

Customer Working Group meeting with UK Power Networks



Date: Thursday 08 December 2020

Time: 12.00am to 3.30pm

Time and date

12.00am to 3.30pm, Thursday 08 December 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

Ian Cameron
Giulia Privitera
Chris James (Given)
Nick Baker (Savanta)
Ben Hayman (Given)
Ellie McCall (Given)
Neil Madgwick
Max Taylor
Sam Bould (KPMG)

Agenda

12.00am	Introductions and overview of session
12.10pm	Overview of UKPNs vulnerability engagement
1.20pm	Overview of UKPNs draft vulnerability strategy and options
2.10pm	Phase 2 Stakeholder and 2B research findings
2.50pm	AOB

Meeting summary

UKPN and the CWG met to discuss the ongoing development of the UKPN Vulnerability Strategy for ED2 and consolidated findings from the Phase 2 research programme. This included a presentation around:

- (i) The latest updates on the development of the UKPN vulnerability strategy and options development, including early stakeholders' views, proposed options within the plan and interpretations of the early research findings;
- (ii) Phase 2B research findings on vulnerability and Net 0 including the key views from customers; and
- (iii) Findings on Phase 2 stakeholder research.

Discussion

Key discussion and steer focused on:

- (i) Discussion around ambiguity in early engagement findings around the willingness for consumers to fund vulnerable consumers, with further deep dives into findings from Phase 2b research
- (ii) The robustness of areas of the research programme and how later quantitative research programmes would supplement these early findings;
- (iii) Discussed the potential dissonance around stakeholder views on UKPN's role and the current ambition and delivery "above and beyond" what was expected; and
- (iv) Steer and discussion on how these early findings would be included and supplemented within later phases of research and options development.

Actions and next steps

Action – UKPN to consider the development of a structured approach to targeted increases in PSR sign ups, to outline how incremental steps will be used to meet longer term ED2 targets.

Action – UKPN to schedule a session to run the CEG through how they consider and measure specific customer impacts as a tool for focusing tailored vulnerability support.

Action – UKPN to schedule a session to run through the the robustness / validity of areas of the research programme.

Action – CEG are to undertake a "stock take" and return to UKPN with views on how to date UKPN's development of the vulnerability strategy has met the CEG's expectations.