



Western Power Distribution Stakeholder Workshop: Birmingham February 2019

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1 | INTRODUCTION

On 12 February 2019, Western Power Distribution (WPD) hosted the fourth in a series of six stakeholder workshops aimed at gathering feedback from its stakeholders on the following topics: WPD's RIIO-ED2 engagement plan; the RIIO-ED2 framework and stakeholder expectations of the company; stakeholder priorities for RIIO-ED2; being a responsible business and building a 'social contract'; and smart future and the transition to Distribution System Operator (DSO). In addition, specific surgeries were hosted on the subject of connections; consumer vulnerability; electric vehicles and wider innovation; and network charging.

The workshop took place at Villa Park F.C. stadium, Birmingham. The event consisted of five presentations given by WPD representatives, each followed by round table discussions and electronic voting.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and take notes of the comments made by stakeholders.

Every effort has been made to faithfully record the feedback given. In order to encourage candour and open debate, comments have not been ascribed to individuals. Instead, notes have been made of the type of organisation that each stakeholder represents.

The full presentation can be found at <https://www.westernpower.co.uk/downloads-view/29722> with the agenda for the day on slide 4.



2 | EXECUTIVE SUMMARY

The workshop began with an introductory presentation from Alex Wilkes, Stakeholder Engagement Manager. Alex explained WPD's role distributing power to 7.9 million homes and businesses across its network area. He then explained how the company's role as a Distribution Network Operator (DNO) would evolve to become a Distribution System Operator (DSO).

SESSION 1: HOW WE ENGAGE WITH STAKEHOLDERS

Alex Wilkes introduced the opening workshop session, talking stakeholders through the business planning process and WPD's engagement timeline for RIIO-ED2. Alex's presentation can be found at <https://www.westernpower.co.uk/downloads-view/29722>, on slides 8–17. The findings from the workshop were as follows:

- Stakeholders came from a range of backgrounds. The most well represented at the workshop were local authorities (officers and elected members) at 26%. They were primarily interested in the growth agenda and how they could work with WPD to facilitate this.
- The majority of stakeholders (72%) said that they would like to be involved in the RIIO-ED2 consultation at key points. Although some cited travel time as a reason why it might be appropriate to participate through online consultation and in webinars, it was widely felt that there is no substitute for face-to-face engagement, and the workshop format was praised.
- It was felt that more should be done to encourage stakeholders such as housing developers and social housing providers to participate in any future consultations.

SESSION 2: THE RIIO-ED2 FRAMEWORK AND STAKEHOLDERS' EXPECTATIONS OF WPD

The second session of the morning was presented by Paul Branston, Regulatory and Government Affairs Manager. Paul explained the key features of the current Business Plan period and Ofgem's proposed changes for RIIO-ED2. Paul's presentation can be found at <https://www.westernpower.co.uk/downloads-view/29722>, on slides 18–31. The key points raised by stakeholders were as follows:

- Stakeholders broadly felt that WPD does deliver good value for money. It was, however, commented that the average customer has very little knowledge of the cost or levels of service the company delivers.
- It was felt that WPD's six current strategic outputs are appropriate, although some felt that they do not place enough emphasis on innovation.
- Most felt that Ofgem's proposed outcome categories are too broad and that it might be confusing as some commitments could easily sit under more than one heading.
- 59% of attendees were of the view that WPD should develop a pool of outputs that stakeholders want the company to deliver, structuring these within Ofgem's framework and promising to deliver any that don't fit as 'wider commitments'.

SESSION 3: STAKEHOLDER PRIORITIES FOR RIIO-ED2

Andrzej Michalowski, Planning and Regulation Special Projects Manager, introduced the third session of the morning. This session was aimed at identifying the priority areas that mattered most to stakeholders. Andrzej's presentation can be found at <https://www.westernpower.co.uk/downloads-view/29722>, on slides 35–45. The key points raised by stakeholders are shown below.

- Stakeholders viewed network reliability and network resilience as the most important priority areas for WPD. When stakeholders were asked to vote electronically on this, these priorities scored 8.8 and 8.5 out of 10 respectively.
- Stakeholders thought that building a smart network should also be a focus for the company as a smarter network would reduce the need for traditional reinforcement of the network.
- The lowest priority according to stakeholders was connections but it should be noted that no stakeholders in attendance considered themselves to be connections customers. Stakeholders were keen to see both customer and stakeholder engagement included in WPD's list of priorities.

SESSION 4: BEING A RESPONSIBLE BUSINESS: BUILDING A SOCIAL CONTRACT

Alex Wilkes, Stakeholder Engagement Manager, introduced the next session of the day. He explained the concept of a social contract and stakeholders were asked to consider what should be included in this. Alex's presentation can be found at <https://www.westernpower.co.uk/downloads-view/29722> on slides 47–59. The key points raised by stakeholders are shown below:

- WPD is regarded as a trusted company. When stakeholders were asked to vote according to how much they trust the company, the average score was 8.1 out of 10.
- When asked to consider what should be included in a social contract, many felt that WPD should focus on local benefits to communities, as the company is a regional monopoly.
- There was no real consensus on how a social contract should be presented, but the most prevalent answer given when stakeholders were asked to vote on this was that it should be a separate, stand-alone document (with 38% of the votes) as this would make it easier for stakeholders to view it. Stakeholders were, however, very keen for the social contract to be independently scrutinised by an external party.



SESSION 5: SMART FUTURE AND NEW POSSIBILITIES

Nigel Turvey, Network Strategy and Innovation Manager, introduced the final session of the day. Nigel talked stakeholders through WPD's DSO strategy, as well as the changes that need to be made to the network to support electric vehicles (EVs) and the electrification of heat. Nigel's presentation can be found at <https://www.westernpower.co.uk/downloads-view/29722> on slides 62–75. The key points raised by stakeholders are shown below:

- When reporting on the transition to DSO, it was felt that WPD should provide quarterly updates to stakeholders, although it was commented that average customers would have little interest in receiving these updates.
- There was a good deal of interest from stakeholders in participating in flexibility services. It was acknowledged that the best way to encourage domestic and business customers to do so would be through financial incentives, although the majority were of the view that a saving equating to over one third of the average bill would be required to do this.
- 37% of stakeholders said that they could see themselves buying an EV in the next five years, although it should be noted that there are still real concerns regarding the range of EVs. Almost one third, however, told us that they could not see themselves buying a heat pump at any point in the future.

AFTERNOON SURGERY 1: CONNECTIONS

The surgery on connections was hosted by Richard Allcock, Connections Policy Engineer.

- Stakeholders were of the view that network capacity allocation and reservation and availability of information were the top priorities in this area.
- It was felt that WPD should do more to prioritise how it communicates with connections customers and that it should focus on forecasting and planning, as it was felt that the company could be too reactive at times.
- Stakeholders felt that WPD should be more consistent in its charging when developers put in a number of applications for one site, as currently the first application pays more.

AFTERNOON SURGERY 2: EVS AND WIDER INNOVATION

The surgery on EVs and wider innovation was hosted by Paul Jewell, Policy Manager.

- Stakeholders were keen for WPD to have greater control over EV charging times in the future as it is not necessary for all EVs to be charged as soon as the driver returns home.
- Stakeholders from local authorities said that they would like more information on network capacity as it would assist them in planning for new charge points.
- The idea of hub charging was popular as this would minimise disruption in busy town centre locations.



AFTERNOON SURGERY 3: NETWORK CHARGING

The network charging surgery was hosted by Nigel Turvey, Network Strategy and Innovation Manager.

- Stakeholders were of the view that the current reviews on network charging by Ofgem are highly complex and somewhat impenetrable.
- It was noted that the embedded benefit review would place companies that install equipment with a long asset life at a disadvantage.
- Concern was expressed that Ofgem's reviews discourage developers from following current rules and make it difficult for them to plan.

AFTERNOON SURGERY 4: CONSUMER VULNERABILITY

Karen McCalman, Social Obligations Officer, hosted the consumer vulnerability surgery.

- Stakeholders broadly endorsed WPD's strategic goals for 2019. However, it was commented that the company should work to ensure that hard-to-reach stakeholders are not left behind and are able to take advantage of new technologies.
- It was felt that WPD should do more to engage with healthcare providers, although it was acknowledged that this is not always easy in some areas.
- It was felt that vulnerability funds for private landlords was an initiative that should be rolled out, although it was felt the company should do more to target the least responsible landlords who are less likely to be aware of this fund.

WRITTEN FEEDBACK

After the workshop, stakeholders were asked to complete a short feedback form. Some of the key findings are shown below:

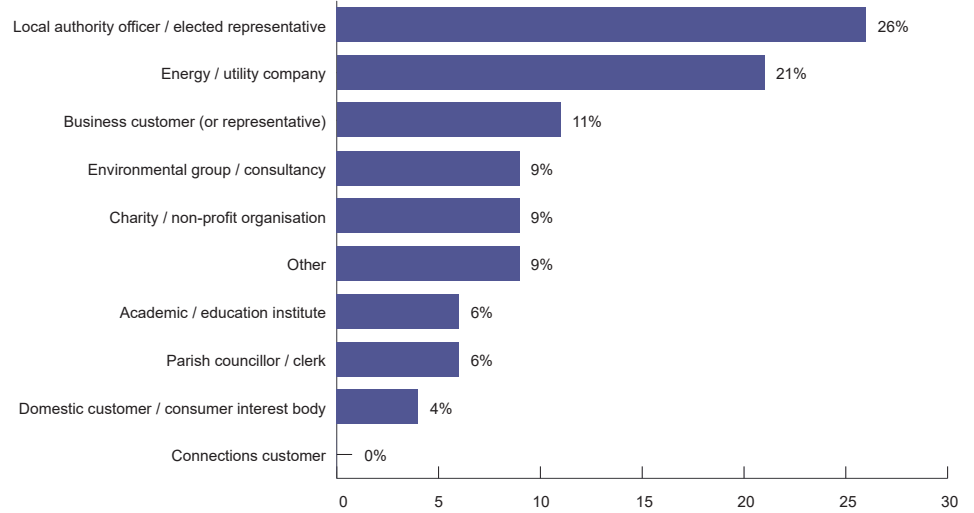
- 56% of attendees reported that they found the workshop 'very interesting', with 44% opting for 'interesting'.
- 93% 'agreed' or 'strongly agreed' that they had the opportunity to make their points and ask questions.
- 84% 'agreed' or 'strongly agreed' that the right topics were covered for them on the day, and 88% thought the workshop venue was 'good' or 'very good'.
- 58% thought EQ Communications' facilitation was 'very good', with 39% opting for 'good'. None voted for options below neutral.
- 72% of stakeholders indicated they would be interested in participating in WPD's RIIO-ED2 consultation at key points in the process. Of these, 29% favoured face-to-face workshops, with a second preference for focus groups at 21%. Least popular were digital panels, favoured by 4% of stakeholders.

3 | ATTENDEES

A total of 62 stakeholders attended the workshop, representing 56 organisations. The organisations represented on the day are shown below:

- Accent
- Auriga Services
- Bassetlaw District Council
- Birmingham Disability Resource Centre
- Black Country Chamber of Commerce
- Brinklow Parish Council
- Camlin
- Cannock Chase District Council
- Catalyst Mutual Enterprise CIC
- Cherwell District Council
- City of Wolverhampton Council
- Combe Fields Parish Council
- Coventry and Warwickshire LEP
- Coventry Citizens Advice
- Coventry, Solihull and Warwickshire Resilience Team
- Daventry District Council
- Dunbia/Dawn Meats
- E.ON
- Electricity North West
- Energy Confidence with Phil Beardmore
- Engie
- Gallagher Estates Ltd
- Gemserv Ltd
- Green Frog Power
- Haven Power
- Health & Safety Executive
- Heart of England Community Energy
- Highways England
- IM Properties
- KB Products & Services
- Marches Energy Agency
- Ministry of Housing, Communities & Local Government
- National Grid
- Northampton Borough Council
- Nottingham City Council
- Omexom
- Piparia Consulting
- Power for Good Co-operative
- Royal Orthopaedic Hospital
- Severn Trent Water Ltd
- Shropshire Council
- SmartestEnergy Ltd
- Solihull Metropolitan Borough Council
- Southam Town Council
- Speedwell Energy Services
- Stadium MK Ltd
- Staffordshire County Council
- Birmingham Airport
- TUSC Ltd
- UK Power Reserve
- University of Birmingham
- University of Nottingham
- University of Warwick
- Warwickshire County Council
- Warwickshire Police
- Whitwick Parish Council

Stakeholders were asked to vote electronically to identify their stakeholder type. The results were as follows:



4 | SESSION 1: HOW WE ENGAGE WITH STAKEHOLDERS

Summary of the discussion

The first discussion session was introduced by Alex Wilkes, Stakeholder Engagement Manager. Alex explained how WPD's role as a Distribution Network Operator (DNO), distributing power to 7.9 million homes and businesses, was changing to that of a Distribution System Operator (DSO) as a result of the increase in generation and storage connecting to the network.

Alex then outlined the business planning process, explaining that distribution networks are regional monopolies regulated by Ofgem, which sets price controls determining how much each network operator can spend.

He went on to talk stakeholders through WPD's timeline for engagement for the next price control period, RIIO-ED2, which runs for five years, beginning in 2023. Stakeholders were then asked to state their reasons for attending the workshop and outline how they would like to be involved in this programme of engagement.

Stakeholders attended from a variety of backgrounds. Most well represented were local authorities (officers and elected members) with 26% of attendees, followed by energy / utility company representatives with 21% and business representatives with 11%. Those from local authorities were particularly interested in the growth agenda. Concerns were raised about how the electricity network would cope with all of the development that is being planned in the region. Stakeholders were also keen to learn more about how WPD is planning to accommodate the projected increase in electric vehicles.

The majority of stakeholders were keen to be involved in the RIIO-ED2 consultation on issues relevant to their roles. Although stakeholders were of the view that a range of engagement methods should be used, it was widely felt that face-to-face engagement is best as there is a limit to the type of feedback that online surveys generate. It was suggested that there should be future workshops on specific topics such as community energy, battery storage and electric vehicles. It was also suggested that workshops could be tailored according to the geographical area.

There were a number of suggestions of other stakeholder groups which WPD should seek to engage with. These included Community Energy England, Local Enterprise Partnerships (LEPs), social housing providers and organisations helping customers in vulnerable situations and those in fuel poverty.



1. WHY HAVE YOU ATTENDED TODAY, WHAT IS YOUR PARTICULAR AREA OF INTEREST AND WOULD YOU LIKE TO BE INVOLVED IN OUR CONSULTATION AT KEY POINTS?

