Western Power Distribution Stakeholder Workshop: Summary Report
February 2019

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales

CONTENTS

1 | <u>INTRODUCTION</u>

In February 2019, Western Power Distribution (WPD) hosted a series of six workshops in locations across its network. This report details outcomes from the six workshops in Newport, Bristol, Bodmin, Birmingham, Nottingham and Lincoln.

The workshops were aimed at gathering feedback from the company's 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.

All of the workshops began with an introduction from Alex Wilkes, Stakeholder Engagement Manager. Each of the workshop sessions were introduced with a short presentation from members of the WPD team, followed by roundtable discussions and electronic voting.

A total of 330 stakeholders attended the workshops. Details of the organisations that were represented along with the regional split and stakeholder types can be found in Appendix 1 of this document. EQ Communications (EQ) was appointed as a specialist stakeholder engagement consultancy to independently facilitate the stakeholder workshop on behalf of WPD and neutrally report back on the outputs.

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 | SESSION 1: HOW WE ENGAGE WITH STAKEHOLDERS

Summary of the discussion

Alex Wilkes introduced the opening workshop session at all six workshops, 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.

There was a good split of stakeholders across the six workshops. The most well-represented group were local authority officers / elected representatives with 21% of all attendees, followed by energy / utility companies with 13%. 16% of those who attended identified themselves as 'other' when asked to pick the stakeholder type that best described them. These included engineering consultants, housing developers, social housing providers and those working in the infrastructure sector. There was little regional difference in the make-up of those who attended across the six workshops, with the exception of Bodmin, where 16% of attendees described themselves as environment representatives, and Lincoln, where 14% of attendees were connections customers.

Naturally, stakeholders came to the workshop for reasons relevant to their roles. Those from local authorities were particularly keen to discuss the growth agenda. Many were under pressure to deliver exacting housing targets and they were keen to see how WPD could help them to facilitate this. In addition, they were keen to discuss the projected increase in electric vehicle (EV) take-up and the network reinforcement that would be needed to accommodate this.

Many attendees were also keen to discuss the transition to DSO and what this means for them. Those in Bodmin and Lincoln were particularly interested in how the network could facilitate more renewables, which is unsurprising in light of the roles of many of the attendees at these workshops.

The majority of stakeholders (77%) told us they were keen to be involved in WPD's RIIO-ED2 consultation programme at key points in the process, especially at stage 1 (the first draft published in September 2020) and at stage 3 (the initial submission of the Business Plan to Ofgem). While it was thought that the best way to ensure that stakeholders from different backgrounds could be involved in the ED-2 consultation was to employ a range of methods, it was clear from discussions that stakeholders were of the view that there is no substitute for face-to-face engagement, with attendees highlighting the limitations of feedback that is elicited through online consultation alone. When asked how they would like to participate in the ED-2 process, almost one third of stakeholders (30%) suggested stakeholder workshops as the best method of engagement. It was added that workshops on specific topics, such as EVs, battery storage and community energy, would be a welcome addition to the consultation programme.

Stakeholders suggested a number of stakeholder groups whose feedback should be sought on WPD's plans for ED-2. Suggested organisations included local enterprise partnerships (LEPs); social housing providers; trade bodies, including those representing community energy; battery storage companies; EV and EV charge point manufacturers; and the NHS.

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

Summary of the discussion

Paul Branston, Regulatory and Government Affairs Manager, introduced the second session at all six of the events. Paul explained the key features of the current Business Plan period and outlined 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.

Although stakeholders were broadly of the view that WPD delivers good value for money for the services it provides (when stakeholders were asked to vote out on this, the mean score was 7 out of 10), it was noted several times that the majority of customers have little knowledge of the role of their DNO or the services it delivers, such as maintaining the Priority Services Register or the 105 emergency number. It also clear that some stakeholders have limited knowledge of WPD's costs and services. When asked to vote according to their level of knowledge, the mean score across the group as a whole was 6 out of 10. Those submitting feedback online had a similar level of knowledge, with an average score of 5.8 out of 10. Local authority representatives had the least knowledge of all stakeholder types represented, voting 4.9 out of 10 in answer to this question. It was commented a number of times that the company should make their costs and services clearer to customers, for example, by including a pie chart on bills to illustrate how customers' money is spent.

There was some support for WPD's six current strategic outcomes. However, it was felt by some that they are, perhaps, not forward-looking enough and that they should place a greater emphasis on innovation. It was also commented that stakeholder engagement, the transition to DSO, EVs, reducing emissions and facilitating the growth agenda should have their own categories, given their importance.

