

**South Staffordshire Water
Customer Challenge Group**

13th September 2012
South Staffs Water, Green Lane, Walsall

AGENDA

1. Welcome	Chair	14.00
2. Apologies	REB	
3. Disclosure of any conflicts on interest	Chair	
4. CCG Membership	Chair	
5. Review of Minutes and Actions from Last meeting	Chair	14.10
6. Overview from CCW - Presentation	CCW	14.25
7. Customer Service Priorities and Willingness to Pay	Paul LeMasurier MVA	14.40
8. Draft Water Resources Plan	SSW	16.10
9. Assurance	Chair	16.20
10. Review of Meeting	Chair	16.30
11. AOB – Where possible to be notified to the Chair in advance of the meeting	Chair	16.35
12. Closed Item – Discussion excluding SSW members	Chair	10mins

Next Meeting 11th December
Draft Meeting Agenda, Key Items:

- Customer Research Update
- Outcomes / SDS
- Water Resources Plan – Consultation

Meetings to be set bi-monthly for 2013 commencing February

