

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 14		
Monday 26 October 2020	09:30 – 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	<p>CEG</p> <p>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)</p>	<p>SPEN</p> <p>Andrew Jardine (AJ) Gillian Hurding (GH) Iain Divers (ID) Dave Fort (DF) Tracy Joyce (TJ) Ross Williams (RW) Clare Dawson (CD) Rachel Shorney (RS) Kendal Morris (KM)</p> <p>External Representative, Welsh Government</p>
Agenda Topic: Welcome		
0930 - 0945	John Howard, CEG Chair	
Discussion	JH welcomed all 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 strategy		
0930 – 1045	Dave Fort, Head of RIIO-ED2 Strategy	
Discussion	<p>DF presented on ED2 strategy highlighting complexity of the price control for distribution electricity networks. Discussed democratisation and how this has been added to SPEN's list of drivers in addition to those previously presented. This gives customers the opportunity to participate in electricity markets via changing consumer behaviours and making informed choices via incentives. Summarised 15 strategic themes that underpin each of the drivers.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Categorisation of themes, impacts of Covid-19 and issues that will transcend all topics such as consumer vulnerability. • How the Business plan will allow SPEN to make progress against long term strategy for the network. • Net Zero being front and centre of business plan 	

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	<ul style="list-style-type: none"> Continued engagement on DFES to allow for quick changes in policy direction Consumer ability to uptake costly technologies. SPEN clarified network needs to deliver what stakeholders and customers want and need including vulnerable customers. Increased investment will create jobs however the remit of DNOs is limited in current charging regime. SPEN also highlighted previous engagement carried out earlier in the year with vulnerability groups, asking what the blockers are to accessing new technologies and what SPEN can do – education, financial – to help within its remit. Assumptions made in plan and how they will be shown. Flexibility of plan, able to adapt to international forecasts of electricity demand decreasing in context of Covid-19.
Agenda topic: Closed session	
1100 – 1200	John Howard, CEG Chair
Discussion	The CEG met for a session in private.
Agenda Topic: Welsh Government	
1200 - 1300	Welsh Government
Discussion	<p>Discussed stretching targets to achieve Net Zero by 2050 for Welsh Government.</p> <p>There is a clear political ambition surrounding renewables in Wales and the Government has been engaging with developers and owners of public land to examine how best to pursue an appropriate public component.</p> <p>To meet energy challenges will require a complex and integrated relationship between all involved parties. While SPEN has key responsibilities, so do a whole host of other organisations.</p> <p>One key task is developing local energy plans across the four regions of Wales. Identifying organisations that can work with government in this area is an important challenge to overcome.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> Local ownership models Specific engagement with SPEN and regulatory structures Renewable generation Low income customers as part of energy system transition