

<h1>WPD CUSTOMER PANEL</h1>		 <b>WESTERN POWER DISTRIBUTION</b> <i>Serving the Midlands, South West and Wales</i>
Last revised: 08.04.21	<b>Meeting Minutes</b>	Notes by: Nicki Johnson

<b>Date/time</b>	18 March - 10.00-12.30	
<b>Venue</b>	Zoom meeting	
<b>Attendees</b>	<b>DPI</b> - Daksha Piparia, Independent consultant (Chair) <b>JG</b> - Jo Giles, Cadent <b>RH</b> - Richard Hellen, The Schumaker Institute <b>RL</b> - Ron Loveland, Welsh Government <b>GM</b> - Gabby Mallett, (new Chair) <b>DP</b> - David Penfold, Teal Hippo <b>EP</b> - Eddie Proffitt, Major Energy User's Council <b>BR</b> - Bob Radford, Kirklington Parish Council <b>NR</b> - Noni Roberts, British Red Cross <b>JR</b> - Julie Robinson, Coventry Citizen's Advice <b>ASp</b> - Alex Spreadbury, B&Q <b>CT</b> - Cathy Tibbles, Whitwick Parish Council <b>DW</b> - Debbie Wright, customer representative	<b>WPD:</b> <b>AS</b> - Alison Sleightholm <b>RA</b> - Richard Allcock <b>NJ</b> - Nicki Johnson <b>EP</b> - Ellie Patey <b>TC</b> - Tracy Cullen
		<b>CEG (attended part only):</b> <b>DM</b> - Duncan McCombie (Chair) <b>TS</b> - Tony Smith

Richard Allcock (RA) introduced the morning.

### Customer Panel Changes

<b>Discussion</b>	RA welcomed Gabby as the new Chair and thanked Daksha for her efforts over many years. The group discussed the improvements to the Panel and the new platform (Trello) to share information and files between meetings.
<b>Decisions</b>	<ul style="list-style-type: none"> <li>▪ The chair's role and responsibilities should be reviewed</li> <li>▪ The relationship with the CEG will be formalised to include a periodic update from CEG Chair and some conversations between the CEG and Panel Chairs to include updates on their challenges</li> </ul>
<b>Actions</b>	<ol style="list-style-type: none"> <li>1. Chair terms have been agreed with Gabby – GM to review spotlight report</li> <li>2. Trello has been set up as a new sharing platform</li> <li>3. Chair and NJ to agree new 12 month plan</li> </ol>

### RIIO ED2 Business Plan – an update

<b>Discussion</b>	<p>To follow on from Mark Shaw's presentation to the Panel, AS gave an update covering WPD's first draft Business Plan and the associated consultation.</p> <p>It was explained that every commitment has a thread back to stakeholder ideas and the slides covered the investment and plans for the cost of bills in ED2. AS was asked if it was too late to make major changes. It was confirmed that because engagement started in 2019 with 'blank sheet of paper' there was not a huge appetite for WPD being radical but there is still time to feed in to the consultation. DW noted it was good the customer's bill was staying flat and discussion followed about the social responsibility around the DNO portion of the bill.</p>
<b>Actions</b>	<ol style="list-style-type: none"> <li>4. NJ to share the forthcoming consultation with Panel members to allow for further opportunity to comment</li> </ol>

### Introducing the CEG – an update

<b>Discussion</b>	<p>The Chair of WPD's CEG, Duncan McCombie presented an update to the group including the open letter the CEG had recently sent to WPD's Chief Executive.</p> <p>Duncan explained the CEG is looking revise its terms of reference with Ofgem and their role is to scrutinize the business plan (and not WPD). It was explained that WPD don't have to take challenges to Customer Panel and that the CEG may change to a delivery group after the Business Plan is finalised.</p>
<b>Actions</b>	5. The CP Chair will have ongoing discussions with the CEG Chair going forward

### Trello update & Social Contract update

<b>Discussion</b>	<p>EP demonstrated the new Trello platform which will allow members to access slides and minutes and share information. There is a shared responsibility of maintenance between WPD and the CP.</p> <p>EP also updated the group on WPD's Social Contract and how it has been developed with stakeholders.</p>
<b>Actions</b>	<ol style="list-style-type: none"><li>6. EP to invite members to Trello and members to sign up where they wish to be included</li><li>7. The CP members were invited to feed back on the social contract which WPD aims to publish in July (comment to EP)</li></ol>

### Appendix – Network Investment Workshops and AOB

<b>Discussion</b>	<p>The slide pack included proposed actions from the Investment events held last year.</p> <p>DP asked about messages to schools and whether this includes the PSR promotion and NJ confirmed it does.</p>
<b>Actions</b>	<ol style="list-style-type: none"><li>8. Investment Workshop actions endorsed - members to send any late comments to NJ by 7 April 2021.</li><li>9. WPD to cover Network resilience at the next meeting</li><li>10. NJ to send DP some example information that we share with schools</li></ol>

### 2021 meeting dates

- Thursday 24 June 2021 - zoom
- Tuesday 21 September 2021
- Thursday 16 December 2021