

Appendix 9

WWU Customer Engagement Group

CEG Meeting Agendas



Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West Utilities, Treforest, Heol Y Gamlas, CARDIFF, CF15 7QU		
Date:	06/09/2018	Time:	09.30 – 16.00
Attendees:	CEG – Mike Brooker, Danni Crosland, Victoria Pelka, Robin Daniels, Phil Bowen, Terry Lockwood, Peter Haigh, Sian Callaghan, Mari Arthur WWU – Sarah Hopkins, Steve Edwards, Andrew Hopkins, Mark Oliver, Carly Evans, Elaina Cook, Georgie Govier, Tom Stuart, Chris Pugh		
Apologies:			
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
	09.30	Refreshments		30
1	10.00	Introduction to the role of the CEG	MB	15
2	10.15	WWU – Welcome	SH	30
3	10.45	WWU – Who we are and what we do	AH/GG/TS	45
	11.30	Break		15
4	11.45	An introduction to RIIO GD2 business planning	SE	45
	12.30	Lunch		60
5	13.30	Tour of training centre	AH/CP	45
6	14.15	Our approach to Customer Vulnerability	EC	15
7	14.30	Customer Service excellence	MO	15
8	14.45	Cost and Financing	CE	15
9	15.00	CEG independent time	MB	60

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ		
Date:	07/09/2018	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Danni Crosland, Victoria Pelka, Robin Daniels, Phil Bowen, Terry Lockwood, Peter Haigh, Sian Callaghan, Mari Arthur WWU – Sarah Hopkins, Sarah Williams, Jaime Falarczyk, Graham Edwards Ofgem – Rupika Madhura, Geoff Randall		
Apologies:	Victoria Pelka		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
	09.30	Refreshments		30
1	10.00	Introduction to the role of the CEG	MB	15
2	10.15	Enhanced Engagement in RIIO-2	RM/GR	15
3	10.30	Introduction to Wales & Wales Utilities stakeholder engagement	SH/JF	45
	11.15	Break		15
4	11.30	RIIO2 Consumer Consultation	SH/JF	60
	12.30	Lunch		60
5	13.30	CEG draft programme of work	SW	30
6	14.00	CEG independent time	MB	120

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Gipsy Lane, Swindon, SN2 8DH		
Date:	18/10/2018	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Sian Callaghan, Terry Lockwood, Robin Daniels, Mari Arthur, Danni Crosland, Phil Bowen WWU - Sarah Williams, Sarah Hopkins, Elizabeth Warwick		
Apologies:	Peter Haigh		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
	09.30	Refreshments		30
	10.00	Independent time		
1		<ul style="list-style-type: none">- Key challenges from Business Plan outline- Feedback from sub-group (considering awards and willingness to pay)	MB	75
	11.15	Break		15
2	11.30	Business Plan Outline	SW	60
	12.30	Lunch		60
3	13.15	Stakeholder Engagement & Consultation outcomes	EW/SH	60
		Independent time		
4	14.15	<ul style="list-style-type: none">- Reflection on Business Plan outline, stakeholder engagement outcomes and confirmation of any challenges- Early consideration of Final Report structure and style- Meeting of Chairs of CEG's with Ofgem	MB	75

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	22/11/2018	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Sian Callaghan, Terry Lockwood, Robin Daniels, Peter Haigh, Danni Crosland, Phil Bowen WWU - Elizabeth Warwick, Mark Oliver, Nigel Winnan, Sarah Williams		
Apologies:	Mari Arthur		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time	MB	60
		- Reflection on Stakeholder Engagement feedback, Customer outputs & Vulnerable customers papers		
	10.30	Break		15
2	10.45	Stakeholder Engagement Feedback	EW	45
		Customer Outputs	NW	
3	11.30	a) Customer Satisfaction		20
		b) Complaints		20
		c) Guaranteed Standards of Performance		20
	12.30	Lunch		30
		Vulnerable Customer	NW	
4	13.00	a) Priority Service Register		20
		b) Fuel Poverty		20
		c) Carbon Monoxide		20
5	14.00	Independent time	MB	120
		- Reflection on Stakeholder Engagement feedback, Customer outputs & Vulnerable customers		
		- CEG recording impact slide		
		- Review of Work Programme		
		- Meeting of Chairs of CEG's with Ofgem		
		- RIIO 2 Business Plan content and incentive slides		
		- CEG Dinner		
- AOB				

