

**Independent Customer
Engagement Group
(CEG):
High Level Minutes**

Thursday 13th December 2018

Attendees:

CEG Chair: Zoe McLeod

CEG Members: Rish Chandarana
Tony Diccico
Helen Fleming
Mike Foster
Simon Griew
John Kolm-Murray
Dr Kerry Mashford
Victoria Pelka
Ian Rowson
Martin Silcock
Leslie Sopp
Janet Wood

Apologies: None

Cadent Staff: Richard Court (Head of Regulation & External Affairs)
Dave Moon (Head of RIIO-2)
Debbie Mitchell (Stakeholder Strategy Manager)

Technical Secretaries:

Gemma Norton (Stakeholder Engagement Manager)
Amy Brooks (RIIO-2 Engagement Advisor)

Cadent staff supporting specific agenda items:

Dan Adcock (Customer Centre Manager)
Mark Belmega (Head of Customer Performance)
Sarah Bradford (RIIO-2 Strategy)
Stephen Hassall (RIIO-2 Framework Development Manager)
Jahir Kashem (RIIO-2 Outputs and Uncertainty Framework Manager)

Cadent Board: Dr Catherine Bell (Sufficiently Independent Director)
Chris Train (CEO)

Secretary: Anne-Marie Clarke

These high level minutes provide an overview of the fourth session held on the 13th December 2018 (the **Meeting**).

The use of the word Cadent and Company are used interchangeably and refer to Cadent Gas Limited.

Meeting Governance, Member Updates and Cadent Updates

The Meeting began with Zoe McLeod holding a private members session with members of the CEG, after which Cadent representatives joined the Meeting.

Governance matters were considered including updated declarations of interest, approval of the prior meeting minutes, a review of the status of actions and challenges recorded on the relevant logs and approval of the Terms of Reference for the CEG.

The Meeting then received a number of updates covering:

- Chair updates on meetings attended in her role as Chair of the CEG
- Member updates on meetings attended and matters of relevance to the CEG
- CEG working group updates, groups which had been established to enable deeper dive of focus areas for the CEG covering the areas of: Research Methodology, Vulnerability, Finance & Investment and Future Role of Gas
- Cadent update on the Company's engagement with Ofgem

Outputs: Approved minutes, status of actions and challenges and Terms of Reference.

Actions and challenges: A total of 15 actions and 1 challenge were raised during this section of the Meeting.

Board Engagement with the CEG

The Chair welcomed Chris Train, CEO and Dr Catherine Bell, Sufficiently Independent Director to the Meeting. Chris Train attended the Meeting for the discussion on the Company's presentation to the RIIO-2 Customer Challenge Group, whilst Dr Catherine Bell attended throughout and provided her reflections on the CEG feedback on the outcome area discussion and comments at the end of the meeting. Dr Catherine Bell and the CEG members gave brief introductions on their backgrounds, roles and experience.

RIIO-2 Customer Challenge Group

The Meeting received an update on the Company's proposed presentation to the RIIO-2 Customer Challenge Group. The Chair confirmed to the CEG that the Company had been asked to give their views on their performance to date, key issues for RIIO-GD2 and an outline of their business plan.

The CEG raised a number of questions, observations and challenges during this session which were duly recorded.

Outputs: Questions, observations and answers

Actions and challenges: A total of 1 challenge was raised during this section of the Meeting.

Providing a quality experience to all our customers, stakeholders & communities

The Meeting received a short introductory presentation from Cadent on the Company's customer strategy.

Following this, the Meeting held breakout sessions to discuss three areas:

- Cadent's customer engagement and insights,
- proposals for customer measures on customer satisfactions and GSOP (Guaranteed Standards of Performance), and

- proposals for customer measures on interruptions and disruptions.

Groups fed back from the breakout sessions highlighting the strengths, areas for development/gaps, and questions.

The CEG raised a number of actions and challenges during this session which were duly recorded.

Outputs:

Summaries of strengths, questions about the approach and areas of development/gaps covering the three areas.

Actions and challenges: A total of 7 challenges were raised during this section of the Meeting.

Session insights and reflections

Dr Catherine Bell provided her insights and reflections on the matters considered by the Meeting, in particular reflecting on areas that had been highlighted for the Company to develop further.

Outputs: Questions, observations and answers.

Meeting review session

The CEG members discussed the effectiveness of the Meeting.

Outputs: Summary of points covering What had gone well and areas for improvement.

Cadent representatives left the Meeting.

Meeting conclusion

The Chair held a private members session to discuss the agenda matters covered during the day, after which the Meeting was closed.

Outputs: Actions for the CEG.