

Customer Working Group meeting with UK Power Networks



UK Power Networks
**Customer
Engagement
Group**

Date: Monday 17 June 2020

Time: 10.30am to 1.30pm

Time and date

10.30am to 1.30pm, Monday 17 June 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

Neil Madgwick
Max Taylor
Ian Cameron
Sam Bould (KPMG)

Agenda

10.30pm	Introductions and overview of session
10.40pm	Overview of UKPN engagement strategy
11.40pm	Overview of the SECV and ICE submissions
12.30	Introduction to upcoming engagement programme (5 Phases)
1.20pm	AOB

Meeting summary

UKPN and the CWG subgroup met to discuss development of ED1 engagement approach, ED2 options development, stakeholder segmentation and priorities for engagement. Key areas included:

- (i) The stakeholder segmentation being proposed for the upcoming engagement programmes;
- (ii) The engagement channels and sample sizes being proposed for the Phase 2 engagement approach;
- (iii) The alignment of the UKPN and stakeholder priorities to the engagements; and
- (iv) An update on wider engagement strategy around Net 0 including the use of specialised engagement events.

Discussion

Key discussion and steer focused on:

- (i) The CWG sought further clarification around how priorities had been developed and would continue to be shaped by stakeholder engagement;
- (ii) The CWG proposed changes to the planned timeline to ensure adequate review time for their input;
- (iii) The CWG sought further data on the ongoing engagements around Net 0; and
- (iv) The CWG identified need for further data from UKPN on key areas of strategic interest such as Cambridge given its developments.

Actions and next steps

Action – UKPN to schedule additional session to run through the trade offs expected during the options development drawn out of the engagement work.

Action – UKPN to share additional data on the impact / numbers of customers who lack will to engage with the company.

Action – UKPN to share latest SECV and ICE information.