

## Agenda Customer Engagement Group onboarding

### DAY ONE

Thursday 28<sup>th</sup> March 2019

Pegasus, Herald Way, Castle Donington, DE74 2TU

WPD attendees all day:

Alex Wilkes  
 Laura Goldspink  
 Paul Branston  
 Phil Swift (not site visit)

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