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	19/12/2018	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Sian Callaghan, Terry Lockwood, Robin Daniels, Phil Bowen, Mari Arthur, Adam Scorer WWU - Lucy Mason, Bethan Winter, Sarah Hopkins, Sarah Williams		
Apologies:	Peter Haigh		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time - Reflection on Innovation and Future of Energy papers	MB	60
	10.30	Break		15
2	10.45	Innovation	LM	75
	12.00	Lunch		30
3	12.30	Independent time - Challenges from Innovation	MB	30
3	13.00	Future of Energy	BW	75
4	14.15	Independent time - Challenges from Future of Energy - Feedback on RII02 Challenge Group meeting with WWU - Meeting with Impact Utilities to talk about their research methodology - AOB	MB	105

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	24/01/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Sian Callaghan, Terry Lockwood, Robin Daniels, Phil Bowen, Mari Arthur, Adam Scorer, Peter Haigh WWU - Ian Dunstan, Carly Evans, Sarah Hopkins, Sarah Williams, Geoff Randall, Rupika Madhura, Rebecca Pickett		
Apologies:			
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time - Reflection on Investment & Cost Efficiency papers	MB	60
	10.30	Break		15
2	10.45	Investment	ID & CE	75
	12.00	Lunch		30
3	12.30	Cost Efficiency	CE & ID	60
4	13.30	Independent time - Key challenges on Investment & Cost Efficiency	MB	30
5	14.00	Private session with Ofgem - Discuss sector specific methodologies & consultation	TBC	60
6	15.00	Independent time - Trello Challenge Log - Impact Utilities meeting feedback to group - AOB	MB	90

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	20/02/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Terry Lockwood, Robin Daniels, Phil Bowen, Mari Arthur, Peter Haigh WWU - Graham Edwards, Steve Edwards, Carly Evans, Bethan Winter, Chris Clarke, Mark Owen, Nigel Winnan WWU Non-Executive Director – Michael Pavia		
Apologies:	Sian Callaghan & Adam Scorer		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time - Discuss pre reading literature	MB	45
	10.15	Break		10
2	10.25	Overall GD2 Package	GE	45
3	11.10	Future of Energy	BW & CC	50
	12.00	Lunch		30
4	12.30	Customer Bills	SE	45
5	13.15	Totex	CE	45
6	14.00	Risk Register	MO	25
7	14.25	New GSOPS	NW	30
8	14.55	Independent time - Feedback on Draft Business Plan - Review Trello Challenge Log - AOB	MB	65

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	20/03/2019	Time:	11.00 – 17.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Terry Lockwood, Robin Daniels, Phil Bowen, Mari Arthur, Peter Haigh, Sian Callaghan WWU - Sarah Hopkins, Andrew Hopkins, Elizabeth Warwick, Gareth Robinson, Carly Evans, Steven Edwards WWU Non-Executive Director – Grant Hawkins		
Apologies:	Adam Scorer		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	11.00	Independent time - Discuss pre reading literature	MB	30
2	11.30	Workforce Resilience	SH	60
	12.30	Lunch		30
3	13.00	Sustainability	AH	45
4	13.45	Stakeholder Engagement Verbal Update	EW/SH	45
5	14.30	Interruptions	GR	45
	15.15	Break		10
6	15.20	Competition	GR	45
7	16.05	Independent time - Challenges from today's topics - AOB	MB	115

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	21/03/2019	Time:	09.30 – 15.30
Attendees:	CEG - Mike Brooker, Victoria Pelka, Robin Daniels, Phil Bowen, Mari Arthur, Peter Haigh		
Apologies:	Terry Lockwood, Adam Scorer, Sian Callaghan		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Terms of Reference of CEG (amendments)	MB	45
2	10.15	Timeline for work required for Final Report production	MB	30
3	10.45	Structure and size of Report	MB	30
4	11.15	Allocate chapters to writers and ‘buddies’	MB	30
5	11.45	Key areas identified by Ofgem <ul style="list-style-type: none"> - Improve the customer experience - Support the energy system transition - Improve the network and its operation 	MB	45
	12.30	Lunch		30
6	13.00	Traffic light system for assessing WWU performance	MB	45
7	13.45	AOB <ul style="list-style-type: none"> - RIIO-GD1 Annual Report 2017-18 	MB	105

