

Customer Engagement Group

Meeting 7 Agenda

15th January 2019

Location - Room 0.22, Ashbrook Court, Coventry

	Content	Timing	Speaker	Delivery Method
1	Private members session	09:00 to 09:15	Lead: Zoe McLeod	
2	Declarations of interest Review of minutes actions and challenges (by exception)	09:15 to 09:40	Lead: Zoe McLeod	Live versions via Egress & hard copies available
3	Chair update General updates from members	09:40 to 10:10	Lead: Zoe McLeod	Verbal
4	Working Group updates	10:10 to 10:50	Leads: Helen Fleming John Kolm-Murray Leslie Sopp Janet Wood	Verbal
	Break	10:50 to 11:00		
5	Cadent update <ul style="list-style-type: none"> Assurance of business plan RIO 2 group and consultation Implications on forward work plan 	11:00 to 12:00	Lead: Dave Moon	Pre read material: Implications on forward work plan
6	Ofgem - Update and discussion on sector specific consultation	12:00 to 13:00	Lead: Ofgem	Slides
	Lunch	13:00 to 13:30		
7	Providing a quality experience to all our customers, stakeholders & communities MB to introduce the session SH to introduce breakout session covering: <ul style="list-style-type: none"> Fuel Poverty CO Awareness Vulnerability Confirm actions or challenges from session	13:30 to 15:30	Lead: Stephen Hassall Mark Belmega Leigh Page Jahir Kashem Sarah Bradford Jo Giles Phil Burrows	Pre read material: 1. Executive summary 2. Chapters 3. Presentation material
	Break	15:30 to 15:45		
8	Meeting review session	15:45 to 16:00	Lead: Zoe McLeod	Exercise
9	Private members session	16:00 to 17:00	Lead: Zoe McLeod	