

Agenda

Customer Engagement Group onboarding

DAY ONE

Thursday 28th March 2019

Pegasus, Herald Way, Castle Donington, DE74 2TU

WPD attendees all day:

Alex Wilkes

Laura Goldspink

Paul Branston

Phil Swift (not site visit)

9.00 - 9.15	Introduction and welcome to CEG <ul style="list-style-type: none"> Members getting to know each other 	Duncan McCombie (CEG Chair) and members
9.15 - 9.30	The induction process	Alex Wilkes (Stakeholder Engagement Manager)
9.30 – 10.30	Introduction to WPD <ul style="list-style-type: none"> What we do/how/areas covered Business culture, staff & structure Commitment to engagement Who are our customers Key considerations for the future (DSO etc.) 	Phil Swift (Chief Executive)
10.30 - 11.00	Business KPIs, regulatory reporting and incentives <ul style="list-style-type: none"> How we're measured Standards and obligations Intro to existing RIIO-ED1 Plan Staying top of the charts 	Andrzej Michalowski (Regulatory Planning Manager)
11.00 - 11.45	Travel	
11.45 - 12.45	Site visit – Leicester Primary <ul style="list-style-type: none"> Hand-on visual / explanation of network operations Power cuts, connections and major projects overview Staff structure at depots and ways of working 	Simon Pett (Network Services Manager, East Midlands) Pat Booth (Distribution Manager) Steve McRobie (Project Engineer)
12.45 - 13.30	Travel	
13.30 - 14.30	Lunch (plus pictures of members)	
14.30 - 14.45	An introduction to the role of Ofgem	Martin Crouch & Pamela Taylor (CEG members)
14.45 - 15.45	Regulatory overview and intro to RIIO framework <ul style="list-style-type: none"> Why we're regulated How we making funding decisions and how we're measured RIIO Accounts – delivering value Current ED1 Plan and structure RIIO-ED2 and what's changed – very brief overview (<i>to be covered in greater detail on onboarding day 2</i>) 	Paul Branston (Regulatory & Government Affairs Manager)
15.45 - 16.00	Wrap-up and reflections from the day	Duncan McCombie (CEG Chair)