

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 13		
Thursday 25 th September 2020	13:00 – 16:30	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) Gill Wood (GW) Jen Pride (JP)	Andrew Jardine (AJ) Gillian Hurding (GH) Iain Divers (ID) Tracy Joyce (TJ) Ross Williams (RW) Mal Bebbington (MB) Russ Bryans (RB) Matt Jones (MJ) Kate McGeoch (KMC) Kendal Morris (KM)

Agenda Topic: Welcome and agenda	
1300 - 1305	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: Future System Strategy (FSS) Stakeholder Engagement Pack	
1305 – 1415	Malcolm Bebbington, Head of Future System Strategy Russell Bryans, System Design Manager –Future System Strategy Matthew Jones, Asset Manager –Future System Strategy
Discussion	<p>MB outlined team responsibilities. Distribution System Operator (DSO) and Distribution Future Energy Scenarios (DFES) ultimately fall under direct control of the FSS workstream.</p> <p>FSS includes a range of diverse issues and topics - asset modernisations, performance, telecoms, safety, repair inspection, and maintenance to name a few. Discussed DFES, distributed generation and flexibility services in more detail.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Figures relating to extra substations needed, suggesting CEG needs to see figures as a percentage to get the full context and a sense of scale. • Issues related to looped services • Difference of design of SPM interconnected network

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	<ul style="list-style-type: none"> • Approach to analysis of housing stock • Issue of PCB use • Asset visibility • Step change required to achieve Net Zero • Access to smart meter data and LV monitoring
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Agenda Topic: Customer Service Stakeholder Engagement Pack	
1415 - 1515	Kendal Morris, General Manager – Customer & Social Delivery
Discussion	<p>KM clarified this session would focus on stakeholder engagement pack for customer service workstream, how the company is serving its customers and vulnerable customers. On the other hand, customer engagement, which KM is also responsible for, underpins all workstreams and in general SPEN is trying to understand what customers want in RIIO-ED2.</p> <p>KM pointed out customer service engagement has been happening for a long time, not first time we have engaged with customers on this topic. KM summarised four phases of engagement.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Exploring realms of SPEN's wider remit – whether company could and should play a coordination role with other utilities, for example doing works at the same time to avoid unnecessary and ongoing disruption. • Potential testing of baseline services and exploring those over and above minimum standards of expectations, can SPEN evidence support for continuation of services that aren't regulatory requirements. SPEN confirmed we already engage with stakeholders about service continuity. For example, SPEN doesn't fund third-parties to offer consumer vulnerability advice currently like some other DNOs but we are testing this again. • Discussion about breakdown of UK, SPM and SPD stakeholders, suggesting more dominated by stakeholders based in western Scotland.

Agenda Topic: Challenge Log Review	
1530 - 1545	John Howard, CEG Chair
Discussion	<p>Discussion and agreement on updates to challenge log.</p> <p>Some CEG members expressed interest in attending strategic stakeholder panels to observe quality of SPEN's engagement activities.</p>

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Agenda Topic: Sustainability Stakeholder Engagement Pack Feedback	
1545 - 1615	Gill Wood, CEG Member
Discussion	<p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none">• Gap analysis of stakeholder list• Key themes of engagement and how these were defined, and potential of additional themes being added. SPEN confirmed there could still be themes added.• Alignment with global AA1000 stakeholder engagement standard when mapping stakeholders.• Suggestion by CEG to include trade unions and CBI.• How BAU engagement has informed strategy, SPEN confirmed this can be found in Sustainability appendix showing completed engagement.