
WPD CEG MEETING MINUTES - SUMMARY

MEETING	WPD CEG Meeting
DATE	24 September 2020
TIME	0845 – 1615
THEMES FOR THE MEETING <ul style="list-style-type: none">• Subgroup meetings• Social contract• Discussion with Maurice Fletcher, Non-Exec• Subgroup updates and report writing	

SESSIONS ONE AND TWO: SUBGROUP MEETINGS [OPEN]

During the morning, the subgroups met to discuss relevant chapters of WPD's Business Plan.

OPENING REMARKS AND REVIEW OF LAST MEETING [CLOSED]

Duncan McCombie (DM), chair, opened the session. No apologies, with all in attendance. No conflicts of interest were raised. The minutes of the last meeting were approved. In terms of matters arising, the 2021 meeting dates were raised.

SESSION THREE: SOCIAL CONTRACT

WPD presented an overview of the development of their Social Contract.

The comments raised by members included:

- That a Social Contract is a positive step for customers but needs clearly defined outcomes and measurement criteria.
- The Social Contract needs to align with the company's culture, vision and values.
- That its scope ensures that WPD does not take credit for work that they are already undertaking as part of their business plan activities, or need to do anyway, such as community energy.

The actions, clarifications and challenges from this session include:

- Consumer subgroup to feedback on the draft Social Contract.

SESSION FOUR: A DISCUSSION WITH MAURICE FLETCHER, NON-EXEC DIRECTOR [OPEN]

Maurice Fletcher, non-executive director, introduced himself and his role. This was followed by an open Q&A session with members,

The comments raised by members included:

- What the role of the non-exec at WPD is in terms of setting targets and checking delivery on the development of the Business Plan.
- What the Board would like to get out of the Customer Engagement Group.

SESSION FIVE: SUBGROUP UPDATES AND REPORT PLANNING [CLOSED]

The final session was an open discussion between members largely focused on next steps.

The comments raised by members included:

- Various subgroup chairs confirmed that they would be raising formal challenges for WPD.
- This included raising a challenge with regards to the impact of the Covid-19 pandemic on the development of the next Business Plan.
- Members also agreed we would submit a letter to Ofgem in response to the Sector Specific Methodology Consultation.