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	15/04/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Phil Bowen, Mari Arthur, Peter Haigh, Terry Lockwood, Sian Callaghan WWU - Ian Dunstan, Elizabeth Warwick, Sarah Hopkins		
Apologies:	Robin Daniels & Adam Scorer		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time - Discuss any pre- reading materials	MB	60
2	10.30	Stakeholder Engagement - Impact Utilities report - Mindset Report	EW/SH	120
	12.30	Lunch		30
6	13.00	Shrinkage	ID	60
7	14.00	Independent time - AOB - WWU response to RIIO Challenge Group - Ofgem March agenda and questions	MB	120

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	The Corner House, Cardiff, CF10 1FF		
Date:	14/05/2019	Time:	18.00 – 21.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Phil Bowen, Mari Arthur, Peter Haigh, Terry Lockwood, Adam Scorer, Sian Callaghan, Robin Daniels		
Apologies:			
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	18.00	Discuss challenges from Part A (Introduction/Summary)	MB	60
2	19.00	Discuss challenges from Part B (Consumer Voice)	MB	60
	19.00	Dinner served		
	20.00	Independent time		
3		- Feedback from CCG meeting (30.04) - AOB	MB	60

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	15/05/2019	Time:	09.00 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Phil Bowen, Mari Arthur, Peter Haigh, Terry Lockwood, Adam Scorer, Sian Callaghan, Robin Daniels WWU – Steve Edwards, Sarah Williams WWU Non-Executive Director – Michael Pavia		
Apologies:			
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.00	Independent time - Tea/Coffee and re-cap from dinner	MB	30
2	09.30	Separate sessions to condense high level challenges from each section: Board Room: Delivering for our customers / Sustainability (VP/MA/AS/SC) SF1: Future resilience (PH/TL/MB) SF2: Green Energy UK & Innovation (PB/RD)	CEG	90
3	11.00	Independent time - Discuss high level challenges as a group	MB	60
	12.00	Lunch		30
		Present BP V2 challenges to WWU		
4	12.30	12.30 – 12.50: Introduction - exec summary & track record 12.50 – 13.10: Environment 13.10 – 13.25: FoE 13.25 – 14.00: Consumer voice, customer service & social obligation 14.00 – 14.20: Innovation 14.20 – 14.40: Competition & Workforce resilience 14.40 – 15.00: Asset	MB	150
5	15.00	Outputs & Incentive session & feedback on BP chapter	SE/SW	60
6	16.00	Independent time - AOB - Challenge log	MB	30

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	19/06/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Phil Bowen, Mari Arthur, Peter Haigh, Terry Lockwood, Adam Scorer, Sian Callaghan, Robin Daniels WWU - Nigel Winnan WWU Non-Executive Director – Grant Hawkins		
Apologies:	Victoria Pelka		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time	MB	120
		- Review Challenge Log		
		- Discuss Triangulation Methodology		
		- RIIO-2 Methodology feedback (24 th May)	VP	
2	11.30	Social return on investment (SROI) tool demonstration	NW	30
	12.00	Lunch		30
4	13.00	Independent time	MB	210
		- Feedback on Ofgem meeting (28 th May)		
		- Discussion on Ofgem Business Plan guidance		
		- CONFIDENTIAL - Discussion on Structure and Content of Challenge Group Report		
		- CEG Final Report structure and allocation of authors		
- AOB				

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	17/07/2019	Time:	08.30 – 16.00
Attendees:	CEG - Mike Brooker, Phil Bowen, Mari Arthur, Peter Haigh, Terry Lockwood, Adam Scorer, Sian Callaghan, Robin Daniels		
Apologies:	Victoria Pelka		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	08.30	Independent time	MB	90
		<ul style="list-style-type: none"> - Discuss July version of WWU Business Plan - Part 1; Summary of plan and Customer Bills 		
2	10.00	Independent time		150
		<ul style="list-style-type: none"> - Board Room: Meeting needs of networks and consumers - SF1: Maintaining safe & resilient network - SF2: FoE/Innovation/Environment 		
	12.30	Lunch		30
4	13.00	Independent time	MB	180
		<ul style="list-style-type: none"> - Feedback each chapter to whole group and complete master scorecard - Write CCG report - AOB 		

