

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 16		
Monday 24 November 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) Scott Mathieson (SM)
		External Representative, Community Energy Scotland
Agenda Topic: Welcome		
0930 - 0935	John Howard, CEG Chair	
Discussion	JH welcomed group, confirmed meeting was quorate and asked about any new conflicts of interest which had materialised since last meeting.	

Agenda topic: SPEN and community energy	
0935 – 1035	Representative, Community Energy Scotland Gillian Hurding, RIIO-2 Stakeholder Engagement Manager
Discussion	<p>Discussion about Community Energy Scotland, a registered charity, established in 2008. Its primary purpose is to help bring community energy parties together in Scotland to take forward new local and often innovative low carbon technology projects.</p> <p>Presentation covered, evolution of Community Energy Sector, policy work, innovation, renewable projects, SPEN Community Energy Strategy</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Learnings from onshore wind disputes which have taken place in past • Engagement with SPEN regarding connections • Link for Community Energy and RIIO ED2 Business Plan

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	<ul style="list-style-type: none"> • Support for customers and communities with opportunities • Work already taken place with Zero Carbon Communities Hub, State of the Sector Reports and independently commissioned WIP Report and work/ambition required by SPEN • Engagement for flexibility tenders • Community energy role in DSO
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Agenda topic: Closed session	
1035 – 1135	John Howard, CEG Chair
Discussion	The Group took this session in private

Agenda topic: Cost to serve	
1200 – 1300	Scott Mathieson, Director of Network Planning and Regulation Iain Divers, Head of RIIO-ED2
Discussion	<p>ID outlined reasons for hosting a session on SPEN’s bill impact, role in addressing fuel poverty, and making the clean energy transition just and fair. These address comments from the CEG in previous months on how costs are recovered by SPEN.</p> <p>SM presented on managing security and resilience for all 3.5 million connected customers and discussed system challenges to ensure the network is fit for future purpose, electrical load on system is balanced, and customer charges are fair.</p> <p>SM discussed bill impact of networks and suppliers, providing detail on distribution system costs relative to customer bills.</p> <p>SM discussed customer base, fuel poverty, Covid-19, energy efficiency, job creation, Green Economy Fund</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Role of CEG in reporting to Ofgem • Role of Green Economy Fund • SPEN’s plans to support a just transition • Fair opportunity for funding through a mechanism like Green Economy Fund