

**Key points and summary of Customer Engagement Group (CEG) questions/discussion sessions. NB: Not verbatim.**

RIIO-ED2 Customer Engagement Group – Meeting 3		
Thursday 2 <sup>nd</sup> April	1500 – 17:30	Virtual Conference
Meeting called by	John Howard	
Type of meeting	Customer Engagement Group – Meeting 3	
Facilitator	SP Energy Networks	
Note takers	Gillian Hurding and Andrew Jardine	
Chair & Timekeeper	John Howard	
Attendees	John Howard Andy Billcliff Chris Clark Matt Cole Sam Ghibaldan Matt Hannon Teresa Perchard Benny Talbot Jan Webb Andy Wright Kankana Dubey Jennifer Pride	Iain Divers Gillian Hurding Andrew Jardine Kendal Morris Nicky Taylor from Taylor McKenzie
Agenda Topic: Testing Skype Functionality		
1500 - 1510	Andrew Jardine	
Discussion	As this was the first meeting of the CEG held online due to Covid-19, the session began by testing the online conference facilities.	
Agenda Topic: Welcome and Minutes		
1510 - 1515	John Howard	
Discussion	Welcome, overview of the agenda, and approval of previous meeting minutes	
Agenda Topic: Customer segmentation presentation		
1515 -1600	Kendal Morris and Nicky Taylor	
Discussion	<p>Presentation on SPENs' customer segmentation approach.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> <li>• If the various customer segmentation stages are sequential or can happen in parallel. SPEN explained that it will start with qualitative research, then move onto the quantitative surveys. Once data analysis has been completed and the customer segments identified, SPEN will conduct in-depth interviews to bring each segment to life</li> <li>• If SPEN will use segments that are common to all DNOs or if each DNO is conducting its own bespoke research. SPEN said a joint exercise between all DNOs would not be appropriate as customer segmentation is specific to its own customer base</li> </ul>	

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	<ul style="list-style-type: none"> <li>• How SPEN is incentivising customers to participate in the research. SPEN said that it would be offering both domestic and commercial customers remuneration in return for participation</li> <li>• The validity of the results in the context of having conducted the research in the middle of an epidemic. SPEN acknowledged the situation surrounding COVID-19, mentioning that Ofgem had decided not to delay the RIIO-ED2 process, and therefore the business must press ahead with its research and engagement plans. The customer research would be carried out in the context of “normal life” and not COVID-19 but the company will feedback to Ofgem if it feels this is being compromised in any way as a result of the COVID-19 situation</li> <li>• The provision of the surveys in Welsh language. SPEN said that it frequently provides updates and information in Welsh and agreed to do so for this exercise</li> <li>• Whether the need, via lockdown, to engage with stakeholders and customers online could risk excluding more vulnerable sections of society from having their say. SPEN said that it does lots of engagement with vulnerable and hard-to-reach groups. As an example, before COVID-19 restrictions, the company held a face-to-face event with vulnerable consumer representatives to understand the blockers to customers in each vulnerably group for low carbon technology. The company plans to do more engagement in similar ways and will utilise all available engagement tools</li> </ul>
<b>Agenda Topic: Covid-19 Update</b>	
1600 - 1620	Iain Divers
Discussion	<p>Update on SPENs’ continuity planning in light of the COVID-19 pandemic and potential implications for the RIIO-ED2 programme.</p> <p>Comments and discussion from the CEG focused on the following areas:</p> <ul style="list-style-type: none"> <li>• Demand reduction during the COVID-19 pandemic</li> <li>• How SPEN will be able to plan for the future given the current uncertainty and abnormalities in demand</li> </ul>
<b>Agenda Topic: Update on CEG Chairs Meeting</b>	
1620 - 1630	John Howard
Discussion	The chair provided an update on the recent meeting with other DNO CEG chairs and Ofgem.
<b>Agenda Topic: Challenge and question logs</b>	
1630 - 1635	Andrew Jardine
Discussion	The group reviewed the status of actions and challenges listed in the group’s log.
<b>Agenda Topic: Next Meeting Agenda</b>	
1635 - 1640	Andrew Jardine

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Discussion	Discussion on the arrangement and format of future video sessions as a result of COVID-19 social restrictions.
<b>Agenda Topic: AOB</b>	
1640 - 1645	John Howard
Discussion	Group discussion and reflection on the day's content and actions for SPEN to take forward.