Stakeholders were asked to comment on the three overarching outcome categories proposed by Ofgem: 'Meet the needs of consumers and network users'; 'Maintain a safe and resilient network'; and 'Deliver an environmentally sustainable network'. Most felt that these headings were too vague, which might make it difficult for stakeholders to find sections relevant to them. It was also felt that some outputs such as 'keeping the lights on' could easily sit under more than one category. The point was made a number of times, however, that the structure of the framework wouldn't make any real difference to customers.
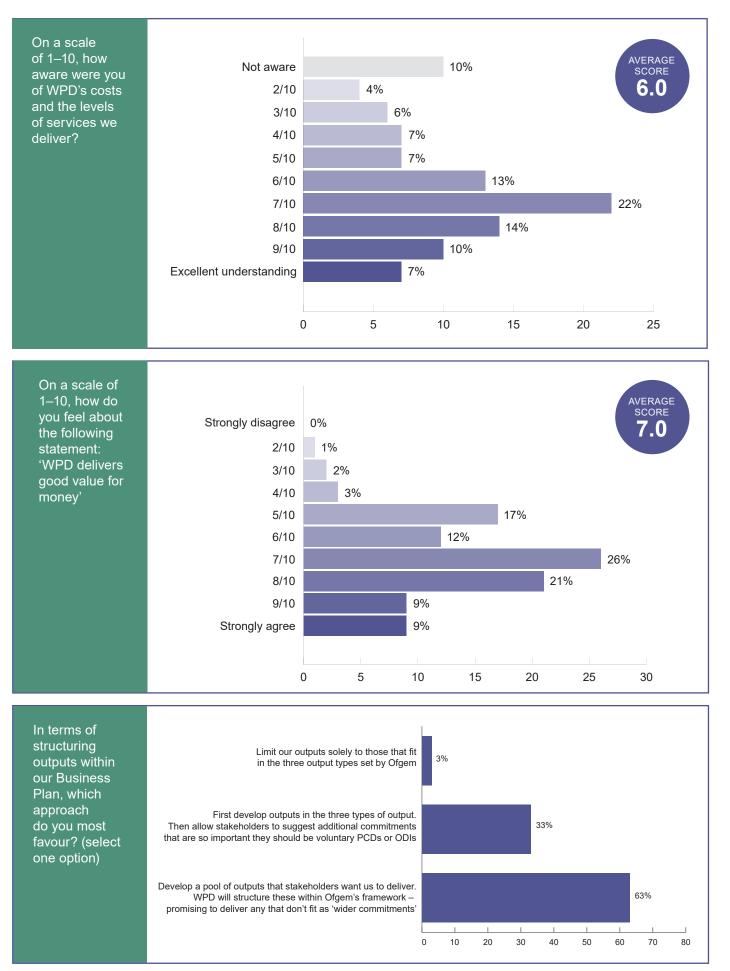
In terms of how WPD should respond to the proposed changes in Ofgem's framework, there was very little support for the company limiting its outputs to only include those that fall within the three output categories. According to the electronic vote, only 3% of stakeholders were of the view that this was the right approach. The preferred approach, winning 63% of votes from workshop attendees and 69% from online participants, involved the company developing a pool of outputs stakeholders want it to deliver, structuring these within Ofgem's framework, and then promising to deliver any that don't fit as 'wider commitments'. This approach proved particularly popular among stakeholders working in the charity sector, 88% of whom voted for it.

There was a feeling that certain outputs, especially those that are classed as social obligations, are vitally important, and that these should not be omitted just because they do not fit under Ofgem's category headings. In order to ensure that these areas are not neglected, it was thought that any wider commitments ought to have measurable targets against them. It was also suggested that certain wider commitments should be regional in nature, as WPD's outputs may differ according to the area where they are being delivered – something that is likely to become more pronounced as a result of the transition to DSO.

ELECTRONIC VOTING

At the end of the session, stakeholders were asked to vote electronically on a number of issues relating to the discussions.

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

Response	Percentage
Not aware	10%
2/10	4%
3/10	6%
4/10	7%
5/10	7%
6/10	13%
7/10	22%
8/10	14%
9/10	10%
Excellent understanding	7%

AVERAGE SCORE **6.0**

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

Response	Percentage
Strongly disagree	0%
2/10	1%
3/10	2%
4/10	3%
5/10	17%
6/10	12%
7/10	26%
8/10	21%
9/10	9%
Strongly agree	9%

AVERAGE SCORE **7.0**

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

Approach	Percentage
Limit our outputs solely to those that fit in the three output types set by Ofgem	3%
First develop outputs in the three types of output. Then allow stakeholders to suggest additional commitments that are so important they should be voluntary PCDs or ODIs	33%
Develop a pool of outputs that stakeholders want us to deliver. WPD will structure these within Ofgem's framework – promising to deliver any that don't fit as 'wider commitments'	63%

4 | SESSION 3: STAKEHOLDER PRIORITIES FOR RIIO-ED2

Summary of the discussion

The third session was introduced by Andrzej Michalowski, Planning and Regulation Special Projects Manager, in Newport, Bristol, Bodmin, Birmingham and Lincoln, and by Eleanor Sturges, Planning and Regulation Specialist, in Nottingham. This session was aimed at identifying the priority areas that mattered most to stakeholders. Their presentation can be found at https://www.westernpower.co.uk/downloads-view/29722, on slides 35–45.

Although the majority of stakeholders were of the view that WPD had identified the right priority areas, some felt that these tended to be reactive rather than proactive in nature. It was suggested by local authority stakeholders, especially, who were well represented at the workshops, that facilitating growth should be added as a priority.
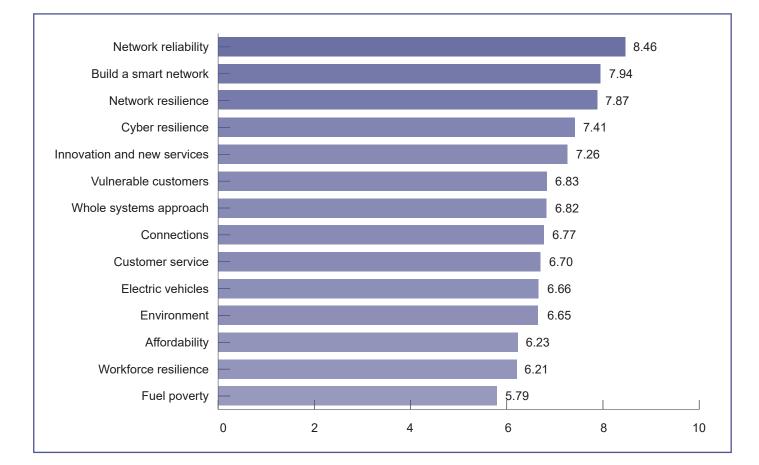
When stakeholders were asked to vote electronically on which priority areas were most important to them, network reliability came out on top by quite a margin, scoring 8.46 out of 10. Of all the stakeholder types, parish councillors placed the most importance on this priority area (9.31 out of 10), which is perhaps unsurprising as many come from rural areas. 30% of online participants saw network reliability as the most important priority for them. Activities suggested by stakeholders in this area included upgrading the network; staff training; cyber security; improvements to data; and increased engagement with those most affected by power cuts.

Stakeholders' second highest priority was building a smart network, scoring, on average, 7.94 out of 10, although academics scored this most highly, with 9.33 out of 10. In contrast, only 9% of stakeholders who submitted feedback online told us this was the most important priority for them. It was commented in the discussions that this priority would rise in prominence as more renewable energy connects to the grid and the company transitions to the role of Distribution System Operator. It was also felt that more flexibility on the network would negate the need for traditional reinforcement and it was also noted that a smarter network would bring costs down for those living in fuel poverty. Stakeholders also wanted to see WPD educate customers on the benefits of being more flexible in their energy usage. A number of actions were suggested in this category, including more automation in the network; investment in storage; and incentivising large industrial companies and small communities to participate in flexibility services.

