

Meeting Title	Customer Engagement Group (CEG) Session 2 Day 1 – Notes of the meeting
Date / Time / Location	6 th November 2019 10:00 – 17:00 Cutty Sark Room, SSE, 1 Waterloo Street, Glasgow, G2 6AY

Attendees CEG Panel;	
Tracey Matthews (TM)	CEG Chair
Ian Pashley (IP)	CEG Member
Helen Fleming (HF)	CEG Member
Tamar Bourne (TB)	CEG Member
Caroline Farquhar (CF)	CEG Member
Barbara Atterson (BA)	CEG Member
Chris Watts (CW)	CEG Member
Geoff Aitkenhead (GA)	CEG Member
Gareth Spinner (GS)	CEG Member
Andrew McMunnigall (AMcM)	CEG Member
Apologies	
Maxine Frerk (MF)	CEG Member
David Coan (DC)	CEG Member
Attendees to CEG Panel;	
Shirley Robertson (SR)	Project Manager (SSEN)
Michelle Flockton (MF)	Assistant Project Manager (SSEN)
Peter Williams (PW)	Head of System Planning (SSEN)

Agenda	
10.00am – 10.15am	
<ul style="list-style-type: none"> • Welcome • SHE Moment • Housekeeping • Agenda • Introductions 	Shirley Robertson Tracey Matthew
10.15am – 11.15am	
SSEN Stakeholders <ul style="list-style-type: none"> • Vulnerable customer - our understanding & approach • We need to have ready for ED2 • How to embed customer vulnerability into ED2? • How can consumer vulnerability help deliver better service all round during ED2? 	Simon O’Loughlin

11.15am – 12.15pm	
Ofgem Expectations <ul style="list-style-type: none"> • Audit office due today by Ofgem • CoC & CoE was set too high • Looking for better quality business plans • Innovation schemes BAU 	Steve McMahon
12.15pm – 1.15pm	Lunch
1.15pm – 1.45pm	
<ul style="list-style-type: none"> • CEG Schedule • ED2 Timeline • High level first draft of business plan by end of 2020 	Shirley Robertson
1.45pm – 2.00pm	
Our early ED2 approach to Business Plan engagement	Shirley Robertson Sam O'Connor
2.00pm – 2.30pm	
SSEN in action <ul style="list-style-type: none"> • Colonsay • Current difficulties with diesel generation 	Sam O'Connor
2.30pm – 2.45pm	
<ul style="list-style-type: none"> • Purpose • TOR Proposal • Ways of Working • Previous actions close out • Logistics 	Tracey Matthews
2.45pm – 3.00pm	Coffee
3.00pm – 3.30pm	
Colin Nicol (Use LCNI Material) <ul style="list-style-type: none"> • Creating a framework around BP • TOR for ED2 Strategy Working Group • Will use group to use as a mechanism to guide internal business • Pressure on reliability on the network will increase with impact of EV's etc 	Colin Nicol Andrew Roper
3.30pm – 4.45pm	
Ofgem Open Letter <ul style="list-style-type: none"> • Content 	Beverley Grubb Andrew Roper

<ul style="list-style-type: none"> • Our response • DSO and responsibilities • We need to run scenarios to understand what would happen to our network 	
4.45pm – 6pm	
Plan for next day <ul style="list-style-type: none"> • CEG Time 	Tracey Matthews CEG Members
6pm	Close