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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 12		
Thursday 24th September 2020	09:15 – 13:00	Virtual Conference
Meeting called by	John Howard	
Type of meeting	Customer Engagement Group	
Facilitator	SP Energy Networks	
Note taker	Ross Williams	
Chair & Timekeeper	John Howard	
Attendees	John Howard (JH) Andy Billcliff (AB) Chris Clark (CC) Matt Cole (MC) Teresa Perchard (TP) Sam Ghibaldan (SG) Benny Talbot (TB) Jan Webb (JW) Matt Hannon (MH) David Flynn (DF) Gill Wood (GW) Jen Pride (JP)	Andrew Jardine (AJ) Gillian Hurding (GH) Iain Divers (ID) Tracy Joyce (TJ) Ross Williams (RW) Alasdair Gaw (AG) Mal Bebbington (MB) Russ Bryans (RB) Mark Goudie (MG) Marissa McCarroll (MM) John Thompson (JT)

Agenda Topic: Welcome, agenda and minutes	
0915 - 0920	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: Stakeholder engagement programme update	
0920 – 0930	Andrew Jardine, RIIO-2 Stakeholder Engagement Manager Gillian Hurding, RIIO-T2 Stakeholder Engagement Manager
Discussion	AJ presented overview of engagement packs for each workstream. Areas/topics that SPEN has identified as requiring stakeholder engagement in phase 2, over and above what the company does as BAU. CEG feedback on this mark the first major milestone with the next in December 2020, when SPEN will send packs back, incorporating stakeholder feedback and plans for phase 3 engagement. Covered timeline for draft narrative and assurance process, including board reviews. GH gave breakdown of the engagement phases and what each phase entails. Comments and discussion from the CEG focused on the following areas:

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	- Tight timeline recognising regulatory constraints, felt they were unrealistic to design and carry out meaningful customer engagement. - SPEN acknowledged this is the case throughout the price control but will provide as much planning and foresight on dates as possible in this dynamic process. - Distinction between customer engagement and customer service - Ensuring feedback from Customer Engagement research will influence engagement with stakeholders around customer service. SPEN confirmed this is exactly the purpose of phase 2 triangulation and subsequent phase 3 engagement activities.

Agenda Topic: General stakeholder engagement pack feedback	
0930 - 1000	John Howard, CEG Chair
Discussion	Comments and discussion from the CEG focused on the following areas: - Consideration of stakeholders who will be affected to largest degree by changes being brought about, current influence v interest stakeholder mapping matrix doesn't cover issue of impact. - Importance of CEG seeing SPEN responses to challenges via challenge log - Request to remove stakeholder from list, SPEN agreed to action. - Possibility of combining stakeholder engagement topics to alleviate stakeholder fatigue. - Suggestion to add trade bodies to lists, agreement to action.

Agenda Topic: DSO stakeholder engagement pack feedback	
1000 - 1030	DSO sub-group
Discussion	Comments and discussion from the CEG focused on the following areas: - CEG highlighted gaps in stakeholder lists, SPEN agreed to work through comments from CEG to make sure everything is covered off. - Recommendation to add NHS estates. They use storage, generators etc so important to DSO model, as well as colleges and universities. SPEN confirmed stakeholders that had been missed would be added to lists, there is an opportunity to survey them at later date. - All CEG responses will come through log to feedback on the engagement packs, to draw out challenges to SPEN. - The CEG expressed interest in observing engagement events, also questioned there had been no mention of bill impact so far.

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Agenda Topic: Digitalisation stakeholder engagement pack feedback	
1030 - 1100	David Flynn, CEG SpAd
Discussion	Comments and discussion from the CEG focused on the following areas: • Refinement to stakeholder selection and questions to address this topic which is not simple and to avoid skewed responses. • SPEN looking to engage the right people but must consider different needs across groups including consumer engagement, technical operations, skills, infrastructure planning. • Some questions too specialist for general stakeholders, should consider framing and explaining what digitalisation is. • Categorisation of stakeholders is important to properly synthesise feedback across and within different stakeholder groups. • Suggestion made by CEG to state at start of each engagement that stakeholders don't have to answer all questions. SPEN confirmed this was already the case.

Agenda Topic: DFES stakeholder engagement pack feedback	
1145 - 1215	Sam Ghibaldan, CEG member
Discussion	Comments and discussion from the CEG focused on the following areas: • As a lot of engagement had taken place, the CEG wanted to understand how their suggestions about who to engage would be met. SPEN confirmed feedback and suggestions on DFES would be taken on board and would feed into relevant workstream areas for example the FSS activities. Ultimately the plan must be flexible enough to meet all DFES scenarios. • SPEN clarified DFES was published in May. SPEN conducted extensive engagement on it and re-published final version, including how it has changed as result of feedback received. • CEG stated their feedback on stakeholders would be relevant for other workstreams, given the DFES is closely related to the DSO, digitalisation and FSS workstreams. • Difference between SPEN and National Grid scenarios. • How DNOs will consider each scenario in context of customer bills.

Agenda Topic: Finance stakeholder engagement pack feedback	
1215 - 1300	Alasdair Gaw, Finance and Modelling Manager
Discussion	AG mentioned he had presented to group before, in April, with high-level overview of what regulatory finance involves. AG ran through his finance team, which interrogates all numbers that go into the plan. The team is constantly trying to balance demands of customers, regulator, and shareholders. The aim is to ensure SPEN invests efficiently in the network while minimising the impact on consumer bills.

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	Comments and discussion from the CEG focused on the following areas: • Screening of investors to ensure ethical credentials. • With finance a hugely complex and technical issue, has SPEN considered how local people might be investors, not individuals, but at a municipal level. • Definition of the perception of value from customers differing from company stakeholders. • Potential of sustainability engagement, organisations in this sector would be interested in engaging