The next most important priority according to the workshop attendees was network resilience, scoring 7.87 out of 10, with parish council representatives again scoring this most highly (8.95). It was commented a number of times that severe weather events are likely to increase in the future as a result of climate change, so protection against floods and storms should be a focus for the company. Activities suggested under this category included scenario planning around flooding and heatwaves, contingency planning and enhanced monitoring of the network.

Cyber resilience was discussed at length at all of the workshops. In the workshops, it emerged as the fourth highest priority area for stakeholders (with an average score of 7.41 out of 10), polling particularly highly among academics (8.56 out of 10), and was suggested as an area of focus under both network reliability and network resilience. It is clear that cyberattacks are viewed as a greater threat in the wake of the WannaCry attack on organisations, including the NHS, last year. It was commented that the consequences of a cyberattack on the electricity network would be huge, and stakeholders put forward a number of activities in this area, including greater collaboration with government; more knowledge of best practice in other industries; and carrying out a review of existing systems.

Fuel poverty was seen as WPD's lowest priority by stakeholders, scoring only 5.79 out of 10 on average, with stakeholders representing energy and utility companies scoring it 4.49 out of 10. It was commented a number of times in the discussions that although helping customers living in fuel poverty was important, it should not necessarily be the responsibility of DNOs, as many felt that suppliers and the government had a part to play in this area. It was commented that areas of focus under this priority should include educating customers on the grants that are available to them. It was also felt that there was a limit to the impact that WPD could have in addressing fuel poverty, as electricity distribution costs only amount to around 20% of customers' bills.

Category	Value
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

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

Summary of the discussion

The fourth session was presented by Alison Sleightholm, Resources & External Affairs Director, in Newport and Bristol, and by Alex Wilkes, Stakeholder Engagement Manager, in Bodmin, Birmingham, Nottingham and Lincoln. They explained the concept of a social contract and asked stakeholders to consider which elements it should include. Their presentation can be found at https://www.westernpower.co.uk/downloads-view/29722 on slides 47–59.
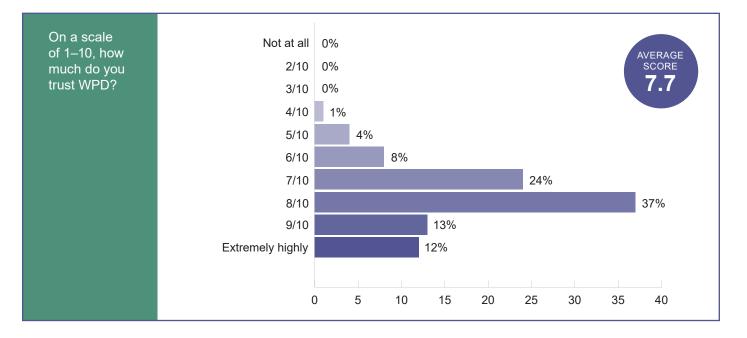
When stakeholders were asked to vote electronically according to how much they trusted WPD, the average score was 7.7 out of 10. Only the NHS and local authorities polled more highly. Stakeholders were asked to consider which commitments should be included within a social contract in addition to the ideas presented. Many tended to focus on local investment and employees giving their time to community initiatives, primarily because of WPD's status as a regional monopoly. It was also noted that the needs of communities may differ, for example, according to whether they are rural or urban.
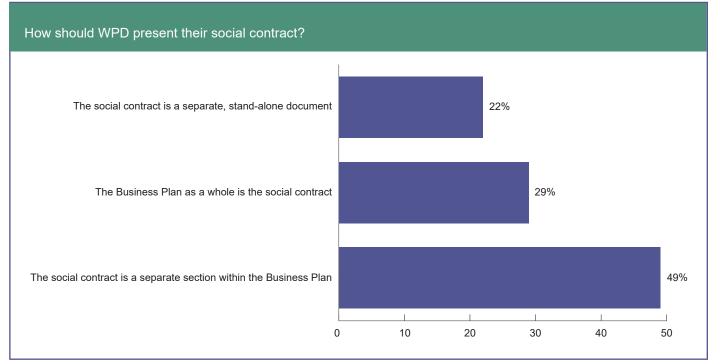
It was suggested a number of times that the social contract should include commitments to transparency over finances and to workforce welfare, diversity and equal pay, and that it should also cover the use of local contractors. It was commented that any social contract should be publicised in clear, concise language to make customers aware of it. It was added that this would help to build trust in the company. Press releases and social media were put forward as ways of achieving this.

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. It was commented that this would ensure that it's taken seriously and stakeholders would easily be able to find and refer to it. The concept of the Business Plan as a whole being a social contract was also quite popular, with 29% of stakeholders voting for this idea. It was noted that this would ensure that it is scrutinised. For online participants, however, this was the preferred approach, with 48% voting for it and 35% voting for the contract to be a separate section within the Business Plan.
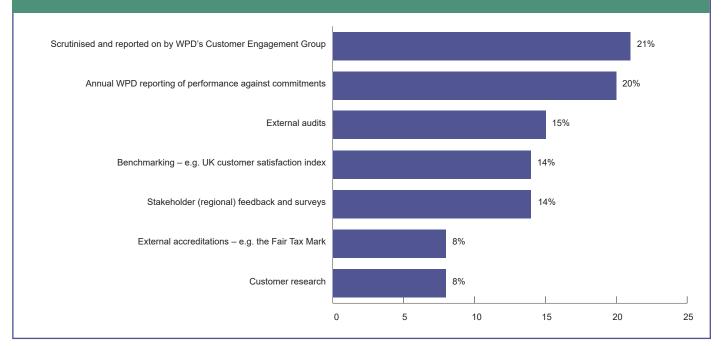
It was felt by some that a social contract should include KPIs with financial penalties to ensure that the contract is adhered to by WPD, and many stakeholders were keen for an independent third party to provide scrutiny. In terms of who should provide this scrutiny, opinions were quite split. The most prevalent view was that WPD's own Customer Engagement Group (CEG) should provide this scrutiny, with 21% voting for this option. However, a similar proportion (20%) were of the view that the company should report annually against the commitments. It was also thought that it would be a good idea for WPD to give feedback on its performance against the commitments at the annual stakeholder workshops.

