



## National Grid Gas Distribution Stakeholder Advisory Panel 24<sup>th</sup> February 2014

### Meeting 3 - Notes and Actions

#### Panel Attendees

Mike Foster (Chair)  
Neil Robertson  
Basil Towers  
Richard Court  
Ann Marie Ward  
Tracy Hine  
Jeremy Nicholson  
George Mayhew  
Deborah Binks Moore

#### In attendance/facilitators

Stuart Rickerby

#### Apologies

Audrey Gallacher  
Nick Terry

#### Summary of Meeting/Key Minutes

Session commenced with welcome & apologies.

Richard Court provided a safety moment (safe driving – Adjusting your headrest).

Mike gave an overview of the agenda and timings for the day.

Mike led a group review the of actions log and approved the minutes from the last meeting

The main focus points of the meeting were group discussions on;

- Our Engagement Strategy, our ambitions and outcomes
- Gas Distribution elements of the customers gas bill
- Gas Distributions use of social media to date
- Stakeholder Incentive submission strategy
- Overview of Gas Distributions visual identity – first thoughts
- Future deep dives discussed and agreed
- Open discussion points for the panel to provide their thoughts/ideas and comments.

A number of insights were also discussed at the meeting



## Actions Log – On-going Actions:

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_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><u>Update:</u></b> <u>Moved to Panel meeting in April 2014</u>	RC/TH	In preparation for the next panel meeting	On-going
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><u>Update:</u></b> <u>Contact made with Selvin Roberts from EDF – awaiting contact name/details to discuss/progress.</u>	TH/SR	21/03/2014	On-going
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><u>Update:</u></b> <u>Contact made with Murdo Allan for UK Power Networks – awaiting contact name/details to discuss/progress</u>	TH/SR	21/03/2014	On-going
25_10_13_7	Investigate and determine how we can identify which C-Sat questions our customers value more than	RC/TH	In preparation for the next	On-going



	<p>others. One option could be to add a question to the survey to help to determine this.</p> <p><b>Update:</b>  <u>Revised set of survey questions shared with Ofgem on 4th Feb.</u>  <u>4 additional questions - 3 based around demographics "age, gender, employment status &amp; 1 around what aspect of the service was most important to them.</u>  <u>Covering letter also simplified.</u>  <u>Ofgem have requested additional supporting information before we resubmit for Ofgem's formal response</u></p>		panel meeting	
25_10_13_9	<p>Produce a leadership "At a Glance" update for Emma Fitzgerald detailing the key insights from this meeting, output to be fed into the Exec.</p> <p><b>Update:</b>  <u>DEC slides to be produced and presented to DEC following each panel meeting covering insights from each panel meeting</u></p>	RC/TH	After each panel meeting	On-going
25_10_13_10	<p>NR to liaise with TH around the "Challenging Groups" strand of a National Grid led group which TH needs more background info on.</p>	NR/TH	21/03/2014	On-going
25_10_13_11	<p>NR to provide a steer/share the outputs of a study that Northern Power &amp; Northern Water carried out regarding a £1 investment into a utility company to RC &amp; TH. It was also noted that Standard Chartered has also done something similar in this space.</p> <p><b>Update:</b>  <u>United Utilities have added some good info onto their web site around explaining where their customers money goes, not a case study as such but good info</u></p>	NR	21/03/2014	On-going



	<u>nevertheless</u> <a href="http://www.unitedutilities.com/value-for-money.aspx">http://www.unitedutilities.com/value-for-money.aspx</a>			
25_10_13_12	Circulate minutes & actions once agreed with Mike Foster	SR	28/02/2014	On-going

## **New Actions:**

24_02_14_2	Discuss ambition/outcome context metrics at the next panel meeting on the 29 <sup>th</sup> April 2014	RC/TH	In preparation for the next panel meeting	New Action
24_02_14_3	Discuss our street works initiatives at the next panel meeting on the 29 <sup>th</sup> April 2014	RC/TH	In preparation for the next panel meeting	New Action
24_02_14_4	Discuss the outputs of our employee opinion survey at the next panel meeting on the 29 <sup>th</sup> April 2014 <i>subject to results being released by this date</i>	RC/TH	In preparation for the next panel meeting	New Action
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	SR	In preparation for the next panel meeting	New Action
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 29 <sup>th</sup> April 2014	MF/BT/NR/NT/AG JN	In preparation for the next panel meeting	New Action



## 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> Discussed as part of slide deck, Agenda item 6	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	RC/TH	In preparation for the next panel meeting	Closed



	panel at the next meeting. <b>Update:</b> <u>Discussed as part of slide deck. 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. 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