

## Meeting Agenda

Name of Meeting:	<b>Independent Customer Group</b>	Date:	<b>Thursday 28th November</b>
Venue:	<b>Skye Room, Fairmilehead, Edinburgh</b>	Time:	<b>10:00 – 16:00</b>
Attendees:	Agnes Robson; Gordon Matheson; David MacLeod; Heather Dickson; Sue Walker; Barry Matheson; Dawn Griesbach; Philip Hogg		
In Attendance:	SW: Nicola Fairley; Gina Bees; Molly Horsley; Laura Pronk; Wendy Kimpton; Grant Vanson; Debbie Taylor; Matthew Mathias; Barbara Barbarito		
Apologies:	Heather Dickson		

## Agenda Items

Item	Description	Detail
1	Introduction	Chair's welcome Review of previous meeting minutes
2	<b>Discuss Item 3 and 5</b>	The Independent Customer Group discussed item 3 and 5 ahead of session.
3	<b>Long-Term Strategy</b>	The Independent Customer Group were invited to provide feedback on the latest draft of the Long-Term Strategy ahead of consultation. The Group also heard about the synthesis of customer research which informed the strategy development
4	<b>LUNCH</b>	
5	<b>Flooding Workshop</b> – disproportionately expensive review	The Independent Customer Group heard an update from the flooding team on the implementation of mitigation measures for customer at risk. The Group also explored the concept of 'disproportionately expensive' when it comes to longer-term solutions, and what Scottish Water's approach to this should be in the future.
6	<b>Other updates</b>	The Independent Customer Group discussed relevant updates from the Research Advisory Group and the Strategy Group
7	<b>AOB</b> Date of Next Meeting: Friday 17 <sup>th</sup> January, Lomond 4, The Bridge	