



National Grid Gas Distribution Stakeholder Advisory Panel

Work Plan for 2013-14

Meeting 2 - Deep Dive Skills & Behaviours	Meeting 3– Deep Dive Stakeholder capability	Meeting 4 – Deep Dive Vulnerable customers
<p>Deep dive:</p> <ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close it <p>Proposed other topics:</p> <ul style="list-style-type: none"> - Update on progress on the 29 stakeholder commitments - Review of our next annual stakeholder consultation - Generating a wide range of responses - Panel hot topic – to be decided by Panel 	<p>Deep dive:</p> <ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close it <p>Proposed other topics:</p> <ul style="list-style-type: none"> - Report back from Deep Dive 1 - Review of our stakeholder vision and strategy - Panel hot topic – to be decided by Panel 	<p>Deep dive:</p> <ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close it <p>Proposed other topics:</p> <ul style="list-style-type: none"> - Report back from Deep dive 1 & 2 - Review of responses to our 3 month consultation and next 12 months commitments - Review our strategy and approach for stakeholder submission to Ofgem - Panel hot topic – to be decided by Panel



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Forward Work Plan for 2014-15

Meeting 5 (8 th July 2014) Deep Dive 4 Fuel Poor	Meeting 6 (8 th October 2014) Deep Dive 5 Innovation	Meeting 7 (14 th January 2015) Deep Dive 6 Raising our profile	Meeting 8 (11 th March 2015) Deep Dive 7 Inclusion & Diversity
<ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close the gap <p>Proposed other topics: Update on our use of social media Our annual consultation Any panel hot topics</p>	<ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close the gap <p>Proposed other topics: Report back from deep dive 4 Interim consultation process update Any panel hot topics</p>	<ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close the gap <p>Proposed other topics: Report back from deep dive 5 Any panel hot topics</p>	<ul style="list-style-type: none"> - Overview of what we are doing currently - How we are measuring - What results we are getting - Where we need to be - Gap analysis - How do we close the gap <p>Proposed other topics: Report back from deep dive 6 Consultation process results Any panel hot topics</p>