.	Pollution Incident Reduction Plan (PIRP) update <ul style="list-style-type: none"> - 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?) 	Emily Timmins		10:10-10:30
3.	Business Plan update – including update on Performance Commitments <ul style="list-style-type: none"> - Update on Business Plan progress - Update on Performance Commitments (including bespoke Performance Commitments) and AW's approach to PR24 incentives) 	Rachel Walters Arun Pontin		10:30-11:15
4.	Customer engagement update <ul style="list-style-type: none"> - Affordability & Acceptability testing qualitative survey light touch results & forward look - Revisiting the 'Golden Thread' of customer engagement in light of Business Plan updates 	Rachel Walters		11:15-11:45
5.	Company update <ul style="list-style-type: none"> - Focusing on 2023 Annual Performance Review 	Andrew Snelson		11:45-12:00
6.	General discussion <ul style="list-style-type: none"> - Next steps regarding Business Plan - Forward meeting dates and topics - ICG report/assurance 	All		12:00-12:15
7.	ICG only session	ICG members		12:15-13:00

Next meeting

15 September

Half-day virtual 10:00-13:00