Agenda

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	19/08/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Sian Callaghan, Terry Lockwood, Phil Bowen, Mari Arthur, Peter Haigh WWU - Nigel Winnan, Lucy Mason, Chris Clarke, Steve Edwards WWU Non-Executive Director – Grant Hawkins		
Apologies:	Robin Daniels, Adam Scorer		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Independent time <ul style="list-style-type: none">- Challenge Log & updates- Discuss pre-reading	MB	90
2	11.00	Innovation – Network Innovation Allowance	LM/CC	60
	12.00	Lunch		30
3	12.30	Independent time <ul style="list-style-type: none">- Discuss the Ofgem letter to networks- Feedback on CCG/Ofgem meeting	MB	30
4	13.00	Initial Consumer Value Proposition	NW	60
5	14.00	Outputs & Incentives	SE/NW	60
6	15.00	Independent time <ul style="list-style-type: none">- Lessons learnt from our CEG report on WWU BP- Structure & presentation of final report for Dec '19- Agree agenda's going forward- AOB	MB	60

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	18/09/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Phil Bowen, Mari Arthur, Peter Haigh, Terry Lockwood, Victoria Pelka, Sian Callaghan, Robin Daniels WWU - Elizabeth Warwick, Sarah Hopkins, Sarah Williams		
Apologies:	Adam Scorer		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Stakeholder Engagement Update	SH/ EW	60
2	10.30	Independent time - Board Room: Meeting needs of networks and consumers - GF3: Maintaining safe & resilient network - GF4: FoE/Innovation/Environment		90
	12.00	Lunch		30
4	12.30	KPMG		30
6	14.00	Independent Time - Discuss & review BP chapters - AOB	MB	120

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Conference call; Dial: 08447620762 Pin: 93755		
Date:	09/10/2019	Time:	10.00 – 12.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Robin Daniels, Phil Bowen, Mari Arthur, Adam Scorer, Peter Haigh WWU - Sarah Williams		
Apologies:	Sian Callaghan & Terry Lockwood		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	10.00	Introduction and attendees on call	MB	5
		Discuss scorecard and agree scores following Sept meeting:		
		- Executive Summary (Amber, Acceptable)		
		- Track Record (Green, Good)		
		- Customer Service (Amber, Acceptable)		
		- Social Obligations (Amber, Acceptable)		
		- Cost Efficiency (Amber, Acceptable)		
		- Competition (Green, Good)		
		- Innovation (Green, Acceptable)		
2	10.05	- Uncertainty (Green, Acceptable)	MB	20
		- Future of Energy (Amber, Acceptable)		
		- Asset Resilience (Green, Acceptable)		
		- Distribution Network (Amber, Acceptable)		
		- Connecting homes and businesses (Green, Good)		
		- Transmission (Green, Good)		
		- Workforce Resilience (Green, Good)		
		- Cyber Resilience (Amber, Acceptable)		
		- Business IT Security Plan (Amber, Acceptable)		
3	10.25	Environmental Action Plan (currently Amber, Acceptable)	MA/PB/AS	20
4	10.45	Consumer Value Proposition	MA/AS	20
5	11.05	Stakeholder Engagement (Red, Unacceptable)	VP	15
6	11.20	Outputs & Incentives (Amber, Unacceptable)	VP	10
7	11.30	Customer Bills (Red, Unacceptable)	VP	10
8	11.45	Review report structure	MB	10
9	11.55	AOB		
		- Sarah Williams – discuss how CEG would like WWU to provide responses to the 12 standard questions		5

