

## **Matters Arising from 5<sup>th</sup> July 2012 Meeting**

1. SSW to update the Terms of Reference – **Terms of Reference have been updated**
2. SSW to liaise with all members to understand the best time of day for the meetings. – **Responses received include: Two people prefer mornings (one of whom cannot make evening meetings), one person can make any time after 10.30 (but is not available on Tuesdays), two prefer late afternoon starts, one would prefer midday-early afternoon starts and four have no preference.**
3. Further information and assurance regarding the level of mains replacement – **Circulated with the papers**
4. Comparative assessment of CCW research regarding SSW value for money and customer satisfaction and SSW Customer Priorities Research – **To be completed once SSW research has been undertaken and shared at the December meeting**
5. Information regarding the Financial Performance of the Company (which was to be published in mid-July) – **To be provided at the September meeting**
6. Comparative SIM results over the past two years – **to be provided at the meeting**
7. Circulate presentations to all members. Ensure that any members who did not attend this meeting will receive the information and have the opportunity to clarify and obtain further information – **Circulated to members on 10<sup>th</sup> August**
8. SSW to present firm proposals regarding further research and how the Customer Priority research would compliment this. Also to clarify how the long term strategy (SDS) and outcomes will fit with the key dates in SSW's engagement plan– **To be circulated and discussed at September meeting.**