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CCG Meeting 03

10:00 – 16:00

CCG_03_0710 – 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 CCG02 meeting on 23 September 2025. SECAS provided updates on the actions outstanding and proposed to close those which had been completed. The CCG **APPROVED** the CCG02 Minutes as final and **AGREED** action closures as proposed.

3. Roadmap and Heatmap – Review of Members' Submissions (GREEN)

The Chair presented the heatmap which listed the Service Families set out in the draft Business Plan against the key themes on which the CCG had agreed to focus. Several Members had input priority ratings, and the CCG discussed these further, highlighting the SMETS2, Meter Data Management (MDM) and Internal Costs service areas as key areas of focus as well as the wind-down of SMETS1. The CCG **NOTED** the discussion.

4. Outstanding Information from DCC and Expected Timings (RED)

The DCC updated the CCG on the nine outstanding draft Business Plan Appendices and noted that work is ongoing to ensure the documents are of sufficient quality prior to sharing. The CCG expressed a preference to receive outstanding documents sooner, even if this meant figures may require subsequent updates or corrections. The CCG acknowledged the challenge faced by the DCC in preparing the draft Business Plan within a constrained timeframe, and the impact this had on producing the additional documentation such as the appendices. However, the CCG also noted its own limited timeline for review and emphasised the importance of receiving documents promptly to allow sufficient time for consideration by the Group. The CCG **NOTED** the update.

5. DCC Update (RED)

The DCC provided an update on the topics of customer engagement, DCC service proactiveness, forecasting and risk. The DCC emphasised its aim to better engage with customers, and its strategic ambition for a customer-centric approach. The DCC presented its approach to forecasting variable costs including Comms Hub cost forecasting, and the CCG challenged the method of forecasting for SMETS1 / SMETS2 transitioning. The CCG requested further clarity on how risks are factored into the forecasting, and noted potential risks during the transition between DCC1 and DCC2. The CCG emphasised the need for DCC to demonstrate it had taken on board customer feedback and was focused on cost efficiency. Overall, the CCG sought clarity on what the DCC was going to do differently to deliver continuous improvement for a stable and reliable system, cost efficiently and what would be the measures of success. The CCG **NOTED** the update.

6. CCG Reaction to DCC Presentation (**GREEN**)

The CCG discussed Members' views on the information presented by the DCC and noted concern that a lack of clarity remained around when the outstanding appendices will be available. Members stressed the need for a clear thread of customer engagement within the Business Plan, as well as the importance of the business plan demonstrating the DCC's awareness of the impact on end consumers. The CCG **AGREED** formal feedback to be collated and sent to the DCC.

7. Deep Dive: Key Concerns and Heatmap Priorities (**GREEN**)

The CCG reviewed the areas highlighted by Members within the heatmap, and **NOTED** areas of focus.

8. Next Meeting Topics (**GREEN**)

The CCG discussed the scheduling of future topics and proposed that the DCC are given an opportunity to identify areas it would like the CCG to consider, acknowledging that the CCG is keen to work with the DCC to produce the best outcome. The CCG **AGREED** the topics for discussion at the next meeting, which will include internal costs and corporate overheads, and continuous improvement. Measures of success and transition costs is scheduled for the following meeting, on 4 November 2025.

Next Meeting Date: 21 October 2025