

# CEG – Customer Engagement Group

## Day 3: Agenda

Item Number	Content	Timing	Speaker
1	<b>Welcome</b> <b>Private members session</b>	<b>(Arrive from 09:30)</b> <b>10:00 to 10:30</b>	Zoe
2	<b>Review of minutes, actions and challenge log</b> <b>Chair &amp; CEG update</b>	<b>10:30 to 11:00</b>	Zoe
	<b>Break</b>	<b>11:00 to 11:15</b>	
3	<b>Our approach to customer and stakeholder engagement</b> <ul style="list-style-type: none"> <li>• Our engagement ambition</li> <li>• External view from SIA partners benchmarking review</li> <li>• Our engagement strategy</li> </ul>	<b>11:15 to 12:00</b>	Debbie / Nye
	<b>Lunch</b>	<b>12:00 to 12:30</b>	
4	<b>Our engagement plan</b> <ul style="list-style-type: none"> <li>• Our engagement plan – phase 1</li> <li>• Our engagement plan – phase 2</li> <li>• Customer insight gained</li> <li>• Evaluation methodology</li> </ul> <b>Confirm actions or challenges from engagement session</b>	<b>12:30 to 15:00</b>	Amelie / Killian (Traverse) Debbie  Zoe
	<b>Break</b>	<b>15:00 to 15:15</b>	
5	<b>RIO2 Framework</b> <ul style="list-style-type: none"> <li>• Framework changes and sector specific issues discussion <ul style="list-style-type: none"> <li>• Where the CEG can influence</li> </ul> </li> </ul> <b>Developing outputs, outcomes and incentives</b> <ul style="list-style-type: none"> <li>• Understanding the framework, what we know and our thinking</li> <li>• Our customer and stakeholder insights</li> </ul> <b>Confirm actions or challenges from session</b>	<b>15:15 to 17:15</b>	Dave/Jahir   Zoe
6	<b>Wrap and close</b>	<b>17:15 to 17:30</b>	Zoe

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## Day 4: Agenda

Item Number	Content	Timing	Speaker
7	<b>Drinks and arrival</b>	<b>(Arrive from 08:30)</b>	
8	<b>An external perspective</b> – Citizens Advice (15 mins + 10 min Q&A)	<b>09:00 to 09:30</b>	Victoria
9	<b>Our exec view on customer engagement</b> <ul style="list-style-type: none"> <li>What does customer engagement mean to our executive team</li> </ul> <b>A conversation with Chris Train, CEO</b> <ul style="list-style-type: none"> <li>An introduction to the board and their key priorities</li> <li>Chris's view of our engagement to date and his priorities</li> <li>Q&amp;A opportunity with members</li> </ul> <b>Confirm actions and challenges from session</b>	<b>09:30 to 10:30</b>	Chris / Video  Zoe
	<b>Break</b>	<b>10:30 to 10:45</b>	
10	<b>Future role of gas</b> <ul style="list-style-type: none"> <li>Our customer and stakeholder insights</li> <li>What does this mean for RII02</li> </ul> <b>Confirm actions or challenges from session</b>	<b>10:45 to 12:30</b>	Simon/Richard  Zoe
	<b>Lunch (including photos)</b>	<b>12:30 to 13:30</b>	
11	<b>Private members session</b> <ul style="list-style-type: none"> <li>Terms of reference</li> <li>Prioritisation and forward work planning</li> </ul>	<b>13:30 to 15:15</b>	Zoe
	<b>Break</b>	<b>15:15 to 15:30</b>	
11	<b>Private members session through to close</b>	<b>15:30 to 16:00</b>	Zoe