

The **co-operative** energy

Members Advisory Panel Terms of Reference

The following are the terms of reference for the Co-operative Energy Members Advisory Panel.

1. Purpose

Regular, open communication and consultation with customer members is important to The Co-operative Energy. The Members Advisory Panel is responsible for representing the views of customer members and ensuring that these are reflected in the Co-operative Energy strategy of delivering the best outcome for customers. The Panel provides a valuable forum for listening to ideas and concerns of customer members, helping to ensure their needs are met.

2. Meetings

The intention is for there to be two Panel meetings a year, held in a central location on a Saturday.

The agenda and papers for each meeting will be circulated 10 working days prior to each meeting.

At each Panel meeting the Group Manager Strategy & Development will be present along with the Deputy Group General Manager. The Head of Customer Experience shall act as Panel Secretary.

3. Expenses

Reasonable expenses shall be reimbursed to Panel members as agreed by the Panel Chair.

A crèche facility will be provided for the duration of the meeting if childcare is required by members of the Panel. The Secretary must be advised of any requirements at least 14 days prior to the meeting date. Alternatively, all reasonable childcare costs will be covered where incurred.

4. Areas of Influence

The Panel will be:

- Consulted on policies to be adopted by Co-operative Energy
- Consulted on changes and proposed changes in Government policy on energy.
- Consulted on ways of improving the quality of service and range of services offered to Co-operative Energy customers.
- Consulted on the effectiveness of communications with all customers

The Panel shall not serve as a forum to discuss day to day operational issues or complaints in individual cases. Matters raised should be general issues relating to the quality of service to all Co-operative Energy customers.

5. Panel Members

The Customer Advisory Panel will consist of up to 12 member volunteers, who are customers of Co-operative Energy and have been customers for a minimum of 12 months. Customer volunteers must be members of The Midcounties Co-operative (the Society). The aim is to have a mix of customers from across all regions.

Terms of office for Panel members are for 2 years unless the Panel member ceases to be a customer of Co-operative Energy. However, initial Panel members will serve for a combination of one and two year terms to ensure continuity.

To serve on the initial Panel, the member must have been a Co-operative Energy customer for at least 6 months prior to the closing date for nominations. Subsequent panel members must have been a customer for 12 months.

Should a Panel member miss two or more consecutive meetings the Panel has the right to remove that member from the Panel.

Casual vacancies on the Panel shall be filled as necessary at the next time appointments to the Panel are sought. However, if the number of Panel Members drops below 6 then all casual vacancies may be filled at that time.

Nominations for Panel Members should be made to the Society Secretary who will forward these to the Group General Manager - Energy. In the event there are more nominations than vacancies, the Panel Chair in conjunction with the Group General Manager will determine the candidates to be appointed to the Panel.

The Society's CEO will appoint the independent Chair of the Members Advisory Panel. In the absence of the Chair at any meeting, the Society will provide a senior manager from outside Co-operative Energy to act as chair for that meeting.

6. Communication

It is important that communication between the Panel and the Co-operative Energy Management Team works well. To help get this right:

- The minutes of each Panel meeting will be discussed at the next Energy Trading Board meeting
- Topics for discussion must be submitted to the Panel Secretary a month before the scheduled meeting date.
- Feedback from the Panel will be included in Energy newsletters which are distributed to all customers and will be published on the website under the customer login.
- Panel members are also encouraged to share information from the Member Advisory Panel with other members and customers.

The above list is not exhaustive and, where appropriate, other ways of ensuring that communication is effective will be used.

7. Review

The Co-operative Energy Trading Board will review these terms of reference on an annual basis.