

# Sustainability Working Group meeting with UK Power Networks



UK Power Networks  
**Customer  
Engagement  
Group**

**Date:** Monday 22 February 2021

**Time:** 12.00pm to 1.30pm

## Time and date

12.00pm to 1.30pm, Monday 22 February 2021

## Attendees

### **CWG**

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  
Hannah Ngoma  
Max Taylor  
Sam Bould (KPMG)

## Agenda

12.00am	Introduction
12.05pm	Overview of ED2 customer service approach
12.45pm	Customer services question and answer
1.25pm	AOB

## Meeting summary

UKPN and the CWG met to discuss:

- (i) An introduction to the ED2 Customer Services Strategy including the four pillars;
- (ii) An overview of the engagement programmes thus far for customer services, and how this has influenced development of the strategy;
- (iii) An overview of the draft ED2 customer service commitments, including how customer preferences and views have been used to shape development; and
- (iv) A question and answer session with the CWG on key areas of the customer services business plan.

## Discussion

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Key discussion and steer focused on:

- (i) The group discussed the ambition of the strategy and plans around customer services, including steer around the extent UKPN will be supporting stakeholders with the uptake of low carbon technologies;
- (ii) The group discussed UKPN key challenges within the strategy including around development of skills internally to deal with the transition, and limitations with the research findings thus far;
- (iii) The group discussed the future of service provision, particularly around providing support during outages to EV owners; and
- (iv) The group discussed the understanding of customers views around “impacts” of power cuts, with UKPN working to analyse customer journeys, through feedback from Rant and Rave.

## **Actions and next steps**

**Action** – UKPN to seek to address additional question around the process / approach to dealing with enquiries (not complaints) and how these are progressed, managed and considered.

**Action** – UKPN to revert on concerns around considering and understanding both shorter term and longer term “impacts” of power cuts on customers.

**Action** – UKPN to send various PSR needs codes and associated categories 1/2/3 aligned with medical dependence to the CEG.

**Action** – UKPN to schedule additional Explain research run through session (existing action).