



National Grid Gas Distribution Stakeholder Advisory Panel 25th June 2013

Meeting 1 - Notes and Actions

Panel Attendees

Mike Foster (Chair)
Nick Robertson
Basil Towers
Jeremy Nicholson
Nick Terry
Richard Court
George Mayhew
Ann Marie Ward

Tracy Hine (Secretary)

Apologies

Audrey Gallacher

In attendance/facilitators

Dan Bartlett
Michelle Andrews

Item	Notes	Action	By who	By when
1	Session commenced with welcome from Mike Foster, followed with introductions by members. RC provided safety moment RC/TH gave overview of NGGD, what we do, our stakeholder journey and some of the key challenges	Issue slides to panel members	TH	With minutes
2	The members: <ul style="list-style-type: none">- agreed Terms of Reference and associated documents; and- proposed deputy chair A session was held to understand and define:	AG to confirm acceptance of role of deputy chair	TH	ASAP



	<ul style="list-style-type: none"> - what the members want to get out of the panel; - what success looks like; - reporting to the NGGD Exec - this year's topics/deep dives - Reporting to the Exec <p>Non NG Panel members agreed that they would meet/make contact prior to meetings</p>	<p>Circulate output from the meeting (incl 1 page vision & forward plan)</p> <p>Contact to be made prior to meetings</p>	<p>TH</p> <p>MF</p>	<p>With minutes</p> <p>End July</p> <p>Prior to meetings/as desired</p>
3	Views were gained from the members of their observations of NGGD and its stakeholder engagement	Circulate views	TH	With minutes
4	<p>Familiarisation visits and sessions were held for:</p> <ul style="list-style-type: none"> - Distribution Network Control Centre - Customer Centre and call handling - Emergency & repair - Replace and extend - Customer (complaints, customer satisfaction & stakeholder engagement) 			
5	<p>Next steps:</p> <ul style="list-style-type: none"> - Deep dives agreed for next 12 months as: <ul style="list-style-type: none"> o Skills & behaviours o Stakeholder capability o Vulnerable customers - Next 12 months meeting dates to be proposed & circulated. - Hinckley decided as location for future meetings - Any conflicts of interest to be raised with TH at any time 	<p>Biogs to be circulated to be updated/agreed by members</p> <p>Propose dates</p>	<p>ALL</p> <p>TH</p>	<p>End July</p> <p>With minutes</p>

Summary of 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_3	Circulate output from the session (incl 1 page vision & forward plan)	TH	With minutes	Complete
25_06_13_4	Contact to be made prior to	MF	Prior to	



	meetings		meetings/as desired	
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 – awaiting comments
25_06_13_7	Propose dates for next 12 months meetings	TH	With minutes	Dates circulated