

Meeting Title	Customer Engagement Group (CEG) Session 7 – Notes of the meeting
Date / Time / Location	4 th August 2020 – 9.30am – 4.00pm 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
Maxine Frerk (MF)	CEG Member
Ian Pashley (IP)	CEG Member
Lauren Snoxell (LS)	CEG Member
Amber Parker (AP)	CEG Secretary
Apologies	
Gareth Spinner (GS)	CEG Member
Attendees to CEG Panel;	
Shirley Robertson (SR)	ED2 Sustainability Strategy and CEG Lead
Maz Alkirwi (MA)	Director of Finance, Networks
Clothilde Cantegreil (CC)	Head of RIIO-ED2 Regulatory Strategy
Andrew Roper (AR)	Director of ED2 and DSO

Agenda	
09.30am – 09.45am	
Time to join MS Teams meeting	Amber Parker
09.45am – 09.50am	
SHE Moment <ul style="list-style-type: none"> Electrical Product Safety Product Recall Awareness 	Shirley Robertson
9.50am – 10.00am	
Welcome <ul style="list-style-type: none"> Introductions Housekeeping Agenda 	Tracey Matthews
10.00am – 10.55am	
CEG Process <ul style="list-style-type: none"> Recap of Journey and Process Revised Enhanced Engagement Guidelines Look Ahead at Forward Agendas 	Shirley Robertson
10.55am – 11.00am	Comfort Break
11.00am – 12.30pm	
Regulatory Finance	Maz Alkirwi



<ul style="list-style-type: none">• How SSEN make their money• Finding the right balance between risk and return	
12.30pm – 1.00pm	Lunch
1.00pm – 1.25pm	
Review of process and current; <ul style="list-style-type: none">• Action & Question Log• Challenge Log• Challenge Owners	Tracey Matthews <i>CEG Only</i>
1.25pm – 1.30pm	Comfort Break
1.30pm – 3.25pm	
Regulatory Update <ul style="list-style-type: none">• Draft Determinations Discussions relevant to ED2• Sector Specific Methodology Summary• Vulnerability• Interactions & Next Steps	
3.25pm – 3.30pm	Comfort Break
3.30pm – 4.00pm	
CEG Time <ul style="list-style-type: none">• Highlights from the day• No Challenges recorded• AOB• Close	Tracey Matthews
Next Meeting; CEG Session 9 15 th & 16 th September	