

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

<b>Attendees CEG Panel;</b>	
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
<b>Apologies</b>	
Maxine Frerk (MF)	CEG Member
David Coan (DC)	CEG Member
<b>Attendees to CEG Panel;</b>	
Shirley Robertson (SR)	Project Manager (SSEN)
Michelle Flockton (MF)	Assistant Project Manager (SSEN)
Peter Williams (PW)	Head of System Planning (SSEN)

<b>Agenda</b>	
9.00am – 9.15am	
Welcome	Tracey Matthews
9.15 – 9.30am	
Day 1 Recap <ul style="list-style-type: none"> <li>• How will the group tackle the topics they need to cover?</li> <li>• Initial sessions will be held to help group understand how they fit in as a whole</li> </ul>	Tracey Matthews
9.30am – 11am	
Customer Service <ul style="list-style-type: none"> <li>• Detail behind broad measures</li> <li>• Mirror reward and penalty mechanisms</li> <li>• Past performance</li> </ul>	Lisa Doogan

<ul style="list-style-type: none"> <li>• Current performance</li> <li>• Complaints</li> <li>• Approach to ED1</li> <li>• Strategy for improvement</li> </ul>	
11.00am – 11.15am	Coffee
11.15am – 12.30pm	
Stakeholder Engagement <ul style="list-style-type: none"> <li>• Past</li> <li>• Present</li> <li>• Future</li> <li>• Relationship Mapping</li> </ul>	Lyndsey Stainton
12.30pm – 1.00pm	
ED2 Engagement Strategy <ul style="list-style-type: none"> <li>• Development</li> <li>• Early thinking on local commitment area's</li> </ul>	Shirley Robertson
1.00pm – 2.00pm	Lunch
2.00pm – 3.00pm	
Willingness to Pay Methodologies <ul style="list-style-type: none"> <li>• <i>Added to February agenda</i></li> </ul>	Lyndsey Stainton Shirley Robertson
3.00pm – 4.00pm	
CEG Time	CEG Chair and Members only
4.00pm	
Close <i>Next meeting January 13<sup>th</sup> 2020</i>	