

Customer Working Group meeting with UK Power Networks



UK Power Networks
**Customer
Engagement
Group**

Time and date

12.30pm – 2.00pm, Monday 08th March 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
Giulia Privitera
Max Taylor
Sam Bould (KPMG)

Agenda

12.30pm	Introduction
12.35pm	Vulnerability Strategy Update
1.10pm	PSR Breakdown
1.50pm	AOB

Meeting summary

UKPN and the CWG met to discuss:

- (i) An update on the development of the ED2 vulnerability strategy including the potential use of CVPs;
- (ii) An overview of the insights gained around vulnerability within the Phase 4 engagement programme; and
- (iii) An update on the latest developments around London PSR customer numbers based on the recent analysis exercise done by UKPN.

Discussion

Key discussion and steer focused on:

- (i) The group ran through the role of options development, its key aims, early findings and how this process feeds into development of the ED2 vulnerability strategy;
- (ii) Discussion on the key insights around fuel poverty, and how these would be delivered across ED2;

- (iii) Steer around the suitability of some interpretations taken by UKPN from certain research phases; and
- (iv) Clarifications provided by UKPN on the latest values for PSR figures for London.

Actions and next steps

Action – UKPN to consider providing worked example of the development of commitments and the iterative input taken from engagement phases.

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