

# Customer Working Group meeting with UK Power Networks



**Date:** Monday 01 February 2021

**Time:** 1.00pm to 3.00pm

## Time and date

1.00pm to 3.00pm, Monday 01 February 2021

## 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  
Sam Bould (KPMG)

## Agenda

1.00pm	Introductions and overview of session
1.10pm	ED1 engagement approach
2.10pm	ED2 engagement approach & commitments
2.55pm	AOB

## Meeting summary

UKPN and the CWG met to discuss the development of UKPNs ongoing engagement delivery across ED2, how this will evolve from ED1 engagements and the commitments supporting this. There was also a short discussion on the use of an interactive engagement game that is being developed for the core ED2 research programme. The discussion covered:

- (i) The Ofgem Blue Box criteria assigned by Ofgem for the assessment of the Ongoing Engagement topic area;
- (ii) The approach, methods and benefits of the engagement programme delivered by UKPN within ED1;
- (iii) The proposed approach (breadth, channels, stakeholders, timing) to ED2 ongoing engagement, and how this would enable engagement with hard to reach stakeholders;
- (iv) An overview of the proposed commitments within ED2; and
- (v) The new "The Game" interactive engagement channel.

## Discussion

Key discussion and steer focused on:

- (i) Discussion around the validity of the Ofgem Blue Box criteria, for which the CEG agreed were broadly suitable (with some minor tweaks) for assessment of the Ongoing Engagement topic area;
- (ii) Discussion and steer around UKPN engagement with harder to reach stakeholders within ED1 and beyond, and how a focus on customer “Outcomes” was key to enabling valuable engagement;
- (iii) Discussion and steer on ED2 engagement, including its use, strengths and weaknesses of the different key engagement channels proposed; and
- (iv) Recommendations and steer around how to effectively position and use UKPNs new interactive engagement game.

## **Actions and next steps**

**Action** – CEG to provide formal Blue Box response around ongoing engagement.