

Meeting	User Group meeting 5 SSE Glasgow, The Cutty Sark
Date	1 November 2018
Time	9.00am – 5.00pm
Topic	Customers, Communities and Stakeholders

Attendees User Group panel;	
Tracey Barlow (TB)	User Group Chair
Wendy Barbour (WB)	User Group panel member - Supplier
Graeme Stewart (GS)	User Group panel member – Distribution Network Operator
Professor Gareth Harrison (GH)	User Group panel member – Innovation
Niall Stuart (NS)	User Group panel member – Generator
Doug McAdam (DM)	User Group panel member – Stakeholder Advisory Panel
Julian Leslie (JL) – apologies	User Group panel member – National Grid System Operator
Geoff Aitkenhead (GA) – apologies	User Group panel member – Asset Management
Jenna Black (JB)	User Group Secretariat
Attendees to User Group;	
Alastair Brand (AB)	Project Director Caithness Moray and Customer Connections
Aileen McLeod (AMc)	Head of Business Planning and Performance
Sara McGonigle (SMcG)	SHE Transmission Regulation
Jean Lewis (JLewis)	Regional Development Project Manager
Joyce Wilson (JW)	Transmission Specialist Development Manager
Lauren Logan (LL)	Commercial Policy Manager
Andrew Urquhart (AU)	Transmission Commercial Manager
Shirley Robertson (SR)	Head of Business Sustainability
Danny McMillan (DMc)	Transmission Portfolio Manager
Christianna Logan (CL)	Transmission Insights Manager
Alec Morrison (AM)	Customer and Community Manager
Lesley Dow (LD)	Community Liaison Manager
Simon Gill (SG)	Scottish Government – Energy Engineer
Leigh Rafferty (LR)	Scottish Government - Head of Electricity Markets and Regulation

Agenda Item	Content
<ul style="list-style-type: none"> • Welcome • Housekeeping • Agenda 	Agenda run through and introductions round the table.
<ul style="list-style-type: none"> • Core Narrative 	CL – revisited the strategic narrative wording as an action from the last meeting.
<ul style="list-style-type: none"> • Future Energy Scenarios and load related expenditure 	DMc, JW and CL.
<ul style="list-style-type: none"> • Introduction to Scottish Government 	LR – Set out Scottish Government priorities and how they relate to RIIO. SG Talked the UG through the 2050 vision.
<ul style="list-style-type: none"> • Introductions to Customers and Stakeholders 	AMc talking through definitions of Customers, Communities and Stakeholders.
<ul style="list-style-type: none"> • Stakeholder engagement in customer connections 	AB gave an introduction into stakeholder engagement in customer connections.
<ul style="list-style-type: none"> • Islands Customer Engagement Strategy 	AU and LL talked to the User Group about the Customer Engagement Strategy for the Islands.
<ul style="list-style-type: none"> • Community Liaison 	LD introduced the Community Liaison Team and their role within the community.
<ul style="list-style-type: none"> • Who are our stakeholders 	AM presented to the group “Who are our Stakeholders”