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

Not at all	0%
2/10	0%
3/10	0%
4/10	1%
5/10	4%
6/10	8%
7/10	24%
8/10	37%
9/10	13%
Extremely highly	12%

AVERAGE SCORE **7.7**

How should WPD present their social contract?

The social contract is a separate, stand-alone document	22%
The Business Plan as a whole is the social contract	29%
The social contract is a separate section within the Business Plan	49%

How should WPD demonstrate they are delivering it?

Scrutinised and reported on by WPD's Customer Engagement Group	21%
Annual WPD reporting of performance against commitments	20%
External audits	15%
Benchmarking – e.g. UK customer satisfaction index	14%
Stakeholder (regional) feedback and surveys	14%
External accreditations – e.g. the Fair Tax Mark	8%
Customer research	8%

6 | SESSION 5: SMART FUTURE AND NEW POSSIBILITIES

Summary of the discussion

The fifth and final session was introduced by Paul Jewell, Policy Manager, in Newport; by Nigel Turvey, Network Strategy and Innovation Manager, in Bristol and Birmingham; by Roger Hey, Future Networks Manager, in Nottingham and Lincoln; and by Ben Godfrey, Network Strategy Team Manager, in Bodmin. They talked stakeholders through WPD's DSO strategy and the changes that need to be made to the network to support electric vehicles (EVs) and the electrification of heat. Their presentation can be found at https://www.westernpower.co.uk/downloads-view/29722 on slides 62–75.

In terms of how WPD should report its progress in the transition to DSO, it was commented that, for most customers, this information would not be important. It was suggested, however, 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. The suggestion was also made that any maps published should be overlaid with relevant information, including data on vulnerable customers.

When stakeholders were asked how likely they were to participate in flexible services both as domestic customers and as businesses, they voted an average of 8.1 out of 10 and 7.8 out of 10 respectively. The average score for people submitting their feedback online, many of whom were domestic customers, was 7.3 out of 10. Stakeholders who described themselves as representing domestic customers were the most amenable to this, delivering an average vote of 9.89 out of 10. In terms of interest from organisations, academics appeared the most likely to participate, voting 9 out of 10 on average.
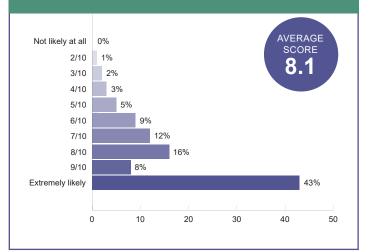
Although many stakeholders said they would be interested in participating in flexibility services because it is the right thing to do, most felt that financial incentives were the best way to encourage participation. When asked what proportion of WPD's annual £98 costs stakeholders would expect to save to make it worth their while, the most prevalent answer given was £20–£30, with 23% of the votes cast. It was pointed out, however, that efforts should be made to ensure that less affluent customers are not dissuaded from using their appliances at certain times of the day in order to save money and that the more affluent aren't in a position where they would save a disproportionate amount.

There was little appetite from stakeholders for buying a renewable energy heating system such as a heat pump. When asked to vote on this question, 29% of workshop attendees and 32% of online respondents said that it was highly unlikely that they would ever buy one, with roughly the same proportion saying it was only likely in over ten years' time. Those most likely to buy one in the next five years were stakeholders working in the charity sector (26%) and the least likely were parish councillors, 38% of whom thought it highly unlikely they would invest.

In contrast, many stakeholders could see themselves buying an EV in future, with 25% of those polled at the workshop saying they could see themselves buying one in the next five years. Domestic customer representatives were the most enthusiastic, with 42% voting for this option. However, only 10% of online participants felt this way. Interestingly, 30% of attendees' organisations had already purchased an EV or were in the process of switching to EVs. This figure rose to 75% among academics and 50% among local authority representatives. It was widely felt that easy access to charge points across the network was the best way to encourage the uptake of EVs. During the vote, 24% of stakeholders told us that this was the most important criterion for them, followed by speed of charging when away from home, with 21% of votes cast. Many, especially those from rural areas, were concerned about the range of EVs at present, which would explain why 39% of parish councillors would never consider buying one. While most stakeholders told us they would be happy for WPD to have an element of control over how they charged their EV, some said that this would make them uncomfortable as it was too intrusive. There was also a certain amount of concern expressed regarding the need to ensure that EVs are sufficiently charged in the event of an emergency.
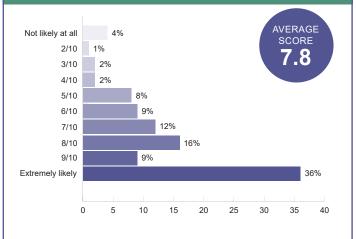
On a scale of 1 to 10, as a domestic customer, how likely are you to be flexible in terms of your energy use / generation in return for a financial saving?
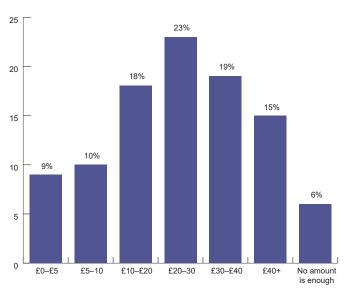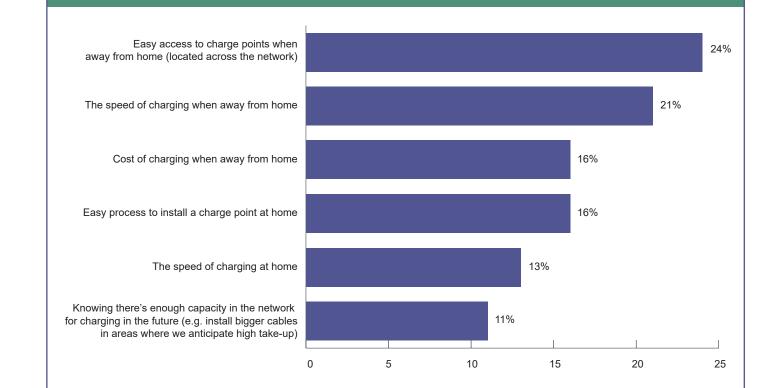
AVERAGE SCORE
8.1

Not likely at all	0%
2/10	1%
3/10	2%
4/10	3%
5/10	5%
6/10	9%
7/10	12%
8/10	16%
9/10	8%
Extremely likely	43%

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?

