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| Meeting Title | Customer Engagement Group (CEG) Session 4 Day 2 – Notes of the Meeting |
| Date / Time / Location | 25 th March 2020 – 9.30am-3.00pm – Skype Meeting |

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| 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) |
| Graeme Keddie | Director of Corporate Affairs, Regulation and Stakeholder Engagement (SSEN) |
| Beverley Grubb | Regulation Manger (SSEN) |

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| Agenda | |
| 9.30am – 10.45am | |
| Business Plan Strategy, Structure and Approach <ul style="list-style-type: none">• ED2 Value Areas• Our ED2 Structure• ED2 Purpose and Strategy• Draft Strategic Outcomes | Andrew Roper |
| 10.45am – 11.00am | Break |
| 11am – 12.15pm | |



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| CEG Discussion <ul style="list-style-type: none">• Governance• Admin Clinic• CEG Website• Challenge Log• Ways of Working | Tracey Matthews Shirley Robertson Amber Parker CEG Members |
| 12.15pm – 12.45pm | Lunch |
| 12.45pm – 2.00pm | |
| Stakeholder Engagement Strategy <ul style="list-style-type: none">• Learning from best practise• Understanding our Stakeholders• Aims of Enhanced Engagement in ED2• Our Stakeholder Engagement Timeline• Overview of Planned Engagement (Draft)• Emerging Considerations and Challenges | Graeme Keddie |
| 2.00pm – 2.30pm | |
| Ofgem Working Group Update <ul style="list-style-type: none">• Regulatory Framework for ED2• Overarching Working Group (OAWG)• Customer Service, Vulnerability and Connections Working Group (CSVC)• Decarbonisation and the Environment Working Group• Safety Reliability and Resilience Working Group (SSR)• Cost Assessment Working Group | Shirley Robertson |
| 2.30pm – 3.00pm | |
| <ul style="list-style-type: none">• AOB• Close | Tracey Matthews |
| Next meeting: <ul style="list-style-type: none">• CEG Session 5 5th and 6th May | |