

# Customer Working Group meeting with UK Power Networks



## Time and date

11.30am – 12.30pm, Monday 15<sup>th</sup> 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

Neil Madgwick  
Max Taylor  
Nick Baker (Savanta)  
Graeme Cade (Savanta)  
Oliver Worsfold (Savanta)  
Sam Bould (KPMG)

## Agenda

11.30am	Introduction
11.35am	Overview of Phase 5 Acceptability Testing
12.25pm	AOB

## Meeting summary

UKPN and the CWG met to discuss:

- (i) An overview of acceptability testing, outlining high level expectations including the key purpose and principles guiding the approach;
- (ii) The role of triangulation sessions taking place and how they were inputting into development of the business plan options;
- (iii) The potential acceptability testing light phase; and
- (iv) Detailed overviews of the proposed methodologies.

## Discussion

Key discussion and steer focused on:

- (i) The group ran through the role of acceptability testing, its key aims and how this process feeds into the wider engagement approach;
- (ii) Steer from the CEG group on the proposed methodologies including timelines, samples and demographics to be used within the analysis;

- (iii) Steer from the CEG on the potential for seeking uninformed and informed views from different customer sets; and
- (iv) Steer from the CEG on the approach proposed for seeking input from future bill payers.

### **Actions and next steps**

**None.**