Verbatim comments:

"I'm from Highways England, we are the operator of the strategic road network. Our organisation is becoming more technology based, with street signs, lights, etc., so it's important that we get the electricity supply as a constant. We want to put layers of safety in there and electricity is key to that."

Infrastructure / engineering representative

"I'm particularly interested in RIIO-2 and am relatively new to the area, so I want to know what the transition from DNO to DSO means. It would be good to be involved in the consultation on this."

Energy / utilities representative

"I work on planning policy at a council. I'm interested in future developments and your infrastructure. We have a long-term planning process and we want to work with you."

Local authority representative

"I'm in economic growth at a council. I have a similar point about long-term planning. It's about linking it into what's available on the network. There are issues with capacity on the electricity network, especially with EVs."

Local authority representative

"I'm interested in where you're going to be upgrading your network in my borough."

Local authority representative

"I'm a founder of a co-op which puts solar panels on churches and want to see what you're doing with renewables."

Charity representative

"I look after the hospital and my main interest is supply continuity."

Business representative

"I'm from a not-for-profit organisation helping vulnerable people, so I'm interested in things like fuel poverty. I would like to participate in your consultation when you're discussing things relevant to me."

Charity representative

"I work in community energy, and I'm interested in new developments."

Connections representative

"I am here to see what the plan is for the coming years with WPD, and to see how we can offer better service."

Infrastructure / engineering representative

"I'm the council cabinet member for economic growth, so infrastructure is a very important part of that."

Local authority representative

"I work in the planning department of my district council. I'm here because we've experienced capacity issues on the network. In addition, there's been talk of a growth deal, so we'll be seeing lots of development moving forward. We're engaging with WPD and seeing how they can feed into the process."

Local authority representative

"I'm here to obtain as much information as I can in order to feed back to the parish council."

Parish council representative

"I'm interested in supply and flexibility for customers. WPD cover our area, so it's about seeing what we can offer those customers."

Connections representative

"Our interest is making sure that new developments planned in our area are not delayed by inadequate electricity supply."

Local authority representative



2. WHAT METHODS OF ENGAGEMENT BEST SUIT YOU AND THE WIDER STAKEHOLDERS / CUSTOMERS THAT YOU REPRESENT?

Verbatim comments:

"It's still useful to have at least one session a year like this so that we understand how your planning works, as well as the specific workshops for areas like EVs."
Local authority representative

"These meetings are good, it's good to hear other people's issues because often they're the same. I have certain issues, but when you hear other people have the same issues, you know you're not on your own."
Energy / utilities representative

"You should tailor your workshops to local areas, as there are lots of different problems in different areas."
Charity representative

"We definitely want face-to-face engagement. The problem with remote engagement is it can be too remote. We want to know who we need to engage with."
Connections representative

"Face-to-face engagement, surveys and workshops are all good."
Business representative

"Things like online surveys switch me off straight away. If you could find a way of making them more interesting then great, but otherwise it just takes up my time and I don't bother."
Local authority representative

"There are certain formats that will enable access for different client groups, so it's great having that rich mix of methods."
Charity representative

"I think these face-to-face sessions are a good starting point. Understanding other people's points of view is a positive."
Local authority representative

"I run a lot of workshops and surveys, so these face-to-face sessions are convenient for me."
Business representative

"I think it's better to attend in person, but online is a good plan B."
Local authority representative

"I'm happy with anything, the best way is probably to have tailored things for individual areas. I get more out of face-to-face meetings than online."
Local authority representative

"Online it should be possible to track the journey through each stage."
Business representative

"Stakeholder events with follow-up would be best for me."
Connections representative

"Attending workshops is the most effective way of engagement. It is easy to get distracted in the office. However, you should take into account travel, which can make it hard for people to attend."
Local authority representative

"Events can represent ideas and thoughts, which means more meaningful feedback than handing out leaflets to the public. It depends if people engage with the material they are given."
Business representative



3. ARE THERE ANY KEY STAKEHOLDER GROUPS THAT YOU FEEL IT IS VITAL TO INVOLVE?

Verbatim comments:

“The local authorities would cascade it down to their communities when the information is there.”

Parish council representative

“Planning authorities are very important to your strategy, as they’re the lynchpin to services within your local area.” **Local authority representative**

“Innovation teams within councils are essential, as they have a forward-facing focus within their communities and will need to adapt to changes in power distribution, especially when it comes to resilience and capacity.” **Business representative**

“Are you talking to the Black Country Local Enterprise Partnership? They’re doing a study for the whole of the Black Country into the infrastructure of the network, and all of the West Midlands local authorities are involved in that, so I think you need to engage with them.” **Local authority representative**

“I would say that you need to talk to Community Energy England.” **Charity representative**

“I would say that local business groups and infrastructure committees are good areas to target. LEPs are a good way in.” **Business representative**

“Energy storage and EV charging are an issue for us, as are logistics and issues to do with hauliers and automated vehicles. Are you engaging with these people, especially the manufacturers of these vehicles? We are also talking to battery storage suppliers and are considering battery storage networks.” **Connections representative**

“There’s going to be enormous change coming over the next 5–10 years, and that will impact on all customers, vulnerable and non-vulnerable alike. I’m interested in customer fuel poverty. It’s really hard for us to get engagement. So, a customer panel to focus that and bring their experience of fuel poverty into the agenda would be fantastic.” **Charity representative**

“I don’t see many housing developers being represented.” **Local authority representative**

“Social landlords and social housing.” **Consumer group representative**



5 | SESSION 2: THE RIIO-ED2 FRAMEWORK AND STAKEHOLDERS' EXPECTATIONS OF WPD

Summary of the discussion

The second discussion session was introduced by Paul Branston, Regulatory and Government Affairs Manager. Paul talked stakeholders through the key features of the current RIIO-ED1 Business Plan. He explained how stakeholders had identified six strategic outcomes that they expect WPD to deliver and how Ofgem is proposing to consolidate outcomes for RIIO-ED2 into three broader categories: 'Meet the needs of consumers and network users'; 'Maintain a safe and resilient network'; and 'Deliver an environmentally sustainable network'. Stakeholders were asked to consider whether WPD's six strategic outcomes are still appropriate and how they would propose to structure these under Ofgem's new categories.

Paul then talked stakeholders through Ofgem's Business Plan framework and how, within the three categories, there are three defined output types: License Obligations (LOs); Price Control Deliverables (PCDs); and Output Delivery Incentives (ODIs). He explained how this presented a challenge in terms of structuring and implementing the Business Plan in RIIO-ED2.

Paul concluded his presentation by talking attendees through what consumers get from WPD in return for the average £98 per annum they pay as part of their electricity bill, asking them to consider whether they thought this was good value for money. Stakeholders broadly felt that WPD does deliver good value for money. When stakeholders were asked to vote on this, they gave an average score of 7 out of 10, with 8 out of 10 being the most prevalent answer. It was noted that most customers are unaware of how their bill is split between supply and distribution. When stakeholders were asked to vote on how aware they are of the costs and levels of service WPD delivers, the mean score was 6.1 out of 10. It was suggested that a breakdown of costs should be included on customer bills from the supplier. It was also felt that the company could do more to promote its services when customers contact them in the event of a power cut.

Although stakeholders were broadly of the view that WPD's six strategic outputs are appropriate, it was commented that there should be more of an emphasis on innovation and looking to the future. It was suggested that, given their importance, there should be strategic outcomes specifically referencing the transition to DSO and the growth agenda. It was also commented that there should be a strategic outcome referencing stakeholder engagement.

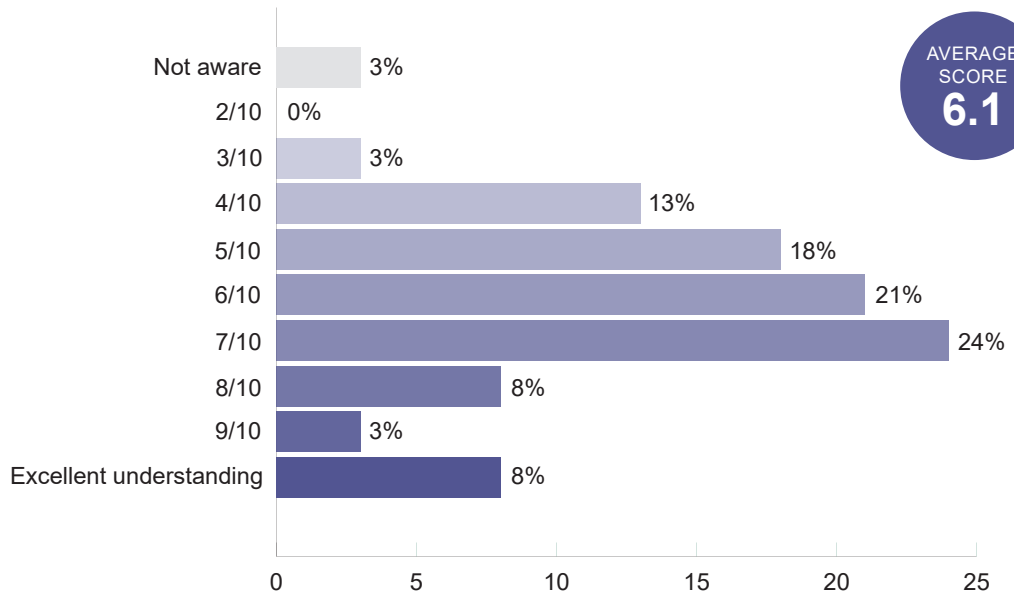
It was felt by many that the three overarching outcome categories proposed by Ofgem are too high level and that it could be confusing as certain outcomes could sit under more than one category. However, the point was made a number of times that this categorisation won't make any real difference to customers, as long as targets are met.

There was support for the proposal from WPD to develop a pool of outputs that stakeholders want the company to deliver, structuring these within Ofgem's framework, promising to deliver any that don't fit as 'wider commitments'. When asked to vote on this, 59% of stakeholders thought that this was the right approach. It was, however, noted that these 'wider commitments' should have some form of measurement against them in order to ensure that the company is meeting its targets and that some things, particularly those relating to social obligations, are not allowed to slip. It was also commented that the transition to DSO may result in some of WPD's wider commitments being regional in their nature.

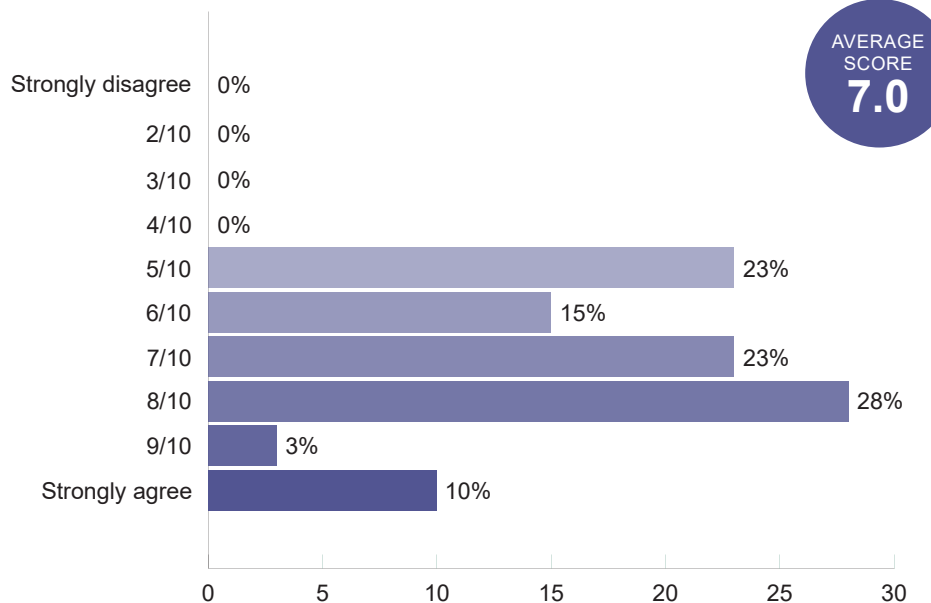


1. WERE YOU AWARE OF WPD'S COSTS AND THE LEVELS OF SERVICES WE DELIVER? HOW CAN WE MAKE OUR COSTS CLEARER TO CUSTOMERS AND DEMONSTRATE WHAT OUR NETWORK DELIVERS?

On a scale of 1–10, how aware were you of WPD's costs and the levels of services we deliver?



On a scale of 1–10, how do you feel about the following statement: 'WPD delivers good value for money'?



