



Meeting Title	Customer Engagement Group (CEG) Session 4 Day 1 – Notes of the Meeting
Date / Time / Location	24 th March 2020 – 10.00am-5.15pm – Skype Meeting

Attendees CEG Panel;	
Tracey Matthew	CEG Chair
Tamar Bourne	CEG Member
Helen Fleming	CEG Member
Maxine Frerk	CEG Member
David Coan	CEG Member
Geoff Aitkenhead	CEG Member
Christopher Watts	CEG Member
Gareth Spinner	CEG Member
Ian Pashley	CEG Member
Andrew McMunnigall	CEG Member
Amber Parker	CEG Secretariat
Attendees to CEG Panel:	
Shirley Robertson	Sustainability Strategy and CEG Lead (SSEN)
Andrew Roper	Director of ED2 and DSO (SSEN)
Steve Atkins	DSO Transition Manager (SSEN)
Melanie Bryce	Oxfordshire Programme Director (SSEN)
Stewart Reid	Head of Future Networks (SSEN)
Troy Fisher	Customer Experience Manager (SSEN)
Andrew Robertson	Head of Operational Technology (SSEN)

Agenda	
10.00am - 10.05am	
Safety Moment <ul style="list-style-type: none">COVID-19	Shirley Robertson
10.05am – 10.35am	
<ul style="list-style-type: none">Welcome	Tracey Matthews



<ul style="list-style-type: none">• Introductions• Agenda• Ways of Working• Skype Rules	Shirley Robertson
10.35am -10.50am	
Previous Minutes <ul style="list-style-type: none">• Acceptance• Actions	Shirley Robertson
10.50am – 11.00am	Break
11.00am – 12.40pm	
Distribution System Operations <ul style="list-style-type: none">• Our Role as a Networks Business• DSO Regulatory Framework• Our DSO Vision• Decarbonisation• Decentralisation• Flexibility• Constraint Managed Zones• Digitalisation• Democratisation• Project LEO	Andrew Roper Steve Atkins Melanie Bryce
12.40pm – 1.10pm	Lunch
1.10pm – 2.40pm	
SSEN Digitalisation Strategy <ul style="list-style-type: none">• The Drivers for Change• Stakeholders• Purpose of our Strategy• The Digital World• Current and Future Customer Needs• Supporting Growth• Enhancing Whole System Digital Media and Customer Journey <ul style="list-style-type: none">• Our Digital Journey• Customer & Ecosystem• Insight & Automation• Our Vision of the Future• Direct Feedback	Stewart Reid Troy Fisher



2.40pm – 2.50pm	Break
2.50pm – 4.15pm	
Operation Technology (OT) <ul style="list-style-type: none">• Inputs to OT Strategy• DSO Vision• What is OT?• Our Purpose• Project Timelines• Protection Relays• Operational Technology Network• Developing the OT Security Strategy	Andrew Robertson
4.15pm – 5.00pm	
<ul style="list-style-type: none">• Questions	All
5.00pm – 5.15pm	
<ul style="list-style-type: none">• AOB• Close	Tracey Matthews