

Meeting	Independent Stakeholder Group: Meeting 1	
Date	3 September 2025	
Location	Boardroom, Forbury	
Attendees – Panel Members		
Tracey Matthews (TM) (Chair)	Fayza Benlamkaden (FB)	
Sharon Darcy (SD)	Tamar Bourne (TB)	
Chris Watts (CW)	Barry Coughlan (BC)	
Claire Whyley (CWh)		
Attendees – SSEN, Distribution		
Hollie Wilson (HW), Stakeholder Engagement Manager, SSEN Distribution	Carys Periam (CP), ED3 Lead Project Manager, SSEN Distribution – partial attendee	
Lyndsey Stainton (LS), Head of Stakeholder Engagement, SSEN Distribution	Graeme Keddie (GK), Director of Corporate Affairs, SSEN Distribution	
Chris Burchell (CB), Managing Director, SSEN Distribution – partial attendee	Charlie Thompson (CT), Stakeholder Engagement Manager, SSEN Distribution	
Clothilde Cantegreil (CC), Head of Strategy, SSEN Distribution	Gwen McNaughton (GM), Senior Regulation Manager, SSEN Distribution – partial attendee	
Ryan McKay (RM), Senior Strategy Manager, SSEN Distribution – partial attendee	Patrick Erwin (PE), Director of Commercial, SSEN Distribution – partial attendee	
Attendees – External		
Michael Viveash-Brainch (MVB) Director, Create Clarity Consulting – partial attendee		
Apologies		
Andrew McMunnigall (AM)		

Minutes

Item No.	Agenda Item
1.	Quarterly Business Performance Update – Chris Burchell CB gave an overview of the quarterly performance on areas including safety; customer service performance; environmental performance; and a colleague update. An update on the Distribution System Operator (DSO) incentive performance was given, with SSEN improving performance in both the survey and the Panel report compared to 23/24.

	Finally, an update was shared on Storm Floris, noting the challenges of a summer storm and the strong support received.
2.	ED3 – Clothilde Cantegreil Looking ahead to ED3, members reviewed the Terms of Reference; template Challenge and Actions logs; and proposed ways of working There was a strong emphasis on transparency (publishing ISG materials on website), recognition of stakeholder fatigue, and alignment with Ofgem and the Regional Energy Strategic Plans (RESPs).
3.	Consumer Value Framework – Ryan McKay RM gave an overview of the Consumer Value Framework as requested by Ofgem. Concerns raised by the ISG on benchmarking risks, relevance and accessibility to consumers, and customer segmentation. SSEN is trialling “six capitals framework” (a framework that is used to assess and communicate the value an organisation creates across multiple dimensions, or capitals beyond just financial) approaches and Loop tools. Emphasis around the need for a strong narrative and sector leadership, especially around explaining value beyond just bill reductions.
5.	ED3 Stakeholder Engagement – Graeme Keddie and Lyndsey Stainton The SSEN team outlined a phased, targeted approach to engagement for ED3, learning from ED2 and other sectors (notably water, gas and transmission). There will be a strong focus on quality; reducing stakeholder fatigue; and sharing data openly where possible. ISG supported a fifth phase, in addition to the four proposed phases, for ongoing engagement.
6.	ED3 Customer Priorities Research – Create Clarity Create Clarity outlined Customer Priorities research being conducted, both qualitative and quantitative with six consumer groups. Concerns raised about digital exclusion, segmentation and definition of ‘Future Consumer’. An invitation was extended to all ISG members to observe the focus groups; however the full results will be shared with ISG once concluded.
7.	ED3 Program Basics – Carys Periam, Clothilde Cantegreil and Ryan McKay Outline of ED3 timeline, governance, and workstream structure, emphasising cross-functional collaboration. Focus on breaking silos and empowering workstream leads to take more responsibility.
8.	Regulation Update – Gwen McNaughton and Clothilde Cantegreil

	Summary of recent Ofgem working groups, noting that gaps remain on key areas such as cost assessment and TOTEX Incentive Mechanism (TIM). Noted the need for improved reopener processes. Ongoing bilaterals with Ofgem are helpful. Ofgem's new proposal under the Business Plan Incentive for early, stretching commitments with potential rewards if rolled out sector wide were discussed with the ISG asking for sight of any proposed submissions
9.	AOB, Reflections and look forward - All Date of next ISG is 7 October and will take place via Microsoft Teams