



## National Grid Gas Distribution Stakeholder Advisory Panel Wednesday 8<sup>th</sup> October 2014

### Meeting 6 - Notes and Actions

#### Panel Attendees

Mike Foster (Chair)  
Audrey Gallacher  
Neil Robertson  
Basil Towers  
Richard Court  
Ann Marie Ward  
Tony Nixon (guest speaker)

#### In attendance/facilitators

Michael Lapper

#### Apologies

Jeremy Nicholson  
Nick Terry  
Tracy Hine  
George Mayhew

#### Summary of Meeting/Key Minutes

Panel meeting commenced with welcome & apologies given by Mike. Richard provided a safety moment and Michael provided a customer moment. Mike led a group review of the actions log and approved the minutes from the last meeting. The main focus points of the meeting were group discussions on;

- A deep-dive on innovation
  - How we share our innovation with GDNs and across industries
  - Areas of focus and top projects
- Ofgem feedback on our Stakeholder Incentive Submission
  - Networks were doing a good job but a lot more could still be done
  - Discussion around our panel input and how it can provide added value
- Overview of our performance for 2013/14 RIIO results publication
  - Group discussion about how to improve the usefulness of the report by benchmarking more widely including other countries
- Update on our stakeholder commitments and publications

Open discussion for the panel to provide their thoughts and comments on the above items



## Insights:

A number of insights were captured throughout the session, these are as follows:

1. Safety moment – management safety visits
  - a. Consider testing the Local Authority perception on streetworks around Member of Public and their safety.
2. Customer moment – consistency of experience
  - b. Supervisor training is key to the success of a consistent positive customer experience - Only 41% of supervisors trained in First Line Management in industry.
3. Innovation
  - c. When communicating the outcome of innovation funding we need to ensure it is demonstrating how customers gain the benefits of their investment, as innovation is funded by the customer, unlike other industries such as water.
  - d. Consider sharing innovation across industries, as helping to reduce water bills from our innovation is benefitting the same bill payers as those who pay for gas.
  - e. Expect to see more pressure on cross-industry sharing, as regulators are pressured to work collaboratively.
  - f. Consider a common procurement approach, example provided by Neil.
  - g. Consider introducing perception measures – how customers perceive our performance, are they getting any benefit?
  - h. Innovation is steps behind other industries such as car manufacturing. Consider using Crowd Sourcing (NASA example from Neil) for innovation to solve a problem, offering prizes proportionate to the value of saving and using an external panel to judge.
  - i. With reference to the top innovation projects (slide 14), there needs to be another column to show customer benefits – similar to the stakeholder submission outcome table.. Make it clear what our customers are asking for.
  - j. Corporate Affairs should consider taking a narrative here about the non-financial benefits of innovation for customers, to build on the story around ethical investment.
  - k. The Adnams bio-methane story needs to get out there in to the scientific / academic community. This is a perfect example, if more people knew of it, it would help inform the UK of the future of gas, rather than 'gas is bad'.
4. Feedback from Stakeholder Incentive Submission
  - l. Consider a stakeholder mapping exercise across each process, identifying the entry points of outcomes from stakeholders.
5. Our performance for 2013-14
  - m. Are we being transparent about our margin? The document needs to be clear on what our margin is.
  - n. Consider an easy guide (1/2 page) to this, providing a summary of what this tells us and key numbers.
  - o. A good model to look at is the BBC's budget document, and what this means to the average general public.



- p. Should use the term sustainability, rather than cost – sustainability of the network
- q. When benchmarking, looking cross-country, specifically at Germany as competitors can be of use.
- 6. Stakeholder commitments and publications
  - r. Need to consider where employees fall into these commitments.

## Actions Log – On-going Actions:

Action reference	Action	By who	By When	Status
25_10_13_7	<p>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.</p> <p><b>Update:</b> Revised set of survey questions shared with Ofgem on 4th Feb, 4 additional questions - 3 based around demographics “age, gender, employment status &amp; 1 around what aspect of the service was most important to them. Covering letter also simplified. Ofgem have requested additional supporting information before we resubmit for Ofgem’s formal response.</p> <p><b>Update – April 2014:</b> progress update to be shared at next panel meeting in July 2014</p> <p><b>Update – July 2014:</b> Working with GDNs to submit collectively</p> <p><b>Update – October 2014:</b> RC: Awaiting outcome from Ofgem</p>	RC/TH	In preparation for the next panel meeting	On-going
29_04_14_3	Provide (02 contact details) to RC and TH	NT	Next panel meeting	On-going
29_04_14_4	Provide McDonalds contact details	BT	01/07/2014	On-



	to RC and TH			going
08_07_14_1	Provide American bio-methane link to Richard	NR	Next panel meeting	On-going

