



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