

**South Staffordshire Water
Customer Challenge Group**

13th February 2013 10am
South Staffs Water, Green Lane, Walsall

AGENDA

1. Welcome	Chair	10.00
2. Introduction to Keith Marshall, Acting MD SSW	Keith Marshall	
3. Apologies	REB	
4. Review of Minutes and Actions from Last meeting *	Chair	10.05
5. Business Update: Structural Changes at SSW & Merger with Cambridge	Keith Marshall	10.20
6. Ofwat Price Review Methodology*	Matthew Lewis	10.25
7. Timeline *	Barbara	10.35
8. Customer Engagement Update - Draft Water Resource Plan Focus Groups 26 th Jan (Presentation) - Willingness to Pay – Overview, Approved Contractor * - Customer Online Panel Progress	Community Research Barbara	10.45
9. Discussion on Affordability - Presentation	John Thompson	11.25
10. Overview from Natural England - Presentation	Ian Butterfield	11.40
11. Assurance	Chair	11.55
12. Future Agendas/Business	Chair	12.00
13. Review of Meeting	Chair	12.05
14. AOB – Where possible to be notified to the Chair in advance of the meeting - Water Industry Quality regulators Joint Position on Catchment Management *	Chair Jackie Atkinson (DWI)	12.10
15. Closed Item – Discussion excluding SSW members	Chair	10mins

Lunch

Future Meetings : 11th April 3pm
13th June 10am
25th July 3pm
17th Oct 10am

19th Dec 3pm