

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 18		
Tuesday 15 December 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 (SGH) Benny Talbot (TB) Jan Webb (JW) Matt Hannon (MH) Gill Wood (GW) Jen Pride (JP) Andrew Wright (AW)</p>	<p>SPEN</p> <p>Andrew Jardine (AJ) Gillian Hurding (GH) Iain Divers (ID) Ross Williams (RW) Clare Dawson (CD) Rachel Shorney (RS) Guy Jefferson (GF) Liam O’Sullivan (LO) Craig Arthur (CA) Scott Mathieson (SM) Frank Mitchell (FM) Kendal Morris (KM) George Young (GY)</p> <p>External 2 x Scottish Government Representatives</p>

Agenda Topic: 2020 Review	
0935 - 1035	Frank Mitchell, CEO
Discussion	<p>FM provided update on 2020 and challenges experienced due to Covid-19 pandemic.</p> <p>FM presented on company performance, Net Zero initiatives and current and future issues facing SPEN</p> <p>Questions and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none"> • CEG role to review research underpinning business proposals. • Increase of LCTs and spread of costs to consumers • Value of flexibility services • SPEN engagement with government on decarbonisation targets • Impact and timings of increase of electric heating.

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Agenda topic: RIIO-ED1 Performance	
1045 – 1200	Craig Arthur, SPD Director Guy Jefferson, Director of Customer Service Liam O’Sullivan, SPM Director
Discussion	<p>GJ presented on Customer Service at SPEN, covering Broader Measure of Customer Satisfaction (BMCS) and BSI Kitemark on customer service.</p> <p>Questions and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none"> • Incentive and reward structure of metrics. • Stakeholder engagement and consumer vulnerability incentive • SPEN Chatter Tool use for ED2 • BMCS feedback <p>LO discussed SPM licence area, discussing local delivery models and safety culture and key projects in the area.</p> <p>CA discussed SPD licence area and covered Customer Interruptions (CI) and Customer Minutes Lost (CML) and highlighted key projects in area including COP26.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Connections metrics • Interest in shortest and longest time to quote times. • discussion to hold more in-depth connections session in future

Agenda topic: Scottish Government	
1200 – 1300	Scottish Government Representatives
Discussion	<p>Discussion centred around decarbonisation targets, developing policy and relationship with DNOs</p> <p>Questions and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none"> • Evidence required to meet devolved government ambitions • Accuracy of SPEN’s DFES and necessary ambition • Comparisons of ambition across Scotland and Wales, regional costs and costs falling disproportionately on poorer citizens • Network role in a just transition