

Appendix 3

WWU Customer Engagement Group

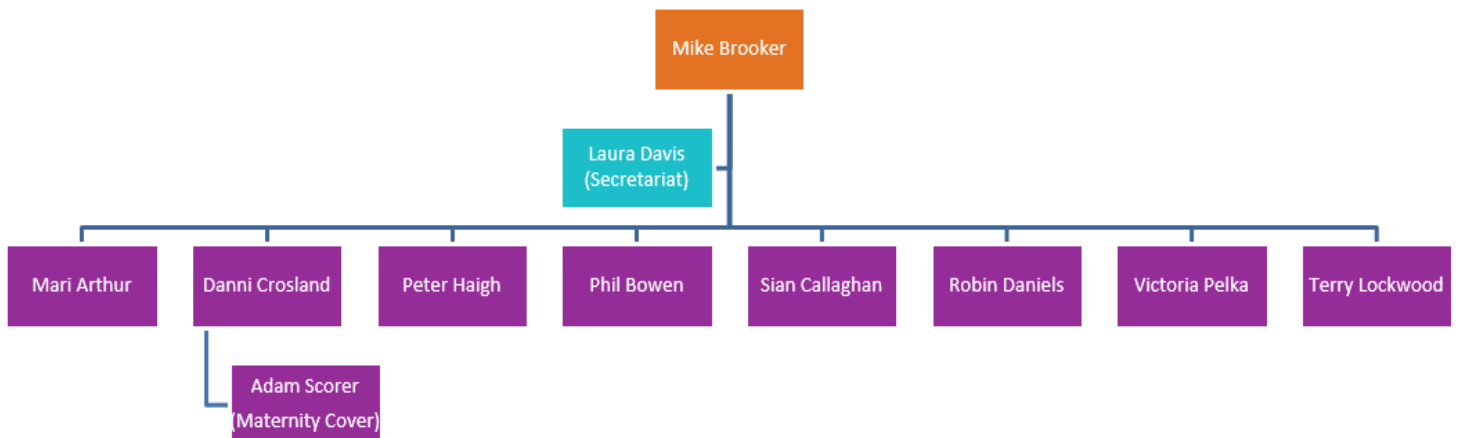
Biographies of CEG Members

The Wales & West Utilities Customer Engagement Group (CEG) was formed following a regulatory framework requiring the Gas Distribution Networks to set up CEGs. Wales & West Utilities appointed Mike Brooker as chair based on his experience of working at a senior level, appropriate regulatory knowledge and experience of chairing a diverse group of individuals.

The CEG chair, jointly with WWU appointed the following members to the CEG based on their breadth of experience, regional representation and that they represented one or more of the key consumer or stakeholder groups.

The CEG were contracted from September 2018 until December 2020. Individuals were expected to attend monthly meetings, and spend around one day in addition to this in preparation.

CEG Structure:



Biographies:



Dr Mike Brooker – Chair

- Previously the Chief Executive of Welsh Water/ Dwr Cymru.
- More than 30 years' experience in the utilities industry
- Held a number of non-executive positions including on the Board of Ofwat.



Sian Callaghan

- Communications Consultant and experienced Non-Executive Director
- Held senior positions at Centrica/British Gas and ONS
- NED at Pobl Group
- Wales Committee Member for The Big Lottery Fund and Trustee at Age Cymru



Professor Phil Bowen

- Director of Cardiff University's Gas Turbine Research Centre and Co-director of Cardiff's cross University 'Energy Systems' Research Institute.
- Worked for Shell Research on workforce safety
- Experience in energy sector and future of energy projects



Victoria Pelka

- Senior Policy Researcher for Citizens Advice, the energy team that works to ensure that the energy markets and regulation work as well as they can for consumers
- Member of Cadent Gas' CEG



Adam Scorer (Maternity Cover for Danni Crossland from Dec 18)

- Chief Executive of NEA
- Extensive history within the consumer movement working, among others, for Citizens Advice, Which? and Energywatch



Mari Arthur

- Executive Director of Cynnal Cymru – Sustain Wales
- Trustee for Carmarthenshire energy
- Secretariat for Welsh Water Consumer Challenge Group



Dr Robin Daniels

- CEO of South West Business council, economic partnership for the South West of the UK, representing the interests of regional businesses
- Managing Director of strategy and smart cities consultancy and innovation – Redpill Group



Terry Lockwood

- Managing Director of Paravail, a telecommunication consultancy and management firm
- Holds the office of Non-Operational Federation of Small Businesses



Peter Haigh

- Previously Managing Director of Bristol Energy
- Experience in electricity sector including Yorkshire Electricity, E-on and Elexon
- Runs advisory firm, Energy Market Risk



Danni Crosland (on maternity leave from Dec 18)

- Director of Operations at NEA
- Member of the Consumer Reference Group, led by the UK Government's Department for Business, Energy & Industrial Strategy