Verbatim comments:

"I wasn't aware of the costs for the domestic market. The issue is how you get your value-for-money out there. I think that it's a PR exercise, but I don't think that many people have bills anymore. It's all statements online." **Business representative**

"Putting the costs on the back of your bill with a breakdown of how you invest them could work." **Connections representative**

"There's a huge price distinction between domestic and business customers." **Business representative**

"I think I've seen a few pie charts similar to the one on the board, but I do work in the energy industry. But I do think it goes on your bill." **Energy / utilities representative**

"I think there's a big concern over bills rising. There's a difference between stakeholders here and the general public, who don't understand the industry and the difference between distribution and supply. Energy prices can fluctuate hugely depending on what's going on. I think that's a part of the news at the moment. When you hear about the big six energy companies, they confuse it with distribution companies." **Infrastructure / engineering representative**

"I would like to see a technical breakdown on my bill." **Connections representative**

"It's difficult to distinguish between distributor and supplier. If you're a resident, the only thing that matters is the bill that comes through and what you pay out of your wallet." **Local authority representative**

"I think WPD can continue to help their image by communicating with people during power cuts. I was very impressed the last time I had a power cut and WPD called me to tell me that the power would be back on in 20 minutes." **Local authority representative**

"In recent years, WPD has given value for money. However, there is room for a better value-for-money service if you have a power cut during extreme weather." **Local authority representative**

"I am aware business-wise, but I don't deal with this area. My main focus is maintaining our asset." **Business representative**

"One good thing you are doing is investing back into network resilience. Maybe you could promote it." **Business representative**

"I'm aware of the costs because I researched the Business Plan for RII0-ED1. Your Business Plan and costs are very important for us as a supplier. Most suppliers are well aware of the costs." **Infrastructure / engineering representative**

"Many people in the industry don't actually understand. Statutory accounts aren't reflective and should not be made available. This can be misleading to the public." **Government / government body representative**

"27p isn't a lot but then the truth gets lost when people are fed scare stories from the Financial Times." **Government / government body representative**

"You look at 27p a day, and I'm tempting fate now, but I can't remember the last time we had a power cut. And so, I'm happy." **Government / government body representative**

"I was more concerned with the review cost, connection costs, and hindering connections, which is where we are starting from, because we can't go forward. So, if the DNO is able to put some of that money to cover those costs for us, that would work." **Government / government body representative**



2. ARE WPD'S SIX STRATEGY OUTCOMES STILL APPROPRIATE – ARE THERE ANY MISSING?

"I'd add addressing managed growth. Meet the needs of consumers. I think you have an issue in that consumers and customers are not aware of who you are." **Local authority representative**

"The forward-planning element seems to be missing. There's a lot about maintaining what you've got, rather than looking forward to network expansion." **Local authority representative**

"Innovation and research seem to be missing." **Local authority representative**

"The word 'growth' doesn't appear anywhere. Shouldn't one of the outcomes be showing how you're investing for the future?" **Business representative**

"You need to be clear where you're actually rolling out new technology for growth in the context of greener power sources." **Charity representative**

"This is a very specific one, but improving the way the industry works would be an interesting one to explicitly have on there." **Energy / utilities representative**

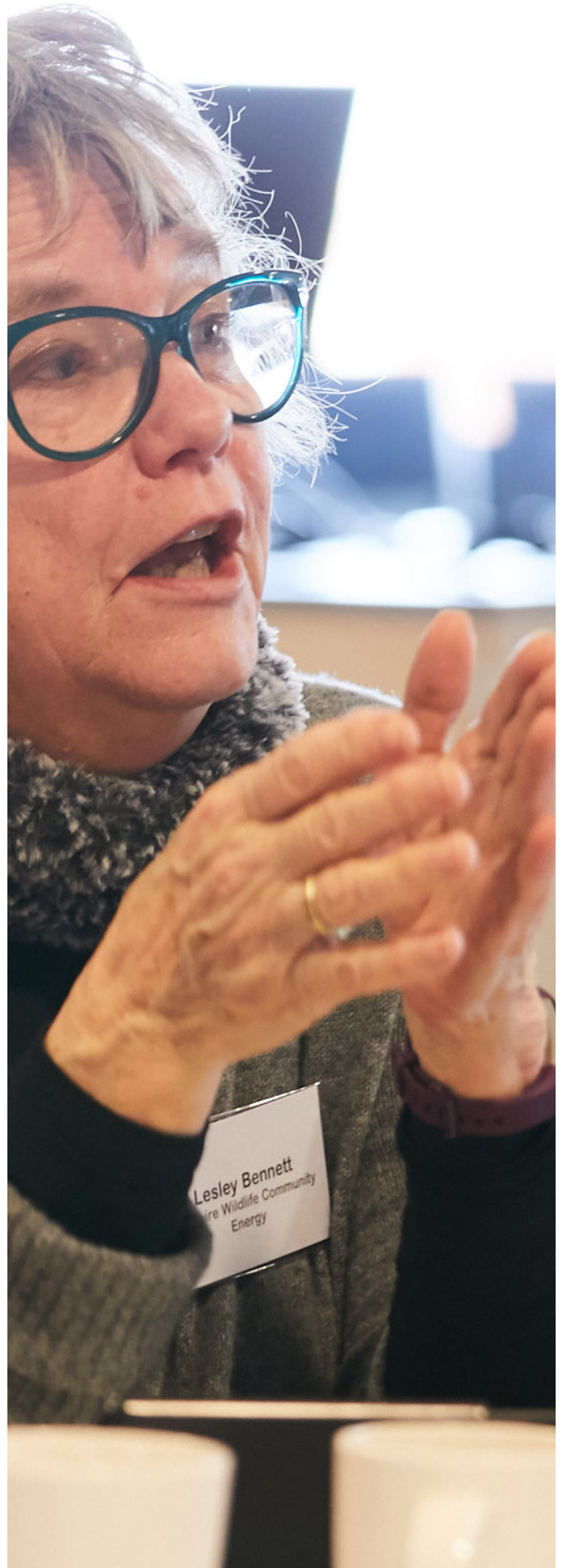
"I think you've got the basics right in ED-1. The big question for ED-2 is around all the uncertainty around what 'DSO' means for various stakeholders and what the technological challenges will be." **Infrastructure / engineering representative**

"I think the six strategic outcomes cover all the appropriate areas." **Connections representative**

"There isn't enough here in terms of the transition to DSO." **Local authority representative**

"Must consider environmental benefits in terms of large battery storage." **Parish council representative**

"It doesn't say anything about it being responsive to stakeholders, I'm thinking about local authorities. There isn't anything about working in partnership and working with stakeholders to improve service." **Energy / utilities representative**



3. DO YOU AGREE WITH HOW WE HAVE PROPOSED TO SET OUT OUR STRATEGIC OUTCOMES UNDER OFGEM'S NEW CATEGORIES?

Verbatim comments:

"These statements are very all-encompassing. I could have written them myself. The devil is in the detail."

Local authority representative

"I'm struggling with these outcomes. EVs is something we don't yet know about, but nothing seems to encapsulate it. You need an outcome for future horizon scanning. I know you can't plan for the unknown, but there's no recognition that there might be some differences over time."

Infrastructure / engineering representative

"In some cases, they might not need rewards from Ofgem, it might be a saving to the business if they stop certain things going wrong, such as tree trimming." **Local authority representative**

"If 'future-proofing' means making things smarter, I don't know whether 'a smart, flexible and interconnected network that is futureproof' is in the right place at the moment."

Connections representative

"I'm struggling to form an opinion as to why some boxes should belong there. Can you explain the importance of getting it right? Why should we care whether it's important to have efficiency under an orange box instead of a blue box?"

Local authority representative

"So ultimately, you're being measured against this to Ofgem, and you want to be fast tracked again, so the better you do, the better it is for you. But why have they cut it down to three?" **Charity representative**

"Wouldn't the right-hand one, 'smart flexible network', be better in the middle?" **Academic**

"I think network future-proofing is really about resilience, as more low-carbon technologies come in, so I think it fits with network resilience. For example, there's more distinct generation and connection, and trading between community groups, so these put demands on the network that weren't there before. I think the DSO is about that, but I do think that comes under the network side. I suppose it does allow environmental things as well, so you could say some of the future-proofing enables the environmental side."

Infrastructure / engineering representative

"Depends on how you engage with your stakeholders. I wouldn't want to lose the original six."

Parish council representative

"The needs of consumers are important, but if you spend loads of money on this element, you might neglect a resilient network and the environment. So, all the important things are contained here."

Local authority representative

"Smart and flexible could go under safe and resilient rather than environment."

Infrastructure / engineering representative

"I agree, there's nothing actually specifically about the environment there under the environment category."

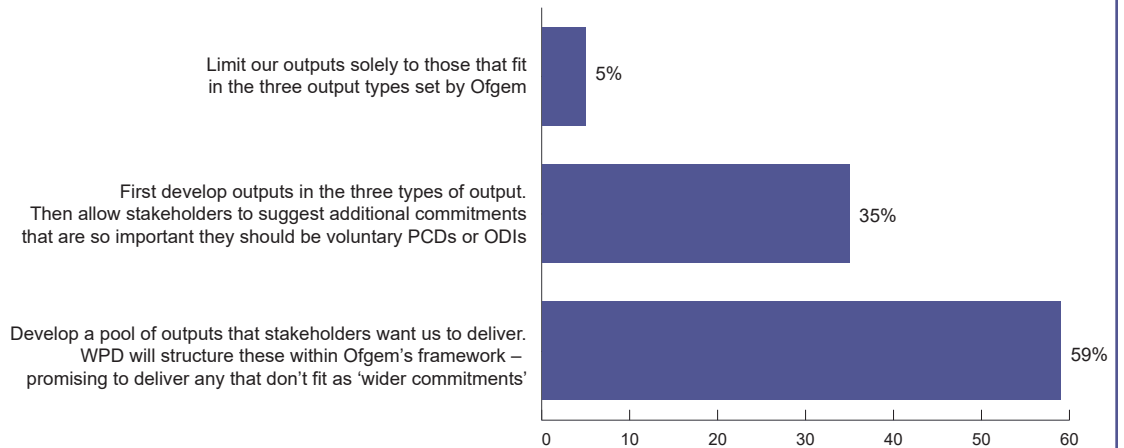
Charity representative

"Surely EV could come under all three categories, which shows that you can't fit everything neatly under one category." **Business representative**



4. OFGEM HAVE THREE TYPES OF OUTPUT. HOW SHOULD WE PRESENT THE COMMITMENTS WE MAKE TO YOU AS STAKEHOLDERS?

In terms of structuring outputs within our Business Plan, which approach do you most favour? (select one option)



Verbatim comments:

“You’ve got your core commitments, and there could be voluntary ones that you as an organisation want to adopt. It isn’t a competition, but if a commitment is good to have and you can show how it helps, that’s great.” **Local authority representative**

“I would have them listed in order of priority. Maybe you could start with a top three and then move down from there? Everything needs to be underpinned by these top priorities.” **Connections representative**

“To me, performance is the most important way to present them. By ‘performance’, I mean the quality of your work, such as how much you’re able to deliver, how few power cuts you experience and how many fines you get.” **Local authority representative**

“In terms of presenting these commitments, I would say that looking into community engagement, such as on the Priority Services Register, is an important area to consider in the future.” **Charity representative**

“If you choose option A, it shows a lack of initiative by limiting yourself to that, but if you go outside their scope, they’ll say ‘they don’t meet any of our categories’, so it’s difficult to tell.”

Infrastructure / engineering representative

“For me it makes sense to go with option C, because you’ve got this iterative process anyway, and you can feed back to Ofgem and say: ‘this is what stakeholders want’.” **Academic**

“You want to deliver on some of these commitments as good practices, yet what is the point if Ofgem is not going to take account of them? You should feed that back to Ofgem themselves. I’m one stakeholder who says you must do these things, and another will say something else.” **Charity representative**

“What is the difference between what WPD chooses to do and what Ofgem forces it to do? Ordinary householders don’t know the difference, so WPD should probably outline what it is you’re doing that’s extra.” **Infrastructure / engineering representative**

“Option C is the obvious option, but it’s important to stress here that we’re not talking about what the customer wants per se. It’s about how these outputs are delivered.” **Business representative**

“With the shift to DSO, there are going to be lots of disparities between regions, so I think option C is preferable. That way, you could have additional regional outputs.” **Business representative**

“Option C is the all-inclusive one.”
Local authority representative

“Householders need to know key figures which affect them as opposed to complexities they might not understand.” **Business representative**

“It’s really important that you are accountable for all of these elements.”
Infrastructure / engineering representative





6 | SESSION 3: STAKEHOLDER PRIORITIES FOR RIIO-ED2

Summary of the discussion

The third workshop was introduced by Andrzej Michalowski, Planning and Regulation Special Projects Manager. Andrzej began by explaining that although feedback from stakeholders has shaped WPD's priority areas in the current Business Plan period, these change over time as new priorities emerge. Cyber security and electric vehicles were given as examples of priorities that had gained prominence in recent years.

Andrzej then talked stakeholders through each of WPD's 14 priority areas and the activities that are included as part of these. After the presentation, stakeholders were asked which areas they considered to be low, medium or high priority, giving the reasons for their decisions. They were then asked to come up with some proposed activities pertaining to the five 'highest scoring' priority areas.

Stakeholders were generally of the view that WPD had identified the right priority areas, although it was accepted that certain topics rise and fall in importance, primarily as a result of the adoption of new technology. It was noted that both customer and stakeholder engagement are missing from the list of priority areas and that this should be addressed. It was added that this is particularly important in order to spread awareness of new technologies.

Whilst the majority of stakeholders were of the view that WPD had identified the right priority areas, it was commented that the company is somewhat reactive, particularly when it comes to the growth agenda. Stakeholders from local authority backgrounds commented that the company should do more to prioritise growth as this is essential to helping councils meet their exacting housing targets. It was also pointed out that communication should be included as a priority, with some stakeholders citing examples where communication with the company and its contractors was not quite as good as it could be. It was also suggested that communication between WPD and other DNOs should be a priority area.

When stakeholders were asked to vote electronically on which priority areas were most important to them, network reliability came out on top, scoring an average of 8.8 out of 10. Activities suggested under this priority area included replacing older assets to upgrade the network. The next most important priority area according to stakeholders was network resilience. Stakeholders were of the view that severe weather events would only increase due to climate change, so protection against floods and storms should be a focus for the company. Cyber resilience was one topic that was discussed at length in the workshop sessions. It was commented that, in the light of the cyberattacks on the NHS last year, this should be an area of focus as the impact of a similar attack on the electricity network could be huge. Stakeholders suggested a review of existing systems in order to protect the network against a cyberattack.

In the discussions, stakeholders were keen for WPD to prioritise building a smart network, something borne out in the electronic voting, where it was ranked third out of the fourteen priority areas. It was commented that building a smart network would rise in prominence as more renewable energy connects to the grid and the company transitions to the role of DSO. It was also noted that more flexibility in the network would negate the need for reinforcement and this was suggested as an area of focus in the discussions. Stakeholders also wanted to see WPD educate customers on the benefits of being more flexible in their energy usage.

Customer service was seen as one of the lowest priorities when stakeholders were asked to vote. Whilst it was acknowledged that customer service is important, it was thought that the company already performs very highly in this area. Fuel poverty was also seen as a low priority by stakeholders. It was commented by a number of attendees that, whilst helping those customers living in fuel poverty was important, it should not necessarily be the sole responsibility of DNOs and that both suppliers and the government had a part to play in this area.

