

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

NB: Not verbatim.

RiIO-ED2 Customer Engagement Group – Meeting 22		
Monday 25 February 2021	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 (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) Caroline Ainslie (CA) Graham Campbell (GC) Paul McGimpsey (PM) Jim McOmish (JMc) Gerard Boyd (GB) Robyn Pender (RP)

Agenda Topic: Welcome	
0930 - 0935	John Howard, CEG Chair
Discussion	JH welcome the group to the second of February's meetings.

Agenda topic: Consumer Value Propositions and Bespoke Output Delivery Incentives	
0935 – 1030	Caroline Ainslie, RiIO-ED2 Regulation and Policy Manager
Discussion	<p>CA covered the Consumer Value Propositions (CVP) within the context of the Business Plan Incentive (BPI) and approach taken to measure value and with engagement with stakeholders in their development.</p> <p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • CVPs in other price controls i.e. Transmission and Gas • Impacts on customers of penalties and rewards • Approach to stakeholder engagement <p>CA also discussed detail of the Output Delivery Incentives (ODI) scheme.</p>

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	<p>Questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Regulatory certainty • Stakeholder engagement • Major connection strategy
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Agenda topic: Whole Systems	
1030 – 1200	Graham Campbell, Head of Whole Systems and Commercial Jim McOmish, Head of Distribution
Discussion	<p>General questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Distributed Energy Resource (DER) • Active Network Management in Dumfries and Galloway • Electricity storage • Future of gas networks <p>GC discussed whole system strategy and current activities in this space and developing approach for future.</p> <p>General questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • CEG encouraged SPEN to consider social and technical dimensions to their whole system strategy • Recruitment needs for future <p>JMc presented on increasing uptake of EVs, including SPEN activities, such as working with national government and local authorities on Project PACE and the benefits to customers. JMc discussed trials and research being carried out in SPM licence area.</p> <p>General questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Funding mechanisms and impact on customer bills • Flexibility from EVs, and need for storage and vehicle to grid EVs • Innovation funding

Agenda topic: RIIO-ED2: Enduring stakeholder engagement strategy	
1210 – 1300	Robyn Pender, Stakeholder Engagement Manager
Discussion	<p>RP made reference to previous presentation on the central stakeholder engagement strategy in April 2020 and how a number of changes have taken place following feedback from expert stakeholders including Ofgem and the AccountAbility audit. RP discussed key measures of stakeholder engagement performance and those being proposed for ED2.</p>

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	<p>General questions and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none">• Board involvement with stakeholder engagement• Stretching targets in ED2• Learnings from other utilities• Online community
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