

Meeting Title	Customer Engagement Group (CEG) Interim Meeting – Notes of the meeting
Date / Time / Location	21 st April 2020 – 10am – Skype Meeting

Attendees CEG Panel;	
Tracey Matthews (TM)	CEG Chair
Tamar Bourne (TB)	CEG Member
Christopher Watts (CW)	CEG Member
Barbara Atterson (BA)	CEG Member
Helen Fleming (HF)	CEG Member
Gareth Spinner (GS)	CEG Member
Maxine Frerk (MF)	CEG Member
Apologies	
Ian Pashley (IP)	CEG Member
Attendees to CEG Panel;	
Shirley Robertson (SR)	

Agenda	
9.45am – 10.00am	
Time to join Skype	Amber Parker
10.00am – 10.05am	
Safety Moment <ul style="list-style-type: none"> Importance of being extra careful whilst we adapt to spending more time online due to COVID-19 Cyber Security 	Shirley Robertson
10.05am – 10.15am	
Welcome <ul style="list-style-type: none"> Update: New member Lauren Snoxall, CAB, will be joining the group soon Update: We are in the process of recruiting another member Agenda Housekeeping 	Tracey Matthews
10.15am – 10.35am	
Challenge Log <ul style="list-style-type: none"> Review of Cadent, SHE Transmission and draft SSEN CEG Challenge Log Challenge Log format agreed by group 	Tracey Matthews
10.35am - 10.50am	
CEG Terms of Reference (TOR) <ul style="list-style-type: none"> Group agreed to provide comment on TOR by email with the view to sign off at next meeting 	Tracey Matthews
10.50am – 11.00am	Comfort Break
11.00am – 11.25am	

<p>Customer & Consumer Research Suggestions</p> <ul style="list-style-type: none"> • How will we continue with consumer research during COVID-19? • Examples of groups SSEN should consider engaging with • Examples of good / bad consumer research discussed 	<p>All</p>
<p>11.25am – 11.50am</p>	
<p>CEG Subgroups</p> <ul style="list-style-type: none"> • Ways of Working as subgroups • Potential subgroup topics and scope 	<p>Tracey Matthews</p>
<p>11.50am – 12.00pm</p>	
<p>AOB & Close</p> <ul style="list-style-type: none"> • Printing of presentation pack update • SharePoint Update 	<p>All</p>
<p>Next meeting:</p> <ul style="list-style-type: none"> • CEG Session 5 5th & 6th May 	