AVERAGE SCORE
7.8

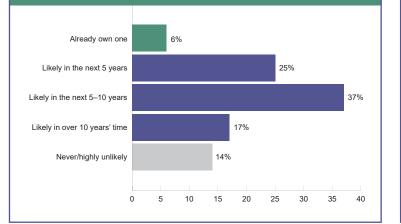|	
Not likely at all	4%
2/10	1%
3/10	2%
4/10	2%
5/10	8%
6/10	9%
7/10	12%
8/10	16%
9/10	9%
Extremely likely	36%

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)
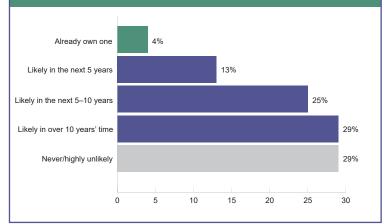
£0–£5	9%
£5–10	10%
£10–£20	18%
£20–30	23%
£30–£40	19%
£40+	15%
No amount is enough	6%

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

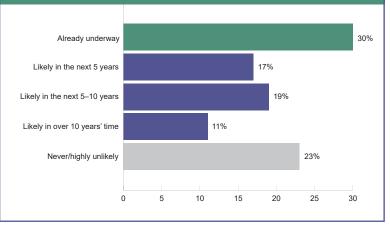| Factor	Percentage
Easy access to charge points when away from home (located across the network)	24%
The speed of charging when away from home	21%
Cost of charging when away from home	16%
Easy process to install a charge point at home	16%
The speed of charging at home	13%
Knowing there's enough capacity in the network for charging in the future (e.g. install bigger cables in areas where we anticipate high take-up)	11%

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

Option	Percentage
Already own one	6%
Likely in the next 5 years	25%
Likely in the next 5–10 years	37%
Likely in over 10 years' time	17%
Never/highly unlikely	14%

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

Option	Percentage
Already underway	30%
Likely in the next 5 years	17%
Likely in the next 5–10 years	19%
Likely in over 10 years' time	11%
Never/highly unlikely	23%

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)

Option	Percentage
Already own one	4%
Likely in the next 5 years	13%
Likely in the next 5–10 years	25%
Likely in over 10 years' time	29%
Never/highly unlikely	29%

7 | AFTERNOON SURGERY: CONNECTIONS

The surgery on connections was hosted by Tim Hughes, Connection Policy Manager, in Newport, Bristol and Bodmin and by Richard Allcock, Connections Policy Engineer, in Birmingham, Nottingham and Lincoln. They 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.

Stakeholders were of the view that the actions proposed by WPD for the coming year were appropriate, but it was commented a number of times that more information should be given on innovative projects the company is involved in. The need for improved communication between WPD and applicants was a theme that ran through many of the discussions. It was suggested that connections surgeries be formalised to address this, as it was felt that they are somewhat ad hoc at present.

It is clear that network capacity allocation and reservation is the most pressing concern facing stakeholders. Many were concerned about the impact of new housing developments on the network and wanted WPD to play a greater role in the planning process and to publish information on spare capacity. Stakeholders also wanted to see WPD engage more with community energy groups, especially through face-to-face workshops. It was also felt that clearer information should be provided to these groups and all applicants to make it easier for them to progress with their projects. In addition, it was suggested that liaison officers should be appointed in order to ensure that information is consistent across the network. It was also felt that more real-time information, for example, more detailed map overlays, would help connections customers to plan.

The table below details the voting averages for each priority area. These averages are taken from the responses across the six workshops. If stakeholders did not vote on a certain priority, it was assumed to be low priority, and therefore its numerical 'score' was given as the lowest ranking in that session.

	Average
Network capacity allocation and reservation	1.17
Transition to DSO	3.00
Low Carbon Technology e.g. electric vehicles	3.33
Availability of information	3.67
Community energy	4.00
Assessment & Design Fees	4.67
Competition in connections	5.00

8 | AFTERNOON SURGERY: EVs AND WIDER INNOVATION

The surgery on EVs and wider innovation was hosted by Paul Jewell, Policy Manager, in Newport, Bristol, Bodmin, Birmingham and Nottingham, and by Ryan Kavanagh, Network Strategy Engineer, in Lincoln. They 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. They then talked stakeholders through WPD's approach to accommodating this through a range of innovative methods, explaining some of the company's current and future projects.

Stakeholders are concerned about the need for more capacity on the network in order to accommodate EV charging. It is clear that a range of factors will inform local authorities' strategies, including EV owners' behaviours. For example, most people will not fully charge their vehicles at home every night and many would wish to charge their vehicles at work, so more charging hubs (including those with their own sources of renewable generation) will need to be planned. It was also commented that the potential disruption caused by installing charge points in busy town centre locations was a factor to be considered. More information was also requested on the merits of using street lamps for roadside charging. Many supported WPD having some control over EV charging, as this would negate the need for traditional reinforcement. A number of stakeholders called for greater collaboration between WPD and local authority representatives on this.

Stakeholders are keen to learn more about WPD's innovative projects and requested more information regarding the outcomes of trials and examples of best practice from overseas. They were particularly interested to learn more about heat pumps, three-phase connections, suppliers aimed solely at EV owners, and battery storage. Battery management was suggested as a potential area that should be considered as part of the transition to DSO.

