



National Grid Gas Distribution Stakeholder Advisory Panel 8th July 2014

Meeting 5 - Notes and Actions

Panel Attendees

Mike Foster (Chair)
Jeremy Nicholson
Nick Terry
Neil Robertson
George Mayhew
Richard Court
Tracy Hine
Jeremy Nesbitt (guest speaker)

In attendance/facilitators

Michael Lapper

Apologies

Audrey Gallacher
Basil Towers
Ann Marie Ward
Deborah Binks-Moore

Summary of Meeting/Key Minutes

Panel meeting commenced with welcome & apologies given by Mike
Tracy Hine provided a customer moment – A recent negative shopping experience and word of mouth impact on brand.

Nick Terry provided a safety moment on carbon monoxide.

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

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 Affordable Warmth Solutions
 - Group discussion on how our panel can help showcase our work
- Overview of our Bio-methane activities
 - Group discussion on plans to raise the profile and further discussion on our Bio-SNG activity
- Overview of our Employee Survey results



- Review and feedback of draft Panel report for 2013/14 to Gas Distribution Exec
- Review and feedback of our Stakeholder Incentive Submission.
 - Review of panel profiles and likely question areas
- Overview of 2013/14 year end Customer Satisfaction results
 - Comparison by network
- 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. Affordable Warmth Solutions deep dive activity
 - a. Too modest about our work in this space. Consider options to showcase the leadership and innovation. One option is the Chairman's Awards for next year
 - b. Consider the overall ambition – If the current strategy is delivered, what is left that could be done
 - c. Consider addressing the Select Committee. Tell politicians the cost of the problem (Coal subsidies) and potential benefit of the solution
2. Bio-methane update
 - d. Look at the American experience of bio-methane injection (Neil to send Richard a link). New investments halted when fracking began, so be aware of how this could impact future connections and our targets
 - e. One of the American issues was quality of gas, particularly in the summer time when grass cuttings formed part of the waste product
 - f. Consider raising the profile of our work in this area. The 'cows to gas' story is shouting out – this could be something that keeps gas flowing in to your homes
 - g. Consider entering bio-methane into the wider utility innovation awards. Keyhole was entered this year, it was written factually but not well in terms of selling the story
3. Stakeholder Incentive Submission
 - h. Gas smart metering trials (not going well) what we are doing?
 - i. General consumer view - have some key stats prepared
 - j. Social media – it would be useful to know how many Twitter followers, Facebook likes, media relations stats
4. Customer Satisfaction results
 - k. Ensure you leave a 'good taste' in the consumers' mouth
 - l. Planned Work and Connections – what is being done to improve performance?
5. AOB
 - m. Eon invited some of its key stakeholders to a Q&A event (07.07.14). Union representatives were present and there were relentless questions around fuel poor, but the overall outcome was a very positive picture – they told a good



story in front of key stakeholders. Don't be immune to politics, consider a similar event.

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><u>Update:</u> Revised set of survey questions shared with Ofgem on 4th Feb, 4 additional questions - 3 based around demographics "age, gender, employment status & 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><u>Update – April 2014:</u> progress update to be shared at next panel meeting in July 2014</p> <p><u>Update – July 2014:</u> Working with GDNs to submit collectively</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 to RC and TH	BT	01/07/2014	On-going
29_04_14_7	Discuss and share how Corporate Affairs supports Gas Distribution to help achieve its stakeholder ambition.	GM	8/07/2014	On-going



New Actions:

Action reference	Action	By who	By When	Status
08_07_14_1	Provide American bio-methane link to Richard	NR	Next panel meeting	New

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. Update: Biogs updated and uploaded onto Talking Networks	TH	09/12/2013	Closed
25_10_13_2	Collate our social media monitoring	TH	In	Closed



	and incorporate findings into our sentiment analysis. To be presented at the next meeting Update: <u>Discussed as part of slide deck, Agenda item 6</u>		preparation for the next panel meeting	
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. Update: <u>Discussed as part of slide deck, Agenda item 4</u>	RC/TH	In preparation for the next panel meeting	Closed
25_10_13_8	Present our Stakeholder Strategy including timeframes for engagement at the next meeting Update: <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
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. Update: <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. Update: <u>Contact made with Selvin Roberts from EDF – awaiting contact</u>	TH/SR	21/03/2014	Action to be progressed offline



	<u>name/details to discuss/progress,</u>			
25_10_13_6	<p>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</p> <p>Update: <u>Contact made with Murdo Allan for UK Power Networks – awaiting contact name/details to discuss/progress</u></p>	TH/SR	21/03/2014	Action to be progressed offline
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. Update April 2014; NG contact name provided to TH. To be progressed offline</p>	NR/TH	21/03/2014	Closed
25_10_13_11	<p>NR to provide a steer/share the outputs of a study that Northern Power & Northern 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.</p> <p>Update: <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 nevertheless</u> http://www.unitedutilities.com/value-for-money.aspx</p>	NR	21/03/2014	Closed
24_02_14_2	<p>Discuss ambition/outcome context metrics at the next panel meeting on the 29th April 2014.</p> <p>Update: Discussed at April 2014 meeting</p>	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_3	<p>Discuss our street works initiatives at the next panel meeting on the 29th April 2014.</p>	RC/TH	In preparation for the next	Closed



	Update: Discussed at April 2014 meeting		panel meeting	
24_02_14_5	2014-15 work plan to be created and reviewed by panel at the next panel meeting on the 29 th April 2014. Update: 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. Update: <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. Update 24/06/14: 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. Update 24/06/14: AG provided contact details to SR (details forwarded onto TH)	AG	01/07/2014	Completed
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	MF/BT/NR/NT/AG JN	In preparation for the next panel	complete



	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		meeting	
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_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	Complete