



National Grid Gas Distribution Stakeholder Advisory Panel Wednesday 14th October 2015

Meeting 10 - Notes and Actions

Panel Attendees

Mike Foster (Chair)	(MF)
Audrey Gallacher	(AG)
Richard Court	(RC)
Ann Marie Ward	(MW)
Emma Taynton-Young	(ETY)
Debbie Mitchell	(DM)

Facilitator

Michael Lapper	(ML)
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Guest Speakers

Tony Nixon	(TN)
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Apologies

Neil Robertson
Basil Towers
Jeremy Nicholson
Nick Terry
George Mayhew

Summary of Meeting/Key Minutes

Panel meeting commenced with welcome & apologies given by MF.

A review of open actions was led by MF.

A safety moment was provided by ML regarding vehicle winter readiness and conflicting safety advice.

A customer moment was provided by MF regarding an ongoing mobile phone connectivity complaint and issue escalation.

An update on the Planned Work Customer Journey and the letterbox trials was provided by Rebecca Watson

The following topics were discussed during the session:



Future of Gas – TN

- It is a big task – range of people involved and different depths of knowledge they have.
- Looking to engage at local level and aide discussions with them
- Renewables isn't just electricity – need to get that message out
- Changes in how we connect to our energy such as thermostat via mobiles
- Biogas – what is the role of GDNs and ENA? Very aligned on this.
- Trying to leverage our brand on biogas, whilst showing collaboration
- Heat networks – we believe 30% energy savings are possible
- CNG, just for HGVs, not trying to compete with electrification of cars
- Trying to engage the end to end supply chain, not just manufacturers
- VW example – need to make sure any numbers we use are solid

Stakeholder Submission and DRS feedback - RC

- SEIS – dropped scores in embedding our engagement & cost-benefit analysis
- DRS – clear message at the end of price control, needs to be collaborative
- We will continue lobbying for collaborative submission
- SEIS is much more objective, clear criteria. DRS not so clear.

Our performance documents 2014/15

- Hand-outs provided and feedback requested in advance of the meeting

Panel feedback on attendance at meetings

- Whole day out of the office and early start
- Do you want individual membership or organisational membership?
- Consider how the panel input or contribute into decision making

Insights:

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

1. Future of Gas
 - a. Consider how you approach or involve opinion formers. Example used of BBC and how it is important for them to be correct on the topic.
 - b. 40% of boiler users don't have a thermostat. No current schemes for funding currently in this area.
 - c. Currently engaged with DECC on this matter, that users need a thermostat where there is a boiler. Issue of conditionality is already being dealt with by manufacturers and EU legislation – called ERP. Delivers about a 4-5% saving above what a new boiler would bring. Difficulty is testing, questions raised around saving measurements. Asking industry to find a trial on this but manufacturers reluctant. It is at the forefront of DECCs thinking
 - d. For biogas to pick up, needs a nationally recognised name/brand behind it, one such as NG.
 - e. Heat networks – hybrid boiler / microCHP, fuel cells – you still need to explain to people what these are. Should be an easy sell, given that it is a sensible idea
 - f. Need to work with ENA on involving house builders for use of such technologies



2. Our performance documents 2014/15
 - g. By its nature, it's defensive.
 - h. Local Authorities – could we partner with them to get this document out
 - i. What do you do with partner GDNs on local boundaries?

New actions:

The following new actions have been opened within the action log. Please can panel members' progress and provide an update as and when appropriate:

Action reference	Action	By who	By When	Status
14_10_15_1	Panel have requested an update on PWCJ in 6 months' time	ML	April	New
14_10_15_2	MF to send his DECC paper on heating controls to Tony and the group	MF	Jan	New
14_10_15_3	ML to send panel invites to Audrey's replacement Chris Alexander	ML	Jan	New