



Annual Stakeholder Workshops 2017

SUMMARY OF ALL WORKSHOPS

CONTENTS

1	INTRODUCTION	4
2	OVERVIEW OF THE WORKSHOPS	5
	Attendees	5
3	SUMMARY OF FEEDBACK	7
	Workshop Session 1: WPD's Business Plan reporting	7
	Workshop Session 2: Long-term priorities	8
	Workshop session 3: Future networks	13
	Workshop session 4: Environment and Sustainability	14
4	AFTERNOON SURGERIES	16
	Social Obligations	16
	Connections and Distributed Generation	17
	Emergency Resilience	17
5	WRITTEN FEEDBACK	26

1 | Introduction

Western Power Distribution (WPD) submitted its draft Business Plan in 2013 as part of Ofgem's most recent price control, RII0-ED1. The plan was produced following considerable engagement with stakeholders and was 'fast-tracked' by the regulator in 2014. The company has recently completed its first full year of the current Price Review period.

WPD committed to the delivery of 76 outputs by 2023 in six key areas: Safety; Reliability; Environment; Connections; Customer Service; and Social Obligations. In the first full year, WPD has achieved or is significantly on track to achieve its annual target in 73 of these 76 areas.

WPD is committed to acting on feedback given by its stakeholders. The round of six workshops that took place in January 2016 led directly to 26 actions.

In January / February 2017, WPD hosted six workshops in locations across its network area in order to get feedback from stakeholders. This report details outcomes from the six workshops that took place in Plymouth, Newport, Bristol, Cheltenham, Birmingham and Derby.

Westbourne (WB) was appointed, as a specialist stakeholder engagement consultancy, to independently facilitate the stakeholder workshops on behalf of WPD and neutrally report back on the outputs.

Each of the workshops began with introductory presentations by senior WPD representatives followed by roundtable discussions and electronic voting on set topics. The roundtable workshops were facilitated by trained WB facilitators and stakeholders' comments were captured by WB scribes. At least one WPD staff member was present on each of the tables in order to answer technical questions.

We have aimed to identify key themes and areas of consensus in the roundtable discussions. Where possible, verbatim quotes have been noted by the WB scribes. Comments have not been attributed to individuals in order to ensure that all stakeholders were able to speak as candidly as possible.

This report summarises the outcomes across all six stakeholder workshops.

A copy of the presentation given by WPD can be found here: <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Jan-2017-stakeholder-workshops-presentation-FINAL.aspx>



2 | Overview

After a brief explanation of WPD’s role and an update on its 2015/16 performance, the workshops were split into three discussion sessions. Each session began with an introductory presentation given by a senior WPD representative; after this there were roundtable discussions. At the end of each session, there was an opportunity for stakeholders to give further, quantitative feedback by voting electronically.

The three areas for discussion are shown below:

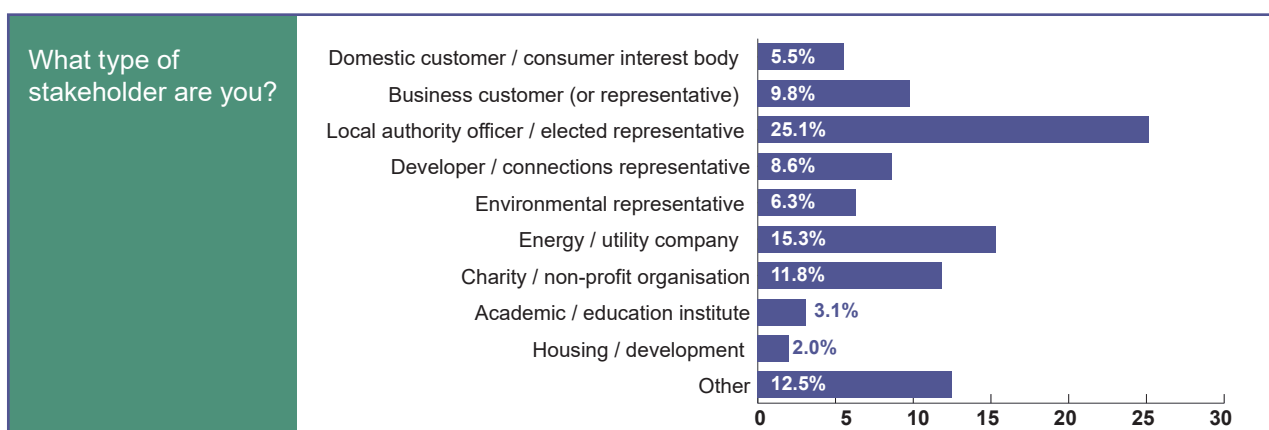
- **Workshop session 1: WPD’s Business Plan reporting:** This session was aimed at getting feedback from stakeholders on WPD’s detailed and summary reports. Stakeholders were asked to comment on the style of its current 2015/6 report and to compare it with a version that was mocked up. Stakeholders were then shown WPD’s summary report, along with those produced by other DNOs, and asked to give comparisons, citing examples of best practice.
- **Workshop session 2: Long-term priorities:** This session focused on WPD’s ten long-term strategic priorities. Stakeholders were first asked if they agreed that these were appropriate. After this, there was an exercise aimed at attributing a notional ‘value’ to a set of targets.
- **Workshop session 3: Future networks:** This session centred on WPD’s transition from a DNO to a DSO before moving on to the subject of smart meters and data privacy. Stakeholders were first asked to comment on the appropriateness of WPD’s identified DSO priorities. They were then asked to give feedback on the potential benefits for networks of smart meters before commenting on WPD’s Smart Meter Data Privacy Plan.
- **Workshop session 4: Environment and Sustainability:** This session was aimed at getting feedback from stakeholders on three areas where potential improvements could be made on WPD’s 2015/6 performance: Buildings Energy Usage; Vehicle Emissions; and Sulphur Hexafluoride. Stakeholders were asked to comment on WPD’s planned approach for each of these issues before identifying other actions that could be made to improve performance in these areas.

ATTENDEES:

A total of 260 stakeholders, representing 180 organisations attended the workshops.

- 31 attended the Plymouth workshop;
- 43 came to Newport;
- 40 to Bristol;
- 41 to Cheltenham;
- 66 to Birmingham; and
- 39 attended the final workshop in Derby.

Stakeholders were asked to use the electronic voting software to identify themselves as one of ten listed stakeholder types or select ‘other’ if none of the options matched. Just over a quarter represented local authorities, either as officers or elected members. The next most prevalent stakeholder type were individuals representing energy or utility companies. The results can be found below:



Alongside those attending in a personal or domestic customer capacity, the organisations represented were:

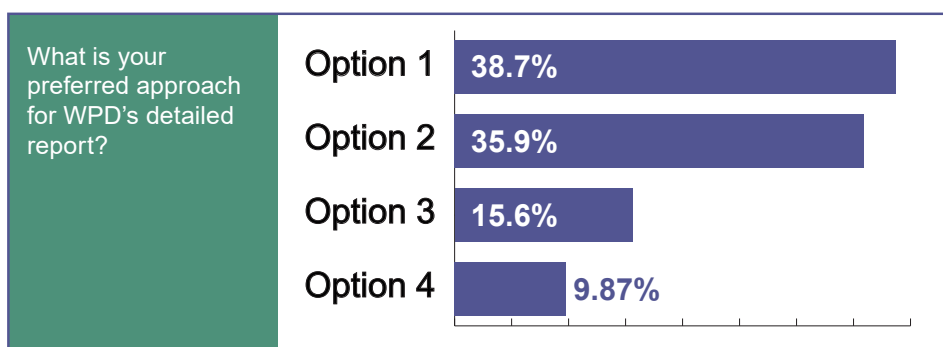
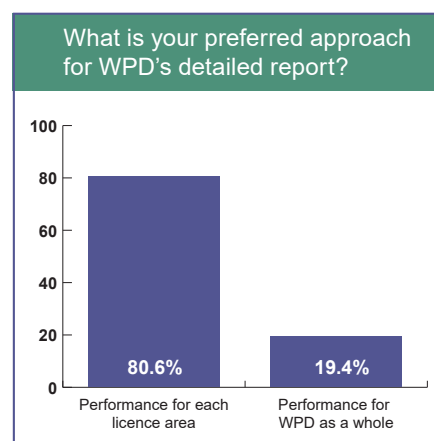
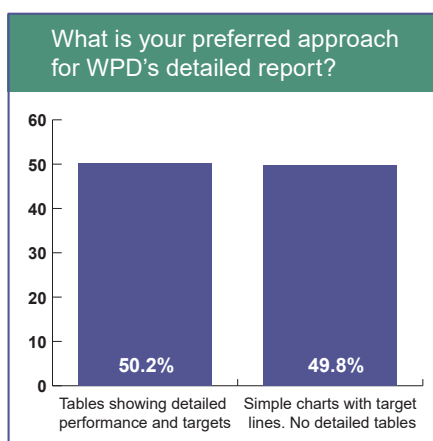
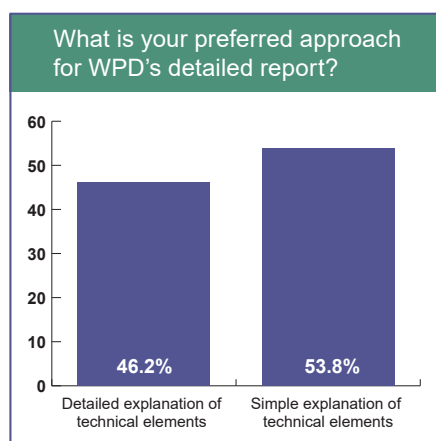
- ABB
- AKATA Renewable Energy
- Alstom Grid
- Anglian Water
- AONB
- Ashfield District Council
- Associated British Ports
- Aston Professional Engineering Centre
- Aston University
- Avon and Somerset Constabulary
- Avon Local Councils Association
- Aylesbury Vale District Council
- Babcock International Group
- Barratt Homes
- BEIS
- Birmingham Community Healthcare NHS
- BRE National Solar Centre
- Bristol City Council Energy Service
- British Red Cross
- Broadwas and Cotheridge Parish Council
- Bromford
- Caerphilly County Borough Council
- Cannock Chase AONB
- Cannock Chase District Council
- Cardiff Emergency Management Unit
- Centre for Sustainable Energy
- CG Power Solutions
- Churcham Parish Council
- Cirencester Town Council
- Citizens Advice
- Citizens Advice Coventry
- City & County of Swansea
- CLA
- Cobalt Energy
- Colwich (Stafford) Parish Council
- Combe Hay Parish Council
- Community Energy Plus
- Cornwall Chamber of Commerce and Industry
- Cotswolds Conservation Board
- Council of the Isles of Scilly
- Coventry & Solihull Waste Disposal Co
- Coventry Citizens Advice
- Coventry University
- CPRW
- Dartmoor Preservation Association
- Daventry District Council
- DEBI
- Deerhurst Parish Council
- Derbyshire County Council
- Devon and Cornwall Business Council
- Devon County Council
- DNOC
- DNV GL - Energy
- Dwr Cymru Welsh Water
- E.ON Energy Solutions
- EA Technology
- East Staffordshire Borough Council
- Ebdon Farm
- EDF Energy PLC
- Encraft
- Energy and Utilities Alliance
- Energy Saving Trust
- Environment Agency
- Eon-UK
- EST
- Exmoor National Park Authority
- Federation of Small Businesses - Birmingham
- Federation of Small Businesses - Devon Region
- First Gen International
- Frazer-Nash Consultancy
- GE
- Geldards Llp
- Gloucestershire County Council
- Gloucestershire Fire and Rescue Service
- Goldmine BD
- Green Energy Networks
- Green Frog Power
- GTC
- Haven Power
- Highways England
- Historic England
- HSE
- IVHM Centre, Cranfield University
- Jacobs
- JRC Ltd
- JSM
- Kempsey Parish Council
- Kettering Borough Council
- Kier
- Leicester City Council
- Lickey & Blackwell Parish Council
- Lincolnshire County Council
- Llanelly Community Council
- LLR Prepared
- Lucy Electric
- Major Energy Users Council
- Merthyr Tydfil County Borough Council
- Meshaw Parish Council
- Met Office
- Minchinhampton Parish Council
- MOD
- Monmouthshire County Council
- Mott MacDonald
- N Power
- National Energy Action
- National Trust
- Natural England
- Natural Power
- Natural Resources Wales
- Network Rail
- NHS
- Nortech
- North Devon Council
- North Northamptonshire Safety and Resilience Partnership
- North Somerset Council
- Nottingham City Council
- Nottingham Trent University
- Nottinghamshire County Council
- Persimmon
- Pitchcombe Parish Council
- Plymouth City Council
- Plymouth Energy Community
- Plymouth Manufacturers Group
- Power On Connections
- Prestbury Parish Council
- Prevailing
- Regen SW
- Roadnight Taylor Ltd
- Royal Cornwall Hospitals NHS Trust
- Royal Orthopaedic Hospital NHS Foundation Trust
- RS Renewables
- RSPB
- S&C Electric Europe
- Scottish & Southern Electricity Networks
- SE Wales Energy Agency
- Selston Parish Council
- SGC
- Shropshire Council
- Shropshire Hills AONB Partnership
- Siemens Transmission and Distribution Ltd
- Smart Grid Consultancy
- Sms PLC
- Solihull Council
- South East Water
- South Gloucestershire Council
- South Hill parish Council
- South West Water
- SP Energy Network
- SSE
- Stafford Borough Council
- Staffordshire Cares
- Stephens Scown
- Sterling Power Utilities
- Stroud District Council
- SunGift Energy
- Sustainable Direction
- Telford & Wrekin Council
- The Coal Authority
- The Joint Radio Company
- TUSC
- UK Power Reserve
- UK Power Networks
- University of Birmingham
- University of Bristol
- University of Leicester
- University of Nottingham
- University of Worcester
- Utilities Connections Management Limited
- Utility Resource Services
- Walsall Council
- Warm Wales
- Warwickshire & West Mercia Police
- Warwickshire PNN Police
- Welsh Government
- Welsh Power
- Wessex Water
- Westbury-on-Severn Parish Council.
- Westward Housing
- Whitchurch Parish Council
- Worcester City Council
- Worcestershire County Council
- Wye Valley AONB