9 | AFTERNOON SURGERY: NETWORK CHARGING

The network charging surgery was hosted by Simon Yeo, Income Manager, in Newport; Nigel Turvey, Network Strategy and Innovation Manager, in Bristol and Birmingham; and Ben Godfrey, Network Strategy Team Manager, in Bodmin. No stakeholders attended the workshops in Nottingham and Lincoln, so it did not go ahead. They explained that there is an opportunity to mitigate network constraints using flexibility. They 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 they went on to explain that Ofgem is proposing to address this with two reviews: the Targeted Charging Review and the Significant Code Review.

Stakeholders were generally concerned about the possible impact of changes to network charging in the future. A number of stakeholders commented that these changes prevented them from being able to plan accurately, so more clarity is needed. For example, there is a lack of clarity over whether unit charges for generators will be applicable in the future and little knowledge of how geographical location would affect charging. It was added that anything that could be done to make the whole process less complex would be welcomed.

It was felt that changes to the charging methodology could affect larger generators, as it would require them to submit a detailed plan, impacting those who already have embedded generation. It was added that the embedded benefits review would disadvantage companies that install equipment with a long asset life.

Some requested a reduction in costs in the first year, increasing at later stages, to help smaller generators. The idea of cooperatives working together to reduce their individual financial burden was supported. It was also suggested that network charging needs to take into consideration the difference between customers' living circumstances and whether or not they have an EV.

There was praise for the concept of small cooperatives, where communities buy shares and get a return. Stakeholders were keen that changes to charging don't prevent initiatives like this.

There was support for the concept of microgrids, including those owned by communities, as these would enable residents to opt out of the energy supply and ease pressure on the network. It was also felt that these could help people living in fuel poverty. However, it was commented that the changes to network charging may reduce the number of new homes being built with solar panels.

10 | AFTERNOON SURGERY: CONSUMER VULNERABILITY

Alex Wilkes, Stakeholder Engagement Manager, hosted the consumer vulnerability surgery in Bodmin; Karen McCalman, Social Obligations Officer, hosted in Newport, Bristol and Birmingham; and Nicki Johnson, Stakeholder Engagement Officer, presented the session in Nottingham and Lincoln. They 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 (PSR) data; improving services during power cuts; and addressing fuel poverty. They then explained WPD's action plan for 2019 and its future priorities for RIIO-ED2, asking stakeholders for their feedback.

There was broad agreement that the strategic goals for 2019 presented by WPD were appropriate and were the right areas to drive improvement. There was praise for the fact that the company is looking to build on the good work it is doing in this area. In particular, there was a good deal of support for the company doing more to develop local outreach services to help customers in fuel poverty.

It was commented by a number of stakeholders that WPD should work to ensure that vulnerable customers are not left behind as the network becomes smarter. It was suggested that more engagement, for example, on the smart meter rollout and ways to reduce energy consumption, was a way of overcoming this. It was also felt that focus groups should be held to enable the company to understand customers' attitudes to certain initiatives.
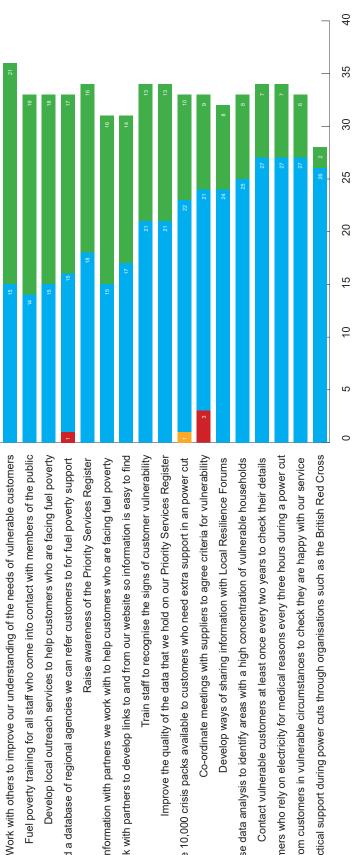
It was noted that the rollout of certain initiatives varies according to location, as some health authorities, especially, are more likely to participate than others. The same comment was made regarding landlords, as it was noted that only the more diligent landlords would wish to assist their tenants. There was a good deal of support for WPD doing more to identify areas with a high concentration of vulnerable customers through data analysis with a view to addressing this. It was also felt that there should be more collaboration between DNOs and other relevant parties.

It was noted a number of times that there is a link between fuel poverty and customers with mental health problems, those who feel isolated and those for whom English is not their first language. It was felt that WPD should do more to work with organisations which have information on these types of customers.

Stakeholders were asked to fill in a feedback form denoting which of WPD's social obligations priorities the company should remove, reduce, retain or increase. The outcomes of this are shown below. Please note, some stakeholders did not vote on certain priorities. A full breakdown of the data can be found below.

Legend: Remove | Reduce | Retain | Increase

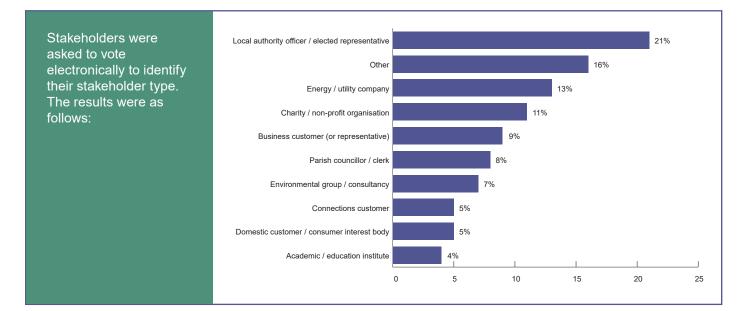| Action	Remove	Reduce	Retain	Increase
Work with others to improve our understanding of the needs of vulnerable customers			15	21
Fuel poverty training for all staff who come into contact with members of the public			14	19
Develop local outreach services to help customers who are facing fuel poverty	1		15	18
Build a database of regional agencies we can refer customers to for fuel poverty support			15	17
Raise awareness of the Priority Services Register			18	16
Develop joint information with partners we work with to help customers who are facing fuel poverty			15	16
Work with partners to develop links to and from our website so information is easy to find			17	14
Train staff to recognise the signs of customer vulnerability			21	13
Improve the quality of the data that we hold on our Priority Services Register			21	13
Make 10,000 crisis packs available to customers who need extra support in a power cut		1	22	10
Co-ordinate meetings with suppliers to agree criteria for vulnerability	3		21	9
Develop ways of sharing information with Local Resilience Forums			24	8
Use data analysis to identify areas with a high concentration of vulnerable households			25	8
Contact vulnerable customers at least once every two years to check their details			27	7
Contact customers who rely on electricity for medical reasons every three hours during a power cut			27	7
Ask for feedback from customers in vulnerable circumstances to check they are happy with our service			27	6
Provide practical support during power cuts through organisations such as the British Red Cross			26	2

11 | <u>APPENDIX 1: ATTENDEES</u>

A total of 330 stakeholders attended the workshops, representing 244 organisations.

