

**South Staffordshire Water
Customer Challenge Group**

Tuesday 24 April 2012

2pm, Conference Suite, Green Lane, Walsall, WS2 7PD

Agenda

1. Introductions (short individual overview of their representation, interest areas, expectations)	All	14.00
2. Chair of CCG		14.25
3. Role and purpose of the CCG <ul style="list-style-type: none">• Draft Terms of reference – paper circulated• CCG and other groups• Operating the CCG in a manner that is proportionate to materiality of the business plan proposals• Methods of communication• Meeting frequency• Proposals for induction of new members	Chair/SSW	14.30
4. Customer research <ul style="list-style-type: none">• Company demographics – paper to be circulated• Overview of existing research – paper to follow• Existing methods of stakeholder engagement currently being undertaken by SSW e.g. customer voice / SIM• Next steps for customer research / initial views on independent verification	SSW	15.00
5. Timeline for PR14 <ul style="list-style-type: none">• Review of timeline – paper circulated<ul style="list-style-type: none">○ Company Strategic Direction Statement (SDS)○ KPIs○ Internal Draft Business Plan (not an Ofwat submission)○ Ofwat parameters (cost of capital, efficiency etc.)○ Future Outcomes	SSW	15.25
6. External Communications <ul style="list-style-type: none">• Media / confidentiality of information• Ofwat assurance report – independence checks of SSW material	Chair	15.45
7. Next meeting <ul style="list-style-type: none">• Potential agenda items• Confirmation of date / preferred time – June proposed	Chair	15.50
8. AOB	Chair	16.00