

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

Wednesday 13th March 2019

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: Mark Belmega (....)
Dave Moon (.....)
Debbie Mitchell (.....)

Technical Secretary:
Gemma Norton (.....)

Cadent staff supporting specific agenda items:

Simon Fairman (.....)
Colum Goodchild (.....)
Stephen Hassall (.....)
Tony Moloney (.....)
Clare Noble (.....)
Danishtah Parker (.....)
Tina Sands (.....)
Sam Smith (.....)

**CEG
Report Writer:** Alison Ward

Secretary: Anne-Marie Clarke

These high level minutes provide an overview of the sixth session held on the 13th March 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, setting out the purpose of the Meeting.

ZM reconfirmed 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.

Cadent staff left the Meeting to allow ZM to hold a private session with CEG members to prepare for the next agenda item.

Improve the resilience of the network to keep the energy flowing safely, reliably and hassle free.

Cadent staff re-joined the Meeting and the Chair welcomed to the Meeting Colum Goodchild (CG) (.....) and Simon Fairman (SF) (.....).

On behalf of the CEG, Simon Griew (SG) and Martin Silcock (MS) led the questioning on six content themes and two process themes that had been identified from the questions raised by the CEG members.

The CEG raised a number of observations and questions during this session, including but not limited to around the themes of: mains replacement strategy, reliability and interruptions, safe assets and LTI (Lost Time Injury) reduction, resilience and asset health, enabling infrastructure and future growth and the overall strategic justification.

Key questions related to: the vision for an all plastic network, the cost to customers, impact on customers, customer engagement, testing and customer experience, targets on unplanned interruptions and specifically in relation multi occupancy buildings, the drivers of the LTI measures and enforcement, justification of the spend on interventions, customer service, confidence in the data, the trade off between risk and cost, growth across all infrastructure, between and across regions and how this will be funded, the impact of climate change.

The Chair thanked Colum Goodchild and Simon Fairman, who together with the Cadent staff, left the Meeting.

ZM held a private session with CEG members to review the previous agenda item and prepare for the next two agenda items.

Cyber Security

Cadent staff re-joined the Meeting and the Chair welcomed to the Meeting Tina Sands (TS) (.....) and Sam Smith (SS) (.....).

On behalf of the CEG, ZM led the questioning on four content themes that had been identified from the questions raised by the CEG members.

The CEG raised a number of observations and questions during this session, including but not limited to around the themes of: engagement, understanding cyber risks, strategic approach and optioneering and cost.

Key questions related to: understanding the rationale on engagement for domestic, industrial and large users, do the obligations from government reflect the requirements of

the general public, what standards are the Company complying with, categories of threat, benchmarking, future threats, the transition from National Grid systems, the Board's role, threats across networks and through the supply chain and the costs of cyber security.

The Chair thanked Tina Sands and Sam Smith who then left the Meeting.

Workforce Resilience – Strategic resourcing, skills and talent

The Chair welcomed to the Meeting Tony Moloney (TM) (.....) and Clare Noble (CN) (.....).

On behalf of the CEG, ZM led the questioning on this item and other CEG members led the questioning on seven content themes that had been identified from the questions raised by the CEG members.

The CEG raised a number of observations and questions during this session, including but not limited to around the themes of: strategic approach, inspire and recruit, develop and retain, engagement and insight, delivery and performance and innovation and best practice.

Key questions related to: workforce resilience and understanding skills/positions that are difficult to recruit, selection of skills to prepare for the future, diversity and inclusion, the age of the workforce and opportunities for retirees, graduate and apprentices, engagement with new joiners, understanding how insight has influenced the approach, effectiveness of spend on education and skills outreach, measuring outcomes and improvement.

The Chair thanked Tony Moloney and Clare Noble, who together with Cadent staff, then left the Meeting.

ZM held a private session with CEG members to review the previous two agenda items and prepare for the next agenda item.

Uncertainty Framework and initial assessment

Cadent staff re-joined the Meeting and the Chair welcomed to the Meeting Stephen Hassall (SH) (.....) and Danishtah Parker (DP) (.....).

On behalf of the CEG, Helen Fleming (HF) led the questioning on this agenda item and other CEG members led the questioning on four content themes that had been identified from the questions raised by the CEG members.

The CEG raised a number of observations and questions during this session, including but not limited to around the themes of: Cadent strategy towards risk and its management, the uncertainty mechanisms being proposed, risk allocation between Cadent and its customers and customer engagement.

Key questions related to: the overarching view on risk, the Board's view on the risk to customers, day to day risk management, the approaches to different risks and impact, the customer interest and Company's interest in this, how the Company determines which approach to take for each issue, consistency of approach, the bill impact, customer insight and engagement on risk management, extent the risk register is developed with stakeholders and stress testing of different mechanisms.

The Chair thanked Stephen Hassall and Danishtah Parker, who together with the Cadent staff, left the Meeting.

ZM held a private session with CEG members to review the previous agenda item.

Governance, Chair and Member Updates

Governance matters were considered including approval of the prior meeting minutes and a review of the status of actions and challenges recorded on the relevant logs.

The Meeting then received a number of updates covering:

- Chair updates on meetings attended in her role as Chair of the CEG, including attendance at a CEG chairs meeting and an update on matters of relevance to the CEG.
- Member updates on meetings attended and matters of relevance to the CEG.

Outputs: Approved minutes and status of actions and challenges.

Meeting review and next meeting

The CEG members discussed the effectiveness of the Meeting to identify further improvements.

The Meeting then closed.