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| <b>Meeting Title</b>          | <b>Customer Engagement Group (CEG) Session 5 Day 2 – Notes of the meeting</b> |
| <b>Date / Time / Location</b> | 6 <sup>th</sup> May 2020 – 9.30am – Skype Meeting                             |

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| <b>Attendees CEG Panel;</b>    |  |
| Tracey Matthew (TM)            | CEG Chair  |
| Tamar Bourne (TB)              | CEG Member   |
| Helen Fleming (HF)             | CEG Member   |
| Maxine Frerk (MF)              | CEG Member   |
| David Coan (DC)                | CEG Member   |
| Geoff Aitkenhead (GA)          | CEG Member   |
| Christopher Watts (CW)         | CEG Member   |
| Gareth Spinner (GS)            | CEG Member   |
| Ian Pashley (IP)               | CEG Member   |
| Andrew McMunnigall (AMc)       | CEG Member   |
| Lauren Snoxell (LS)            | CEG Member   |
| Amber Parker (AP)              | CEG Secretary  |
| <b>Attendees to CEG Panel;</b> |  |
| Shirley Robertson (SR)         | ED2 Sustainability Strategy and CEG Lead                             |
| Andrew Roper (AR)              | ED2 Director   |
| Beverley Grubb (GB)            | Head of Networks Regulation (Electricity Distribution)               |
| Hayley Joynson (HJ)            | Head of Customer Contact Centre South                                |
| Peter Williams (PW)            | Head of Business and Network Strategy, ED2                           |
| Graeme Keddie (GK)             | Director of Corporate Affairs, Regulation and Stakeholder Engagement |
| Mike Petter (MP)               | SSEN Stakeholder Advisory Panel Chair                                |

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| <b>Agenda</b>   |                                |
| 9.30am – 09.45am  |                                |
| Recap on Day 1 <ul style="list-style-type: none"> <li>Agenda for Day 2</li> </ul>   | Tracey Matthews                |
| 09.45 – 10.30am   |                                |
| Ofgem Working Groups Summary <ul style="list-style-type: none"> <li>Ofgem Working Groups</li> <li>Overarching Working Group</li> <li>Customer Service, Vulnerability and Connections (CSVC)</li> <li>Decarbonisation and the Environment (DEWG)</li> <li>Safety Reliability and Resilience (SRRWG)</li> <li>Cost Assessment (CAWG)</li> </ul> | Beverley Grubb                 |
| 10.30am – 11.00am   |                                |
| Customer Service, Vulnerability and Connections (CSVC) <ul style="list-style-type: none"> <li>RIIO-ED1 Arrangements</li> <li>Customer Service</li> <li>Vulnerability</li> <li>Connections</li> </ul>  | Hayley Joynson, Beverley Grubb |
| <b>11.00am – 11.15am</b>  | <b>Comfort Break</b>           |

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| 11.15am – 12.00pm   |  |
| <p>Strategic Investment</p> <ul style="list-style-type: none"> <li>• Background and Context</li> <li>• The Problem – What are we trying to solve?</li> <li>• Solution – Options, risks and opportunities for SSEN and customers?</li> <li>• Questions and Discussions</li> </ul>                          | Peter Williams                                     |
| <b>12.00pm – 12.45pm</b>  | <b>Lunch</b>                                       |
| 12.45pm – 1.45pm  |  |
| <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> <li>• Programme of Activity Mapped to Plan</li> <li>• Feedback from March Virtual Workshops and Academic Round Tables</li> <li>• Developing our Strategy, Tested methods – Feedback</li> <li>• Sustainability License</li> </ul>         | Graeme Keddie<br>Shirley Robertson<br>Andrew Roper |
| 1.45pm – 2.45pm   |  |
| <p>Gaining Insight and Guidance from Consumers</p> <ul style="list-style-type: none"> <li>• Consumer Engagement Strategy</li> <li>• Enduring Engagement</li> <li>• Future Customers</li> <li>• Engaging with Vulnerable Customers</li> <li>• Engaging with Commercial and Industrial Customers</li> </ul> |  |
| 2.45pm – 3.15pm   |  |
| <p>The Role of the Stakeholder Advisory Panel (SAP)</p> <ul style="list-style-type: none"> <li>• The Role within SSEN</li> <li>• How can The SAP and The CEG complement each other?</li> </ul>  |  |
| 3.15pm – 4.00pm   |  |
| <p>CEG Time</p> <ul style="list-style-type: none"> <li>• Questions and Challenges</li> <li>• AOB</li> <li>• Close.</li> </ul>   | CEG  |
| <p>Next Meeting;</p> <p>CEG Session 6<br/>2<sup>nd</sup> &amp; 3<sup>rd</sup> June</p>  |  |