

Customer Working Group meeting with UK Power Networks



Date: Thursday 08 October 2020

Time: 11.00am to 1.10pm

Time and date

11.00am to 1.10pm, Thursday 08 October 2020

Attendees

CEG

Ann Bishop
Sarah Chambers
Nigel Cornwall
Ashleye Gunn
John Hargreaves
Andrew Mackintosh
Nikki Stopford
Anne Van Schrader
Peter Vicary-Smith
Peter Bennell

UK Power Networks

Dr Nick Baker (Savanta)
Philip Bird (Philip Bird Consulting)
Ben Hayman (Given)
Neil Madgwick
Max Taylor
Sam Bould (KPMG)

Agenda

11.00am	Introductions and overview of session
11.10pm	Update on Phase 2 engagement
12.10pm	Update on Phase 2B engagement
12.40pm	Overview of wider stakeholder engagement programme events
1.00pm	AOB

Meeting summary

UKPN and the CWG met to discuss the ongoing development of the Phase 2 research programme. Key areas included:

- (i) The questions and approach within Phase 2 to date, with the early Phase 2 engagements reaffirming some of the early known trends coming from early engagement phases (but that key differences existed around business customers);
- (ii) UKPN provided more detail and overview of the context being provided (such as reach Net 0 and bill impacts) as part of the engagement materials and how this should be considered when frame setting engagement events;
- (iii) UKPN provided more detail on the expanded areas of the Phase 2 programme (Net 0 and Vulnerability) with an overview of how these would interact with later engagement phases; and

- (iv) An overview of the ongoing stakeholder engagements events as part of the wider engagement programme.

Discussion

Key discussion and steer from the group focused on:

- (i) The interpretation of the results thus far, especially given the levels of context provided around engagement events, and how consumer views might be influenced by changes in the provision of context;
- (ii) Desire from the CWG for further, more granular breakdowns on engagement findings stemming from the research to date, particularly more detail on the specific and holistic views of business customers stemming from research to date;
- (iii) Discussion on the validity of certain research findings given the context provided as part of the engagement packs, specifically around the understanding of consumers on cost impacts given context on the bills driven directly from network charges and other areas such as the implications of Net Zero;
- (iv) Discussion around the interpretation of customer views around willingness to fund expenditures for vulnerable consumers; and
- (v) Specific feedback from attendees on the recent UKPN stakeholder engagement events attended by the CWG members, with members highly complementary but with some additional recommendations around session process, size and process.

Actions and next steps

Action – UKPN to prepare an analysis of the research findings to on the views and perspectives of business customers.

Action – UKPN to provide additional process, timeline and supporting materials around planning of the engagement programme.

Action – UKPN to send additional research reports and develop a catalogue of research reports (internal and external), including on the digitally disenfranchised.

Action – UKPN to draw up simple map / overview of who influences who in the London sphere.