

## **SP Energy Networks – TO User Group Member**

Members of SP Energy Networks' User Group (UG) will be expected to conduct the following, as part of his or her role:

- Support the Chair and his / her direction for the development of the UG and support the interaction with SP Energy Networks through to the conclusion of RIIO-2
- Be independent of SP Energy Networks, able to demonstrate complete impartiality throughout the duration of the role
- Work with the Chair and other UG members to challenge the quality and extent of SP Energy Networks' customer and stakeholder engagement, thereby providing appropriate assurance to Ofgem that customers' needs and wants are being addressed
- Work with the Chair and other UG members to challenge SP Energy Networks' overall strategic priorities and approach, the options considered, and the justification of the selected option across a range of topics:
  - Innovation, including incorporating innovation into business as usual
  - Associated totex budgets
  - The range of scenarios considered to anticipate future network requirements
  - Consideration of alternatives to investment proposals
  - Any issues of particular relevance to a local region
- Provide direct input to identifying investment requirements and outputs representing desired performance levels and service quality improvements
- Taking an independent viewpoint and supporting the other group members
- Support SP Energy Networks representatives throughout the price control process
- Develop and maintain a good relationship with the Chair, other UG members and the relevant company representatives at various levels
- Attend and support all UG meetings, taking part in all objective discussion and debate
- Fully understand and adhere to the Terms of Reference (ToR) of the UG

## **Summary of the requirements**

The following criteria are either essential or an advantage for the role:

### Essential criteria

- Strong experience of working with groups with a wide range of stakeholders and views
- Ability to build relationships, negotiate and gain an understanding of differing interests and opinions
- Excellent interpersonal skills – help support all other UG members, both those that are vocal and quieter members that need to be encouraged
- Time management – understanding and supporting the Chair in managing the time constraints
- Experience working in a regulated industry
- Commercial awareness
- Highly motivated to do a good job
- Prepared to invest the necessary time to understand the business

### Criteria that would be an advantage

- Experience with consumer advocacy and/or customer research, both approaches and interpretation
- Extensive experience / knowledge of stakeholder engagement
- Knowledge of electricity or gas transmission / distribution industries
- Knowledge of or experience in working with / representing vulnerable customers
- Knowledge of sustainability and environmental issues, as well as innovation
- Knowledge of utility regulation
- Previous experience within a Customer Challenge Group / Forum or similar

## **Time Commitment**

The estimated time requirement for the role is approximately 15-20 days a year for the first two years, this time will consist of:

- Approximately 12 meetings of the User Group a year beginning September 2018
- The appropriate preparation time for each meeting, as well as separate time for field trips, site visits and additional meetings closed to the group
- An induction / Onboarding process – 1-2 days to be held before the first meeting

## **Remuneration**

TO User Panel members will be remunerated. This will be discussed.