

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

NB: Not verbatim.

RIIO-ED2 Customer Engagement Group – Meeting 24		
Monday 26 April 2021	12.30 – 16.00	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) Tracy Joyce (TJ) Ross Williams (RW) Clare Dawson (CD) Iain Divers (ID) Mal Bebbington (MB) Russ Bryans (RB) Graham Campbell (GC) Mark Goudie (MG) Matthew Jones (MJ) Andrew Lloyd (AL) Sophie Sudworth (SS)

Agenda topic: Future System Strategy	
1245 – 1430	Malcolm Bebbington, Head of Future System Strategy Russell Bryans, System Design Manager –Future System Strategy Matthew Jones, Asset Manager –Future System Strategy Mark Goudie, DSO Manager
Discussion	<p>MB presented on Uncertainty Mechanisms (UMs) and their use in ED2, explaining use of DFES and network data. MB discussed impact and risks associated with increasing demand.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Risks associated with underestimated forecasts • Impact of increased heat pumps • Lessons learned from other sectors • Flexibility trials • Looped services and ambition of future plans • Network visibility EV chargers • Co-ordinated approach with local authorities <p>MG presented on SPEN's DSO plan which was first published in June 2020, followed by a programme of stakeholder testing to the end 2020.</p> <p>AL explained Company Specific Factors, and how the SPM network is a unique interconnected design.</p>

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	<p>MJ covered asset management plan and sustainability and resilience and future plans to for Polychlorinated Biphenyls (PCBs).</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Increasing customer awareness of importance to inform DNOs of property assets affecting demand • Financial modelling
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Agenda topics: Connections and Whole Systems	
1500 – 1600	Graham Campbell, Head of Whole Systems and Commercial Sophie Sudworth, Customer Engagement Manager
Discussion	<p>SS discussed SPEN's volume modelling for the plan development to best predict volume of connections going forward. SS covered the strategy for small and large connections, discussing process and future plans for change.</p> <p>GC discussed work with Energy Networks Association around green recovery projects to stimulate activity post Covid-19 ahead of ED2. Further information to be shared with CEG in the future.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • SPEN's best view scenario • Incorporating local council targets • Charging review • Agility to cope with increased connections • Whole system approach