

Meeting Agenda

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| Name of Meeting: | Independent Customer Group | Date: | Thursday 26th September |
| Venue: | Katrine (Floor 2), The Bridge, Steps | Time: | 10:00 – 16:00 |
| Attendees: | Gordon Matheson (Chair), David MacLeod, Heather Dickson; Sue Walker; Barry Matheson | | |
| In Attendance: | Scottish Water: Nicola Fairley; Chloe Baxter; Brian McCarthy; Ingrid Severn; Grant Vanson | | |
| Apologies: | Agnes Robson; Lyndsey Stainton | | |

| Item | Description | Detail |
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| 1 | Introduction | Chair's welcome Review of previous meeting notes |
| 2 | Discuss Item 3 | The Independent Customer Group discussed Item 3 ahead of session |
| 3 | Household Monitoring | The group received an update on the Domestic Smart Monitoring Pilot |
| 4 | Discuss Item 5 | The Independent Customer Group discussed Item 5 ahead of session |
| 5 | AI Guardrails | The group heard about Scottish Water's approach to using AI and the recently approved SW AI Ethics Standard |
| 6 | Discuss Item 6 | The Independent Customer Group discussed Item 6 ahead of session |
| 6 | Blue/Green Infrastructure | The group received an update on Blue/Green Infrastructure pilot projects |
| 7 | LUNCH | |
| 8 | WICS Consultation | The Independent Customer Group discussed response to WICS Consultation |
| 9 | Other updates | |
| 10 | AOB Date of Next Meeting: Thursday 24 th October, Conference Room, Fairmilehead | |