

AGENDA - WPD Customer Panel Meeting

9.30 am arrival, 10.00am start. Wednesday 20 June 2018
Stoke Depot, 234 Victoria Road, Fenton, Stoke on Trent, ST4 2JA

09.30 – 10.00	Closed member session*	Optional
10.00 – 10.05	Welcome & introductions	All
10.05 – 11.15	WPD Performance update	Alison Sleightholm
	Strategic Priority: Keeping the lights on – reports on the recent storms	
11.15 – 12.00	Penetration testing and cyber security	John Sherriff
12.00 – 12.10	Actions from the February meeting	Nicki Johnson
12:10 – 13.00	Extending the power of the Customer Panel	Alex Wilkes
13.00 – 14.00	Lunch	
14.00 – 15.00	Split session. Choice of the following:	
	A: Connections	
	- Connections Improvement Plan 2018/19	Alison Sleightholm
	B: Social Obligations	
	- The cost benefit of fuel poverty projects	Karen McCalman/ Nicki Johnson
	- Future proposals	
	- Crisis Pack update	

**The 'Closed member session' is an opportunity for all Panel members to meet in advance of the main agenda and discuss any points they wish. In some cases, Panel members may want to ask for other points of view regarding the agenda items or further clarification on the topic. All are welcome, though there is no obligation to attend and there is no formal agenda, but any points forwarded to Duncan McCombie in advance will be raised.*

2018 meeting dates:

Thursday 27 September 2018 - Derby
 Thursday 13 December 2018 - Worcester