Stakeholder engagement workshops
February 2019

Results and suggested actions

Session 1: Introduction to WPD and our RIIO-ED2 engagement plan

WPD session:

- Why did you attend the workshop?
- Do you want to be involved in our consultation at key points?
- What methods of engagement suit you and the wider stakeholders/customers you represent?
- Are there any key stakeholder groups that you feel it is vital to involve?

Key feedback:

- Many, understandably, were most interested in subjects relating to their roles - e.g. those from more technical background were most interested in DSO transition and many local authority representatives were interested in the growth agenda (particularly around the facilitation of housing targets).

- It was suggested that topic-specific workshops be held on topics such as Electric Vehicles and Community Energy.

- Webinars and online engagement were supported by some stakeholders, especially those from more remote areas, but it was accepted they are limited in terms of their feedback.

- The majority of stakeholders (77%) told us they were keen to be involved in WPDs RIIO-ED2 consultation programme and a number of stakeholder groups whose feedback should be sought on WPDs plans for RIIO-ED2 were suggested.

Proposed actions:

1. **WPD will run local network investment engagement with LEPS and LAs with DMs and planners across our regions**

2. **WPD will engage widely with stakeholders on ED2 programme, particularly at stages 1 (first draft) and 3 (initial submission to Ofgem).**

3. **Ensure more organisations are included in consultations – including commercial customers – to maximise feedback.**

4. **WPD will expand its education programme to include more engagement with senior schools and colleges to raise our profile with future customers and promote diversity (e.g. through STEM).**

5. **WPD will commission research to explore alternative engagement methods for people who are not internet-savvy.**

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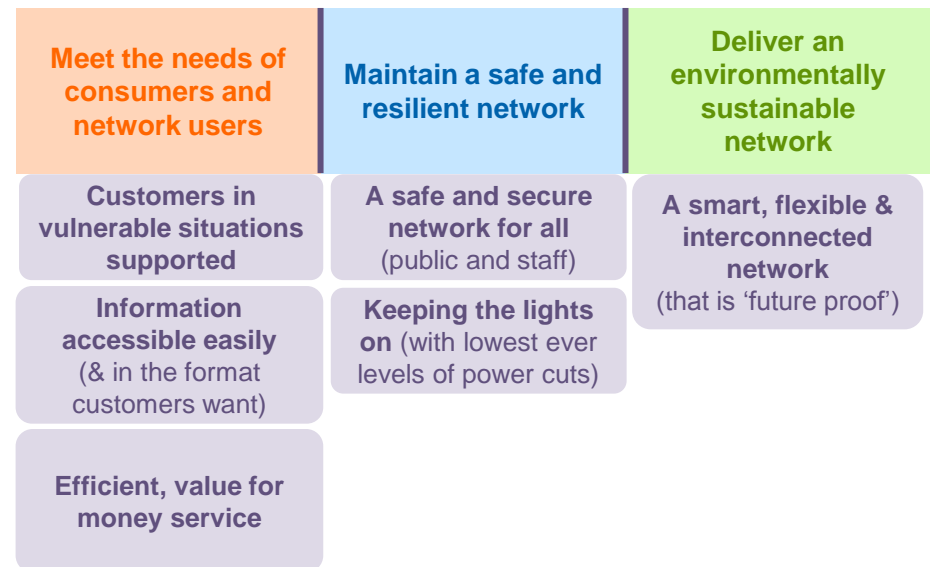# Session 2: The RIIO-ED2 framework and your expectations of WPD

WPD session:
- Covered the six strategic priorities
- Does WPD deliver value for money?
- How should we present the commitments we make to you as stakeholders?

Key feedback:

- Stakeholders were broadly of the view that WPD delivers good value for money for the services it provides (when asked to vote out of 10 on this, the mean score was 7/10).

- The preferred approach from stakeholders, was that the company should develop a pool of outputs stakeholders want it to deliver, structure these within Ofgem's framework, and then promise to deliver any that don't fit as "wider commitments".

