

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

NB: Not verbatim.

RiIO-ED2 Customer Engagement Group – Meeting 25		
Thursday 29 April 2021	13.00 – 15.00	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 John Howard (JH) Andy Billcliff (AB) Chris Clark (CC) Matt Cole (MC) Sam Ghibaldan (SG) Benny Talbot (TB) Jan Webb (JW) Matt Hannon (MH) Jennifer Pride (JP)</p>	<p>SPEN Andrew Jardine (AJ) Tracy Joyce (TJ) Ross Williams (RW) Clare Dawson (CD) Iain Divers (ID) Gillian Hurding (GH) Jane McMillan (JM) Gillian Renwick (GR)</p> <p>External Energy Consumers Commission</p>
Agenda Topic: Welcome		
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: Sustainability		
1300 - 1400	Jane McMillan, Head of Sustainability Gillian Renwick, Environmental Analyst	
Discussion	<p>GR presented on SPEN's environmental plans and highlighted areas where they are already being shaped by the CEG. GR covered areas of environmental impact through SPEN's asset management programme, plans for reducing Business Carbon Footprint in ED2 including working with supply chain.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> • Commitments • Carbon offsetting and stakeholder engagement • Carbon reduction costs relative to a just transition • Supply chain • Environmental guidance for public bodies 	

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Agenda topic: Energy Consumers Commission	
1400 – 1500	Energy Consumers Commission
Discussion	<p>The Energy Consumers Commission (ECC) is an independent body established to enhance the voice of Scottish energy consumers. It was formed in July 2020 and while the group is small, its membership has a wide range of expertise.</p> <p>The ECC has just completed a project plan for the year ahead after consultation.</p> <p>Discussion around criticality of increased LCTs within the wider context of energy and climate change issues and implications of decarbonisation on consumers and need for long term whole systems planning by a huge number of organisations to get it right.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none">• Key objectives and concerns of consumers that should be heard by SPEN.• Community involvement of decarbonisation