**SSEN DSO Advisory Board**

**03rd October 2024**

**\*Redacted\***

# **Participants**

**DSO Advisory Board**

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| --- | --- | --- |
| **Gareth Miller** | (GM) | Chair |
| **Nicki Clegg** | (NC) | Member |
| **Dan Roberts** | (DR) | Member |
| **Bridget Hartley** | (BH) | Member |
| **Janette Webb** | (JW) | Member |
| **Charlotte Johnson** | (CJ) | Member |
| **Dot Revill** | (DtR) | SSEN Secretariat |
| **Pippa Gray** | (PG) | SSEN Secretariat |

**Guest Speakers:**

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| **Nigel Bessant** | (NB) | Items 3, 4, 5 and 6 |
| **Zoe Ferrall** | (ZF)  | Item 3 |
| **Austen Toone** | (AT) | Item 3 |
| **Deirdre Macduff** | (DM) | Item 4 and 5 |
| **Oliver Cooper** | (OC) | Item 4 |
| **Donald Preston** | (DP) | Item 5 |
| **Georgia Brooks-Weaver** | (GBW) | Item 5 |
| **Rory Brown** | (RB) | Item 6 |

# **Agenda:**

1. Introduction and Actions Review
2. SSEN – Strategic Question
3. Customer Experience Improvement Project Session
4. Operational Decisions Making Framework
5. Operational Coordination
6. Ofgem Performance Panel