

Appendix 11

WWU Customer Engagement Group

CEG Costs

Cost of the CEG

The purpose of this appendix is to detail and explain the costs of the Customer Engagement Group (CEG) during the business plan challenge process, in an effort to determine the cost to value ratio.

Please note this does not include expenses and wages from December 2019 as they have not been received prior to the writing of this document.

This document is split into the key spend areas, as per the below summary table:

| Spend type | Cost |
|--------------------------|--------------------|
| Wages | £131,161.31 |
| Secretariat | £17,045.00 |
| Travel | £6,414.00 |
| Hotel stays | £4,716.87 |
| Printing | £1,963.23 |
| Food | £402.70 |
| CEG Bios for the website | £400.00 |
| Photographer | £196.00 |
| Total | £162,299.11 |

Wages

The CEG chair was appointed June 2018 by WWU. Together, WWU and the CEG chair appointed the remaining 8 members in September 2018.

The wages for the members were agreed at £30,000 for the CEG chair, and £10,000 for the CEG members per year (divided between direct wages and payment to a company the representative worked for) for a monthly meeting, excluding:

- Victoria Pelka, the representative from Citizens advice, did not receive any wage for her contribution as agreed with Citizens Advice.
- Adam Scorer replaced Danni Crossland in December 2018 but the CEG contract was with NEA to supply a representative, therefore there was no change to the framework.

| Name | Company | Payment method | Date Started | Basic Wage |
|------------------------------|--------------------|---------------------------------|----------------|----------------|
| Dr Mike Brooker | Independent | Payroll | June 2018 | £30,000 a year |
| Sian Callaghan | Independent | Payroll | September 2018 | £10,000 a year |
| Victoria Pelka | Citizens advice | None | September 2018 | n/a |
| Mari Arthur | Independent | Payroll | September 2018 | £10,000 a year |
| Dr Robin Daniels | Redpill | Framework - 4700002246 | September 2018 | £10,000 a year |
| Danni Crossland/ Adam Scorer | NEA | Framework - 4700002248 | September 2018 | £10,000 a year |
| Professor Phil Bowen | Independent | Payroll | September 2018 | £10,000 a year |
| Terry Lockwood | Paravail | Framework - 4700002247 | September 2018 | £10,000 a year |
| Peter Haigh | Energy Market Risk | Payroll / Framework- 4700002404 | September 2018 | £10,000 a year |

The total spent on wages between September 2018 and December 2019 is £131,161.31, this will include some expenses claimed via a framework, as per below:

| Category | Amount (£) |
|-----------------|--------------------|
| Payroll 2018/19 | £42,895.88 |
| Payroll 2019/20 | £42,558.98 |
| 4700002246 | £13,926.06 |
| 4700002248 | £12,554.14 |
| 4700002247 | £13,430.65 |
| 4700002404 | £10,795.60 |
| Total | £131,161.31 |

Travel

CEG members were chosen to represent different members of our local communities, therefore travel was required for several of our members.

Excluding the expenses claimed via a framework, the total cost of travel (Train and taxis) has been totalled at £6,414.48.

Hotel stays

As per the above, due to the travel involved for several CEG members, hotel rooms were booked for those that required.

This totalled £4,716.87 across 16 meetings, for 3 – 6 members at a time, averaging at about £65.50 per room per night.

Printing and other expenses

The fourth highest expenditure of the CEG was printing. This includes printing of business plans, workbooks, presentations etc that all contributed to the monthly meeting. This totalled £1,963.23 for the year, an average of £122.70 per meeting.

The remaining minor expenses include:

- Food (£402.70)
- Editing and upload of CEG bios to the Wales & West Utilities website (£400)
- Photographer for the headshots of the CEG members included on the Wales & West Utilities website (£196)