



## 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.	<b>Welcome from Independent Challenge Group (ICG) Chair</b> <ul style="list-style-type: none"> <li>- Board meeting update</li> <li>- Central Oversight Group (COG) update</li> <li>- Approve 30 June minutes</li> </ul>	Craig Bennett		10:00 – 10:10
2.	<b>Pollution Incident Reduction Plan (PIRP) update</b> <ul style="list-style-type: none"> <li>- 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?)</li> </ul>	Emily Timmins		10:10-10:30
3.	<b>Business Plan update – including update on Performance Commitments</b> <ul style="list-style-type: none"> <li>- Update on Business Plan progress</li> <li>- Update on Performance Commitments (including bespoke Performance Commitments) and AW's approach to PR24 incentives)</li> </ul>	Rachel Walters Arun Pontin		10:30-11:15
4.	<b>Customer engagement update</b> <ul style="list-style-type: none"> <li>- Affordability &amp; Acceptability testing qualitative survey light touch results &amp; forward look</li> <li>- Revisiting the 'Golden Thread' of customer engagement in light of Business Plan updates</li> </ul>	Rachel Walters		11:15-11:45
5.	<b>Company update</b> <ul style="list-style-type: none"> <li>- Focusing on 2023 <a href="#">Annual Performance Review</a></li> </ul>	Andrew Snelson		11.45-12.00
6.	<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/assurance</li> </ul>	All		12:00-12:15
7.	<b>ICG only session</b>	ICG members		12:15-13:00

**Next meeting**

**15 September**

Half-day virtual 10:00-13:00