

Customer Engagement Group

Meeting 8 Agenda

14th February 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 challenge log (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 10:00	Lead: Zoe McLeod	Verbal
4	Working Group updates	10:00 to 10:20	Leads: Helen Fleming John Kolm-Murray Leslie Sopp Janet Wood	Pre read material: FIWG Summary FROG Summary
5	Cadent update	10:20 to 10:50	Lead: Dave Moon	Pre read material: Forum Feedback Output Feedback DAR & PR19
	Break	10:50 to 11:00		
6	Business Plan Assurance - Principles & Approach	11:00 to 11:30	Lead: Hettie Farrell	Pre read material
7	Customer Bills - Getting your eye in on customer bills in RIIO2	11:30 to 12:15	Lead: Craig Neilson Dave Moon	
8	Innovation Assessment Framework	12:15 to 12:30	Lead: Rob Mitchell	
	Lunch	12:30 to 13:00		
	Welcome and introduction of Howard Higgins			
9	Summary of Cadents Customer Outcomes	13:00 to 13:15	Lead: Dave Moon	
10	Improving the environment and supporting the transition to a sustainable energy system SF to introduce the session SE to introduce breakout session covering: 1. Our business impact on the Environment 2. Supporting the Energy System Transition today 3. Supporting the longer term transition – supporting policy.	13:15 to 15:15	Lead: Stuart Easterbrook Simon Fairman Dave Tilley Ian Glover	Pre read material
	Working Break	15:15 15:30		
11	Session insights & reflections including Q&A	15:30 to 16:00	Lead: Howard Higgins	Verbal
12	Meeting review session	16:00 to 16:15	Lead: Zoe McLeod	Exercise