

Meeting Title	Customer Engagement Group (CEG) Session 6 Day 2 – Notes of the meeting
Date / Time / Location	3 rd June 2020 – 9.30am – 3.30pm Skype Meeting

Attendees CEG Panel;	
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
Attendees to CEG Panel;	
Shirley Robertson (SR)	ED2 Sustainability Strategy and CEG Lead
Stewart Reid (StR)	Head of Future Networks (SSEN)
Frank Clifton (FC)	Innovation Strategy Manager
Jack Jordan (JJ)	Regulatory Finance Support Business Partner
Steve Hayes (SH)	Head of Strategic Investment
Kenny McAllister (KM)	Distribution Finance Director
Ammad Zulfikar (AZ)	Head of Portfolio Management, Asset Management
Adam Bain (AB)	DSO System Planning Lead

Agenda	
9.20am – 9.30am	
Time to join Skype meeting	Amber Parker
9.30am – 9.40am	
Recap on Day 1 <ul style="list-style-type: none"> • Reflection on possible challenges • Day 2 Agenda 	Tracey Matthews
9.40am – 9.50am	Comfort Break
9.50am – 11.15am	
Innovation <ul style="list-style-type: none"> • Need for Innovation • Strategy Approach • Current Funding Arrangements – ED1 • Innovation in ED2 • Stakeholder Engagement • Shaping Strategies – EV, DSO and Digitalisation • Innovation Strengths & Areas for Improvement 	Stewart Reid Frank Clifton



11.15am – 11.45am	
Ofgem Update <ul style="list-style-type: none">• Key updates• Sector Specific Mythology released end of July 2020• Working Groups have closed• The ENA – SSEN's Response to Ofgem	Shirley Robertson
11.45am – 12.30pm	Lunch
12.30pm – 2.00pm	
Cost & Efficiency <ul style="list-style-type: none">• Past Performance• Improvement Programme• Cost Assessment Methodology• Next Steps / Ofgem's ED2 Direction• Efficiency• <i>Regional Factors moved to next session due to time constraints</i>	Jack Jordan Steve Hayes Kenny McAllister Ammad Zulfikar Adam Bain
2.00pm – 2.15pm	Comfort Break
2.15pm – 3.30pm	
CEG Time <ul style="list-style-type: none">• Challenge Log Process Feedback• Reflection on Day 2• Sub-groups Update• Forward Agenda• Ways of Working• Close	Tracey Matthews CEG Members
Next Meeting; CEG Session 7 7 th and 8 th July	