1. HAVE WE IDENTIFIED THE RIGHT PRIORITY AREAS? ARE ANY MISSING?

Verbatim comments:

“We seemed to experience a lack of communication within WPD. The people who came to see us weren’t aware of conversations we’d had with the same team. We heard different things from different people so I think you should have something on internal communications.” **Business representative**

“Following on from that, I have a farm, and last year I spoke to WPD saying I need four new connections. I was working with an engineer who was brilliant, really helpful, and he gave us the costings, so we agreed a deal. Then it had to go to your legal, and at the moment it’s at a complete halt. They need to do wayleaves on the ground, and no one is explaining to me what the problem is, so I’m sat there not able to do anything because WPD doesn’t communicate. So that’s a communications issue, but also a connections issue.” **Local authority representative**

“The priority areas are quite reactive. If someone wants to do something, you react and reinforce. You represent a significant infrastructure, so I’d like a priority area to be that you want to drive growth. I want to hear you saying that you want to be better at enabling industry and regeneration to happen here, rather than on the patch of other DNOs, so you’d be more proactive rather than reactive.”
Infrastructure / engineering representative

“Individuals will always have specific things that are important to them, but I think all of these priority areas will be important to customers and that’s encouraging.” **Emergency services representative**

“Communication between DNOs and suppliers is something I’d add.” **Business representative**

“Electrification of heat, this dwarfs the amount of energy required for EVs.”
Connections representative

“Safety should be included.”
Government / government body representative

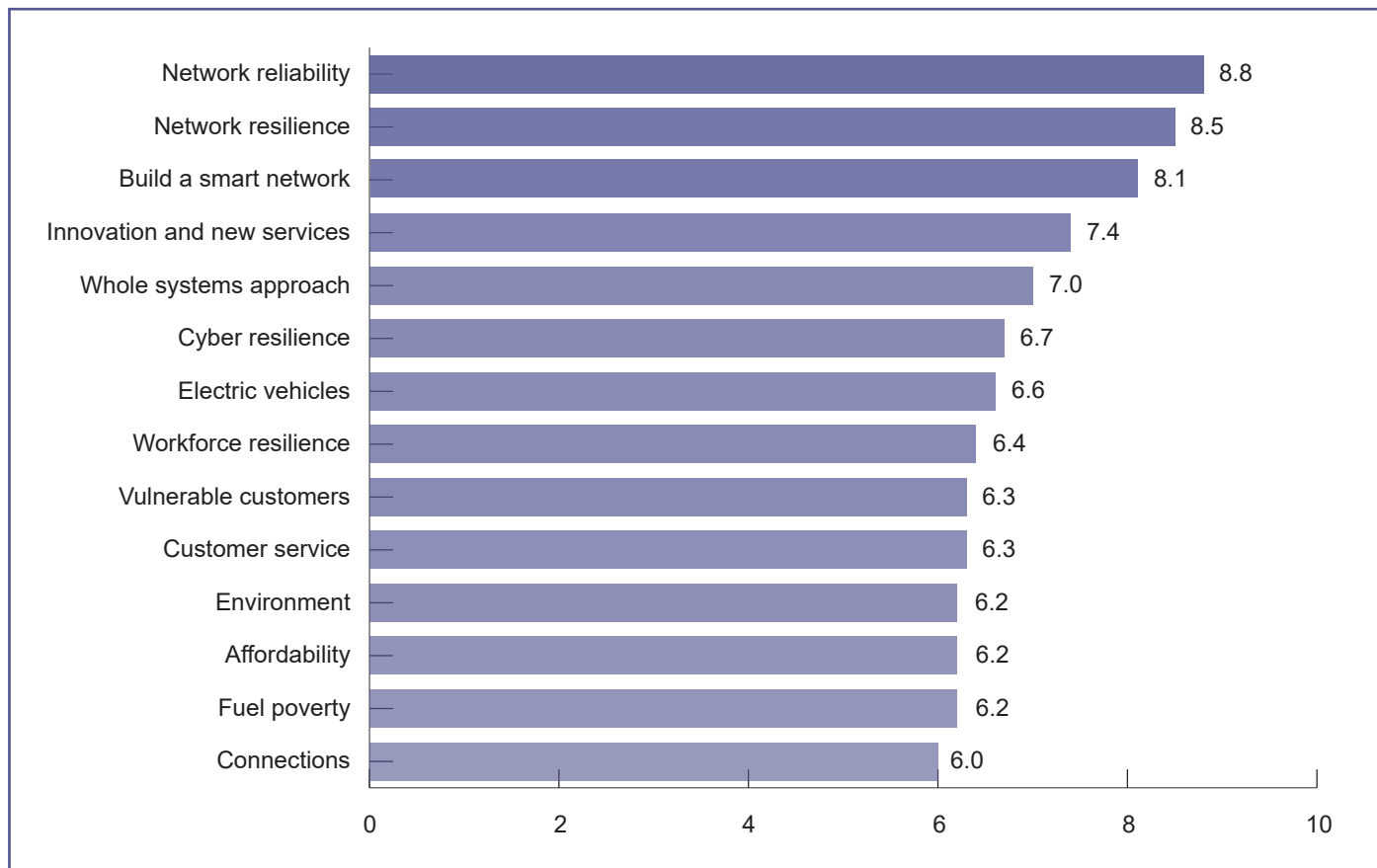
“Demand reduction should be included. Such as demand-side response and smart network.”
Business representative

“In terms of growth, the whole country has had an audit, and we’re not making enough houses, but WPD are a part of that, because if we can’t get the electricity connection, then we can’t build houses.”
Local authority representative



2. WHICH PRIORITY AREAS ARE MOST IMPORTANT TO YOU?

Stakeholders were asked to review each of WPD's 14 priority areas and rank them according to whether they considered them to be high, medium or low priority, giving their reasons for doing so. The facilitation prop used to generate feedback is included in Appendix 1 of this document.



Verbatim comments:

"There needs to a big increase in EVs, so it should be a high priority." **Local authority representative**

"Is there evidence that you're failing vulnerable customers at the moment? I think you're doing good work in this area, so I wouldn't say it necessarily warrants being a high priority."

Local authority representative

"I would put cyber security as a very high priority because it could knock out everything on your list."

Local authority representative

"Keeping the lights on is the reason you exist."

Parish council representative

"For me, smart networks are important now because they go hand in hand with having a resilient network."

Business representative

"A whole systems approach needs to go as high, in my opinion." **Charity representative**

"Fuel poverty and vulnerable customers are important, but I would put them as low. This shouldn't necessarily be your responsibility."

Business representative

"Cyber resilience is so important. You can't underestimate the havoc that you can wreak if you are able to get into a network."

Business representative

"It's not just electric vehicles, there's a lot of other technology in the market that's available. Innovation needs to be a high priority."

Academic

"I think 'whole systems approach' should be high because you've got to decarbonise heat."

Local authority representative

"Workforce resilience is your problem. I think you do have problems with retaining people. I know people who've gone to work for WPD, PhD engineers, and have left the jobs because there's not enough training. You need continuity with your staff." **Academic**

"The big problem is that the local workers who understand the systems and the engineers, they're retiring now, so you're losing all that knowledge. If you don't have workforce resilience, you can't do any of the others."

Infrastructure / engineering representative

"I think that reducing fuel poverty should be a government-led thing, rather than by a for-profit distribution company. I think it needs to be looked after but not by WPD."

Infrastructure / engineering representative

"If you don't have workforce resilience, none of these priorities are possible. The reason I mention this is because I want to know if you are liaising with educational institutions to ensure you get the right people. I'm worried about the lack of people taking science at university."

Local authority representative

"Innovation and smart network are both highly important so you can adapt your infrastructure and they go hand in hand. The other priorities are arguably business as usual." **Academic**

"As a businessman, connections are top of the agenda, but probably not for other people."

Connections representative

"Cyber security must be a concern after the NHS case. It could have a potentially devastating impact."

Local authority representative

"For me, fuel poverty and vulnerable customers are high." **Charity representative**

"I'd say whole systems should be quite high priority, because engineers often tend to focus on our one little area." **Infrastructure / engineering representative**

"Workforce resilience is important because if you don't have anyone to cut down the trees and all of that, then you can't run the network."

Charity representative

"Electric vehicles is quite high because lots of people are getting them now, especially with the new laws coming in about diesel vehicles."

Business representative

"The environment is so important. If you get a hold on that, then it sorts a lot of the other ones out."

Charity representative

"Shouldn't addressing fuel poverty be more of a priority for the supplier?"

Emergency services representative

"Building a smart network should be high in view of how the energy system is changing. If you've got energy that isn't being harvested, it's just wasteful."

Local authority representative

"I agree with that, and in light of the transition to DSO, building a smart network is important."

Connections representative

"In my view, WPD have already got their priorities right with vulnerable customers. They shouldn't be getting too involved because there's other agencies out there doing that. Their priority should be maintaining the network." **Emergency services representative**

"Innovation should be high, and it would benefit the whole network. It overlaps with network reliability and resilience." **Connections representative**

"I live in the area and haven't had any contact with WPD as a customer. To me, that shows that everything is working well. Perhaps customer service doesn't need to be a priority if WPD is hitting its other targets." **Local authority representative**

"Network reliability is key, particularly with more people working from home."

Local authority representative

"Build a smart network should be prioritised highly."

Consumer group representative

"Customer service should be low. It is more important to show people rather than telling them that WPD are doing things correctly."

Consumer group representative

“Whole systems approach, personally I still struggle to clearly understand what that means, thinking about whole systems.”

Infrastructure / engineering representative

“Thinking of the context of going forward, there are things you’ve been doing forever. And so, network reliability, I think they are talking about how you are planning to put cables in the ground, flexibility services, so it’s dependent on what you’re trying for.”

Infrastructure / engineering representative

“For the customers I represent, there’s an element of ‘so what’. What makes a difference to them is stuff that makes a difference to their quality of life, whether they are able to pay their bill, whether they are able to keep warm without penny pinching. When it comes down to it, for vulnerable customers it’s about their day-to-day quality of life.” **Charity representative**

“At the householder level there are people my colleagues are out helping today, elderly people, people with health conditions, who can’t afford to keep their heating on, or a young family struggling to feed kids and keep the house warm. How can you best support those people? Please keep supporting us to support them, because our level of funding is inadequate, in my opinion.” **Charity representative**



3. TAKING YOUR HIGHEST PRIORITY AREAS, WHAT ACTIVITIES DO YOU WANT US TO FOCUS ON?

For this question, each table picked some of the areas that they had prioritised highest and suggested specific activities for each one. The table below shows the activities suggested by stakeholders at the event under each of the chosen priority areas.

The priority areas are shown in order according to how highly stakeholders ranked them when they were asked to vote on which they deemed the most important. If a priority area is missing, it means it was not discussed in detail as part of this exercise at any of the tables. The facilitation prop used for this exercise is included in Appendix 2 of this document.

NETWORK RELIABILITY	Reinforce systems	Upgrade the network	Staff training	Increased engagement with those affected	Capacity trading and not just asset investment	Cyber security. New threats	Better customer understanding for reliability	Alternative backup
NETWORK RESILIENCE	Cyber security	Weather protection, including climate change	Contingency planning	Quality of power	Network interconnectvity	Maintainance & health inspection	Innovation	Flood defences
BUILD A SMART NETWORK	Storage. Help UK Plc to be self sufficient	Accommodate demand	Automated process	Battery storage / new technologies	Simple & accessible flexibility	Incentives demand management	Collaborating with local authorities - Storage, education, redistribution of capacity	Smart streets Monitoring pollution levels Localising of energy, promotion of mini-grids Delivering local capacity e.g Ebbsfleet Empowering communities on demand-side response
INNOVATION AND NEW SERVICES	Future-proofing network	Battery storage, smart grids	Heat pumps	EV charging	P2P trading	Climate resilience	Sf6 reduction	Communicating innovations More ambition for disruption Work more with academic institutions Invest more in mini-plots Quickly qualify or unqualify and invest
WHOLE SYSTEMS APPROACH	More collaboration at the distribution level. Work across the network with regard to planning							
CYBER RESILIENCE	Infrastructure	Collaboration with government	Review of existing systems	Protecting sensitive data				
WORKFORCE RESILIENCE	Apprenticeships	Education. Improving your image						
VULNERABLE CUSTOMERS	Develop PSR awareness	Innovation and resilience	Education and resilience	Collaboration with services	Continued communication as technology develops	Focus on reliability	People in vulnerable situations. These are not static	Expand your reach Evolve the offer 2023-28 Better use of data
CUSTOMER SERVICE	Quality of contact							
AFFORDABILITY	Lowering connections costs							
FUEL POVERTY	Retrofit to help them	Making use of grants						
CONNECTIONS	Understand capacity needs in the local area - e.g. large, upcoming infrastructure projects	Ensure information is available and ready at the right time with regard to planning	More local connection points	Simplify process	Improve communication throughout process	Capacity issues	Speed of getting connections applications	Prioritising actual over speculative connections

Verbatim comments:

"You need to keep upgrading your assets and phase out the old parts." **Local authority representative**

"I think you need a review of your existing assets. A lot of these were put in years ago and need to be updated."

Infrastructure / engineering representative

"I think storms are going to increase and those things can really affect reliability. So, focusing on the effects of climate change could go under network resilience."

Energy / utilities representative

"Thinking about network resilience, cyber resilience is a major component, in my opinion."

Business representative

"When looking into building a smart network, storage is the most important element."

Business representative

"Innovate with battery storage and heat networks. One suggestion is for heat pumps."

Local authority representative

"In terms of innovation, there needs to be flexibility so we can provide power to the network using your existing technology." **Academic**

"I think you need to innovate for climate resilience. Climate change is causing severe events, so make sure you innovate to protect the network. In Lancashire there was a huge flood, which flooded all the substations because they weren't prepared for it."

Local authority representative

"Education needs to be provided in conjunction with the smart-network roll out. Some people don't even know how to read their meter."

Charity representative

"When it comes to a whole systems approach, you need to work hard to tie the National Grid together."

Business representative

"I think for cyber resilience, there's government initiatives on the electricity infrastructure, which is very important, so I think it's something you need to work with the government on. Government collaboration."

Local authority representative

"Make it an attractive career. Go into schools, talk to 12 year olds and make it seem like a good career to have." **Academic**

"You could look at routes in for reaching vulnerable customers and more Priority Services Register (PSR) cleaning." **Charity representative**

"You must also accommodate more suppliers for things such as solar power, alternative power methods and battery storage as you make the network smarter."

Infrastructure / engineering representative

"I think under vulnerable customers, you should put PSR. The majority of the people on the street don't know what that is. So, media awareness and stuff. And that will benefit the customers at the end of the day." **Charity representative**

"For customer service it's all about the quality of the contact." **Connections representative**

"Reducing the impact of SF6 on the system would be an important step in innovation."

Business representative

"Battery technology is important in terms of innovation, particularly battery technology on smart grids. The DNO, in other words WPD, should manage the smart grid and provide this service."

Connections representative

"If the network continues to work 100% of the time guaranteed, then you reduce problems to vulnerable customers, so reliability helps vulnerable customers. Given the changes that are coming, how do you work with vulnerable households to understand what's coming, so they don't get sidelined as usual?"

Charity representative

"With fuel poverty, the other thing you should do is maximise the uptake of other grants, benefits, and other sources of income." **Charity representative**

"Looking at connections, the speed of actually getting a connection is really important."

Infrastructure / engineering representative

"For connections, I want to see WPD focusing on programming the works and costs. Can you work with those contractors simultaneously on-site? More efficiency to these connections is key."

Connections representative

"For me, knowing where the growth is coming from is most important. Is there engagement at a local level to find timelines that meet the capacity requirements?"

