

## PR24 Think Tank: Terms of Reference

These Terms of Reference were set in May 2022.

### Group purpose

The PR24 Think Tank will support the development of South East Water's business plan, known as PR24 (Price Review 24), through a series of collaborative workshops, meeting at quarterly intervals. The aim is to provide ongoing input and challenge to the evolving business plan, with members having an opportunity to inform the plan, providing input from the perspective of the various sectors that they represent.

### Term

The PR24 think tank will be formed in May 2022 and will continue until South East Water makes its final PR24 business plan submission.

### Membership

The PR24 Think Tank will comprise of key stakeholders who will each be required to participate in a series of interactive workshops over the coming 18 months. Stakeholders will represent a broad range of stakeholder segments, including (but not limited to):

- Environmental groups
- Business representatives
- Local authorities
- NGOs
- Charities
- Resilience organisations
- Utilities

### Objectives

The key objectives of the PR24 Think Tank are to:

- Provide South East Water constructive challenge and ongoing support in forming its PR24 business plan by ensuring the needs and priorities of relevant stakeholder communities represented are considered.
- Create an open forum to debate, deliberate and advise South East Water on issues which may influence PR24.
- Assist in shaping and refining certain commitments to be included in the business plan.

### Role

The role of the PR24 Think Tank is to:

- Help shape our long term plans to ensure we deliver for customers, community and society.

- Provide candid input, support and challenge to South East Water during the development of its PR24.

### **Members conduct**

It is expected that:

- PR24 Think Tank discussions will be robust and challenging but always conducted with civility and respect.
- All participants will contribute fully and candidly at all workshops.
- Participants will attend all workshops where practically possible to ensure continuity.
- Due to the diverse nature of the group, members will not be asked to come to consensus decisions, and will be encouraged to voice opposing views.
- Members are expected to be citizen-led, and not be driven by single issues.
- Members will represent their own views and/or those of the organisations they represent. We encourage all members to contribute fully, openly and share personal views where they differ from the organisations they represent. If they are attending during work time they will realistically need to push the agendas of the organisations they work for.
- All members will work collaboratively and share relevant learning and information in a timely way.
- If members are required to do pre-reading before a workshop, South East Water will issue this information in good time, ideally two weeks before a session where possible. It is important members undertake this reading to ensure they are fully informed.
- If a member is unable to attend a specific workshop, they should inform EQ Communications and South East Water at their earliest convenience.
- If a member is no longer able to continue with membership of the PR24 Think Tank they should inform EQ Communications and South East Water at their earliest convenience.

### **Areas of conflict:**

- It is possible that some views aired in the PR24 Think Tank workshops will oppose findings from research being undertaken by the business elsewhere. South East Water is responsible for triangulating all views and explaining how trade-offs and decisions have been made.

### **Ways of working**

- All sessions will be virtual and will include the use of various interactive platforms to encourage participation and discussion.
- South East Water will be responsible for setting out the scope of each session to be in line with business planning requirements, however the agenda will be set by external facilitator, EQ Communications.

- Members will have the opportunity to advise and challenge South East Water at each session.
- All meetings will be reported upon by EQ Communications and findings used to inform South East Water's PR24 process.
- South East Water will consider all opinions/feedback, however is not obliged to adopt all of the PR24 Think Tank's recommendations. Feedback on the rationale of decisions will be provided to ensure transparency at all times.
- The secretariat will provide members with a timeline of key dates, papers and agendas for each meeting. Sessions reports will also be issued following each workshop.
- The sessions will be devised by South East Water and EQ Communications, however members will be provided the opportunity to suggest areas for inclusion.
- EQ Communications will Chair and facilitate each session on behalf of South East Water, however South East Water employees will be present and provide input.
- All sessions will be recorded for internal review purposes and by signing up to be a member of the Think Tank stakeholders agree to this.

### Agreed levels of service

- Meetings will be arranged by EQ Communications with members provided with dates of all sessions at sign up. There may be the rare occasion when a meeting date will need to change, however the company will endeavour to provide as much notice as possible.
- A summary of anonymised findings from each session will be produced and shared with members.
- Details of the PR24 Think Tank and how it is shaping PR24 will be outlined on [South East Water's website](#), including high level anonymised findings.
- South East Water will report back to members how their input into the PR24 Think Tank has shaped the business plan at appropriate points in the plan's development.
- South East Water will conduct workshop evaluation surveys with members and use the findings to make adjustments to future workshops where necessary.
- As part of South East Water's engagement assurance procedure, a member of the company's Customer Challenge Group may attend the sessions to observe.
- These Terms of Reference will be maintained by South East Water and EQ Communications.

### Membership and meeting frequency

- The group will meet every three months until October 2023 with additional sessions scheduled if required in accordance with the agreed levels of service.
- The group is a closed forum, however South East Water will accept change of membership on a case-by-case basis.

- New members will need to go through a short induction process to ensure they are briefed on previous discussions and outputs.

### **Remuneration**

- Members attending in a professional capacity will be unpaid and will normally meet their own expenses though there may be exemptions for this where it acts as a barrier to participation. Any expenses will be negligible as the meetings will take place online. Members attending in a voluntary capacity can claim reasonable travel expenses.

### **Privacy**

- All members will be expected to provide their email address and telephone number for contact and for the sending of correspondence relating to the PR24 Think Tank. Such contact details shall be stored securely by South East Water and EQ Communications and deleted when a member has left the Group.
- Details of South East Water's Privacy Policy can be [found here](#).
- There is the potential that business and industry sensitive information to be shared with members to help in provide informed input. By agreeing to be a member of the PR24 Think Tank, members agree not to share this information outside the PR24 Think Tank membership.