

Meeting Title	Customer Engagement Group (CEG) Session 7 – Notes of the meeting
Date / Time / Location	8 th July 2020 – 8.45am – 5.00pm MS Teams Meeting

Attendees CEG Panel;	
Tracey Matthews (TM)	CEG Chair
Geoff Aitkenhead (GA)	CEG Member
Tamar Bourne (TB)	CEG Member
David Coan (DC)	CEG Member
Andrew McMunnigall	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
Ian Pashley (IP)	CEG Member
Lauren Snoxell (LS)	CEG Member
Amber Parker (AP)	CEG Secretary
Attendees to CEG Panel;	
Shirley Robertson (SR)	ED2 Sustainability Strategy and CEG Lead
Beverley Grubb (BG)	Head of Electricity Distribution Network Regulation
Clothilde Cantegreil (CC)	Head of RIIO-ED2 Regulatory Strategy
Jody Mackay (JM)	Head of ED2 Programme Planning
Ammad Zulfikar (AZ)	Head of Business Operations ED2
Graeme Keddie (GK)	Director of Corporate Affairs, Regulation and Stakeholder Engagement
Peter Williams (PW)	Head of Business & Network Strategy ED2
Christopher Harris (CH)	Regulation Manager ED2
Kenny McAllister (KMc)	Distribution Finance Director
Andre Tang (AT)	Distribution Finance Business Partner
Hayley Joynson (HJ)	Head of Customer Contact Centre South
Andrew Roper (AR)	Director of ED2 and DSO
David Nankivell (DN)	Asset Strategy Manager

Agenda	
8.45am – 9.00am	
Time to join MS Teams meeting	Amber Parker
9.00am – 9.05am	
SHE Moment <ul style="list-style-type: none"> • Move more, sit less • Deep Vein Thrombosis 	Shirley Robertson
9.05am – 09.15am	
Welcome <ul style="list-style-type: none"> • Introductions • Housekeeping • Agenda 	Tracey Matthews

09.15am – 09.50am	
<p>Ofgem Update</p> <ul style="list-style-type: none"> • Update on Timeline and Progress • SSEN Letter to Ofgem Ahead of the SSMC • Ofgem Working Groups Update 	Beverley Grubb
09.50am – 10.00am	
<p>Programme Update</p> <ul style="list-style-type: none"> • High-level Governance Plan to 1st Submission • Programme Focus 	
10.00am – 10.15am	Coffee Break
10.15am – 11.15am	
<p>Regional and Company Factors</p> <ul style="list-style-type: none"> • Regional Factors ED1 to ED2 • SHEPD Regional Factors • Meeting Ofgem Assessment Criteria • ED2 Direction of Travel • Stakeholder Engagement 	Ammad Zulfikar
11.15am – 11.30am	Comfort Break
11.30am – 12.45pm	
<p>Subgroup 1: Stakeholder Engagement Strategy</p> <ul style="list-style-type: none"> • How we developed our ED2 engagement Strategy • Our Stakeholder Engagement Mission Statement • Our Guiding Principles • ED2 Engagement Phases, Timeline, Objectives & Outputs • Segmentation and Profiling • Synthesis reporting and Triangulation 	<p>Graeme Keddie Loretta Boman Beverley Grubb Andrew McMunnigall Barbara Atterson Lauren Snoxell Tracey Matthews</p>
<p>Subgroup 2: Uncertainty Mechanisms</p> <ul style="list-style-type: none"> • Uncertainty Mechanisms in the context of RIIO-ED2 and associated principles • Review of Uncertainty Mechanisms in RIIO-ED1 • Outline of Ofgem’s proposed common mechanisms for RIIO-ED2 • Our process for proposing robust uncertainty mechanisms in RIIO-ED2 <p>Subgroup 2: CBA Methodology</p> <ul style="list-style-type: none"> • Ofgem’s General Expectations • Options Analysis • Investment Decision Pack (IDP) 	<p>Peter Williams Christopher Harris Kenny McAllister Andre Tang Clothilde Cantegreil Chris Watts David Coan Geoff Aitkenhead Gareth Spinner</p>

<ul style="list-style-type: none"> • Cost Benefit Analysis (CBA) • CBA Model Interdependencies – Ofgem/CAWG • CBA Benefits and Alternatives 	
<p>Subgroup 3: Sustainability and Environment</p> <ul style="list-style-type: none"> • Stakeholder Led Sustainability Goals • Our Strategic Outcomes • Developing our themes • Science-Based-Targets • Managing our ED2 Performance • SDG Mapping 	<p>Shirley Robertson Andrew Roper David Nankivell Maxine Frerk Tamar Bourne Ian Pashley</p>
12.45am – 1.15pm	Lunch
1.15pm – 3.15pm	
<p>Consumer Engagement and Research</p> <ul style="list-style-type: none"> • Existing Insight and Understanding • Overview of Stakeholder Engagement Strategy • High-Level Timeline and Delivery Plan <p>Impact: SSEN Roadmap for Stakeholder Engagement</p> <ul style="list-style-type: none"> • Insight collection approaches • SSEN Explore Survey • Multi-phase Approach • Acceptability testing <p>Customer Service and Vulnerability</p> <ul style="list-style-type: none"> • Proposed Customer Service Incentive Concepts • Co-creation with Customers and Stakeholders • Defining Vulnerability in ED2 • Ensuring Accessibility 	<p>Graeme Keddie Dawn Mulvey (Impact) Hayley Joynson</p>
3.15pm – 3.30pm	Comfort Break
3.30pm – 4.30pm	
<p>CEG Time</p> <ul style="list-style-type: none"> • Highlights of Subgroups • Feedback from Subgroups • Ways of Working 	<p>CEG Members Shirley Robertson</p>
4.30pm – 5.00pm	
<p>CEG Provide Immediate Feedback to SSEN</p> <ul style="list-style-type: none"> • AOB • Close 	All
<p>Next Meeting; CEG Session 8 4th August</p>	