

# Heads of CEG Group Meeting with UKPN



UK Power Networks  
**Customer  
Engagement  
Group**

**Date:** Tuesday 05 January 2020

**Time:** 1.30pm to 4.30pm

## Time and date

1.30pm to 4.30pm, Tuesday 05 January 2020

## Attendees

### CEG

Ann Bishop  
Nigel Cornwall  
John Hargreaves  
Nigel Cornwall  
Jeff Hardy  
Peter Vicary-Smith  
Peter Bennell  
Ashleye Gunn

### UK Power Networks

Suleman Alli  
James Hope  
Max Taylor  
Sam Bould (KPMG)

## Agenda

1.30pm	CEG internal discussion
2.00pm	Introduction
2.10pm	Reset and approach
2.40pm	RRWG update
3.30pm	CWG update
4.00pm	Process update
4.20pm	AOB

## Meeting summary

UK Power Networks met with the Heads Of group, who's members chair UKPNs CEG working groups, for the second Heads Of steering meeting. The group met to discuss the new ways of working between the CEG and UKPN, key specific working group updates, issues and actions and the updated workplan heading into the new year.

This included:

- (i) The revised "one touch approach" being taken to CEG reviews, with the new process to focus on the use of the CEG dashboard as a delivery management tool;
- (ii) The current status of the different working groups and their constituent topic areas, with discussion on the information and sessions completed to date, upcoming sessions and the best routes for information provision going forward;
- (iii) The upcoming role of the UKPN assurance partners and their input into the development and review of engagement materials (and interaction between these partners and the CWG); and

- (iv) Further discussion and formalisation of the challenge process.

## Discussion

Key discussion and steer focussed on:

- (i) Discussion on the findings and the need for further insight from UKPN into the development of the regional DFES and Local Authority workshops;
- (ii) Discussion around when it would be best for the different working groups to revisit their expected scope of reviews, given additional steer provided by Ofgem and government over recent months;
- (iii) The SSMD and implications for the RRWGs thinking, with UKPN to look to send explanatory documents on the decision to the CEG;
- (iv) Discussion and steer around the role of DNOs in engaging directly with customers and how DNOs and UKPN can influence government policy for consumer benefit; and
- (v) Information requests around the role of assurance partners and their interaction with the CEG groups.

### Actions and next steps

**Action** – UKPN to share emerging conclusions from the DFES workshops at future session or through document provision.

**Action** – UKPN to illustrate latest thinking to the CEG around how they are progressing engagement with Local Authorities (potentially to include examples of co-working with Local Authorities and DSO interactions).

**Action** – UKPN to reissue the early commentary provided on the SSMD and if possible, any Ofgem presentation on SSMD which have been received by UKPN.

**Action** – CEG / UKPN to align and finalise the formal response notes currently in circulation around UKPNs interim performance.

**Action** - UKPN to further consider CEG requests around engagement material reviews.

**Action** – UKPN to provide tender and scope documents around the roles of the appointed assurance partners, as well as to facilitate future meetings.

**Action** – CEG / UKPN to continue to delivery steer through the Dashboard / Issues log review process at next Heads Of meeting.