

Agenda

Customer Engagement Group onboarding

DAY TWO

Monday 29th April 2019

Mardy Industrial Estate, Lamby Way, Rumney, Cardiff CF3 2EQ

WPD attendees all day:

Alex Wilkes

Laura Goldspink

Paul Branston

Phil Swift (optional)

9.00-9.30	Recap of first onboarding <ul style="list-style-type: none"> Any questions since? 	Duncan McCombie (CEG Chair) Phil Swift (Chief Executive)
9.30-10.30	Priorities for RIIO-ED2 <ul style="list-style-type: none"> ED2 timelines (excluding CEG role – just WPD's milestones) WPD's progress so far Feedback from initial stakeholder engagement 	Alison Sleightholm (Resources & External Affairs Director) (and Phil Swift)
10.30-11.15	Site visit – Contact Centre & Control Room <ul style="list-style-type: none"> Intro to WPD's customer service delivery (and types of contact) Recent customer improvements/developments RIIO-ED1 outputs the team is delivering (e.g. PSR cleanse and webchat) Control operations overview, including how this is changing as we become DSO 	Chris Griffiths (Contact Centre Manager) Gwyn Jones (Control Centre Manager)
11.15-12.30	DSO transition <ul style="list-style-type: none"> Current DSO strategy New services this might lead to Stakeholder engagement to date Innovation programme overview Electric vehicles strategy 	Nigel Turvey (Network Strategy & Innovation Manager)
12.30-13.30	Lunch	
13.30-14.00	RIIO-ED2 <ul style="list-style-type: none"> Recap of specific WPD timeline (with CEG's role) 	Paul Branston (Regulatory & Government Affairs Manager)
14.00-14.30	Delivering a social contract <ul style="list-style-type: none"> Sustainability First 	Sharon Darcy (Sustainability First)
14.30-14.45	Consumer engagement <ul style="list-style-type: none"> Citizens Advice 	Caroline Farquhar (Citizens Advice)
14.45-15.00	Q&A session	
15.00-15.45	Role of the CEG and practical considerations <ul style="list-style-type: none"> Ways of working (sign off ToR and Col) <i>(note: reinforce that WPD's contribution to the onboarding is not reflective of input at future meetings – levels will be set by the independent Chair not WPD)</i> <ul style="list-style-type: none"> Outputs What does success look like Agenda setting for next meeting 	Duncan McCombie (CEG Chair)
15.45-16.00	Wrap-up and reflections from the day	Duncan McCombie (CEG Chair)