Business representative

"With connections, for me there are two simple things. Firstly, make the process simple, and secondly, throughout the process there needs to be communication. I had a good engineer who told us that when we put the final order in, it would be a 12–14 week wait, although it doesn't say that anywhere on the paperwork. So, you've got to make it easier and less clunky as a process."

Local authority representative

7 | SESSION 4: BEING A RESPONSIBLE BUSINESS: BUILDING A SOCIAL CONTRACT

Summary of the discussion

Alex Wilkes, Stakeholder Engagement Manager, introduced the fourth workshop session. Alex explained the concept of a social contract. He explained that it could provide a framework to enable customers and stakeholders to hold WPD to account. He then talked about some of the facets that might be included in this, such as clarity on tax affairs; excellent environmental performance; and transparent mechanisms that enable customers and stakeholders to influence the company's decisions.

Alex then went on to explain Ofgem's requirements for 'enhanced engagement' and the role that WPD's Customer Engagement Group would have in the delivery of this, giving customers a stronger voice in the next Business Plan period. He then talked stakeholders through WPD's proposals for how the social contract could be presented and how it should be scrutinised.

Stakeholders consider WPD to be a trusted company. When stakeholders were asked to vote on how much trust they have in the company, they gave an average score of 8.1 out of 10. The point was made a number of times that the level of trust they have in the company is important because WPD is a regional monopoly, so customers cannot choose to go elsewhere, as they can with their suppliers. It was also added that a social contract should not be seen as being a PR or marketing initiative.

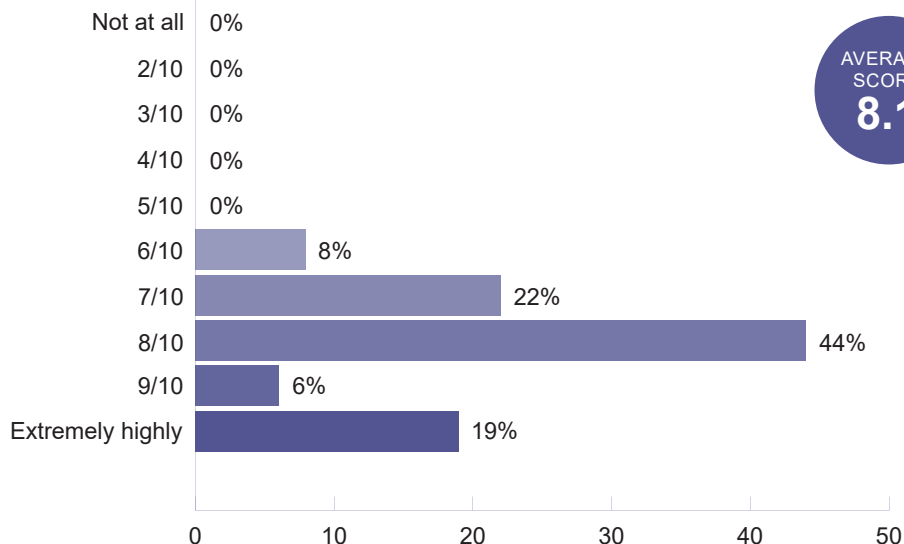
When asked to consider what should be included within a social contract, stakeholders tended to focus on local initiatives, primarily because of the nature of the company's status as a regional monopoly. It was deemed important that the company demonstrates the benefits it brings to local communities. A further reason given for this was the varying needs of certain communities, for example, according to whether they are rural or urban.

There was no real consensus when stakeholders were asked how a social contract should be presented. It was commented that a stand-alone document would be easier for stakeholders to find and refer to. This was marginally the most popular option of the three presented, with 38% of the votes cast. However, stakeholders made the point that facets of the social contract should be included in the Business Plan, not least as this would demonstrate transparency and encourage scrutiny. However, the concept of the Business Plan as a whole being a social contract was also supported, again as this would ensure that it is scrutinised. Both of these options garnered 31% of the votes when stakeholders were polled.

In terms of how WPD should demonstrate delivery of a social contract, again, there was no real consensus. Stakeholders were very keen for the company to demonstrate transparency, so the idea of scrutiny being provided by an independent party was supported. Stakeholders liked the idea of WPD's external auditors providing this scrutiny. However, there was also support for WPD's Customer Engagement Group to fulfill this role. It was also commented that perhaps feedback could be given at the annual workshops, as stakeholders are more knowledgeable than the average customer. A further reason for this was that this would enable the company to give its social contract a regional dimension.



On a scale of 1–10, how much do you trust WPD?



AVERAGE
SCORE
8.1

1. WHAT SHOULD WPD'S SOCIAL CONTRACT CONTAIN?

Verbatim comments:

"The slide contains everything I would expect to see in a social contract." **Energy / utilities representative**

"It needs to be to do with the local community. Things like profits and the regulatory side will already be monitored, so it doesn't need to appear in there. It just needs to be community oriented."

Local authority representative

"The content needs to have a local slant and aim at normal people." **Charity representative**

"If you have a local focus, do you intend to have a different one in Birmingham to Cornwall? There are different issues in different areas."

Business representative

"You could get more engagement with the community if they felt that the community could get some benefit from it." **Business representative**

"With other industries if you hear that a particular supplier isn't doing anything, you can vote with your feet. So, as it's a monopoly, it's even more important to be transparent." **Energy / utilities representative**

"I think any community engagement is a good thing, but I think you're covering a lot of this in the other 76 targets you've got, so you're either going to duplicate them, or have different targets, which will be hard to manage." **Local authority representative**

"You should also aim this at 14–24 age group. Education is key." **Consumer group representative**

"I am confused because I don't understand why you have a social contract. Is it to deliver on legal obligations, is it PR or is it marketing? After all, you are a monopoly. This means people can't choose to buy into you or not if they approve of your social contract." **Charity representative**

"One question is whether you think an organisation such as yourselves should have social responsibilities, and the answer is clearly yes. You need the social obligations to be meaningful." **Academic**

"There is an issue of differentiation between customer and critic. A critic will always see room for improvement as opposed to a customer. A customer might have a limited perspective of what is required." **Consumer group representative**

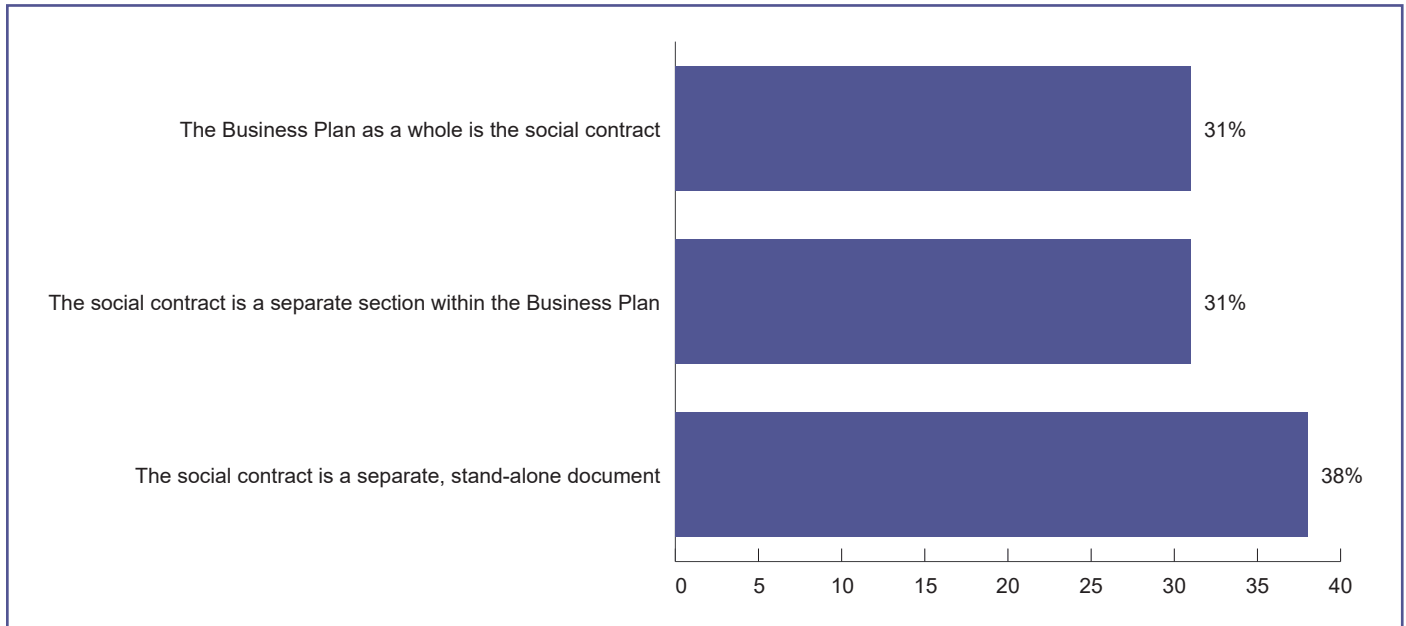
"Local community investments are interesting and innovative from the point of view of the DSO. WPD should think about time and expertise. Experts in finance could mentor young charities to help communities that cannot finance more expensive help." **Business representative**

"By looking at demographics of service users and disadvantaged areas, WPD can then make a real difference in these areas." **Business representative**

"Clearly DNOs are working with shareholders and the business has the responsibility for safety, but at the same time, profits. So, I was thinking should a social contract contain some elements that go beyond profit. For example, how you are giving back to the community?" **Infrastructure / engineering representative**

"In terms of community investment, is it sort of an instance where they come together with people in the community and work with them?" **Local authority representative**

2. HOW SHOULD WPD PRESENT THEIR SOCIAL CONTRACT?



Verbatim comments:

"I think the biggest challenge is the millions of customers. How many of those actually know anything about you at all? You need to do more to publicise who you are." **Parish council representative**

"It depends on the audience. Your panel would want to see the Business Plan. Executive summaries are good for everyone else." **Local authority representative**

"It should be ingrained in the staff that that's who WPD is. If you get the mindset, everything you do follows that. Rather than sticking it in one corner, make it part of the core business." **Infrastructure / engineering representative**

"It would be easier to find if it was a separate document." **Local authority representative**

"I like the idea of having it as a reference point in the Business Plan that you could elaborate further in a separate document." **Business representative**

"I like the idea of it being referenced in the Business Plan, but it does need to stand on its own too. Things are constantly changing, so this social contract needs to be clear and resilient against all these changes." **Connections representative**

"I like it being part of the Business Plan all the way through but worry that you would always be consulting and referencing. Would anything actually get done?" **Charity representative**

"I think we've got quite a few questions to answer first, such as what are we trying to achieve by having a social contract, what is it, and how is it going to be communicated? As for WPD's rationale, I think the media have been making noise, given the backlash against utilities providers, and they're essentially forcing WPD to come up with some kind of response." **Business representative**

"Upon further reflection, I like the idea of it being a stand-alone document that also sits prominently in the Business Plan." **Local authority representative**

"I feel like the kind of people who would be interested in seeing it would be the kind of people who might want to read the business plan anyway. There is a benefit to having it as a separate document, but it might not be necessary." **Energy / utilities representative**

"I think it should be both. It's part of the Business Plan but should also be a document for people to read if they are interested. But actually, the majority of it underpins the whole business." **Charity representative**

“I think it’d be useful if the average customer could understand it. If you had a simple document to say, ‘this is what we’ve done’, rather than the customer having to go deep into the website to find an in-depth document. An overview in plain English would be useful.” **Local authority representative**

“It’s not a contract as that implies the customers have to do something as well. It’s more of a pledge.”
Connections representative

“It should be a golden thread through everything. Millennials today have no brand loyalty, and they sniff out CSR. It is important you can prove you are doing what you say you will do.” **Charity representative**

“It must be intrinsic to the Business Plan. A stand-alone document could be lost.”
Connections representative

“You need a stand-alone document to give it clarity so it doesn’t get lost, and so that you’re able to distil it, although it should be in the Business Plan as well.”
Charity representative

“A layman would see a stand-alone social contract as something extra, whereas an industry specialist might think that you’ve taken them out of the Business Plan.”
Infrastructure / engineering representative

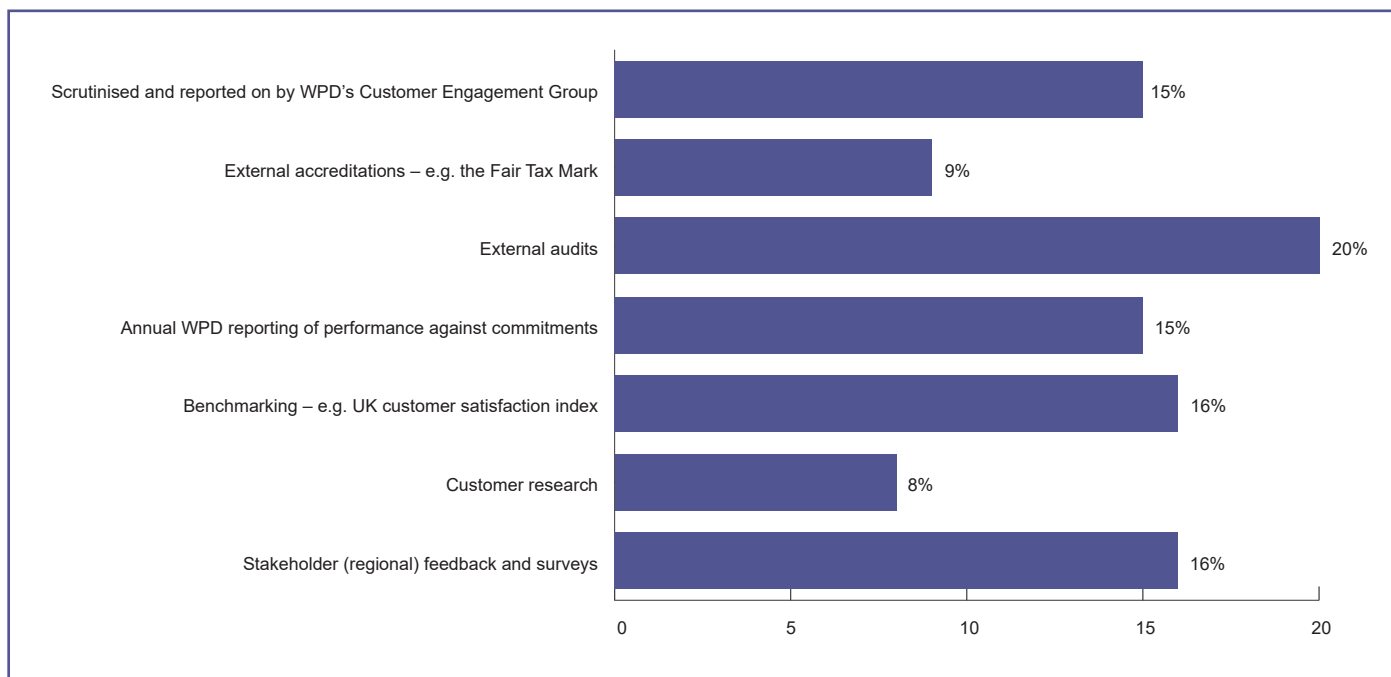
“I would say put it in the format that empowers WPD to enact it the most. Start from there.”
Infrastructure / engineering representative

“I think it should be a stand-alone document because it will have more effect. It would just get lost if it were integrated into the Business Plan.”
Parish council representative

“It would be easier to monitor that way, too, as a kind of action plan of the main Business Plan.”
Business representative

“It should definitely be a separate document because people won’t read the Business Plan, especially if they haven’t even heard of WPD in the first place.”
Connections representative

3. HOW SHOULD WPD DEMONSTRATE THEY ARE DELIVERING IT?



Verbatim comments:

"The question you need to ask yourselves is: how much do you want to stick your head above the parapet? A lot of people don't know who you are."

