

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 21		
Monday 22 February 2021	09.30 – 12:15	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 (SG) Benny Talbot (TB) Jan Webb (JW) Matt Hannon (MH) Jennifer Pride (JP) Andrew Wright (AW)	Andrew Jardine (AJ) Iain Divers (ID) Tracy Joyce (TJ) Ross Williams (RW) Clare Dawson (CD) Dave Fort (DF) Kirsty Scott (KS) Alasdair Gaw (AG)

Agenda Topic: Welcome and agenda	
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: Business Plan Guidance	
0935 – 1005	Dave Fort, Head of RIIO-ED2 Price Control Development
Discussion	<p>DF explained new requirements for DNO's in terms of DFES, DSO and Climate Resilience Strategy and confirmed there would be further engagement and guidance from Ofgem in coming months.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> <li>• CEGs remit to review output measures and involvement with DSO strategy</li> <li>• Enduring role for CEG</li> <li>• Impact on business plan</li> <li>• Continued ED2 engagement requirements</li> </ul>

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<b>Agenda topic: Cost assessment</b>	
1005 – 1100	Kirsty Scott, Head of Totex and Outputs
Discussion	<p>KS discussed distribution element of consumer bills and explained network allowances. KS covered approach to business plan cost assessments and current regulatory reporting structures.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"><li>• CEG role in cost assessment</li><li>• Efficiencies</li><li>• Approach to building the finances of DSO and flexibility plans</li><li>• External benchmarking</li></ul>

<b>Agenda topic: Closed session</b>	
1115 – 1215	John Howard, CEG Chair
Discussion	The group took this session in private.