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Customer Challenge Group Meeting 04

10:00 – 16:00

CCG_04_2110 – 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 (GREEN)

SECAS noted that no comments had been received for the Minutes of the CCG03 meeting on 7 October 2025, however some amendments had been proposed regarding the SEC classification of actions. SECAS provided updates on the actions outstanding and proposed to close those which had been completed. The CCG **APPROVED** the CCG03 V2 Minutes as final and **AGREED** action closures as proposed.

3. DCC Update: Outstanding Appendices / Information (RED)

The DCC updated the CCG on the progress of the outstanding draft Business Plan Appendices, noting that Appendix 3 has been made available. The CCG expressed concern that not all Appendices had been provided and the DCC reiterated the need for the documents to be internally quality assured ahead of sharing with the CCG, but expected that further Appendices will be made available by 31 October 2025. The CCG **NOTED** the update.

4. DCC Update: Internal Costs, Corporate Overheads and Licence Renewal Transition Costs (RED)

The DCC provided an update on the topics of internal costs, corporate overheads and Licence renewal transition costs.

The CCG requested further information on the benchmarking of team sizes and the DCC confirmed that there is an ongoing project reviewing the resources across the organisation. The CCG also discussed the accommodation costs and projected cost savings set out in the Business Plan, questioning the limited cost reduction despite office closures.

The DCC acknowledged that it would be in a unique position during the Licence Renewal transition period where two licences will be running in parallel, and noted that Ofgem is currently consulting on the DCC2 Licence and how transition costs will be treated. The CCG raised concerns about cost overruns from the DCC1 Licence period into the DCC2 Licence period, which would not feature in the Business Plan, and questioned what risk mitigation has been considered.

The CCG **NOTED** the updates.

5. DCC Update: Continuous Improvement (RED)

The DCC provided an update on Continuous Improvement (CI) and outlined how this drives cost efficiency. The DCC shared that CI is embedded within the DCC's performance framework and across

the business. The DCC outlined the target efficiency savings and the CCG requested a clearer map of CI opportunities and how they aligned with the Business Plan. The CCG also highlighted that CI should focus on service quality, as well as costs. The CCG **NOTED** the update.

6. DCC Update: Second Cycle Timetable (GREEN)

The DCC presented the timetable for the second ex-ante Price Control cycle, highlighting challenges and concerns relating to the timeframes outlined by Ofgem. The DCC proposed that the final Business Plan guidance should be issued six months before the draft Business Plan submission rather than at the same time, and that the final Business Plan should be submitted a further six months following this rather than four months, to allow sufficient engagement by the DCC with the CCG and other stakeholders. The CCG **NOTED** the update.

7. CCG Review of Roadmap Progress, Feedback Spreadsheet, Skeleton CCG Report and DCC Presentations (RED)

The CCG reviewed its progress against the roadmap and discussed its view on the DCC updates provided. The CCG discussed the feedback spreadsheet it had developed in order to collate and share its feedback on the Business Plan, which is a document distinct from the meeting actions log, and minor amendments were agreed, along with the proposed timetabling of feedback to the DCC. A skeleton CCG report template, setting out the proposed key sections of the CCG's report to Ofgem, was shared and the CCG discussed potential changes to its structure. The CCG **NOTED** the discussion.

8. CCG Review of Heatmap (GREEN)

The CCG discussed the key theme of customer and end-consumer engagement, and the CCG's Consumer Representative member shared the priority questions for the DCC to address. The CCG agreed that the DCC needs to demonstrate a greater understanding of what end-consumers need or want, and the impact of poor performance by DCC and its Service Providers on end-consumers. The CCG **AGREED** for the Consumer Representative Member to engage separately with the DCC on this topic, and feedback to the group.

9. Next Meeting (4 Nov) Topics (GREEN)

The CCG reviewed the topics proposed for its next meeting, and **AGREED** the following for the next agenda: measures of success for DCC; the Meter Data Management Service Family deep dive; and the DCC's Organisational Structure.

10. Any Other Business (GREEN)

SECAS shared the proposed CCG meeting dates for January 2026. The CCG felt that extra meetings are likely to be required during the finalisation of the CCG's report to Ofgem, and proposed weekly meetings in January ahead of the 31 January 2026 submission deadline. The CCG **AGREED** the meeting dates.

Next Meeting Date: 4 November 2025