

Wessex Water Customer Challenge Group

Meeting No.23

9th March 2021

11.00 – 14.00 hrs

Agenda

11.00 – 11.15	In camera session	
11.15 – 11.20	Introductions	
11.20 – 11.30	Minutes and actions from Meeting No.22	
11.30 – 11.40	WWCCG Terms of Reference	
11.40 – 12.10	Covid 19 update	Sue Lindsay & Neil Wilson
12.10 – 12.20	Customer engagement update	Sue Lindsay
12.20 – 12.30	Ofwat/CCW complaint handling report	Sue Lindsay
12.30 – 12.50	Break	
12.50 – 13.10	West Country Water Resources	Paul Saynor
13.10 – 13.30	Drainage and wastewater management plans	David Martin
13.30 – 13.45	AoB	
13.45 – 14.00	In camera session	