**AGENDA: CUSTOMER ENGAGEMENT GROUP**

**Thursday 6th June 2019**
**Avonbank, Feeder Road, Bristol BS2 0TB**

Required pre-reading

*Session One*
- Pamela Taylor & Martin Crouch: who we are here to represent

*Session Two*
- Stakeholder Engagement and Consumer Vulnerability (SECV) Submission 2018/19 Part 1.
- ED1 Business Plan: Stakeholder Engagement Appendix

*Session Three*
- None

*Session Four*
- Revised COI and TOR policies

| 09.00 – 11.00 | **Session One: Defining the purpose of the CEG** | | |
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| 09.00 – 09.45 | Closed | What a challenge is<br>• Proposed definition | **Duncan McCombie** (CEG Chair) **and members** |
| 09.45 – 10.15 | Closed | The challenge log<br>• Decision-tree<br>• Timeline | **Duncan McCombie** (CEG Chair) **and members** |
| 10.15 – 11.00 | Closed | Who we are here to represent | **Pamela Taylor & Martin Crouch** (CEG members) |
| **11.00 – 11.15** | **Refreshment break** | | |
| **11.15 – 13.15** | **Session Two: Introduction to customer and stakeholder research** | | |
| 11.15 – 11:55 | Open | Definition, overarching strategy and objectives | **Alex Wilkes** (Stakeholder Engagement Manager) |
| 11:55 – 12:35 | Open | Overview of key findings | **Alison Sleightholm** (Resources & External Affairs Director) |

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| 12:35 – 13:15 | Closed | CEG discussion | **Duncan McCombie (CEG Chair) and members** |
| **13.15 – 13.45** | **Lunch** | | |
| **13:45 – 14:45** | **Session Three: July stakeholder consultation** | | |
| 13.45 – 14.15 | Open | Strategy, methodology and proposed questions | **Alex Wilkes** (Stakeholder Engagement Manager) |
| 14:15 – 14:45 | Closed | CEG discussion | **Duncan McCombie (CEG Chair) and members** |
| **14:45 – 15:45** | **Session Four: COI, TOR and CEG administration** | | |
| 14.45 – 15.15 | Closed | COI and TOR policies <br> • Review and sign off | **Duncan McCombie** (CEG Chair and members) |
| 15.15 – 15.45 | Closed | Admin session <br> • Meeting dates and agendas 2019/20 <br> • Forward dates 2020/21 <br> • Ways of working (pre-reading) <br> • CEG website <br> • Trello <br> • Hotel bookings / travel <br> • Invoicing | **Duncan McCombie and Lucy James** (CEG Chair and Secretariat) |
| **15.45 – 16.00** | | **Wrap-up and reflections from the day** | **Duncan McCombie** (Chair) |

NB. Open sessions will include WPD representatives; closed sessions will be limited to CEG members and the secretariat only.