- 59 attended the Newport workshop;

- 66 in Bristol;

- 54 in Bodmin;

- 62 in Birmingham;

- 56 in Nottingham; and

- 33 attended the final workshop in Lincoln.

Stakeholders were asked to vote electronically to identify themselves as one of nine listed stakeholder types, or select 'other' if no options were suitable.

Local authorities (officers and elected representatives) were most widely represented, making up 21% of attendees. After those categorising themselves as 'other', the next most prevalent type of stakeholder was energy / utility companies.

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

LIST OF ATTENDEES:

- 361 Energy CIC
- ABB
- ABP
- Accent
- Agility Eco
- All NRG UK
- All Wind UK Ltd
- Amberside Energy
- Amey
- Anglian Water
- Ashfield District Council
- Atlantic Energy
- Auriga Services
- Bassetlaw District Council
- BG Renewables

- Birmingham Airport
- Birmingham Disability Resource Centre
- Bishton Community Council
- Black Country Chamber of Commerce
- Blaenau Gwent County Borough Council
- Bolsover District Council
- Boston Borough Council
- BRE National Solar Centre
- Brinklow Parish Council
- Bristol City Council
- Bristol Energy Cooperative
- Bristol Energy Network
- British Solar Renewables
- Brush Transformers Ltd
- Budock Parish Council

- Burnett Industrial Ltd
- Caerphilly County Borough Council
- Camlin
- Canal and River Trust
- Cannock Chase District Council
- Cardiff University
- Care & Repair Cardiff and the Vale
- Carley's of Cornwall Ltd
- Catalyst Mutual Enterprise CIC
- Cenin Renewables Ltd
- Centre for Sustainable Energy
- Centrica Business Solutions
- Ceredigion County Council
- Chacewater Energy Group
- Chacewater Parish Council
- Cherwell District Council
- Citizens Advice
- City of Lincoln Council
- City of Wolverhampton Council
- Combe Fields Parish Council
- Combe Hay Parish Council
- Community Energy Plus
- Community Lincolnshire
- Cornwall Council
- Cornwall Green Party
- Costock Parish Council
- Coventry and Warwickshire LEP
- Coventry Citizens Advice
- Coventry City Council
- Coventry, Solihull and Warwickshire Resilience Team
- CPRE Somerset
- Cynnal Cymru
- Daventry District Council
- Deerhurst Parish Council
- Denchi Group
- Distribution Cable Jointing Ltd
- Dodington Parish Council
- Dunbia/Dawn Meats
- E.ON
- EA Technology
- Eaton
- EDF Energy
- Electricity North West
- Energetics
- Energy and Utilities Alliance
- Energy Confidence with Phil Beardmore
- Energy Saving Trust
- Engage Consulting
- Engie
- Enrolled Freemen of Grimsby
- Enso Energy Ltd
- Enterprise Europe Network
- Environment Agency
- Ethical Power Connections
- EV Camel
- Everoze Partners Ltd
- Exeter Community Energy
- Exmoor National Park Authority
- Federation of Small Businesses
- Fieldpower Ltd
- Final Straw Cornwall
- Foston Parish Council
- Freedom Group
- Freedom Power Solutions
- Gallagher Estates Ltd
- Gedling Borough Council
- Geldards LLP
- Gemserv
- Gloucester & District Citizens Advice Bureau
- Gloucestershire County Council
- Gorsley & Kilcot Parish Council
- Green Frog Power
- Green Nation
- Groundline Engineering
- Groundwork Wales
- GS-Yuasa Battery Europe Ltd
- Happy Energy Solutions Ltd
- Haven Power
- Hawker Siddeley Switchgear
- HE Translations
- Health & Safety Executive
- Heart of England Community Energy
- Highways England
- Hope Mansel Parish Council

- IBM
- IM Properties
- Joint Radio Company
- KB Products & Services
- Keele University
- Kensa Contracting
- Kier
- Langstone Community Council
- Lanteglos-by-Fowey Parish Council
- Lincoln Science & Innovation Park
- Lincolnshire County Council
- Lincolnshire Wolds AONB
- Llanelly Community Council
- Llangybi Fawr Community Council
- Londonthorpe & Harrowby Without Parish Council
- Low Carbon Hub
- Lucy Electric
- Marches Energy Agency
- Mendip Citizens Advice Bureau
- Michelmores LLP
- Ministry of Housing, Communities & Local Government
- Monmouthshire County Council
- Mr. Electric
- Nailsea Town Council
- Naked Solar
- National Energy Action
- National Grid
- Neath Port Talbot County Borough Council
- Network Rail
- Newport City Council
- NIE Networks
- Nortech Management Ltd
- North Bristol Healthcare Trust
- North East Lincolnshire Council
- North Kesteven District Council
- Northampton Borough Council
- Northern Ireland Electricity Networks
- Nosdivad
- Nottingham City Council
- Nottingham Energy Partnership
- Nottinghamshire County Council