Energy / utilities representative

"Maybe you need some more regional panels."

Local authority representative

"Or is it stakeholders like today rather than customers who should monitor? People who haven't heard of WPD before are not likely to have the right level of knowledge." **Parish council representative**

"The communities are very different in different geographical areas." **Parish council representative**

"I think that you should focus on figures relating to vulnerable customers rather than promoting how many park benches you've donated." **Charity representative**

"You can't get away from the statistics, because you can show your outcomes and what you're aiming towards."

Connections representative

"You can go further and even benchmark it against other companies." **Business representative**

"Using the Customer Engagement Group is a good idea." **Charity representative**

"I think it should be open for consultation or something. Not many people are going to know what the benchmark is, so maybe you could suggest benchmarks and then consult the group on it. Don't leave it open as people won't know." **Energy / utilities representative**

"External audits could be useful as a lot of customers won't know." **Energy / utilities representative**

"I think Customer Engagement Groups are a good forum to review it because everyone's going to have a different opinion on it, so you can listen to everyone's point of view."

Charity representative

"An external auditor might be overkill. Who would you choose, a proper auditing firm or some NGO, or a charity organisation?" **Local authority representative**

"There must be something on a local, lower level so people know things are going on. You are missing a trick there. Promote it separately to the Business Plan."

Business representative

"If you want to tell people what you are doing, I see no reason why not." **Connections representative**

"I think transparency is key here."

Connections representative

"This needs to be assessed independently with an external audit." **Connections representative**

"External audit is necessary, though even this would need some scrutiny as shown in the example of Carillion." **Local authority representative**

"Scrutinising WPD's customer engagement is really good because you can get experts, and clearly, the Electricity System Operator performance map definitely sets the basis for making sure that what you do is measurable and evaluated."

Infrastructure / engineering representative



8 | SESSION 5: SMART FUTURE AND NEW POSSIBILITIES

Summary of the discussion

The final workshop session was introduced by Nigel Turvey, Network Strategy and Innovation Manager. Nigel told stakeholders that WPD has published its DSO strategy, detailing the additional roles the company would take on within the energy system and explaining that this strategy had been produced further to consultation with stakeholders. He explained how scenario-based forecasting had informed this strategy, enabling the company to build a regional picture of demand, generation and storage uptake.

Nigel then explained how flexibility, rather than conventional reinforcement, could be used to provide an economic and secure supply of electricity. Nigel then talked stakeholders through the company's plans for flexibility in the coming year and explained that flexibility across 79 primary substations would defer up to £40 million worth of load-related reinforcement.

Nigel then talked stakeholders through the work that WPD is doing to facilitate both the adoption of electric vehicles (EVs) and the decarbonisation of heat, highlighting the importance of understanding likely consumer behaviour.

Some stakeholders would like to be updated on how WPD is making progress on the transition to DSO but were not necessarily of the view that this is something that would be important to customers. It was felt that quarterly updates would be sufficient for most relevant stakeholders but that certain stakeholders would benefit from more regular updates. The point was made that engaging with organisations such as councils and Local Enterprise Partnerships (LEPs) on progress would be a good idea and there was support for including information on how this transition is aiding growth and delivering economic benefits.

Stakeholders were generally supportive of the idea of participating in flexibility services both as domestic customers and as employees. The majority were of the view that financial incentives were the best way to encourage them to do so and that these savings would be greater for businesses, making it more attractive to them. However, the point was made by some that this is the right thing to do, irrespective of the cost savings, so perhaps more should be done to demonstrate the environmental benefits and to change customers' behaviour in order to increase participation. In terms of the financial savings stakeholders would expect to see (based on the £98 they pay as part of the average annual bill), it is clear that many would expect a significant saving. The most prevalent answer was £30–£40, although almost a fifth of those who voted on the question told us that figure should be more than £40.

It is clear that the primary issues dissuading stakeholders from purchasing an EV (aside from cost) relate to the current range of EVs. Many were concerned that it would be difficult for them to travel long distances without being forced to charge their vehicles and that this was time consuming at present. It was, however, felt that this is something that would be addressed in the near future, as 37% of attendees told us they could see themselves buying an EV in the next five years. A good proportion (38%) also told us that their own organisations are already in the process of including EVs in their own fleets.

There was limited appetite from stakeholders to replace their boilers with an electric renewable energy heating system, such as a heat pump, with almost one third (32%) saying this was highly unlikely and an even higher proportion (35%) saying this was only likely in more than ten years' time. The point was made that these are not suitable for people living in older properties with poor insulation. It was added that there is a lack of knowledge around the benefits of this new technology. It was, however, pointed out that newer properties should be fitted with heat pumps and that more should be done to include this in building regulations.

1. HOW WOULD YOU LIKE WPD TO REPORT PROGRESS AGAINST THE TRANSITION TO DSO?

Verbatim comments:

"I would like to see improvement in areas where you have capacity issues. You need to improve how you can make capacity available over particular timeframes." **Connections representative**

"Having mapping for electric-vehicle charging points would be useful for customers in my borough. Could WPD not act as some kind of liaison point on that front?" **Local authority representative**

"I would like to see quarterly updates, as the Business Plan would not change that much." **Connections representative**

"You don't need anything more than a quarterly update." **Business representative**

"This will be dynamic and involve frequent changes, so an e-mail or website updates would work." **Infrastructure / engineering representative**

"It all boils down to stakeholder face-to-face time to see where you are and identifying big consumer trends." **Connections representative**

"How much is this going to filter down to Shropshire and Herefordshire? Are you going to talk to local authorities? Have you spoken to anyone locally?" **Charity representative**

"WPD really needs to talk to local councils and LEPs about it." **Charity representative**

"EV could be made a higher priority during this transition, for example, by insisting that new housing developments have EV chargers attached to their properties. Some local authorities are rolling this out on a very small scale." **Local authority representative**

"I would like to get feedback on how WPD is transitioning to DSO, but I don't know who I would speak to or where that information would come from." **Parish council representative**

"It's very important to have access to information about the transition. For the average consumer, decarbonisation of heat and EVs are of interest." **Business representative**

"We want up-to-date information on requirements, capacity and customer demand. With 5G going live, you'll have up-to-the-second information. I'd think you could take advantage of 5G to make your systems more intelligent." **Local authority representative**

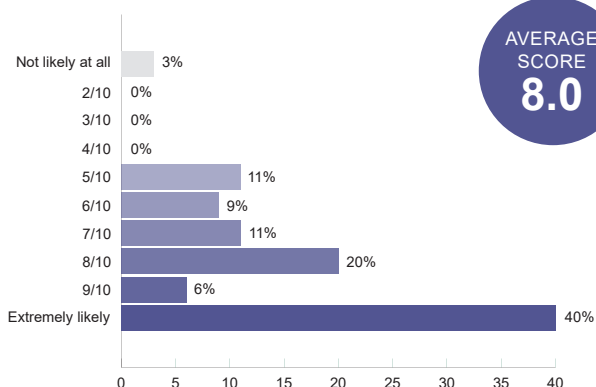
"It's good that enabling economic growth is there. That said, there are a lot of acronyms that won't be understood by non-specialists." **Local authority representative**

"The language needs to be simple and easy to understand." **Local authority representative**

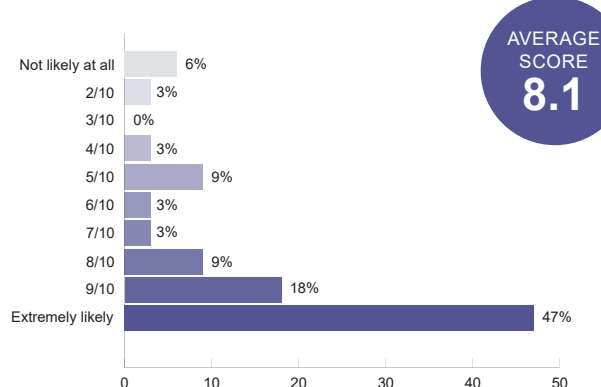


2. HOW LIKELY ARE YOU TO PARTICIPATE IN FLEXIBLE SERVICES? AS A DOMESTIC CUSTOMER AND FROM A WORK / BUSINESS PERSPECTIVE?

On a scale of 1 to 10, as a domestic customer, how likely are you to be flexible in terms of your energy use / generation in return for a financial saving?



On a scale of 1 to 10, how likely is your organisation to be flexible in terms of your energy use / generation in return for a financial saving?



Verbatim comments:

“Our village would potentially be interested in a flexible model. The control would motivate them. We have a village community shop that everyone’s rallied round, so if it would benefit the community, they’d probably be interested.” **Energy / utilities representative**

“I think it’s not just the benefits, it’s about the constraints. If you raise awareness about the issues among people, those particular solutions benefit the community and housing. We recently had a development with some social housing, it would have been nice if we could have developed a heat network in the village on the back of that development.”

Local authority representative

“The bottom line is you’ve got to make it financially worth it. For example, the plastic bag charge means that we don’t use them any more. A social conscience was part of it.”

Infrastructure / engineering representative

“There is an opportunity for education there. My 7-year-old is horrified if she sees someone dropping litter and by wasted water. So, educating younger children is important.”

Energy / utilities representative

“I feel Ofgem is already considering flexible services. I’d happily sign up to these right away. My customers, on the other hand, would want financial incentives.”

Charity representative

“I think that having financial incentives for operating at night time would make me want to get involved.”

Business representative

“Increasingly, businesses are working 24/7, so these financial incentives would work for them.”

Business representative

“I think so, yeah, it’s all about flexibility for us. What alternative have we got to use? We’re always looking at where we can get alternative power, it is a general issue in terms of not bringing in electrical suppliers. So that brings flexibility to the forefront.”

Business representative

“The complexity of having those contracts will limit the number of people participating in those arrangements.”

Energy / utilities representative

“I would need a purely financial incentive [to participate].”

Local authority representative

“It’s difficult to say how much money I would need to save to incentivise me. In order to participate properly, we have to invest upfront, such as getting an electric vehicle, so it’s understanding how the payback will work. Batteries are expensive to buy.”

Academic

“What is the cash saving? It’s probably marginal, but like recycling, things are going to shift, people will start thinking about wider issues and there will be greater uptake.”

Charity representative

“I might be looking for incentives as a company, and possibly as a customer.”

Connections representative

“I simply feel it's the right thing to do. A 1p reduction in my bill would be enough for me.”

Charity representative

“For consumers it'll be the cost. It's a matter of whether there is an upfront investment or whether WPD will fund it and recover the costs gradually through the billing.”

Infrastructure / engineering representative

“It would be interesting as a householder now to be part of it. Personally, I have PV, a smart meter, I had an electric vehicle but unfortunately had to get rid of it because the range wasn't good enough. They're on the horizon, so it would be interesting finding out about the options.” **Charity representative**

“Storage is expensive, so only the most affluent will be able to invest in the relevant infrastructure.”

Business representative

“If you're a business, you can easily avoid peak prices, but as a domestic customer, you're less able to do so, therefore there's no incentive.”

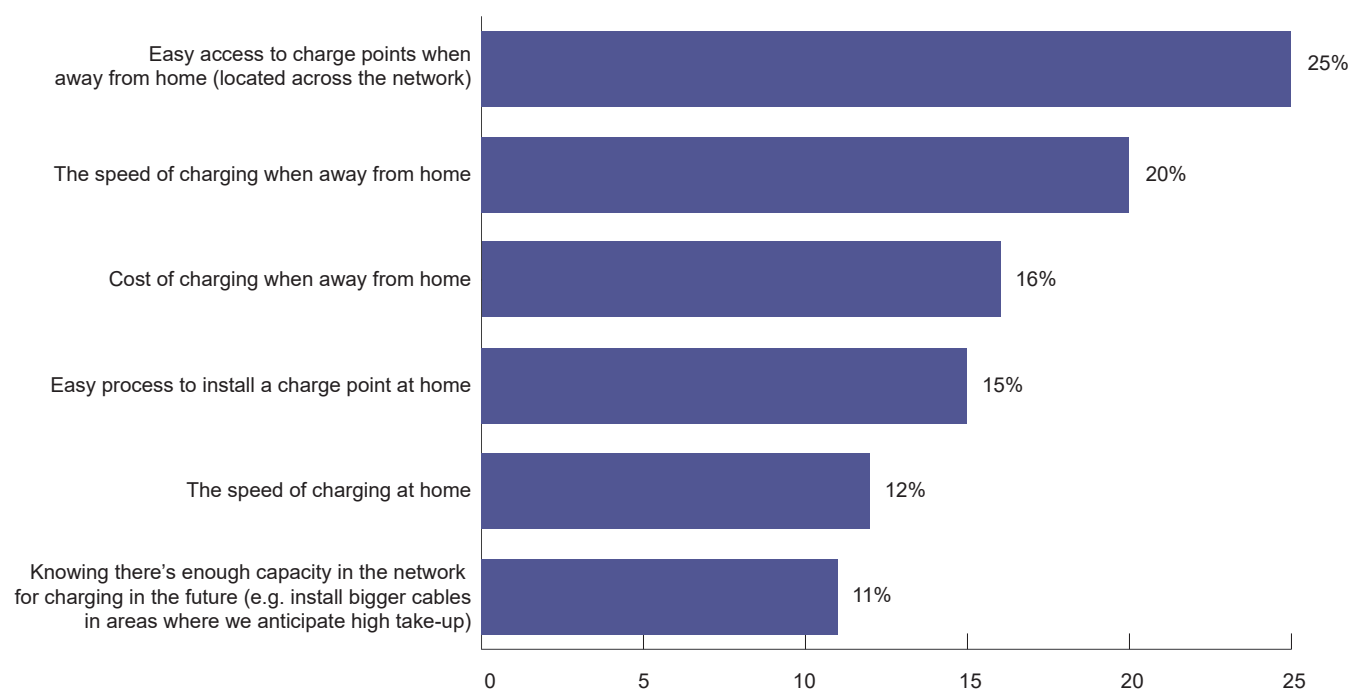
Connections representative

As a domestic customer, what proportion of WPD's annual £98 charges would you expect to save to make it worth your while to provide this flexibility? (select one option)



3. WHAT FACTORS WOULD BE IMPORTANT TO YOU WHEN IT COMES TO CHARGING YOUR OWN (FUTURE) ELECTRIC VEHICLE?

Which of these network-related factors would make it more likely for you to have an electric vehicle?
(drag & drop into place)



Verbatim comments:

"I've never bought a new car, so it's not likely I'd buy an electric one." **Local authority representative**

"It's a matter of trusting whether you can get from A to B." **Energy / utilities representative**

"I want to be sure that I can get to where I need to. I want to make sure that it can cover the distances that I travel every day, and, if not, I want to feel comfortable that there are enough chargers around to enable me to complete my journey."

