

Meeting Title	Customer Engagement Group (CEG) Session 1 Day 2 – Notes of the meeting
Date / Time / Location	18 th September 2019 9:00 – 15:30 SSE, No. 1 Forbury Place, 43 The Forbury, Reading RG1 2DQ

Attendees CEG Panel;	
Tracey Matthews (TM)	CEG Chair
Caroline Farquhar (CF)	CEG Member
Tamar Bourne (TB)	CEG Member
Christopher Watts (CW)	CEG Member
Barbara Atterson (BA)	CEG Member
Ian Pashley (IP)	CEG Member
Gareth Spinner (GS)	CEG Member
Maxine Frerk (MF)	CEG Member
Apologies	
Helen Fleming (HF)	CEG Member
Attendees to CEG Panel;	
Shirley Robertson (SR)	Project Manager (SSEN)
Michelle Flockton (MF)	Assistant Project Manager (SSEN)
Kenny McAllister (KMCA)	Regulation Manager (SSEN)
Rachel McEwen (RMcE)	Chief Sustainability Officer (SSE)

Agenda	
Recap of Day 1	Shirley Robertson Tracey Matthew
Ways of Working <ul style="list-style-type: none"> • Panel members • Group logistics • Terms of Reference (TOR) • Draft meeting schedule 	All Customer Engagement Group members
Why sustainability matters <ul style="list-style-type: none"> • Introduction to RMcE and her business area • Public concern on climate change • Drive for investors to invest in cleaner energy 	Rachel McEwen
Energy Trilemma exercise <ul style="list-style-type: none"> • Members explained their thoughts on why they chose between 	CEG Members

reliability/sustainability and affordability during exercise	
<p>Introduction to Regulation and RIIO2</p> <ul style="list-style-type: none"> • Overview of the Network • The industry 1989-99 • Reasons for regulation and how we are regulated • The legal framework which SSEN operate under and The Electricity Act • Overview of performance including Customer Interruptions and Customer Minutes Lost • ED1 model priorities, settlement and performance • SF6 Cables • DNO output and financial performance • Equity, base revenue, TOTEX efficiency, business plan costs, uncertainty mechanisms 	Kenny McAllister
<p>What makes a business plan?</p> <ul style="list-style-type: none"> • Business plan process • Audience • Outputs • Workstreams 	Shirley Robertson
<p>Group Logistics</p> <ul style="list-style-type: none"> • Expenses • SharePoint Site 	Shirley Robertson
<p>Wrap up and next steps</p> <ul style="list-style-type: none"> • Action log • Challenge log <p><i>Next meeting 6th and 7th November 2019</i></p>	Tracey Matthews
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