

## Meeting Agenda

Name of Meeting:	<b>Independent Customer Group</b>	Date:	<b>Friday 21st February 2025</b>
Venue:	<b>WICS, Stirling</b>	Time:	<b>10:00 – 13:30</b>
Attendees:	Agnes Robson (Chair), Dawn Griesbach, Lyndsey Stainton, Gordon Matheson, Barry Matheson (Online), David McLeod, Philip Hogg, Sue Walker (online)		
In Attendance:	SW: Nicola Fairley, Aileen MacKenzie WICS: Colin McNaughton, Danny Taylor		
Apologies:			

## Agenda Items

Item	Description	Detail
1	<b>WICS Methodology</b>	The Independent Customer Group discussed WICS Methodology for SR27 to understand the process which sets the cap for customer charges for the period 2027-2033.
2	<b>SR27 Business Plan Assurance</b>	The Independent Customer Group explored Scottish Water SR27 Business Plan Assurance model to help clarify the role and responsibilities of those involved in the process (including the role the Group will play).
3	<b>'Disproportionately Expensive' Flooding Solutions</b>	The Independent Customer Group had a closed discussion to collate their views on Scottish Water's approach to disproportionately expensive flooding costs.
7	<b>AOB</b> Date of Next Meeting: Thursday 27 <sup>th</sup> February, Skye Room, Fairmilehead	