

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

NB: Not verbatim.

CEG Monthly Meeting – Phase 3 and 4 Engagement Plans – Meeting 31		
Date 24 August 2021	Time 10am – 1pm	Virtual MS TEAMS
Meeting called by	SPEN/CEG	
Type of meeting	Monthly Meeting	
Facilitator	SP Energy Networks	
Note takers	Joanne Burns	
Chair	John Howard	
Attendees	<u>CEG</u> John Howard (JH) Teresa Perchard (TP) Sam Ghibaldan (SG) Chris Clark (CC) Matt Cole (MC) Matthew Hannon (MH) Jan Webb (JW) Benny Talbot (BT) Andrew Wright (AW) David Flynn (DF)	<u>SP Energy Networks</u> Andrew Jardine (AJ) Gillian Hurding (GH) Clare Dawson (CD) George Young (GY) Joanne Burns (JB) <u>Sirio Strategies</u> Alessio Villanacci (AV)
Agenda Topic: Phase 4 - Customer Engagement		
Presenter	George Young, General Manager, Customer Experience & Data Science	
Discussion	<p>GY presented on approach to Phase 4 customer engagement including bespoke ODIs and CVP incentives, and acceptability.</p> <p>Comments and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none"> • CEG keen to view final quantitative results and understand changes made to CVPs and ODIs following Phase 4 engagement • Addressing challenges made by both CEG and Challenge Group • Quality of engagement, importance of line of questioning and understanding of respondents. • Other forms of feedback including bilateral meetings and open consultation. • Hard to reach customer groups i.e. digitally excluded • Just transition 	

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

NB: Not verbatim.

Agenda Topic: Phase 4 – Stakeholder Engagement	
Presenters - Andrew Jardine, RIIO2 Stakeholder Engagement Manager and Gillian Hurdling, RIIO2 Engagement Manager	
-	<p>AJ presented on Phase 4 stakeholder engagement and targeted stakeholder list. Specifically, more information was provided on Connections engagement plan based on CEG request.</p> <p>AJ covered the final phase of engagement, testing and benchmarking.</p> <p>Recent key stakeholder feedback was shared with CEG.</p> <p>GH presented on various stakeholder engagement activities being undertaken in Phase 4, both for the whole plan and topic specific.</p> <p>Comments and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none">• Stakeholder mapping and gap analysis• Engagement with local authorities and national government• Closing feedback loop with stakeholders
Agenda Topic: Phase 3 Triangulation	
Alessio Villanacci, Director, Sirio Strategies	
Discussion	<p>AV summarised steps being taken to enhance stakeholder engagement reporting and triangulation in response to previous CEG challenge.</p> <p>Comments and discussion from CEG focused on following areas:</p> <ul style="list-style-type: none">• Request for a more granular level of detail within triangulation reports.• Demonstrating evidence of trade offs