

Customer Service, Connections and Vulnerability Working Group		
Meeting	Date	Topic(s)
CSVC Meeting 1	28 November 2019	Introduction to the CSVC WG
CSVC Meeting 2	23 January 2020	Vulnerability challenges that may emerge in ED2; role of the DNO in addressing challenges and supporting customers in vulnerable situations in RIIO-ED2
CSVC Meeting 3	4 February 2020	Review of RIIO-ED1 connections arrangements; potential impact of Access SCR on DNO behaviours and other challenges; arrangements that could be address RIIO-ED2 challenges
CSVC Meeting 4	27 February 2020	Review of RIIO-ED1 customer satisfaction arrangements and the case for change for RIIO-ED2; identifying opportunities for DNOs to effect positive change for vulnerable customers and how to measure this
CSVC Meeting 5	19 March 2020	Measuring social value of initiatives to address vulnerability; RIIO-ED2 vulnerability package options; options for arrangements to incentivise customer satisfaction performance improvements
CSVC Meeting 6	9 April 2020	Complaints Metric; Customer Satisfaction Survey and potential alternatives; Connections incentives options for larger connection customers
CSVC Meeting 7	30 April 2020	Progress update on customer service and vulnerability actions; discussion on potential arrangements for vulnerability

CSVC Meeting 8	28 May 2020	Vulnerability minimum requirements; whether and how to incorporate additional connections customers into satisfaction survey and Time to Connect incentive
CSVC Meeting 9	25 June 2020	Vulnerability minimum requirements; connections arrangements for customer satisfaction
CSVC Meeting 10	10 September 2020	Planning session for SSMD; framework for larger connection customers and vulnerable customers; determining major and minor connection boundaries
CSVC Meeting 11	24 September 2020	Boundary between major and minor connection customers; Competition in Connections
CSVC Meeting 12	15 October 2020	Connections and Vulnerability principles and baseline standards; measuring social value of DNO actions to address vulnerability; Competition in Connections
CSVC Meeting 13	12 November 2020	Customer satisfaction and target setting; Time to Connect incentive; Business Plan Data Templates