

# AGENDA



Meeting	Customer Advisory Panel (CAP)
Date	Wednesday 27 March 2019
Time	9.45am for a 10.00am start  Meeting: 10.00am-12.15pm Lunch: 12.15pm-1.00pm
Location	CHW Boardroom, 7 Learmonth Road, Wendouree
Attendees	<ul style="list-style-type: none"> <li>• CAP Members</li> <li>• Angeleen Jenkins, CHW Board of Directors</li> <li>• Jacqueline O'Neill, CHW GM Customer and Community (CAP Chairperson)</li> <li>• Phil Anstis, CHW Strategic Planner</li> <li>• CHW Staff</li> </ul>

	Details	Name
<b>1. Welcome</b>	1.1 Welcome from the Chairperson and Safety Moment	Jacqueline O'Neill, Chairperson, Customer Advisory Panel
	1.2 Welcome from the CHW Board	Angeleen Jenkins CHW Board of Directors
<b>2. Introductions</b>	2.1 Meet the Panel	ALL
<b>3. Panel Overview</b>	3.1 Terms of Reference	Rachael Murnane Red Strategic
	3.2 What you told us (survey results)	
<b>4. Presentations</b>	4.1 Let's Talk Water Update – Delivering on our commitments	Phil Anstis CHW Strategic Planner
	4.2 MyWater Digital Update	Glynn Atkinson CHW CX Executive Manager Darryn McDonald CHW Manager Customer Services
<b>5. Discussion / Working Groups</b>	5.1 MyWater Digital – Exploring what's important for our customers	ALL
	5.2 To be confirmed based on survey results	
<b>6. Closing</b>		Jacqueline O'Neill
	LUNCH	CHW Executive Management Team invited for lunch.
	Next meeting	Wednesday 11 September 2019 10.00am - 1.00pm