

<b>Meeting Title</b>	<b>Customer Engagement Group (CEG) Session 9 – Notes of the meeting</b>
<b>Date / Time / Location</b>	15 <sup>th</sup> September 2020 – 9.45am – 5.00pm MS Teams Meeting

<b>Attendees CEG Panel;</b>	
Geoff Aitkenhead (GA)	CEG Chair in Tracey's absence
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
<b>Apologies;</b>	
Tracey Matthews (TM)	CEG Chair
Helen Fleming (HF)	CEG Member
<b>Attendees to CEG Panel;</b>	
Shirley Robertson (SR)	ED2 Sustainability Strategy and CEG Lead
Graeme Keddie (GK)	Director of Corporate Affairs, Regulation and Stakeholder Engagement
Loretta Boman (LB)	ED2 Stakeholder Engagement Lead
Emily Wilson-Gavin (EW)	Head of Corporate Affairs (Distribution)
Clothilde Cantegreil (CC)	Head of RIIO-ED2 Regulatory Strategy
Rebecca Richardson (RR)	Head of Procurement & Commercial Distribution
Keith Forbes (KF)	Commercial Lead – ED2
Roy Dale (RD)	Procurement & Commercial Manager – ED2
Scott McClure (SMC)	Procurement & Commercial Manager – ED2
Ammad Zulfikar (AZ)	Head of Business Operations ED2
Mark Kelly (MK)	Head of Asset Policy & Integrity (Distribution)
Peter Williams (PW)	Head of Business & Network Strategy ED2
Sachin Pathak (SP)	ED2 Connections Strategy Lead
Andrew Scott (AS)	Head of Commercial Policy, Quality and Performance
Andy Huthwaite (AH)	Director of Connections
Kenny McAllister (KMc)	Distribution Finance Director
Andre Tang (AT)	Distribution Finance Business Partner
Steve Hayes (SA)	Head of Strategic Investment
Andrew Roper (AR)	Director of ED2 and DSO
Eliane Algaard (EA)	Director of Customer Operations, South

<b>Agenda</b>	
09.45am – 10.00am	
Time to Join MS Teams	Amber Parker
10.00am – 10.05am	
SHE Moment	Shirley Robertson
<ul style="list-style-type: none"> <li>Contractor Reportable Injury</li> </ul>	

<ul style="list-style-type: none"> <li>Remaining Safe whilst being aware of adverse weather</li> </ul>	
10.05am – 10.15am	
<p>Welcome</p> <ul style="list-style-type: none"> <li>Housekeeping</li> <li>Apologies from Tracey Matthews, Geoff Aitkenhead to cover Chair in absence</li> <li>Apologies from Helen Fleming</li> <li>Agenda</li> <li>Housekeeping</li> </ul>	Geoff Aitkenhead
10.15am – 11.45am	
<p>Regulatory Update</p> <ul style="list-style-type: none"> <li>Response to T2 / GD2 Draft Determinations</li> <li>Update on Working Groups</li> <li>Response to Sector Specific Methodology Consultation</li> <li>High-level approach to CVPs</li> </ul>	Clothilde Cantegreil
<b>11.45am – 12.30pm</b>	<b>Lunch</b>
12.30pm – 2.00pm	
<p>Subgroup 1: Enhanced Engagement</p> <ul style="list-style-type: none"> <li>Enhanced engagement planning update <ul style="list-style-type: none"> <li>Progress with workstream engagement plans</li> <li>Progress with first synthesis report</li> </ul> </li> <li>Overview of stakeholder workshops and upcoming engagement <ul style="list-style-type: none"> <li>LNP engagement</li> <li>September workshops/Consumer vulnerability workshop</li> </ul> </li> <li>Review results from the 'Explore' Consumer Survey</li> <li>Next steps</li> </ul>	<p>Graeme Keddie Loretta Boman Emily Wilson-Gavin Andrew McMunnigall Lauren Snoxell Barbara Atterson Maxine Frerk Tamar Bourne Ian Pashley Amber Parker</p>
<p>Subgroup 2: Procurement &amp; Commercial Supply Chain</p> <ul style="list-style-type: none"> <li>What we are Doing Differently for ED2</li> <li>ED2 P&amp;C Strategy – Aims</li> <li>ED2 Costs &amp; Efficiencies Improvements</li> <li>ED2 Supply Chain Engagement Initiative</li> <li>ED2 Supply Chain Strategic Outcomes</li> </ul>	<p>Rebecca Richardson Keith Forbes Scott McClure Roy Dale Chris Watts Gareth Spinner Geoff Aitkenhead David Coan Shirley Robertson</p>
<b>2.00pm – 2.15pm</b>	<b>Coffee Break</b>
2.15pm – 3.45pm	



Subgroup 1: Connections <ul style="list-style-type: none"><li>• Our current ED1 progress</li><li>• Ofgem's changing landscape</li><li>• Our Customer needs and our key Strategic Drivers</li><li>• Our move to Customer Centric service</li><li>• Significant Code Review (SCR) and its impact</li><li>• Enhanced Stakeholder Engagement Plan</li></ul>	Sachin Pathak Peter Williams Andrew Scott Andy Huthwaite Andrew McMunnigall Gareth Spinner Tamar Bourne Lauren Snoxell Amber Parker
Subgroup 2: Delivering a Safe and Resilient Network – Part 1 <ul style="list-style-type: none"><li>• Our Initial Thinking on Non-Load/Operating Cost Options</li><li>• Update on IIS - RIIO ED1 Performance</li><li>• Investment in IIS for the remainder of RIIO ED1</li><li>• Our thinking for IIS in RIIO ED2</li></ul>	Mark Kelly Ammad Zulfikar Steve Hayes Andrew Roper Chris Watts Maxine Frerk Barbara Atterson Geoff Aitkenhead David Coan Shirley Robertson
<b>3.45pm – 4.00pm</b>	<b>Comfort Break</b>
4.00pm – 4.30pm	
Subgroups Feedback to CEG <ul style="list-style-type: none"><li>• Highlights</li><li>• Feedback</li></ul>	CEG Only
4.30pm – 5.00pm	
CEG Provide Immediate Feedback to SSEN <ul style="list-style-type: none"><li>• Subgroups Highlights</li><li>• Subgroups Feedback</li></ul>	All
<b>5.00pm</b>	<b>Close</b>