- npower
- Omexom
- Pascon
- Pearlstone Energy
- Piparia Consulting
- Pitchcombe Parish Council
- Plymouth City Council
- Plymouth Energy Community
- Pollock Associates
- Power for Good Co-operative
- Property Compensation Consultants
- Riverside Advice
- Royal Mail
- Royal Orthopaedic Hospital
- Royal Voluntary Service
- S&C Electric
- Scottish and Southern Electricity Networks
- Severn Trent Water
- Severn Wye Energy Agency
- Sherwill Drake Forbes
- Shropshire Council
- Sia Partners
- Siemens
- Skegness Town Council
- Smart Grid Consultancy
- Smarter Grid Solutions
- SmartestEnergy Ltd
- SMS Energy Services
- Solihull Metropolitan Borough Council
- South East Wales Energy Agency
- South Gloucestershire Council
- South Kesteven District Council
- South West Ambulance Service Trust
- South West Energy Hub
- South West TUC
- South West Water
- Southam Town Council
- SP Energy Networks
- Speedwell Energy Services
- St Just-in-Roseland Parish Council
- Stadium MK
- Staffordshire County Council

- Stithians Energy Group
- Stratford-on-Avon District Council
- Swanbarton
- Taylor Lindsey
- Taylor Wimpey
- Technical Electrical Engineering Ltd
- The Coal Authority
- The Green Valleys CIC
- The Schumacher Institute
- Thomson Broadbent
- TNEI Services
- Torfaen County Borough Council
- Transition Network
- Totnes Renewable Energy Society
- Truespeed Communications
- TUSC Ltd
- UK Power Reserve
- University of Bath
- University of Birmingham
- University of Bristol
- University of Lincoln
- University of Nottingham
- University of Warwick
- University of West England
- Upcott House
- Usk Ministry Area
- Vale of Glamorgan Council
- Wadebridge Renewable Energy Network
- Wales and West Utilities
- Warm Wales
- Warwickshire County Council
- Warwickshire Police
- Wave Hub
- Welsh Government
- West Midlands Combined Authority
- Westbury-on-Severn Parish Council
- Westward Housing
- Whitchurch Village Council
- Whitwick Parish Council
- William Andrews RE Consultant
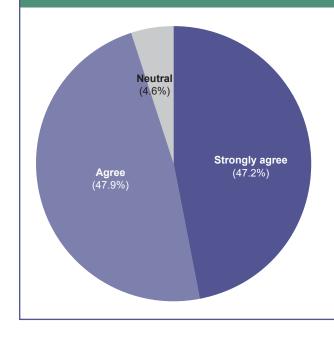- Wilson Power Solutions
- Wiltshire Council

- Winscombe & Sandford Parish Council
- Wychavon District Council
- Wye Valley AONB Partnership
- YES Energy Solutions

12 | APPENDIX 2: 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:

Interesting (34%)

Very Interesting (66%)

Did you feel that you had the opportunity to make your points and ask questions?
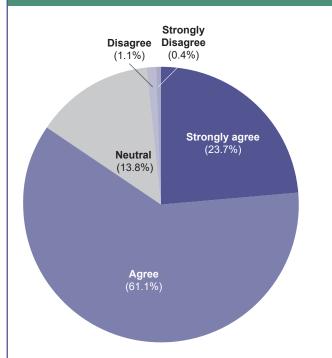
Neutral (4.6%)

Agree (47.9%)

Strongly agree (47.2%)

"Really good discussions held with plenty of opportunities for feedback."

"Well facilitated. Nice mix of colleagues. Excellent pace."

"Good spread of knowledge in group."

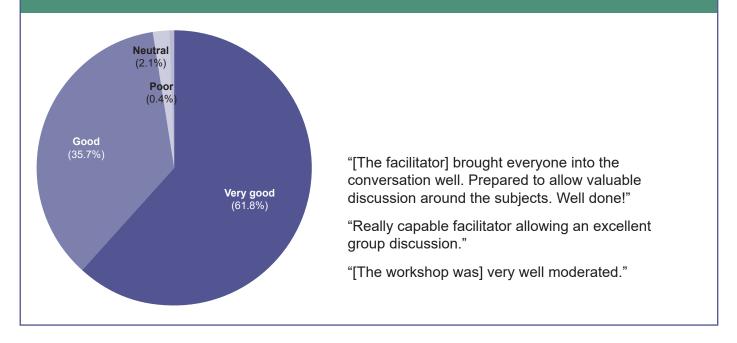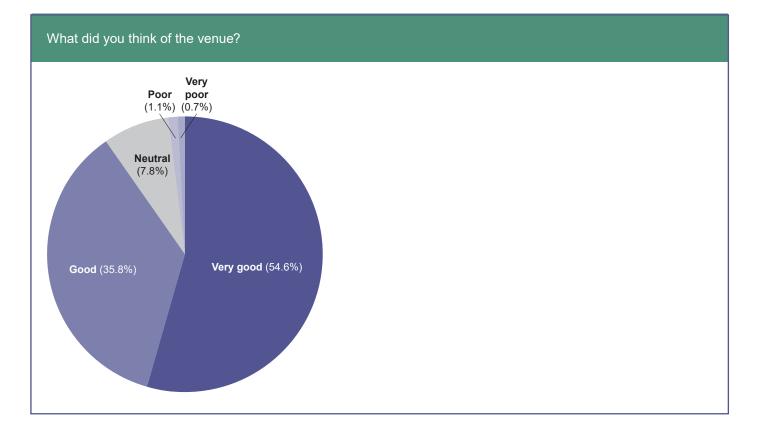## Did we cover the right topics for you on the day?

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

"More focus needed on low carbon output from [WPD]."

"Would have liked to hear more on network resilience."

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

"[The facilitator] brought everyone into the conversation well. Prepared to allow valuable discussion around the subjects. Well done!"

"Really capable facilitator allowing an excellent group discussion."

"[The workshop was] very well moderated."

What did you think of the venue?

Very poor (0.7%)
Poor (1.1%)
Neutral (7.8%)
Good (35.8%)
Very good (54.6%)

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

No (22.9%)
Yes (77.1%)

If so, how would you like to participate?

Face-to-face workshops	30.0%
Written consultations	20.7%
Focus groups	18.1%
Online surveys	13.3%
Webinars	10.5%
Digital panels	7.4%

ANY OTHER COMMENTS?

"Excellent opportunity to be consulted, take part and have meaningful debate."

"This was my first time attending and I found the workshop really interesting and useful for networking."

"Very good meeting, informative."