**New Actions:**

Action reference	Action	By who	By When	Status
08_10_14_1	RC to provide objective feedback regarding how the Advisory Panel are providing value to NG in helping deliver for our stakeholders	RC	Circulate by end of November	Open
08_10_14_2	Provide an update in 6 months' time on multiple occupancy buildings E-pipe innovation project	RC	April '15 meeting	Open
08_10_14_3	NR to provide contact detail of Coventry Uni lecturer for Adnams bio methane story	NR	Jan '15	Open
08_10_14_4	TH to share timetable of communicating our commitments and to give panel sight of our feedback and Committing To You document, so panel can sense check we are on the right lines	TH	Jan '15	Open
08_10_14_5	Consider whether a specific comms in needed to domestic customers regarding our performance	RC	Jan '15	Open
08_10_14_6	Yorkshire Water are planning to revisit a previous study carried out regarding investment into utility companies (see previous action 25_10_13_11)	NR	Jan '15	Open



**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
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. <b>Update:</b> Biogs updated and uploaded onto Talking Networks	TH	09/12/2013	Closed
25_10_13_2	Collate our social media monitoring and incorporate findings into our sentiment analysis. To be presented at the next meeting <b>Update:</b> <u>Discussed as part of slide deck, Agenda item 6</u>	TH	In preparation for the next panel meeting	Closed
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 at the next meeting. <b>Update:</b>	RC/TH	In preparation for the next panel meeting	Closed



	<u>Discussed as part of slide deck.</u> <u>Agenda item 4</u>			
25_10_13_8	Present our Stakeholder Strategy including timeframes for engagement at the next meeting <b>Update:</b> <u>Discussed as part of the slide deck.</u> <u>Agenda item 3</u>	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_1	Circulate customer satisfaction survey questions to panel members	SR	28/02/2014	Closed
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.  <b>Update:</b> <u>Discussed at panel meeting in April 2014</u>	RC/TH	In preparation for the next panel meeting	Closed
25_10_13_5	Provide EDF contact details to TH to understand what they have done to move towards being a customer focussed organisation. <b>Update:</b> <u>Contact made with Selvin Roberts from EDF – awaiting contact name/details to discuss/progress.</u>	TH/SR	21/03/2014	Action to be progressed offline
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  <b>Update:</b> <u>Contact made with Murdo Allan for UK Power Networks – awaiting contact name/details to discuss/progress</u>	TH/SR	21/03/2014	Action to be progressed offline
25_10_13_10	NR to liaise with TH around the “Challenging Groups” strand of a National Grid led group which TH	NR/TH	21/03/2014	Closed



	needs more background info on. Update April 2014; NG contact name provided to TH. To be progressed offline			
24_02_14_2	Discuss ambition/outcome context metrics at the next panel meeting on the 29 <sup>th</sup> April 2014. <b>Update:</b> Discussed at April 2014 meeting	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_3	Discuss our street works initiatives at the next panel meeting on the 29 <sup>th</sup> April 2014. <b>Update:</b> Discussed at April 2014 meeting	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_5	2014-15 work plan to be created and reviewed by panel at the next panel meeting on the 29 <sup>th</sup> April 2014. <b>Update:</b> Work plan discussed and agreed April 2014	SR	In preparation for the next panel meeting	Closed
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	Business as usual
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. <b>Update:</b> <u>DEC slides to be produced and presented to DEC following each panel meeting covering insights from each panel meeting</u>	RC/TH	After each panel meeting	Business as usual
25_10_13_12	Circulate minutes & actions once agreed with Mike Foster	SR	After each panel meeting	Business as usual
29_04_14_1	Updated 2014-15 work plan to be circulated to panel members. <b>Update 24/06/14:</b> Work plan updated and circulated to panel	SR	24/06/2014	Completed
29_04_14_2	Provide OFCOM (Emergency Service) contact details to RC and TH.	AG	01/07/2014	Completed



	<b>Update 24/06/14:</b> AG provided contact details to SR (details forwarded onto TH)			
24_02_14_4	Discuss the outputs of our employee opinion survey at the next panel meeting on the 8th July 2014 subject to results being released by this date	RC/TH	In preparation for the next panel meeting	complete
24_02_14_6	Produce a separate panel report covering panel insights, challenge areas and our progress made in light of this feedback. Panel Chair to arrange and lead this session and compile the annual panel report. This report will be shared & discussed at the next panel meeting on the 8th July 2014	MF/BT/NR/NT/AG JN	In preparation for the next panel meeting	complete
29_04_14_5	Bio-methane activities to be discussed at panel meeting in July 2014	RC and TH	8/07/2014	Complete
29_04_14_7	Discuss and share how Corporate Affairs supports Gas Distribution to help achieve its stakeholder ambition. <b>Update October 14:</b> Corp Affairs reorganising with Bus Account Managers in each area to support	GM	8/07/2014	Complete
29_04_14_6	Consumer Futures and Gas Safe to be added as members of the NGGD led Vulnerable Customer Working Group. TH to pass contact details onto group chair Update: Invite to next meeting	TH	8/07/2014	Closed
25_10_13_11	NR to provide a steer/share the outputs of a study that Yorkshire 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. Update: United Utilities have added some good info onto their web site around explaining where their	NR	21/03/2014	Closed

# Talking Networks

nationalgrid

▪ LISTEN ▪ DISCUSS ▪ ACT



	customers money goes, not a case study as such but good info nevertheless <a href="http://www.unitedutilities.com/value-for-money.aspx">http://www.unitedutilities.com/value-for-money.aspx</a>			
--	--	--	--	--