Business representative

"The battery needs to be able to hold enough capacity for everyday journeys."

Local authority representative

"The big issue is buying the car, and at some point, you need to start thinking about having a queue-management system for charging your car. You need to make sure that there are enough parking spaces with charging facilities." **Business representative**

"As long as my car is plugged in and is charged by the morning, I don't mind WPD choosing when it's charged." **Local authority representative**

"I'm happy for WPD to control charging, but I want to have an overriding final say over the whole charging process." **Business representative**

"My worry is always about whether these EVs will get charged quickly enough just in case I have an emergency." **Business representative**

"For a lot of people, if you don't have a drive with a power supply, that's more of a worry. You can go further distances now, so being out and about isn't a problem." **Energy / utilities representative**

"There's a lot of fear about electric vehicles and not being able to use them when you want to, but that doesn't mean people won't be willing to go for more flexible options." **Energy / utilities representative**

“The thought of letting WPD have control over charging my electric vehicle gives me anxiety. It makes me think of Big Brother.”

Local authority representative

“I came in an EV, but the range is dire. We have 7kW chargers for them and leave them overnight. If I could decide again, I wouldn’t go fully EV because I feel EVs are still in their infancy.” **Business representative**

“The only thing that matters is if the DNO has my vehicle charged by the time I need it. I do still have range anxiety, though.” **Charity representative**

“Range anxiety is my biggest concern for EVs.”

Connections representative

“It’s also about availability of charge points, because if it takes 45 minutes to charge a car, you get to a service station and there’s a queue for the charge points, you could be waiting an hour and a half to charge.”

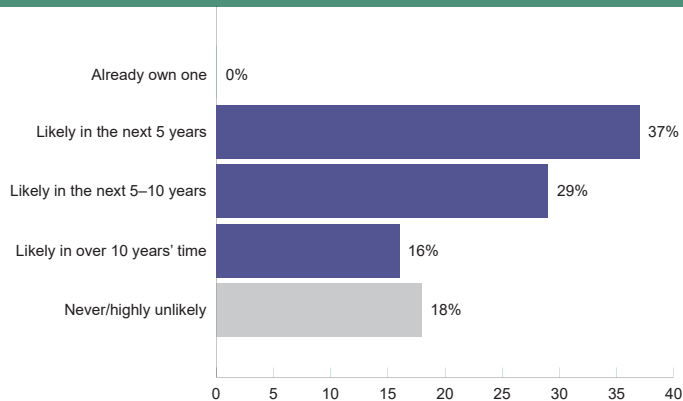
Infrastructure / engineering representative

“Another factor is that the performance of EV decreases over time as the battery ages.”

Local authority representative

4. HOW LIKELY IS YOUR COMPANY TO MOVE TO ELECTRIC VEHICLES IN THE NEXT FIVE YEARS?

As a domestic customer, how likely are you to purchase an electric vehicle? (select one option)



“Our chairman is an evangelist about electric vehicles, so they’re everywhere in our company.”

Business representative

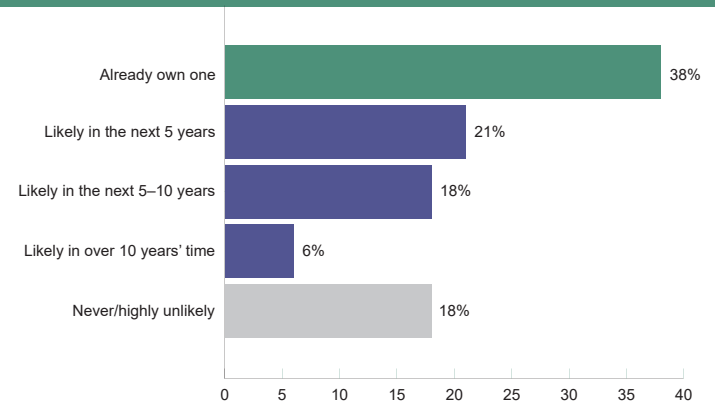
“Car companies will be bringing out a lot more electric vehicles in the next few years, so we will see a lot more.” **Charity representative**

“We’re going to get two at headquarters and we’re aiming to have about 20% on site, but it depends on cost.” **Connections representative**

“Our estates are going to have electric vans. It’s a relatively low distance between our university campuses.” **Academic**

“As a company, our transition from Mitsubishi to EVs was good PR. As a customer, I’d be more inclined to go hybrid.” **Business representative**

How likely is your organisation to switch to electric vehicles? (select one option)



“We’re on the way now. All of our offices have at least three charging points now.”

Infrastructure / engineering representative

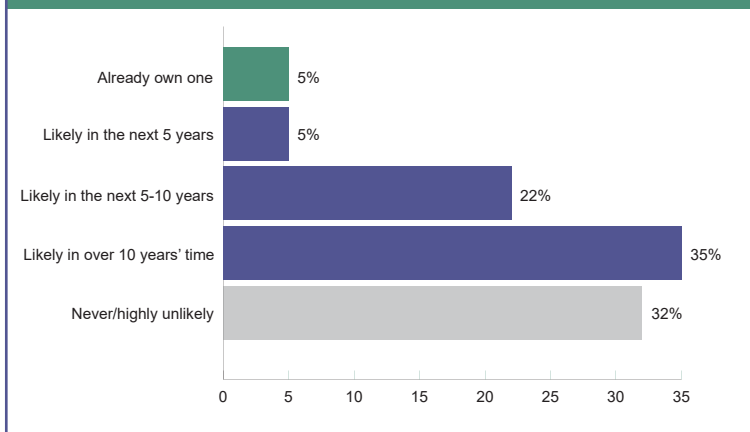
“Charging time is the major problem, you would need 8 to 10 hours for a charge, if some of these present petrol stations, 100 kVA, you could charge in 30 minutes, we’re short as far as I can see. But if you’re charging at home, I don’t know how you’d improve that.” **Infrastructure / engineering representative**

“We’ve identified certain places where we wanted EV charging, and there is a small proportion where there is grid connection, so that is completely filled. And we have done all the feasibility and background work.”

Local authority representative

5. AS A DOMESTIC CUSTOMER DO YOU EXPECT TO REPLACE YOUR BOILER, OR SUPPLEMENT IT, WITH AN ELECTRIC HEATING SYSTEM IN THE NEAR FUTURE?

As a domestic customer, how likely are you to replace your boiler with an electric renewable energy heating system (such as a heat pump)? (select one option)



Verbatim comments:

"I investigated it for a parish hall. I think part of the problem was that the funding we were hoping to get suddenly stopped, so it wasn't as viable."

Parish council representative

"It's fine with new homes because they're so energy efficient, but with older homes, you'll probably need a top-up heat source."

Local authority representative

"They should be included as part of the building regulations on new homes."

Energy / utilities representative

"I would love to specify them in my planning policy, but you need the evidence to say why you need it and you have to look at the additional cost. It's difficult to build it into the planning policy."

Local authority representative

"I'd buy one tomorrow, but I haven't seen that business case."

Energy / utilities representative

"We are fitting 1,000 central heating systems. That said, the costs of air-sourced heat pumps are still too prohibitive. They're much higher than gas."

Charity representative

"The issue is a lack of knowledge about these systems and their life cycles."

Business representative

"I'm unsure about whether the technology has sufficiently developed."

Connections representative

"I've got an old house. The biggest problem is that you need good insulation. A lot of work needs to be done to an old house before you can get an electric heating system."

Academic

"Commercially, we are all electric, and we predominantly use ground-source heat pumps. Personally, I will be sticking with gas because when you have a power cut, you still have your gas cooker. You can't underestimate its value."

Connections representative

"As a company, we want to build houses with electric heating because it's cleaner, because it can be done using wind and solar. And we also want to put heat pumps in."

Infrastructure / engineering representative

"In view of new regulations, lots of authorities are building new houses with electric heating systems. With social housing, they're well aware that their residents don't have much disposable income, so there's a need to make their properties more energy efficient."

Local authority representative

"Unless the government makes a major contribution to heat pumps, it's not going to be delivered. So, unless the government steps in, they'll wait for their existing systems to expire."

Local authority representative



TABLE DISCUSSION

1. Have we identified the right priority areas? Are any missing?
 2. Which priority areas are most important to you?
- For your highest priority areas, what activities do you want us to



9 | AFTERNOON SURGERIES

CONNECTIONS

The surgery on connections was hosted by Richard Allcock, Connections Policy Engineer. Richard explained the Incentive on Connections Engagement (ICE) Workplan, which sets out the actions that WPD will undertake each year in order to deliver the service improvements required by stakeholders in line with the priorities they have helped the company to identify. Stakeholders were then asked to consider whether the priority areas identified for 2019/20 were appropriate and which ones were most important to them.

HAVE WE IDENTIFIED THE CORRECT PRIORITY AREAS?

- It was commented that the legal aspect should be seen as a key priority and it was suggested that this should include changes in policy, particularly with regard to wayleaves.
- It was felt by some that WPD should do more to prioritise communications around connection programmes and it was suggested that a liaison officer was needed to ensure that standards of communications do not differ from team to team.
- There was strong agreement that WPD needs to improve its forecasting and planning.
- The point was made that the company is often surprised when a connection is requested to serve a new development but that this may have been in the pipeline for over five years.
- It was suggested that connections surgeries be formalised as it was felt that they take place on an ad hoc basis at present.

RANKING THE PRIORITIES

- There was consensus that capacity should be the top priority followed by availability and assessment and design fees. Stakeholders did not rank community energy, competition in connections or the transition to DSO when asked to do so.
- It was commented that the point of contact at WPD was vitally important for assisting developers in future planning and answering questions relating to design, including those relating to cost.
- It was commented that there should be more consistency in charging as, currently, when a developer puts in a number of applications for one site, the first application pays more.
- It was added that connections customers are currently frustrated by the lack of interaction when there are multiple applications for a site.

Network capacity allocation and reservation	1
Availability of Information	2
Assessment & Design fees	3
Low Carbon Technology, e.g. Electric Vehicles	4
Community Energy	
Competition in Connections	
Transition to DSO	



EVS AND WIDER INNOVATION

The surgery on EVs and wider innovation was hosted by Paul Jewell, Policy Manager. Paul explained that, as a result of the government's commitment to reduce carbon emissions in its Carbon Plan, energy used for heating and transport will shift to electricity produced by renewable sources. Paul then talked stakeholders through WPD's approach to accommodating this through the use of a range of innovative methods, explaining some of the company's current and future projects.

- Stakeholders were keen to receive an update on the policy regarding three-phase and were pleased when they were told that this is likely to be available by the end of the year.
- Stakeholders were also pleased to learn that three-phase will result in capacity being tripled, which would pave the way for more rapid charging.
- It was noted that the inclusion of EV charging on individual homes would be good for housing developers as this would make homes more attractive to potential buyers.
- It was felt that it would bring benefits to the network if WPD could have greater control over when people charged EVs, so there is not a peak at 6pm, for example.
- It was explained that it was not practicable for all new homes, especially those without off-street parking, to have an EV, so local authorities are looking to install chargers in locations such as car parks.
- Local authority representatives were keen to see more information given to them on network capacity as it would inform their spatial planning.
- There was concern about the amount of disruption that would be caused by local authorities rolling out charging infrastructure in busy town centre locations.
- It was commented that battery storage for EV charging would be an interesting development in the future and it was confirmed that this was something WPD was looking into.

NETWORK CHARGING

The network charging surgery was hosted by Nigel Turvey, Network Strategy and Innovation Manager. Nigel explained that there is an opportunity to mitigate network constraints using flexibility. He then told stakeholders that there are different approaches to network charging for Transmission and Distribution and between demand and generation, which results in a risk that investment and operational decisions are being distorted, and that Ofgem is proposing to address this with two reviews: the Targeted Charging Review and the Significant Code Review.

- It was commented that there is confusion about whether or not there will still be unit charges for generators in the future.
- It was commented that a school, for instance, would have huge bills with PV but that it would be exporting a good deal of electricity in the summer. It was asked whether this would mean the school would fall into more than one category.
- Stakeholders felt that the reviews were highly complex and quite impenetrable documents.
- It was noted that there seems to already be a locational element to system charging, which would mean that there would be differences in charging according to the network area.
- Concern was expressed regarding the embedded benefit review, as it was felt this would disadvantage companies that install equipment with a long asset life.
- It was commented that the network charging is difficult for companies that pass bills on to domestic customers. One stakeholder commented that his company gets asked for plans and information about investing in battery storage but is unable to provide answers.
- There was concern that changes to network charging would result in fewer homes being built with solar power. Stakeholders felt that there might be an issue if more new developments are built than Ofgem has foreseen and WPD will be unable to cope.
- It was noted that these reviews are encouraging developers not to follow current rules and that they make it difficult for them to make plans.

CONSUMER VULNERABILITY

Karen McCalman, Social Obligations Officer, hosted the consumer vulnerability surgery. Karen talked stakeholders through WPD's Consumer Vulnerability Strategy and its four strategic aims: improving the company's understanding of vulnerability; improving the accuracy of Priority Services Register data; improving services during power cuts; and addressing fuel poverty. Karen then explained WPD's action plan for 2019 and its future priorities for RIIO-ED2, asking stakeholders for their feedback.

