

<b>Meeting Title</b>	<b>Customer Engagement Group (CEG) Session 3 Day 1 – Notes of the meeting</b>
<b>Date / Time / Location</b>	13 <sup>th</sup> January 2020 09.30 – 12.30 Skype + Smeaton Room, Inveralmond House, 200 Dunkeld Road, Perth + Room 648, 1 Forbury Place, 43 Forbury Road, Reading

<b>Attendees CEG Panel;</b>	
Tracey Matthews (TM)	CEG Chair
Geoff Aitkenhead (GA)	CEG Member
Joel Atherton (JA)	CEG Member
Tamar Bourne (TB)	CEG Member
David Coan (DC)	CEG Member
Helen Fleming (HF)	CEG Member
Maxine Frerk (MF)	CEG Member
Andrew McMunnigall (AMcM)	CEG Member
Ian Pashley (IP)	CEG Member
Gareth Spinner (GS)	CEG Member
Chris Watts (CW)	CEG Member
Amber Parker	CEG Secretariat
<b>Attendees to CEG Panel;</b>	
Shirley Robertson (SR)	Project Manager (SSEN)
Michelle Flockton (MF)	Assistant Project Manager (SSEN)
Beverley Grubb (BG)	Regulation Manager (SSEN)
Peter Williams (PW)	Head of System Planning (SSEN)
Fraser Nicolson (FN)	Regulation Manager (SSEN)

<b>Agenda</b>	
09.30 – 09.45	
<ul style="list-style-type: none"> <li>• SHE Moment</li> <li>• Welcome</li> <li>• Introductions</li> </ul>	Shirley Robertson Tracey Matthews
09.45 – 10.00	
Previous Minutes	Shirley Robertson
10.00 – 10.15	
Summary of feedback to date <ul style="list-style-type: none"> <li>• Feedback SSEN has already taken on board and utilising</li> <li>• Stakeholder terminology – clear definitions</li> </ul>	Shirley Robertson Tracey Matthews

10.15 – 10.20	
<p>Programme Update</p> <ul style="list-style-type: none"> <li>• Ofgem critical dates</li> <li>• Relevant and on track</li> </ul>	Shirley Robertson
10.20 – 10.30	
<p>Ofgem Working Groups</p> <ul style="list-style-type: none"> <li>• Working groups have commenced and will run until end of April</li> <li>• 5 working groups; overarching; safety, resilience &amp; responsibility; decarbonisation &amp; environment; connections &amp; customer vulnerability; cost effective</li> <li>• Format of working groups</li> </ul>	<p>Fraser Nicolson Beverley Grubb Tracey Matthews</p>
10.30 – 11.10	
<p>Ofgem Framework Consultation Decision</p> <ul style="list-style-type: none"> <li>• Summary</li> <li>• Key differences; output and incentives; uncertainty; competition</li> <li>• Other DNO positions</li> <li>• Other stakeholder views</li> <li>• Opportunities and challenges</li> </ul>	<p>Fraser Nicolson Beverley Grubb</p>
11.10 – 11.20	Comfort break
11.20 – 11.30	
<p>Enhanced Engagement procedure update</p> <ul style="list-style-type: none"> <li>• Open hearings update</li> <li>• Open hearings schedule (Transmission &amp; Gas Distribution)</li> <li>• Structure of open hearings</li> <li>• We will discuss lessons learnt from the open hearings for ED2 Groups</li> <li>• Some of our panel members will be attending some of the T&amp;G open hearings</li> </ul>	<p>Shirley Robertson Fraser Nicolson</p>
11.30 – 12.10	
<p>Ofgem Annual Report</p> <ul style="list-style-type: none"> <li>• Structure</li> <li>• Typical content</li> <li>• Past performance of DNO's</li> </ul>	<p>Fraser Nicolson Beverley Grubb</p>

<ul style="list-style-type: none"> <li>• Report will be available by the end of January and useful for CEG as full of data</li> </ul>	
12.10 – 12.20	
<p>Future Meetings</p> <ul style="list-style-type: none"> <li>• February agenda – Digital strategy, Business Plan Guidance and consumer research workshop</li> <li>• Travel requirements</li> <li>• Prework</li> <li>• Challenge Log</li> <li>• Photo's and video clips will be taken</li> <li>• About to launch CEG website</li> </ul>	<p>Shirley Robertson Tracey Matthews</p>
12.20 – 12.30	
<p>AOB</p> <ul style="list-style-type: none"> <li>• Be wary of travel with FlyBe due to financial situation</li> <li>• Contact Michelle with travel requirements for February – Amber will then take over</li> </ul>	<p>Tracey Matthews</p>
12.30	
Close	