

Meeting Title	Customer Engagement Group (CEG) Session 9 – Notes of the meeting
Date / Time / Location	16 th September 2020 – 9.30am – 4.30pm MS Teams Meeting

Attendees CEG Panel;	
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
Apologies;	
Tracey Matthews (TM)	CEG Chair
Helen Fleming (HF)	CEG Member
Attendees to CEG Panel;	
Shirley Robertson (SR)	ED2 Sustainability Strategy and CEG Lead
Graeme Keddie (GK)	Director of Corporate Affairs, Regulation and Stakeholder Engagement
Chris Bratt (CB)	Head of Strategic Planning
Clothilde Cantegreil (CC)	Head of RIIO-ED2 Regulatory Strategy
Beverley Grubb (BG)	Head of Networks Regulation (Distribution)
Andy Huthwaite (AH)	Director of Connections
Kenny McAllister (KMc)	Distribution Finance Director
Andre Tang (AT)	Distribution Finance Business Partner
Andrew Roper (AR)	Director of ED2 and DSO
Eliane Algaard (EA)	Director of Customer Operations, South

Agenda	
09.30m – 9.40am	
Recap on Day 1	Geoff Aitkenhead
09.40am – 10.30am	
CEG Time <ul style="list-style-type: none"> • Challenge Loge Review • Responding to the SSMC 	CEG Only
10.30am – 10.45am	Coffee
10.45am – 12.15pm	
Past Performance – Part 1 <ul style="list-style-type: none"> • Network Summary • Business Transformation • Highlights • Customer Service • Social Obligations • Connections 	Mark Rough Andy Huthwaite Graeme Keddie



12.15pm – 1.00pm	Lunch
1.00pm – 2.15pm	
Past Performance - Part 2 <ul style="list-style-type: none">• Safety and Environment• Network Reliability and Availability• Innovation• Finance• COVID-19• Next Step	Andy Huthwaite Mark Rough Chris Bratt Andrew Roper Kenny McAllister Colin Nicol
2.15pm – 2.20pm	Comfort Break
2.20pm – 3.00pm	
Totex Budgets & Forecasting <ul style="list-style-type: none">• SSEN ED1 Spend to date• Increased Focus of Efficiency• Progress on CAIs & BSCs• Full ED1 Projection	Kenny McAllister Andre Tang
3.00pm – 3.15pm	Comfort Break
3.15pm – 4.00pm	
Questions & Answer Session	Colin Nicol Mark Rough Eliane Algaard Andrew Roper
4.00pm – 4.30pm	
CEG Time <ul style="list-style-type: none">• Highlights• Feedback• Challenges• Questions	CEG Only
5.00pm	Close
Next Meeting: CEG Session 9 27 th & 28 th October	