

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

Thursday 12th December 2019

Attendees:

CEG Chair: Zoe McLeod (ZM)

CEG Members:

Helen Fleming (HF)
Simon Griew (SG)
Dr Kerry Mashford (KM)
Victoria Pelka (VP)
Ian Rowson (IR)
Martin Silcock (MS)
Leslie Sopp (LS)
Janet Wood (JW)

Apologies: Rish Chandarana (RC)
Mike Foster (MF)
John Kolm-Murray (JKM)

Cadent Staff: Mark Belmega (Director of Customer Strategy) (MB)
Richard Court (Director of Regulatory Strategy) (RCo)
Dave Moon (Director of RIIO2) (DM)
Chris Rison (Director of RIIO2 Deliverability Strategy) (CR)

Technical Secretary:
Simon Hames (CEG Interface Manager) (SH)

Cadent Board: Steve Hurrell (CFO) (SHu)

CEG Project Manager: Alison Ward (AW)

Secretary: Anne-Marie Clarke (AMC)

These high level minutes provide an overview of the sixteenth session held on the 12th December 2019 (the **Meeting**).

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

Welcome, declaration of interest and independence statement

The Meeting began with the Chair, Zoe McLeod (ZM) reconfirming to the CEG members that the CEG was formed of independent experts acting in an independent capacity, the CEG operated in a fair and balanced manner and behaved in a transparent way.

There were no additional or changed declarations of interests or declarations of hospitality received made by CEG members.

ZM held an initial private session to review CEG governance matters including approval of updated Terms of Reference following the release of Ofgem guidance in October.

Challenge Log

The CEG and Simon Hames reviewed the Challenge Log to agree final status of remaining open challenges.

Private session: Affordability and financing chapter review

ZM held a private session for the CEG review of the “Affordability and financing” chapter.

Private session: Cost chapter update

ZM held a private session for a CEG update on the “Cost” chapter.

Steve Hurrell introduction and reflections on the Business Plan

ZM welcomed to the Meeting Cadent Board member, Steve Hurrell, CFO and Cadent staff Mark Belmega, Director of Customer Strategy (MB), Richard Court, Directors of Regulatory Strategy, Dave Moon, Director of RII02 and Chris Rison, Director of RII02 Deliverability Strategy.

Steve Hurrell presented his reflections on the Cadent Business Plan, the process, level of customer engagement and engagement with the CEG, and the value of the role of the CEG during the process. Steve Hurrell highlighted the consistent role of the Board of Cadent during the period of transition in the role of CEO of the Company.

Looking to the future, Steve Hurrell confirmed the activities and senior personnel to enable continuity and implementation of the Business Plan during the RII02 period. ZM confirmed that clarity on the role of the CEG for the hearings process and beyond would be sought.

Cadent feedback on CEG report chapter drafts

At the request of the Company, Cadent presented their feedback on the CEG report chapter drafts, covering key themes of: CEG reports, disagreements, tone, Ofgem guidelines, challenges, clarification on Uncertainty Mechanisms and clarification on the CVP.

ZM thanked Steve Hurrell and the Cadent staff who then left the Meeting.

Private session: Engagement chapter review

ZM held a private session for the CEG review of the “Engagement” chapter.

Private session: Consumer vulnerability chapter review

ZM held a private session for the CEG review of the “Consumer vulnerability” chapter

Private session: CVP chapter update

ZM held a private session for the CEG review of the “CVP” (Consumer Value Proposition) chapter

Private session: Impact annex review and CEG cost update

ZM held a private session to review the CEG impact annex and provide an update on CEG cost.

Private session: Key messages for CEG Executive summary

ZM held a private session to discuss key messages for the CEG report executive summary.

Private session: Next steps

ZM held a private session for the CEG to agree next steps and close the Meeting.

The next meeting was scheduled to take place on the 13th February 2019.