

Key points and summary of Customer Engagement Group (CEG) questions/discussion sessions.

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 11		
Friday 28 th August 2020	09:30 – 13:00	Virtual Conference
Meeting called by	John Howard	
Type of meeting	Customer Engagement Group	
Facilitator	SP Energy Networks	
Note takers	Ross Williams	
Chair & Timekeeper	John Howard	
Attendees	<p>CEG</p> <p>John Howard (JH) Andy Billcliff (AB) Chris Clark (CC) Matt Cole (MC) Sam Ghibaldan (SG) Benny Talbot (TB) Jan Webb (JW) Matt Hannon (MH) Gill Wood (GW)</p>	<p>SPEN</p> <p>Andrew Jardine (AJ) Gillian Hurding (GH) Clare Dawson (CD) Iain Divers (ID) Tracy Joyce (TJ) Jane McMillan (JMc) Kate McGeoch (KMc) Gillian Renwick (GR) Mark Goudie (MG)</p> <p>External Representative x 2, Ofgem</p>

Agenda Topic: Welcome	
0930 - 0935	John Howard, CEG Chair
Discussion	JH welcomed the group and confirmed the meeting was quorate before asking members if there were any conflicts of interest which had materialised since the previous meeting.

Agenda topic: RIIO-ED2 update	
0935 – 1035	Ofgem
Discussion	<p>Covered two major strategic issues for ED2, strategic investment, anticipating demand and overall system transition and the role DSO must play in that. Reiterated value of the CEG to the RIIO-ED2 business planning process.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Changing remit of CEG and importance of dynamic engagement and role to drive DNOs to produce better business plans for consumers. • Role of uncertainty mechanisms • Innovation funding • Future scenarios and impact on fuel poor customers.

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Agenda Topic: Sustainability Engagement Pack and Discussion	
1035 - 1135	Jane McMillan, Head of Sustainability Kate McGeoch, Sustainability Policy Specialist Gill Renwick, Environmental Analyst
Discussion	<p>KMC outlined stakeholder engagement that had been carried out to date. Discussed sustainability strategy and how it looks at SPEN's environmental impact and covers both transmission and distribution. It has been developed with stakeholders and mapped to the UN's sustainable development goals.</p> <p>Comments and discussion from the CEG focused on the following areas</p> <ul style="list-style-type: none"> • Consideration of just transition impacts and how this is embedded in sustainable business strategy • Use of social media to ensure wider engagement on strategy. • Requirement for tying engagement together with other workstreams to ensure none were working in silos. • Target stakeholder lists for future phase of engagement and how the CEG will be provided with actual data following Phase 2 of engagement including stakeholders engaged, what they said and how it has been incorporated in planning. • The CEG made suggestions for stakeholders to be engaged. These were taken by SPEN for use in forward engagement planning.

Agenda Topic: DSO engagement pack: sub-group feedback	
1150 - 1245	Benny Talbot, CEG Member Andy Billcliff, CEG member
Discussion	<p>Comments and discussion from the CEG focused on the following areas</p> <ul style="list-style-type: none"> • Future opportunities to influence strategy for DSO. SPEN confirmed this is start of the process, there is a lot of engagement and testing to do, there will be plenty of time for the CEG to influence overall approach and view feedback and how it gets triangulated at each phase. • How business as usual engagement has already helped develop the DSO strategy to this point prior to ED2 and the engagement which will now take place to build on this for ED2. • Concern raised about CEG workload and time and how DSO sub-group would be utilised to provide more detailed ongoing challenge. • Importance of engagement with the correct stakeholders and reaching out to new stakeholders, SPEN confirmed stakeholder team and workstream leads are working closely to deliver the best engagement plans

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	<ul style="list-style-type: none">• Issue of stakeholder fatigue with multiple stakeholders in same organisations and overlap of topics with data/digitalisation/assets. SPEN conscious of this and is addressing, confident issues are all picked up via wide spread of representation at steering groups.• Importance of sharing discussion and outcomes from DSO sub-group back with whole CEG.• With change in CEG remit, they cannot only challenge but must also provide steer as to what the company should do. SPEN supportive of this change in dynamic which will help deliver the best possible business plan for customers.
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