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Customer Challenge Group Meeting 10

10:00 – 13:30

CCG_10_0106 – 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. Draft Determination Response (For Discussion) (GREEN)

The DCC provided a comprehensive overview of [Ofgem's Draft Determinations](#) for DCC's Required Revenue for November 2026 to March 2028 and consultation period ending 14 July 2026. The overview highlighted the main disallowances, the rationale behind them, and DCC's intended responses.

The CCG **DISCUSSED** the update.

3. BSTR (For Discussion) (GREEN)

The DCC presented the emerging approach to the Business Strategy Technology Roadmap (BSTR), which sets its strategic direction to 2050. The approach outlines the long-term scope, engagement plans, and the importance of customer and stakeholder input.

The CCG **DISCUSSED** the update.

4. Customer Engagement (For Discussion) (GREEN)

The DCC led a discussion on the approach and principles for customer engagement for the second business plan cycle, incorporating lessons learned from the first business plan. The CCG provided feedback on the design of workshops and engagement sessions to ensure meaningful input, real choice, and transparency in decision-making, with an emphasis on iterative processes and clear communication of options and risks.

The CCG **PROVIDED FEEDBACK** on the update.

5. Review and Feedback (For Discussion) (GREEN)

The CCG discussed the prior presentations from the DCC and reflected on the issues raised, including the selection of engagement topics, a need to focus on defining success, measuring outcomes, and ensuring performance metrics are relevant to Consumers and Suppliers. The CCG considered the effective use by The DCC of SEC governance forums, with attention to competition law, confidentiality, and the need for bilateral discussions on sensitive topics such as asset strategies and migration plans.

The CCG concluded it would be responding to the Ofgem Draft Determination and considered its approach for its response and set timelines for drafting and review

The CCG **DISCUSSED** the update.

6. Any Other Business (GREEN)

There were two items of other business raised.

The CCG confirmed upcoming meeting dates and discussed attendance.

The CCG discussed its relationship and ways of working with the prospective SEC Panel Finance Sub-Committee and the need to avoid duplication to ensure effective coverage of topics.

The CCG **NOTED** the update.

Next Meeting Date:

18 or 22 June 2026 (TBC)

16 July 2026