

Customer Engagement Group

Meeting 15 Agenda – 7th August 2019

Location – Ashbrook Court, Prologis Park, Central Blvd, Coventry CV7 8PE

cadent Your Gas Network

	Content	Timing	Speaker	Delivery Method
1	Welcome, Declarations Of Interest & Independence Statement	09:00- 09:05	All	
2	Private session	09:05 – 09:30	Lead: Zoe McLeod, + All CEG	
3	Future structure of business plan	09:30 - 09:50	Richard Court	No pre-read to be presented on day
4	Output case template introduction	09:50 – 10:00	Stephen Hassall, Richard Court	Pre-read material
5	Fuel poverty commitments	10:00 - 11:15	Leigh Page	Pre-read material
	Break	11:15 - 11:30		
6	Carbon monoxide awareness commitment	11:30 – 12:00	Leigh Page	Pre-read material
7	Quick quotes and connections	12:00 – 12:30	Leigh Page	Pre-read material
	Lunch	12:30 – 13:00		
8	Private session	13:00 – 13:30	Lead: Zoe McLeod, + All CEG	
9	Establishing and raising the bar commitment	13:30– 14:00	Dan Adcock	Pre-read material
10	Time bound appointments	14:00 – 14:30	Dan Adcock	Pre-read material
11	Private session	14:30 – 14:45	Lead: Zoe McLeod, + All CEG	
12	Transforming the experience MOB's customer commitments	14:45 – 15:45	Chris Rison, Jonathan Dennett	Pre-read material
	Break	15:45 – 16:00		
13	Data Strategy	16:00 – 16:30	Tina Sands	Pre-read material
14	Trust to act for society	16:30 – 17:00	Richard Court	Pre-read material
	Private session	17:00 – 17:30	Lead: Zoe McLeod, + All CEG	
	Close	17:30		

	Content	Pre-read material	Business plan chapter	Appendix links	CEG Report
			Business plan link	Appendices link	CEG Reports
5	Fuel poverty commitments	Pre-read material	5, 6, 8	6	Quality Experience
6	Carbon monoxide awareness commitment	Pre-read material	6	6	Enhanced Engagement
7	Quick quotes and connections	Pre-read material	6	6	Quality Experience
9	Establishing and raising the bar commitment	Pre-read material	6	6	Enhanced Engagement
10	Time bound appointments	Pre-read material	6	6	Enhanced Engagement
12	Transforming the experience MOB's customer commitments	Pre-read material	5,6,8,10,11	6,10	Quality Experience
13	Data Strategy	Pre-read material	9		Data and Innovation
14	Trust to act for society	Pre-read material	8	6	Trusted

	Content	Timing	Speaker	Delivery Method
1	Welcome and reflections from day 1 Review of July private minutes	09:00- 09:30	All	Pre-read: July Private Minutes
2	Review of Other Business Plans	09:30 – 11:00	Lead: ZM	Presentation Pre-read: Links to Plans / Online content
Break		11:00 - 11:15		
3	Review of Main Actions Log	11:15 – 11:45	Lead: Simon Hames	Pre-read: Actions Log
4	Review of Challenge Log	11:45 - 13:15	Lead: ZM/SH	Pre-read: Challenge Log
Lunch		13:15 – 13:45		
5	CEG Effectiveness Criteria and CEG Activity / Cost Overview	13:45 – 14:45	Lead: ZM/AW	Pre-read: Effectiveness Criteria
6	Review of Private Actions Log	14:45 – 15:15	Lead: AW	Pre-read: Private Actions Log
Break		15:15 – 15:30		
7	CEG Report Structure	15:30 – 16:00	Lead: ZM/AW	
8	Forward Work Plan	16:00 – 16:30	Lead: ZM	
Close		16:30		