

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 17		
Monday 26 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	<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) Tracy Joyce (TJ) Ross Williams (RW) Clare Dawson (CD) Rachel Shorney (RS)</p> <p>External</p> <p>Representative from Liverpool City Region Combined Authority</p>

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: Vision for Net Zero, whole systems and the future of electricity networks	
0935 - 1035	Representative, Liverpool City Region Combined Authority
Discussion	<p>Introduction on Liverpool City Region Combined Authority, covering six local authority areas and 1.4 million people, governed by the Metro Mayor, Steve Rotherham, who came into post in 2017. Steve's manifesto contained two main policies on decarbonisation. The first was to deliver Net Zero by 2040. The second was to harness the power of the River Mersey.</p> <p>Discussion on:</p> <ul style="list-style-type: none"> • Net Zero targets and helping politicians understand the realities of these targets and what needs to happen if they are to be achieved. • City Region's Climate Action Plan (April 2020) and energy use relative to the city region in terms of industry and transport. • Industrial decarbonisation, with a focus on moving from methane gas to hydrogen and harnessing Carbon Capture and Storage.

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	<ul style="list-style-type: none"> Local projects including tidal energy and transport trials. <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> Consumer behaviours and trust in energy industry Engagement with SPEN, comparisons with other utilities and opportunities to influence the business plan Engagement with landlords and matter of retrofitting properties
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Agenda topic: Closed session	
1035 – 1135	John Howard, CEG Chair
Discussion	The CEG took this session in private

Agenda topic: Stakeholder and regulatory milestones and 2021 CEG meeting schedule	
1150 – 1250	Andrew Jardine, RIIO-2 Stakeholder Engagement Manager
Discussion	<p>AJ gave overview of regulatory timetable, milestones in stakeholder engagement programme, and shared CEG forward meeting schedule.</p> <p>AJ confirmed Phase 1 customer and stakeholder engagement was complete and confirmed CEG would receive updated engagement packs on 8 Dec. The packs will draw line under Phase 2 and provide overview of engagement and results, and high-level summary plans of phase 3.</p> <p>AJ confirmed CEG would see first version of draft plan in April and May.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> Overlap of resources working across Distribution and Transmission Sector Specific Methodology Decision, delay on guidance Possibility of CEG producing a report based on the July draft Business plan Agreement for future meetings with topic workstream leads to be facilitated by SPEN. Method of reviewing plans, providing feedback Potential meetings for CEG with external stakeholders.