

CEG Onboarding – Introduction to Cadent

Day 1: Agenda (Start time 09:30am for 10:00am)

Content	Speaker
<p>General welcome and introductions:</p> <ul style="list-style-type: none"> Ways of working discussion Sharing out hopes and fears for the group 	Zoe McLeod
<p>Who we are:</p> <ul style="list-style-type: none"> The gas industry: <ul style="list-style-type: none"> Our industry and how we fit into the value chain including a break down of the customer bill A gas distribution network: <ul style="list-style-type: none"> What we do (our services), and what we don't do High level guide to the network s and our assets Overview of our structure, board and intro to Exec team Cadent's story <ul style="list-style-type: none"> Our strategy, vision and our values 	Richard Court
<p>Our obligations and how we are regulated</p> <ul style="list-style-type: none"> The legislative framework (HSE): <ul style="list-style-type: none"> An overview of current and future of Cadent's obligations and the importance of safety The regulatory framework overview: <ul style="list-style-type: none"> Explain current output areas for RiIO GD1 Framework changes for RiIO GD2 Have we got right outcome areas for RiIO2 discussion including areas of influence. 	Kate Grant Dave Moon
<p>Strategic outlook</p> <ul style="list-style-type: none"> External focus <ul style="list-style-type: none"> Political, Economic, Social, Technological factors – how are these areas impacting on the business and our customers External view on Cadent – our stakeholder panel Internal focus <ul style="list-style-type: none"> Strengths, weaknesses, opportunities and threats (SWOT) – what are we good at, where can we improve, how do we benchmark against others 	Richard Court Mike Foster Mark Belmega

CEG Onboarding – Enhanced engagement on the role of the CEG

Day 2: Agenda (Start time 09:00am)

Content	Speakers
<p>Introduction to the day:</p> <ul style="list-style-type: none"> Brief introduction to the day 	Zoe McLeod
<p>Hinckley site visits:</p> <ul style="list-style-type: none"> DNCC (distribution national control centre) <ul style="list-style-type: none"> How do we operate the network, how we ensure security of supply, a view to the future of the network Customer Centre <ul style="list-style-type: none"> Overview of operations and an opportunity to listen to 0800 number calls. 	<p>Dave Tilly</p> <p>Dan Adcock</p>
<p>The role of Enhanced Engagement:</p> <ul style="list-style-type: none"> The RIIO2 framework <ul style="list-style-type: none"> Ofgem to introduce their vision for enhanced engagement in RIIO-2 CA view on the role of engagement and what good looks like 	<p>Rupika Madhura</p> <p>Julie Black</p> <p>Stew Horne</p>
<p>How are we going to work together for our customers</p> <p>The scope of the CEG</p> <ul style="list-style-type: none"> Discuss and agree what the CEG will deliver How will we govern the CEG: <ul style="list-style-type: none"> Discuss the governance aspects of the CEG What are the next steps <ul style="list-style-type: none"> High level work plan, opportunity for CEG to comment on what they would like to see, hear and learn about. What went well, what not so well (review of the last two days) 	<p>Zoe McLeod</p> <p>Dave Moon</p>
<p>Private session for CEG members</p>	Zoe McLeod