

# Customer Engagement Group

## November 2023



### Meeting Details

<b>Meeting Purpose:</b>	Wales & West Utilities Customer Engagement Group		
<b>Meeting Chair Person:</b>	Sian Callaghan		
<b>Location Held:</b>	Boardroom, Wales and West House, Spooner Cl, Coedkernew, Celtic Springs, Coedkernew, Newport, NP10 8FZ/ Microsoft Teams meeting		
<b>Date:</b>	07/11/2023	<b>Time:</b>	10.00-13.00
<b>Attendees:</b>	Sian Callaghan, Peter Haigh, Ben Saltmarsh, Phil Taylor, Mari Arthur, Christine Tate, Phil Smith, Robin Daniels, Rob Long, Ian Dunstan, Nigel Winnan, Elizabeth Warwick, Sophie Shorney, Ross Gregory, Sally Thomas, Tom Robinson		
<b>Apologies:</b>			
<b>Actions to be document by:</b>	Sally Thomas, Tom Robinson		

### Agenda Items

Item	Topic	Time	Lead
1	Welcome	10.00-10.05	SC
2	General business update	10.05-10.25	RL
3	Actions from previous meeting	10.25-10.35	SC
4	Matters arising	10.35-10.40	SC
5	Challenge log	10.40-10.45	SC
6	Reports from subgroups A and B	10.45-11.00	PT/MA
7	VCMA update including VCMA2 and GD3 related engagement	11.00-11.20	NW/SS
8	Political update	11.20-11.30	RG
	<b>BREAK</b>	<b>11.30-11.40</b>	
9	Business plan update	11.40-11.45	ID
10	Future Systems and Network Regulation (FSNR) Business Plan Framework Decision	11.45-12.45	SC/ID
11	Independent Stakeholder Group (ISG) Terms of Reference	12.45-13.00	SC/ID
12	CEG Independent Time	13.00-13.30	CEG
	<b>Lunch</b>		