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## Customer Challenge Group (CCG) Meeting 02

10:00 – 15:30

### CCG\_02\_2309 – Meeting Headlines

#### Decision, Discussion and Information Items

##### 1. Welcome, Apologies and Introductions (CLEAR)

The Customer Challenge Group (CCG) Chair welcomed Members to the meeting and noted apologies.

##### 2. Minutes and Actions Outstanding (CLEAR)

SECAS noted that no comments had been received for the Minutes of the CCG01 meeting on 9 September 2025. SECAS provided updates on the actions outstanding and proposed to close those which had been completed. The CCG **APPROVED** the CCG01 Minutes as final, and **AGREED** action closures as proposed.

##### 3. Preliminary Discussion of CCG Priorities and Roadmap (CLEAR)

The Chair presented the outline roadmap for the DCC draft Business Plan, and highlighted that the DCC expect to submit the final Business Plan to Ofgem in mid-December 2025. The CCG discussed key considerations arising from the CCG's initial feedback on the draft Business Plan, including areas for focus and noting omissions. The CCG began discussions on how the key topics should be addressed and prioritised. The CCG **NOTED** the discussion.

##### 4. DCC Update (RED)

The DCC provided responses to confidential actions arising from the previous meeting. The DCC gave further detail of the draft Business Plan appendices, and when these will be shared with the CCG and provided a single table summarising the costs identified within the Business Plan. The CCG **NOTED** the updates and **AGREED** the action closures.

##### 5. Further Discussion of CCG Priorities and Roadmap (GREEN)

The CCG continued discussions on the CCG Priorities and Roadmap, and Members considered how the CCG's work can be scheduled to ensure the priority topics are covered. The key themes for the future meetings will include risks and forecasting, customer engagement, the DCC's ambition for service provision, outcome measures, and costs. The CCG **AGREED** the schedule of topics for future meetings.

##### 6. Deep Dive Topics (CLEAR)

The CCG discussed various of the topics in more detail which further contributed to identifying priorities and shaping the Roadmap.

##### 7. Next Meeting (7 Oct) Topics (CLEAR)

The CCG **AGREED** the topics for discussion at the next meeting, which will include DCC's ambition for service provision, customer engagement, risks and forecasting.

**Next Meeting Date: 7 October 2025**