

<b>Meeting Title</b>	<b>Customer Engagement Group (CEG) Session 6 Day 1 – Notes of the meeting</b>
<b>Date / Time / Location</b>	2 <sup>nd</sup> June 2020 – 10.00am-5.00pm Skype Meeting

<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
Barbara Atterson (BA)	CEG Member
Amber Parker (AP)	CEG Secretary
<b>Attendees to CEG Panel;</b>	
Shirley Robertson (SR)	ED2 Sustainability Strategy and CEG Lead
Alistair Phillips-Davies (APD)	SSE Group CEO
Mark Rough (MR)	Director of Customer Operations, North
Andrew Roper (AR)	ED2 Director
Peter Williams (PW)	Head of Business and Network Strategy, ED2
Jody Mackay (JM)	Head of ED2 Programme Planning
Mark Kelly (MK)	Head of Asset Policy & Integrity, Distribution
Christopher Bratt (CB)	Head of Strategic Planning, Asset Management
Melanie Bryce (MB)	Oxfordshire Programme Director
Ammad Zulfikar (AZ)	Head of Portfolio Management, Asset Management
Adam Bain (AB)	DSO System Planning Lead
Christopher Harris (CH)	Regulation Manager

<b>Agenda</b>	
09.45am – 10.00am	
Time to join Skype meeting	Amber Parker
10.00am – 10.05am	
SHE Moment <ul style="list-style-type: none"> <li>Climate Change is happening now; Impacts we have seen in 2020 so far</li> <li>Australian Bush Fires</li> <li>UK Floods</li> <li>COVID-19</li> </ul>	Shirley Robertson
10.05am – 10.15am	
Meeting Governance <ul style="list-style-type: none"> <li>Housekeeping</li> <li>Agenda</li> </ul>	Tracey Matthews

<ul style="list-style-type: none"> <li>• Introductions – Barbara Atterson has re-joined the CEG</li> </ul>	
10.15am – 11.40am	
Visit from Alistair Phillips-Davies, CEO <ul style="list-style-type: none"> <li>• SSE Sustainability Aims</li> <li>• SSE COVID-19 Response</li> <li>• SSEN COVID-19 Response (Mark Rough)</li> </ul>	Alistair Phillips-Davies Mark Rough Andrew Roper Peter Williams
<b>11.40am – 11.50am</b>	<b>Comfort Break</b>
11.50am – 12.30pm	
Programme Update <ul style="list-style-type: none"> <li>• Establishing the Team and Driving Accountability</li> <li>• ED2 Plan &amp; High-Level Governance Plan</li> <li>• ED2 Roadmap to Final Determination</li> <li>• Governance Checkpoints</li> <li>• Assurance Approach</li> </ul>	Jody Mackay
<b>12.30pm – 1.00pm</b>	<b>Lunch</b>
1.00pm – 3.00pm	
Our Approach to Asset Management <ul style="list-style-type: none"> <li>• Introductions and Overview</li> <li>• SSE Group and SSEN Asset Management</li> <li>• Our Regional Differences</li> <li>• Our RIIO ED1 Focus Areas and Plans for RIIO ED2</li> <li>• Next Steps</li> </ul>	Mark Kelly Chris Bratt Andrew Roper Melanie Bryce
<b>3.00pm – 3.15pm</b>	<b>Comfort Break</b>
3.15pm – 4.30pm	
Reliability (IIS) <ul style="list-style-type: none"> <li>• ED1 Performance</li> <li>• Our Ambition for ED2</li> <li>• Opportunities and Risks</li> <li>• Stakeholder Engagement</li> </ul>	Ammad Zulfikar Adam Bain Mark Rough
4.30pm – 5.00pm	
CEG Time <ul style="list-style-type: none"> <li>• Reflections on Day 1</li> <li>• Plan for Day 2</li> </ul>	Tracey Matthews CEG Members
Close	