- Stakeholders broadly endorsed WPD's strategic goals for 2019 and it was felt that these were the right areas to drive improvement. It was commented that it is commendable that the company is maintaining its 2018 targets and adding more commitments.
- It was commented that it is important that customers in vulnerable situations and those in fuel poverty (especially those who do not speak English as a first language) are not left behind in a 'smart future'.
- It was felt that WPD should do more to engage with healthcare providers, although it was noted that it is sometimes hard to engage with the NHS and that levels of engagement can vary considerably, making it hard to replicate certain services in some areas.
- There was interest in how the vulnerability funds for private landlords were to be rolled out. It was noted that, whilst this will no doubt provide benefits for tenants, only the more responsible landlords will be involved in this. The solution of providing case studies so that local authorities can put pressure on the less responsible landlords was seen as a solution to this.
- It was noted that licensing schemes for landlords of houses in multiple occupation (HMOs) can help ensure that best practice is followed. The example of Coventry was given as a local authority where a selective licensing ensures this is the case.
- When stakeholders were asked which other actions WPD should consider as part of its delivery plan, it was suggested that the company should host a number of focus groups for customers to see how they feel about possible initiatives and progress with the ones that were seen as most effective.
- It was felt that more education should be provided for vulnerable customers, especially on ways to reduce their energy consumption.
- The point was made that the term 'vulnerable' has negative connotations which can be counterproductive in that it might prevent those people most in need from benefitting from some of WPD's initiatives.
- Stakeholders broadly agreed that WPD's four strategic objectives were still appropriate. It was commented that if these are proven to be working, it would be foolish to change them.
- Stakeholders were then asked about which obligation commitments they wished to see carried forward and what else they would like WPD to deliver in RIIO-ED2. It was suggested that more should be done to promote WPD's initiatives on platforms such as council websites, police websites and social media.
- It was also felt that more should be done to increase links with other agencies because when someone has a power cut, they often ring the police.



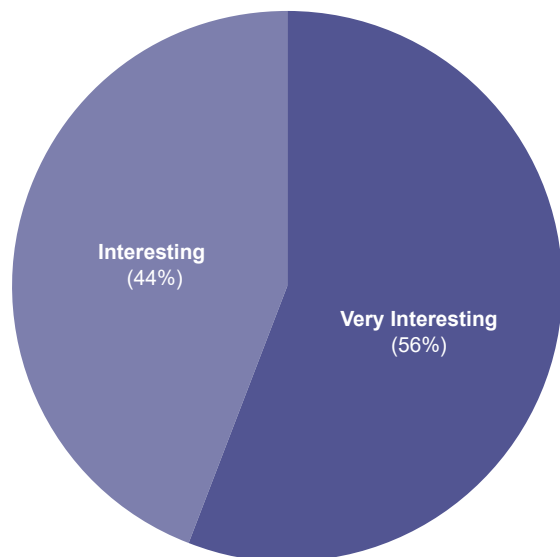
Stakeholders were asked to fill in a feedback form, denoting which of WPD's social obligations priorities they should remove, reduce, retain, or increase. The outcomes of this are shown below. Please note, some stakeholders did not vote on certain priorities. Training staff to recognise the signs of customer vulnerability was the most popular priority, closely followed by fuel poverty training for all staff who come into contact with members of the public. Two stakeholders were of the view that co-ordinating meetings with suppliers to agree criteria for vulnerability should be removed as a priority, and one stakeholder was in favour of reducing the focus on making 10,000 crisis packs available to customers who need extra support in a power cut.

	Remove	Reduce	Retain	Increase
Work with others to improve our understanding of the needs of vulnerable customers			3	5
Train staff to recognise the signs of customer vulnerability			2	6
Contact vulnerable customers at least once every two years to check their details			5	3
Improve the quality of the data that we hold on our Priority Services Register			3	5
Co-ordinate meetings with suppliers to agree criteria for vulnerability	2		4	2
Raise awareness of the Priority Services Register			4	4
Make 10,000 crisis packs available to customers who need extra support in a power cut		1	6	1
Contact customers who rely on electricity for medical reasons every three hours during a power cut			5	3
Provide practical support during power cuts through organisations such as the British Red Cross			7	
Ask for feedback from customers in vulnerable circumstances to check they are happy with our service			6	1
Develop ways of sharing information with Local Resilience Forums			6	
Build a database of regional agencies we can refer customers to for fuel poverty support			2	5
Work with partners to develop links to and from our website so information is easy to find			3	4
Develop joint information with partners we work with to help customers who are facing fuel poverty			4	3
Fuel poverty training for all staff who come into contact with members of the public			1	6
Use data analysis to identify areas with a high concentration of vulnerable households			6	1
Develop local outreach services to help customers who are facing fuel poverty			2	5

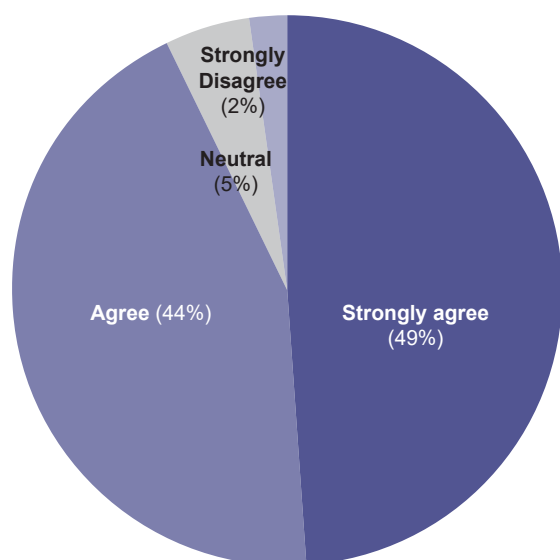
10 | WORKSHOP FEEDBACK

After the workshop, stakeholders were asked to complete a short feedback form. The feedback was as follows:

Overall, did you find this workshop to be:



Did you feel that you had the opportunity to make your points and ask questions?

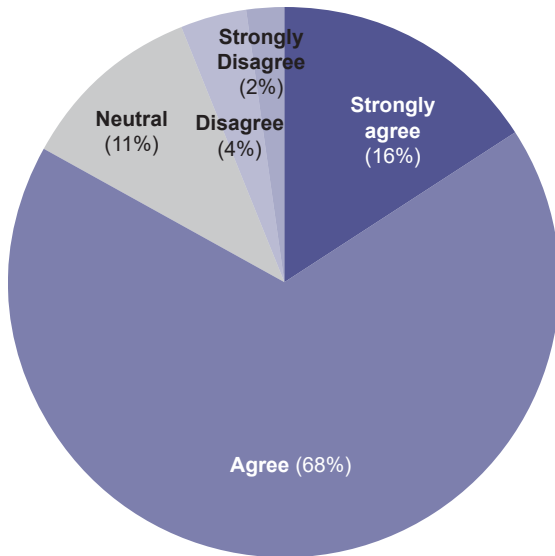


“Well facilitated. Nice mix of colleagues. Excellent pace.”

“Good spread of knowledge in group.”

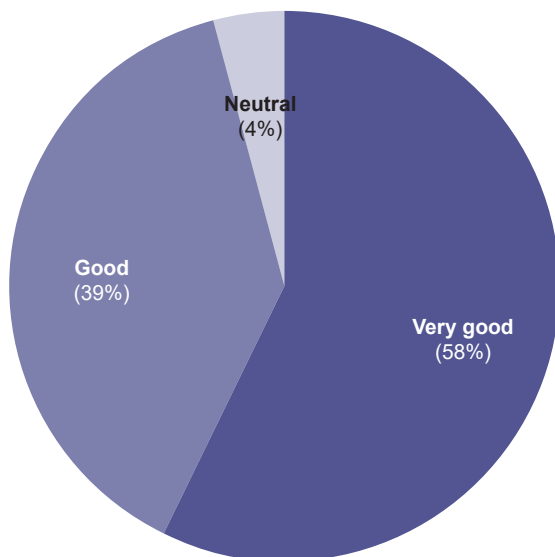
“Well run and chaired.”

Did we cover the right topics for you on the day?



“Would have liked more about connections and load capacity upgrades for rural properties.”

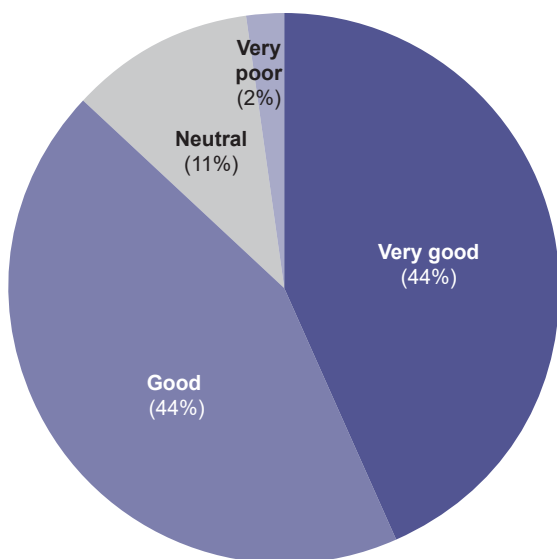
What did you think of the way the workshop was chaired by your facilitator?



“I appreciate the preparation that went into this event.”

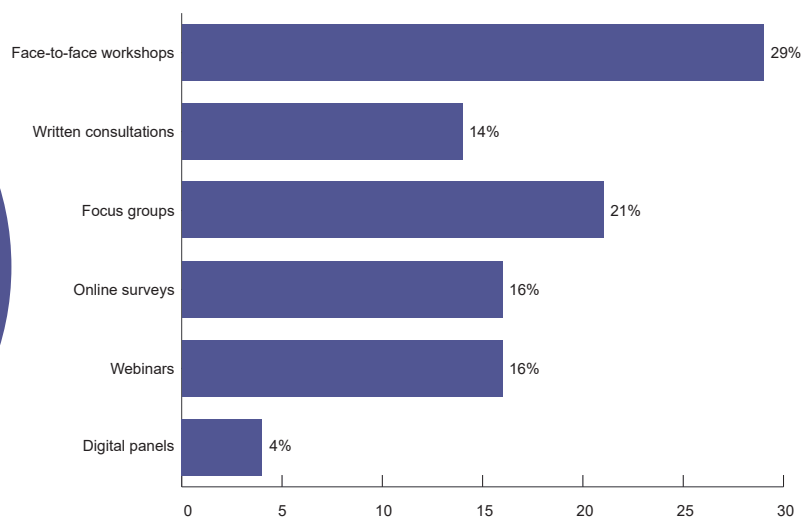
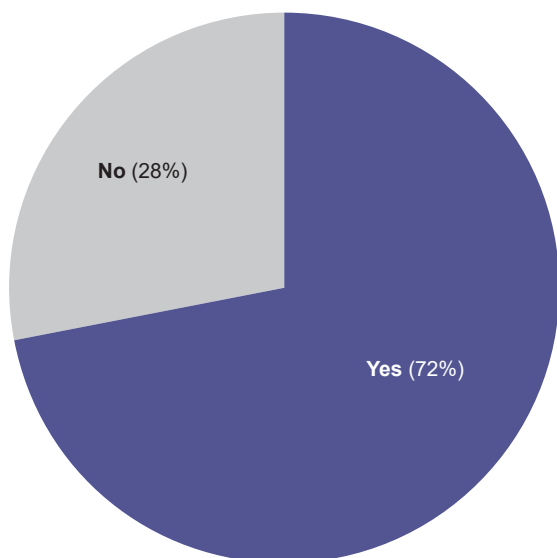
“Excellent, included everyone.”

What did you think of the venue?



Would you be interested in participating in our RIIO-ED2 consultation at key points in the process?

If so, how would you like to participate?



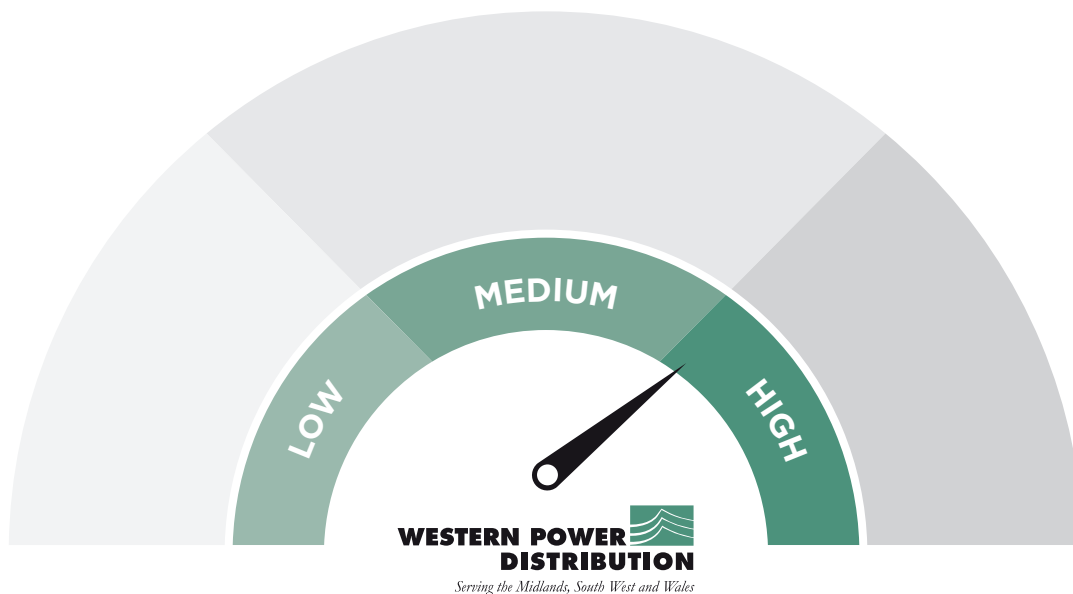
ANY OTHER COMMENTS?

"Flyers or handouts could promote what you do, [explaining WPD's] power cut."

"Very good meeting, informative."

11 | APPENDIX 1: WPD'S PRIORITY AREAS FACILITATION PROP

Your priorities – outputs for us to deliver



12 | APPENDIX 2: STAKEHOLDERS' TOP PRIORITIES FACILITATION PROP

Your top priorities – what do you want us to focus on?

Priority One:	
1.	
2.	
3.	
4.	
5.	

Priority Two:	
1.	
2.	
3.	
4.	
5.	

Priority Three:	
1.	
2.	
3.	
4.	
5.	

Priority Four:	
1.	
2.	
3.	
4.	
5.	

Priority Five:	
1.	
2.	
3.	
4.	
5.	

