

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

Thursday 11th July 2019

Attendees:

CEG Chair: Zoe McLeod

CEG Members: Rish Chandarana (RC)
Helen Fleming (HF)
Mike Foster (MF)
John Kolm-Murray (JKM)
Dr Kerry Mashford (KM)
Victoria Pelka (VP)
Ian Rowson (IR)
Martin Silcock (MS)
Leslie Sopp (LS)
Janet Wood (JW)

Apologies: Tony Diccico (TD)
Simon Griew (SG)

Cadent Staff: Mark Belmega (Director of Customer Strategy) (MB)
Richard Court (Director of Regulatory Strategy) (RCo)
Dave Moon (Director of RIIO 2) (DM)
Chris Rison (Director of RIIO2 Deliverability Strategy) (CR)

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

Cadent Board: Steve Hurrell, Interim CEO (SHu)

**CEG
Report Writer:** Alison Ward

Secretary: Anne-Marie Clarke

These high level minutes provide an overview of the tenth session held on the 11th July 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, holding a private session setting out the purpose of the Meeting.

ZM reconfirmed 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 made by CEG members.

ZM and the CEG members prepared for the next agenda item.

Business Plan

ZM welcomed Cadent staff and Steve Hurrell, Interim CEO, to the Meeting.

DM, on behalf of Cadent, presented an overview of the Business Plan, setting out the Company's vision and ambition, four key outcome areas and what this would deliver for customers.

The CEG raised a number of observations and questions during this session, including but not limited to around the themes of: structure and narrative of the Business Plan, history and journey of the Company, the Company's transformation programme, engagement, insight and optioneering, .

Key questions and observations were:

Theme	Question/Observation
Structure and narrative	Developing the narrative to link engagement through insights to options and outcomes. Signposting the reader through the document and appendices.
History and journey	Clear narrative on the history and journey of the Company as a separate company and transparency on historical performance and improvements.
Transformation programme	The narrative demonstrates the transformation programme the Company is undertaking to deliver the outcomes and outputs proposed for the Business Plan.
Engagement, insight and optioneering	The narrative is to build on engagement, insight and how this led to options which were tested to determine the right outcomes for customers.

Meeting review and next meeting

ZM held private sessions with CEG members to prepare the CEG report to the Customer Challenge Group on the Company's draft Business Plan and confirmed the next meeting would be held on 7th and 8th August 2019.