

## Meeting Agenda

Name of Meeting:	<b>Independent Customer Group</b>	Date:	<b>Thursday 24th October</b>
Venue:	<b>Conference Room, Fairmilehead, Edinburgh</b>	Time:	<b>10:30 – 16:30</b>
Attendees:	Agnes Robson, Gordon Matheson, David MacLeod, Heather Dickson, Sue Walker, Barry Matheson, Lynsey Stainton		
In Attendance:	Scottish Water: Nicola Fairley, Chloe Baxter, Richard Lavery, Fiona Templeton, Simon Parsons, Claire Phelan, Wendy Kimpton, Gina Bees, Tom Hedley		

## Agenda Items

Item	Description	Detail
1	<b>Introduction</b>	Chair's welcome Review of previous meeting notes
2	<b>Discuss Item 3</b>	The Independent Customer Group discussed Item 3 ahead of session
3	<b>Annual Charge Setting 25-26</b>	The group received an overview and context on the Annual Charge setting for 2025-26, including key findings from recent research. The ICG will provide considered view to support SW Board paper in December
4	<b>Lunch</b>	
5	<b>Discuss Item 7</b>	The Independent Customer Group discussed Item 7 ahead of session
6	<b>SR27 Teach In</b>	The group received an overview of the Strategic Review of Charges process, including timeline for development of SRC27 Draft Business Plan
7	<b>Long-Term Strategy</b>	The group were invited to provide views on outline of draft Long-Term Strategy ahead of approval at SW Board in December
8	<b>Reflections and other updates</b>	
9	<b>AOB</b> Date of Next Meeting: Thursday 28 <sup>th</sup> November, Skye Room, Fairmilehead	