

This document is classified as **Clear** in accordance with the Panel Information Policy. Recipients can distribute this information to the world, there is no limit on disclosure. Information may be shared without restriction subject to copyright.

Customer Challenge Group Meeting 07X

10:00 – 13:00

CCG_07X_1612 – 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. The Chair proposed that an item be added to the agenda after Item 3, to review the meeting minutes of a meeting between the DCC and Ofgem held on 3 December 2025, which had been shared with the CCG. The minutes had been circulated to the CCG along with the meeting papers, as an information-only item. The CCG **AGREED** the additional agenda item.

2. Minutes and Actions Outstanding (RED)

SECAS noted that no comments had been received for the Minutes of the CCG07 meeting on 2 December 2025, and proposed that the Minutes are agreed as final. SECAS provided updates on the outstanding actions. The CCG **APPROVED** the CCG07 Minutes as final, and **AGREED** action closures as proposed.

3. Summary of Engagement with Sub-Committee Chairs (RED)

The CCG Chair updated the CCG on the outcome of meetings with the Chairs of the following SEC Sub-Committees: Security Sub-Committee; Operations Group; Communications Transition Group; Technical Architecture and Business Architecture Sub-Committee; and the Testing Advisory Group. The CCG noted that there was no unexpected feedback from the Sub-Committee Chairs, and was satisfied that the CCG's review of the Business Plan has captured the key points raised by Sub-Committee Chairs. The CCG **NOTED** the update.

4. RAG Review of Ofgem's ToR List of Potential Questions for the CCG (RED)

The CCG reviewed the potential questions set out in the CCG's Terms of Reference (Appendix 1), suggested by Ofgem for the CCG's consideration when it reviews the final Business Plan. The CCG discussed each question in relation to the draft Business Plan and assigned a score for each on a scale of 1 to 5, to map out gaps and areas for improvement. The Group acknowledged that the values assigned relate to the draft Business Plan, and expect these values to change when the final Business Plan is reviewed. The CCG **NOTED** the discussion.

5. Key Lines for the CCG Report (that are independent of FBP) (RED)

The Chair led a discussion on the CCG's view of certain limited areas within its report, that will not be impacted by the final Business Plan, including the DCC's engagement with the CCG, the overall process for the development of the Business Plan and CCG's involvement in that, and the DCC's Stakeholder engagement on the Business Plan. The CCG noted the open and professional attitude from the DCC's representatives when engaging with the Group and that their approach had been positive throughout the DCC's engagement with the CCG. Members again noted the truncated timeline for CCG review, and also noted that the stakeholder engagement had been focused on the DCC updating stakeholders, rather than asking for feedback. The CCG **NOTED** the discussion.

6. January Roadmap and Plan to 30th January (**RED**)

The Chair presented an updated Roadmap and the key dates for January 2026. It was proposed that the Chair and Subject Matter Experts author the CCG's Report, and that the CCG then review it and provide final sign-off. The CCG **AGREED** the Report-writing process, and **NOTED** the update.

7. Next Meeting (6 Jan) Topics (**GREEN**)

The CCG discussed the agenda for its next meeting. The Chair proposed a review of the final Business Plan and comments on the first draft of the CCG's Report, both of which will be issued to Members in December 2025. Further items will cover material changes from the draft Business Plan, and a review of the Feedback Log updates. The CCG **AGREED** the agenda for the next meeting.

8. Any Other Business (**GREEN**)

There were no items of other business.

Additional Item – Review of DCC / Ofgem Meeting Minutes (**RED**)

This item was taken between Items 3 and 4.

The CCG reviewed the Minutes of DCC's meeting with Ofgem on 3 December 2025, which DCC had provided to the CCG. The CCG noted some uncertainty regarding the inclusion of uncertain costs within the final Business Plan, and proposed to seek further clarity from the DCC. The CCG **NOTED** the discussion.

Next Meeting Date: 6 January 2026