

# Customer Engagement Group

## Meeting 5 Agenda

8<sup>th</sup> November 2018

Location - Room 0.22, Ashbrook Court, Coventry

	Content	Timing	Speaker
1	<b>Private members session</b> Discussion topics to include TOR and prioritisation	<b>Arrival from 09:00</b> <b>09:30 to 09:45</b>	Lead: Zoe McLeod
2	<b>Welcome and outline of the day</b> <b>Review of minutes, actions and challenge log</b> <b>(by exception)</b> <b>Declarations of Interest</b> <b>Chair update</b>	<b>09:45 to 10:15</b>	Lead: Zoe McLeod
3	<b>Challenges taken forward by Cadent to date</b>	<b>10:15 to 10:30</b>	Lead: Dave Moon
4	<b>Defining success and challenge definition</b>	<b>10:30 to 11:00</b>	Lead Zoe McLeod
	<b>Break</b>	<b>11:00 to 11:15</b>	
5	<b>Keeping the energy flowing - Our ambition</b> <i>Confirm actions and/or challenges from session</i>	<b>11:15 to 12:15</b>	Lead: Richard Court Chris Train
	<b>Lunch (to include group photo)</b>	<b>12:15 to 13:00</b>	
6	<b>CEG feedback on business plan template</b> <b>Overview of business plan timetable and output areas</b> <i>Confirm actions or challenges from session</i>	<b>13:00 to 13:45</b>	Lead: Dave Moon
7	<b>Improving our Network and the way it operates</b> <ul style="list-style-type: none"> <li><b>Delivering a safer, more reliable and lower cost, pipe network</b> – Progress to date on customer insight, current service levels and safety levels</li> <li><b>Maintaining sustainable service levels from none pipe assets</b> – Progress to date on asset health framework</li> </ul> <i>Confirm actions or challenges from session</i>	<b>13:45 to 16:00</b>	Lead: Dave Moon Simon Fairman Colum Goodchild Stephen Hassall
	<b>Working Break within the session above</b>	<b>15:00 to 15:15</b>	
8	<b>Private session (45 mins)</b> <b>Inc. wrap up and formal close of meeting (15 mins)</b>	<b>16:00 to 17:00</b>	Lead: Zoe McLeod