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Customer Challenge Group Meeting 08X

10:00 – 13:00

CCG_08X_1301 – 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 (RED)

SECAS provided updates on the outstanding actions, and the CCG **NOTED** the action updates.

3. Assessment of Feedback Log Responses (RED)

The CCG reviewed the Challenge and Feedback Log, with focus on the themes to be noted within its Report. While it was noted that the Feedback Log had positively influenced the Business Plan, there remained areas that had not been addressed. The Members noted that the Feedback Log and the DCC's responses should form an appendix to the CCG's Report. The CCG **NOTED** the discussion.

3a. DCC Update including Next Steps (RED)

The DCC noted that the CCG's engagement advanced the Business Plan in multiple areas and that the Group's input had been valuable. While acknowledging that the final Business Plan is an improvement from the draft version, the DCC recognised that it was their first Ex-Ante, not for profit Business Plan and that it was capturing improvements which would be reflected in future Business Planning periods. The Chair acknowledged the significant effort the DCC Representatives had invested in engaging with the Group and supporting improvements to the Business Plan. The Group noted that some areas of material concern remain, and these will be reflected in the CCG Report. The CCG **NOTED** the discussion.

4. Review of CCG Report (RED)

The CCG reviewed the changes made to the CCG Report since the previous draft. Members noted the key themes that should be addressed. There was a specific discussion of the current reporting metric of 'cost per meter'. The CCG highlighted recurring concerns such as the lack of demonstration of stakeholder impact and lack of ambition within the cost savings.

The CCG considered whether the Business Plan is sufficient to maintain essential operations during the Business Plan period and agreed that it is, however the Group felt that significant concerns remain regarding its overall quality and completeness. The CCG **NOTED** the discussion.

5. Key Messages to present to the SEC Panel (RED)

The CCG Chair noted that a redacted version of the CCG's Report will be presented to the SEC Panel on 27 January 2026 and explained the timetabling to enable the report to be presented. The Chair highlighted under the CCG Terms of Reference that the SEC Panel cannot request any changes to the report, but can seek clarification. The CCG **NOTED** the discussion.

6. Next Meeting (20 Jan) Focus (**GREEN**)

The CCG discussed the focus for the next meeting and agreed that the Challenge and Feedback Log should be finalised, and that Ofgem's questions within the Terms of Reference should be reviewed. Members also agreed to review the next iteration of the draft CCG Report ahead of the meeting, to enable a final review prior to submission of the Report to the SEC Panel.

The CCG **AGREED** to include the following items at CCG08X:

- Challenge and Feedback Log Sign-off
- CCG Review of full Draft Report for submission to SEC Panel
- Conclusion of Ofgem's Questions

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

There were no items of other business.

Next Meeting Date: 20 January 2026