Key points and summary of Customer Engagement Group (CEG) questions/discussion sessions.
NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 15		
Thursday 29 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	**CEG** 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)	**SPEN** Andrew Jardine (AJ) Gillian Hurding (GH) Iain Divers (ID) Tracy Joyce (TJ) Ross Williams (RW) Clare Dawson (CD) Rachel Shorney (RS) Mal Bebbington (MB) James Yu (JY) Ralph Eyre-Walker (REW) Colin Taylor (CT) **External** Representative, Cheshire and Warrington Local Enterprise Partnership

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: Cheshire and Warrington Local Enterprise Partnership	
0935 – 1035	Cheshire and Warrington Local Enterprise Partnership
Discussion	The LEP's current focus is producing plan for recovery and growth post covid. The area the LEP covers has experienced significant growth and development in recent years which means the network is starting to reach capacity in certain locations. The LEP covers diverse region, from new towns to ancient cities and market towns. Prior to the Covid-19 pandemic, it was second fastest growing area in terms of Gross Value Added outside London. Manufacturing is central to local economy, including large energy intensive industries, such as petro chemicals and car manufacturing.

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	Summarised significant growth plans, including plans for between 75,000 and 100,000 new homes over next 20 years and HS2 links by the end of the decade. The LEP's area also includes a science corridor and enterprise zone. Comments and discussion from the CEG focused on the following areas: • Specific engagement with SPEN and other utilities • Local projects and innovations

Agenda Topic: Innovation	
1035 - 1135	Colin Taylor, Director of Processes & Technology
Discussion	CT presented on SPEN approach to innovation and discussed success of innovation funding in RIIO-1, across Distribution and Transmission. CT provided examples of innovation projects that had been started in previous price controls and had been built upon. SPEN has strong innovation pipeline that progresses projects from inception to BAU. CT covered Active Network Management (ANM) as a key area SPEN is looking to standardise and implement across the board, touching on cyber security as being of fundamental importance to DNOs when looking at solutions like ANM, automation and monitoring. Discussed wider benefits delivered through ANM to parties connected to the network or to the wider economy. For example, allows generators to connect earlier than they would otherwise be able to. CT covered SPEN's 'Year of Innovation' two years ago and development of interactive iHub platform - internally sponsored campaigns to seek ideas and solutions for specific challenges. CT summarised two high-level themes for RIIO-ED2 – energy system transition and consumer vulnerability. These are aligned to regulators view and what the company has been delivering in RIIO-ED1. SPEN will develop its thinking on these with stakeholders through the engagement programme. Comments and discussion from the CEG focused on the following areas: • Criteria of innovation versus BAU • How innovation would be presented in business plan. • Lessons learned and shared learnings beyond SPEN in terms of innovation • Specifics of ANM plans for ED2 • Internal KPIs • Regulatory frameworks

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Agenda Topic: SPEN Strategic Stakeholder Panel observations	
1150 - 1205	Chris Clark, CEG member Sam Ghibaldan, CEG member Gill Wood, CEG member Matt Cole, CEG member
Discussion	CEG members fedback to the wider group their thoughts of the recent virtual Strategic Stakeholder Panels for SPD and SPM. Comments and discussion from the CEG focused on the following areas: • Positive feedback on relevant representation of attendees, chair and format • Numbers of attendees, potentially too many at SPM panel • Internal assessment process following such events.

Agenda Topic: Challenge log review	
1030 - 1100	John Howard, CEG Chair
Discussion	Ran through the actions that SPEN proposed to close. CEG to draft a challenge around how SPEN proposes to ensure that no-one is left behind in the energy transition.