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Customer Challenge Group Meeting 09X

12:00 – 14:00

CCG_09X_2701 – Meeting Headlines

Decision, Discussion and Information Items

1. Welcome, Apologies and Introductions (CLEAR)

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

2. Minutes and Actions Outstanding (GREEN)

SECAS noted that no comments had been received for the Minutes of the CCG08X meeting on 13 January 2026. There were no outstanding actions for review. The CCG **APPROVED** the CCG08X Minutes as final.

3. Feedback on CCG Report from SEC Panel (RED)

The CCG Chair provided feedback to Members on his presentation of the CCG Report to the SEC Panel, noting that no clarifications regarding the Report had been requested. The Chair noted that the questions and comments from the Panel were points which had already been discussed by the CCG, and that the Panel noted its thanks to the CCG for a thorough piece of work. The CCG **NOTED** the update.

4. Sign-Off of Final CCG Report for Submission to Ofgem (RED)

The Chair noted thanks to the CCG Members and SECAS for their work on the CCG. The CCG **AGREED** the final CCG Report for submission to Ofgem.

5. CCG Next Steps (GREEN)

The CCG Chair explained that the final CCG Report will be shared with Ofgem and the DCC by the deadline of 31 January 2026. As previously agreed, the redacted version of the CCG Report will be shared with the DCC for a review of the redactions, ahead of publishing it on the SEC Website. The CCG **NOTED** the next steps.

6. Any Other Business (GREEN)

The CCG discussed its meeting requirements ahead of November 2026. Members commented that the Successor Licensee will be determined by Ofgem by the end of March 2026, and it would be beneficial for the CCG to meet at this time if it has not had reason to meet before. The CCG **NOTED** the discussion.

There were no further items of other business.