

Customer Engagement Group

Meeting 6 Agenda

13th December 2018

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	09:15 to 09:40	Lead: Zoe McLeod	
3	Chair update Sign off TOR General updates from members	09:40 to 10:20	Lead: Zoe McLeod	
4	Working Group updates	10:20 to 10:50	Leads: Helen Fleming John Kolm-Murray Leslie Sopp Janet Wood	
5	Cadent update	10:50 to 11:00	Lead: Dave Moon	Pre read: DAR reports
	Break	11:00 to 11:15		
6	Formal introduction of Catherine Bell	11:15 to 11:25	Lead: Zoe McLeod	
7	RIIO2 Customer Challenge Group (CCG) Presentation	11:25 to 12:30	Lead: Dave Moon	Pre read: Keeping the energy flowing Cadent - RIIO2 Challenge Group slides
	Lunch	12:30 to 13:00		
8	Providing a quality experience to all our customers, stakeholders & communities Introduction into our customer strategy including 3 breakout sessions covering the following: <ul style="list-style-type: none"> Engagement and insights Customer satisfaction & GSOP Interruptions & disruptions 	13:00 to 15:00	Lead: Dave Moon Mark Belmega Stephen Hassall	Pre read: Customer Experience Chapter Cadent GSoP's by CltA
	Break	15:00 to 15:15		
9	Session insights & reflections including Q&A	15:15 to 15:45	Lead: Catherine Bell	
10	Meeting review session	15:45 to 16:00	Lead: Zoe McLeod	
11	Private members session	16:00 to 17:00	Lead: Zoe McLeod	