

<i>start</i>	<i>finish</i>	<i>activity</i>	<i>support</i>
10:00	10:20	Intro /expectations	■
10:20	10:40	DMEX	■
10:40	11:00	Sewers For Adoption	■
11:00	11:15	Break	
11:15	12:15	Waste Customer Journey	■
12:15	12:30	Charges	■
12:30	13:00	Website update	■
13:00	13:10	close / B's &C's	■
13:10	15:00	Lunch & drop in	

<i>comments</i>	<i>duration</i>	<i>action</i>
use material from strategy packs	15 mins	█ to draft material
use material from HBF DMEX pack include latest scores	15 mins	█ to draft material
what is changing, what is the ST view	15 mins	█ to discuss with █
what have we found what do we want ot change validate with customers get qoutes etc	60 mins	█ to discuss with █
changes in charges for next year infra discount scheme	15 mins	█ to speak to █
working session to get feedback on what is required	30 mins	█ to speak to █