Proposed actions:

6. WPD's RIIO-ED2 Business Plan will include the outcomes specified by stakeholders:

Meet the needs of consumers and network users	Maintain a safe and resilient network	Deliver an environmentally sustainable network
Customers in vulnerable situations supported	A safe and secure network for all (public and staff)	A smart, flexible & interconnected network (that is 'future proof')
Information accessible easily (& in the format customers want)	Keeping the lights on (with lowest ever levels of power cuts)	
Efficient, value for money service		

7. Outputs required by stakeholders that are outside the formal regulatory framework will be presented as "wider commitments".

8. WPD will continue to undertake the Willingness to Pay exercise and include customers' willingness to participate in flexibility services as part of future 'Willingness to Pay' research

Session 3: Your priorities – outputs for us to deliver

WPD session:
- We used this session to establish stakeholder priority areas
- Have we identified the right priority areas?
- Are any missing?
- Which priority areas are most important to you?
- What activities do you want us to focus on?

Key feedback:

- Stakeholders were asked to vote electronically on which priority areas were most important to them. The results were (scores out of 10):

Network reliability	8.46
Build a smart network	7.94
Network resilience	7.87
Cyber resilience	7.41
Innovation and new services	7.26
Vulnerable customers	6.83
Whole systems approach	6.82
Connections	6.77
Customer service	6.70
Electric vehicles	6.66
Environment	6.65
Affordability	6.23
Workforce resilience	6.21
Fuel poverty	5.79

Proposed actions:

9. **WPD will maintain the current levels of innovation expenditure and consult annually on our Innovation Strategy.**

10. **WPD will undertake Regional Development Programmes and cross sector work through the industry's Open Networks programme.**

11. **WPD will promote existing opportunities available to all customers through flexible power.**

12. **WPD will continue to engage with universities to attract skilled talent to support our business requirements.**

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Session 4: Being a responsible business: Building a social contract

WPD session:
- To establish what WPD's social contract should contain and how it should be presented.

Key feedback:

- When stakeholders were asked how a social contract should be presented, almost half (49%) were of the view that it should be a separate section in WPD's Business Plan.

- Stakeholders were keen that an independent third party should provide scrutiny.

- Stakeholders felt that KPI's should be included in a social contract to ensure that WPD adheres to it.

Proposed actions:

13. WPD will produce a social contract including elements of the table below:

Industry leading performance	Positive outcomes for customers in vulnerable situations	Community and environmental benefits
Fair prices and returns/profits	Local community investment	A framework for engaging local communities
Clarity on tax affairs and dividend payments to shareholders	Responsible and transparent Board governance arrangements	Transparent mechanisms so customers & stakeholders can influence decisions
Excellent environmental performance	Inclusion of methods for measuring the social impact of activities	Innovation to meet societal challenges (not just reg/technological ones)

Consequences if we fail to deliver on our social contract

14. **The social contract will be scrutinised by the CEG.**
15. **The social contract will be included within the business plan.**
16. **KPI's / measurable targets will be attributed to the social contract.**

Session 5: Smart future and new possibilities

WPD session:
- Covered DSO strategy, scenario based forecasting, flexibility, electric vehicle readiness and electrification of heat

Key questions we asked customers:
- How likely are you to participate in flexible services?
- How likely are you to replace your boiler/purchase an Electric Vehicle?

Proposed actions:

17. **WPD will create a map illustrating how we are building a smarter network by providing examples of how customers are using offerings such as flexible power and EV charge points, for example.**

Key feedback:

- Many stakeholders said they would be interested in participating in flexibility services.

- Stakeholders expressed that certain commitments, such as the number of new connections made, the number of EV charge points installed and progress on the rollout of flexibility services should be published on the WPD website, with maps to make this information as accessible as possible.

- There was little appetite from stakeholders for buying a renewable energy heating system such as a heat pump although many stakeholders could see themselves buying an electric vehicle.

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Key actions in response to surgery feedback:

Connections
- Publicise more information on innovation in connections internally and externally.
- Continue to engage with community groups.
- Produce and publish online a guidance document to navigate customers through the connections application process .

EV's and wider innovation
- Undertake at least 1 EV workshop in each of the 4 licence areas with LEPs/LAs to guide, educate and inform stakeholders of progress.

Network charging
- Publish information on unit charges and how a generators location impacts charges.

Consumer vulnerability
- Commission a project working with PSR customers on the smart meter rollout.
- Promote more widely the work we do / have done to identify areas with a high concentration of vulnerable customers.
- Pilot a project to engage customers with mental health issues.

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