



National Grid Gas Distribution Stakeholder Advisory Panel 25th October 2013

Meeting 2 - Notes and Actions

Panel Attendees

Mike Foster (Chair)
Neil Robertson
Basil Towers
Nick Terry
Richard Court
Ann Marie Ward
Tracy Hine

In attendance/facilitators
Stuart Rickerby (Facilitator)

Apologies
Audrey Gallacher
George Mayhew
Jeremy Nicholson

Summary of Meeting/Key Minutes

Session commenced with welcome & apologies.
Richard Court provided a safety moment (safe driving in low sun).
Tracy gave an overview of the agenda and timings for the day.
Tracy presented/discussed the slides with the group.

Slide deck – key themes:

- Summary of what was discussed at the previous meeting
- Overview of what we are currently doing
- How we are measuring & what results we are getting
- Current ambition & gap analysis
- Overview of our 29 Commitments along with a status update/summary
- Open discussion points for the panel to provide their thoughts/ideas and comments.

A number of insights were also shared by the panel members.



Actions Log:

Action reference	Action	By who	By When	Status
25_06_13_4	Contact to be made with panel members prior to meetings (2 weeks in advance) to determine any hot topics/deep dives to be discussed at the upcoming meeting	MF	2 weeks prior to meetings	On-going
25_10_13_1	Biogs to be shared in the public domain (once Ann-Marie's, Neil's, Basil's have been amended) as per feedback at the meeting.	TH	09/12/2013	Closed
25_10_13_2	Collate our social media monitoring and incorporate findings into our sentiment analysis. <u>To be presented at the next meeting</u>	TH	In preparation for the next panel meeting	New Action
25_10_13_3	Present an overview of our connections process <u>at the next meeting</u> , detailing the customer touch points and the different customer groups along with the initiatives (on-going & completed) devised to address stakeholder feedback.	RC/TH	In preparation for the next panel meeting	New Action
25_10_13_4	Determine our corporate communications strategy with regards to a "domestic energy bill". Focus on the starting point of what the customer receives & how we spend our profit. Update to be discussed with panel <u>at the next meeting</u> .	RC/TH	In preparation for the next panel meeting	New Action
25_10_13_5	Provide EDF contact details to TH to understand what they have done to move towards being a customer focussed organisation.	NR	09/12/2013	New Action



25_10_13_6	Liaise with UKPN (Neil to provide contact to TH&RC) TH&RC to understand how they manage their customer relationships in relation to capacity charging	NR/RC/TH	09/12/2013	New Action
25_10_13_7	Investigate and determine how we can identify which C-Sat questions our customers value more than others. One option could be to add a question to the survey to help to determine this.	RC/TH	09/12/2013	New Action
25_10_13_8	Present our Stakeholder Strategy including timeframes for engagement <u>at the next meeting</u>	RC/TH	In preparation for the next panel meeting	New Action
25_10_13_9	Produce a leadership "At a Glance" update for Emma Fitzgerald detailing the key insights from this meeting, output to be fed into the Exec.	RC/TH	09/12/2013	New Action
25_10_13_10	NR to liaise with TH around the "Challenging Groups" strand of a National Grid led group which TH needs more background info on.	NR	09/12/2013	New Action
25_10_13_11	BT to provide a steer/share the outputs of a study that Northern Power & Northern Water carried out regarding a £1 investment into a utility company to RC & TH. It was also noted that Standard Chartered has also done something similar in this space.	BT	09/12/2013	New Action
25_10_13_12	Circulate Minutes & Actions once agreed with Mike Foster	SR	04/12/2013	Closed



Closed Actions:

Action reference	Action	By who	By When	Status
25_06_13_1	Issue slides to panel members	TH	With minutes	Complete
25_06_13_2	AG to confirm acceptance of role of deputy chair	TH	ASAP	Complete - accepted
25_06_13_3a	Circulate output from the session (incl 1 page vision	TH	With minutes	Complete
25_06_13_3b	& forward plan)		End July	
25_06_13_5	Circulate views of NGGD engagement	TH	With minutes	Complete
25_06_13_6	Biogs to be circulated to be updated/agreed by members	All	End July	Circulated – comments received at meeting
25_06_13_7	Propose dates for next 12 months meetings	TH	With minutes	Dates circulated