

Agenda: ESAN Members meeting

**Monday 24th April 2023, 13.30pm – 15.30pm at: Auriga Services Ltd,**

**Emmanuel Court, 12-14 Mill Street, Sutton Coldfield B72 1TJ**

**And also on Teams:** [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_YzMzNDI3MDgtZWRmOS00NjFlLTg1ZTMtYTU5MjI2YWQ5MjRl%40thread.v2/0?context=%7b%22Tid%22%3a%22cceeaef3-acfa-4cd2-8f8b-4b8a7ea0f4f4%22%2c%22Oid%22%3a%227a63d6dc-4028-41c9-ae00-6c1513e06120%22%7d)

Meeting ID: 382 897 887 413
Passcode: gqD2Mv

*1.30pm - 2.25pm*

1. Welcome and Introductions

2. Approval of Members’ Meeting 03.02.23 minutes and matters arising

3. Presentation: **Priority** **Services Register and Essential Data Sharing programme and network**

 **2023 plans for utilities and third sector services**

 David Woakes, Client Solutions Director, Auriga Services

Mark Smith / Amy Smith, Client Solutions Managers, Auriga Services

4. Presentation: **Supporting** **vulnerable customers**

Lauren Long, Ombudsman Leader on Vulnerability, Financial Ombudsman Service

***2.30pm – 2.40pm: Network Break***

*2.40pm - 3.15pm*

5. Presentation: **Cost of Living polling data**

Paul Walmsley, Energy Relationship Manager, Christians Against Poverty

6. Discussion on organisations working together to support those affected by the cost of living crisis.

*3.15pm - 3.30pm*

7. Members’ updates

8. Chairman’s update

9. Treasurer’s Report

10. Any other business

11. Dates for future meetings:

1. 3 July 2023 hosted by Centre for Sustainable Energy
2. October 2023 tbc