

Customer Working Group meeting with UK Power Networks



UK Power Networks
**Customer
Engagement
Group**

Date: Thursday 12 November 2020

Time: 11.30am to 3.00pm

Time and date

11.30am to 3.00pm, Thursday 12 November 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
Neil Madgwick
Max Taylor
Dr Nick Baker (Savanta)
Sam Bould (KPMG)

Agenda

11.30am	Introductions and overview of session
11.40pm	Overview of UKPNs approach to vulnerability
12.40pm	Overview of UKPNs vulnerability engagement approach
1.40pm	Overview of UKPNs Phase 4 engagement stage
2.40pm	AOB

Meeting summary

UKPN and the CWG met to discuss the ongoing development of the UKPN Vulnerability Strategy for ED2. This included a presentation around:

- (i) The targets and metrics being used and the use of partners and referral programmes;
- (ii) How UKPN would seek to mitigate potential "left behind" customers;
- (iii) Initial engagements and feedback (including CEG challenge) on the vulnerability strategy; and
- (iv) Updates into the ongoing options development around the UKPN vulnerability offering for ED2.

Discussion

Key discussion and steer focused on:

- (i) The validity and effectiveness of the schemes, targets and metrics which would be developed around vulnerability;
- (ii) The interpretation of initial responses and views gathered as part of the engagement programme around the vulnerability strategy and how the developing engagement findings were being used to shape the engagement programme;
- (iii) Further data and run throughs requested around vulnerability, PSR and stakeholder engagement data for the CEG to review;
- (iv) Proposals and steer from the CEG for UKPN to investigate the extent to which ED2 engagements have suitably outlined context and background to attendees; and
- (v) Further desire to see the "line of sight" between initial engagements and plan development.

Actions and next steps

Action – UKPN to provide data on the proportion of PSR customers for which UKPN has phone contact details.

Action – UKPN to provide research findings on Rant and Rave process around vulnerable customer interactions.

Action – UKPN to circulate regional vulnerability packs.

Action – UKPN to provide data on the funding expectations from stakeholders around vulnerable consumer offerings.

Action – UKPN to explore with the CEG the extent to which ED2 engagements thus far have linked consumer outcomes and context.

Action – UKPN to progress with smaller a sub-group of the CWG to provide more detailed run through of UKPN's views / engagements so far within vulnerability.

Action – UKPN to develop summary positions (line of sight documents) on how existing knowledge and findings through engagements have shaped options development.