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	16/10/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Robin Daniels, Phil Bowen, Mari Arthur, Peter Haigh, Adam Scorer WWU – Nigel Winnan, Sarah Williams		
Apologies:	Terry Lockwood, Sian Callaghan		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
	09.30	Independent time		
1		<ul style="list-style-type: none"> - Discuss CEG chair t-con with Ofgem (PH lead) - Discuss WWU appendices - Discuss Challenge Log 	MB	80
	10.50	Break		10
2	11.00	Sub meetings with WWU leads <ul style="list-style-type: none"> - see below list for rooms/times 		120
	13.00	Lunch		30
3	13.30	Further session on Theft of Gas	NW/SW	30
4	14.00	Independent time <ul style="list-style-type: none"> - Discuss CEG report structure including appendices - AOB 	MB	150

BP area	Time	Room
Future of Energy	11.00 - 12.00	G2
Innovation	12.00 - 13.00	G2
Costs/Asset	11.00 - 12.00	G6
Cyber	12.00 - 12.30	G6
Consumer Value/Social Obs/ Customer Service	12.00 - 13.00	Board Room
Stakeholder Engagement	11.00 - 12.00	Board Room
Environment/SDG	11.00 - 12.00	Roundtable outside board room

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Wales West House, Spooner Close, Newport, NP10 8FZ		
Date:	20/11/2019	Time:	09.30 – 16.00
Attendees:	CEG - Mike Brooker, Victoria Pelka Robin Daniels, Phil Bowen, Mari Arthur, Adam Scorer, Terry Lockwood, Sian Callaghan WWU - Sarah Hopkins, Sarah Williams, Steve Edwards, Nigel Winnan, Lucy Mason, Chris Clarke, Bernie Murphy, Elizabeth Warwick, Sally Thomas, Sarah Gillard, Matthew Davies, Andrew Hopkins, Graham Edwards WWU Non-Executive Director – Grant Hawkins		
Apologies:	Victoria Pelka, Peter Haigh		
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	09.30	Sub meetings with WWU leads to discuss outstanding challenges (See below table for specific rooms/times)	MB	210
	13.00	Lunch		45
2	13.45	Session on Stakeholder Engagement	SH/EW/ST	60
	14.45	Independent time		
3		<ul style="list-style-type: none"> - Review sub sessions and update challenge log - Reflect on current agreed structure and agree final report structure - Discuss the justification of the quality of engagement 	MB	75
4		Open session on outstanding issues with WWU	SW/GE/SE	

BP area	Time	Room	CEG
Customer Bills	09.30 – 10.15	Boardroom	ALL
Sustainability	10.15 – 11.00	Boardroom	ALL
Outputs & Incentives	11.00 – 11.45	Boardroom	ALL
Social Obligations/ Customer Service	11.45 – 13.00	Boardroom	Sian, Mari & Adam
Innovation	11.45 – 12.25	SF1	Robin & Phil
Future of Energy	12.25 – 13.00	SF1	Robin & Phil
Cost/Asset/Distribution	11.45 – 13.00	SF2	Mike (Peter T-con)
Cyber/ Business IT	11.45 – 12.15	GF6	Terry
Workforce Resilience	12.15 – 13.00	GF6	Terry

Meeting Details

Meeting Purpose:	Wales & West Utilities Customer Engagement Group		
Meeting Chair Person:	Dr Mike Brooker		
Location Held:	Conference call; Dial: 0844 762 0763 Pin: 42830		
Date:	19/12/2019	Time:	10.00 – 12.00
Attendees:	CEG - Mike Brooker, Victoria Pelka, Robin Daniels, Phil Bowen, Mari Arthur, Adam Scorer, Peter Haigh, Sian Callaghan, Terry Lockwood WWU - Sarah Williams		
Apologies:			
Actions to be document by:	Laura Davis		

Agenda Items

Item	Time	Topic	Lead	Minutes
1	10.00	Introduction and attendees on call	MB	5
2	10.05	Report back on each chapter indicating if content or not	MB	25
3	10.30	Give a subjective view (RAG) of the elements of the chapter and as a whole	MB	25
4	10.55	Sign off the chapters and effectively the report subject to queries by WWU	MB	5
5	11.00	WWU feedback on factual errors	SW	25
6	11.25	CEG to discuss and agree any final changes post WWU session	MB	15
7	11.40	Sign off CEG report	MB	5
8	11.45	Next Steps	MB	10
9	11.55	Happy Christmas & Close	MB	5