

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 19		
Wednesday 16 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	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) Jen Pride (JP) Andrew Wright (AW)	Andrew Jardine (AJ) Gillian Hurding (GH) Iain Divers (ID) Ross Williams (RW) Clare Dawson (CD) Rachel Shorney (RS) Kendal Morris (KM) George Young (GY)

Agenda Topic: Customer Engagement – Phase 1 and 2 Output Overview	
0935 - 1035	Kendal Morris, General Manager – Customer & Social Delivery
Discussion	<p>KM confirmed phases 1 and 2 of customer engagement programme had now been completed, providing valuable feedback on the priorities of customers and what customers want SPEN to deliver in RIIO-ED2. KM discussed process to decide which initiatives to take forward for phase 3 engagement across all areas of the plan.</p> <p>KM covered numbers of customers already engaged and tailored methods used for audience.</p> <p>KM discussed attitudinal segments across domestic and commercial categories, summarising varying priorities.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> <li>• Addressing overlaps of customer groups.</li> <li>• Understanding feedback synthesis reports. Request for charts and Venn diagrams to illustrate feedback.</li> <li>• Methodology and ensuring it will provide right evidence for Ofgem.</li> <li>• Engaged on issue of costs and bills in Phase 1 and 2 and plans for Phase 3 engagement.</li> <li>• Viewpoint of Willingness to Pay research from other CEGs in relation to Transmission and Gas.</li> </ul>

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<b>Agenda topic: Stakeholder Engagement – Phase 1 and 2 Output Overview</b>	
1050 – 1150	Andrew Jardine, RIIO2 Stakeholder Engagement Manager
Discussion	<p>AJ summarised overall stakeholder engagement approach, prioritisation and detailed proposals to be tested. Within final plan, the CEG will see how each commitment has been influenced at multiple stages by customers and stakeholders.</p> <p>AJ reflected on information sent to CEG on 8 December. This included updated workstream packs and synthesis reports. AJ said SPEN had reflected on challenges raised by the CEG and requests for additional detail has been included in packs but resulted in lots of information.</p> <p>GH provided summary of outputs from phase 1 and 2 engagement and touched on challenges, such as workshop facilitation during Covid-19 restrictions.</p> <p>AJ confirmed for phase 3, feedback gained thus far would be translated into proposed commitments to be taken into tailored engagement with customers and informed, expert stakeholders.</p> <p>Questions and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none"> <li>• Timelines for phase 3 and phase 4 engagement and draft plan</li> <li>• Importance of prioritising bilateral engagement in Phase 3, particularly on FSS, DSO and DFES, addressing gaps in solar industry and renewables.</li> <li>• Consistency and quality of questioning and engagement events</li> <li>• Ambition of DFES scenarios in alignment with Government ambitions.</li> <li>• Value in high level overviews of engagement to address overlaps and interdependencies across different issues and topics.</li> <li>• Format of Triangulation Records</li> <li>• Importance of engaging on bill cost implications and balance against support of invest efficiently, addressing climate change.</li> </ul>

<b>Agenda topic: Closed Session</b>	
1150 – 1250	
Discussion	The CEG took this session in private