3 | Summary of Feedback

Workshop Session 1: WPD’s Business Plan reporting

- Across all six workshops, the majority of stakeholders highlighted the importance of providing a range of reports with differing levels of detail, so that specialist stakeholders could access detailed information while generalists could gain a more high-level understanding.
- Reflecting the range of stakeholders present, there was a clear divide on preferred reporting style: some felt strongly that the level of detail provided was a core strength of WPD’s reporting and should not be simplified or shortened, while others stated a preference for the proposed detailed report, finding that its use of colour, layout and infographics made it more accessible and compelling.
- This even split was borne out in the electronic voting, where 53.8% voted for a simple explanation of technical elements in reporting, compared to 46.2% who voted for a more detailed approach.
- In an even closer split, 50.2% wanted to see tables showing detailed performance and targets to 49.8% who opted for simple charts with target lines.
- Most stakeholders responded positively to the summary report, finding it a useful resource to take in complex issues and data quickly and precisely.
- 38.7% of stakeholders voted to keep the summary report as it is now, with 35.9% voting for option 2.
- A key recommendation from stakeholders was that WPD produce online versions of the reports with links and shortcuts to the data. There was consensus that as the report would be mainly viewed electronically in the future, it should be designed accordingly.
- A majority of stakeholders were interested in the variation of data between local geographic areas, and wanted to see comparisons between licence areas included in the reports. This was evident in the electronic voting, where 80.6% voted to see performance for each licence area.
- Stakeholders disagreed over the use of photographs and infographics: some felt WPD could make their reporting style more accessible by using charts, images and graphics, alongside plain English text detail, while others warned against ‘dumbing down’ by including images purely for aesthetic reasons.
- Many stakeholders felt that all DNOs should report in a similar manner to enable comparison between companies, potentially using an Ofgem template.

Following the workshop discussions, stakeholders were asked to vote on a series of questions relating to this topic. The outcomes are shown below.



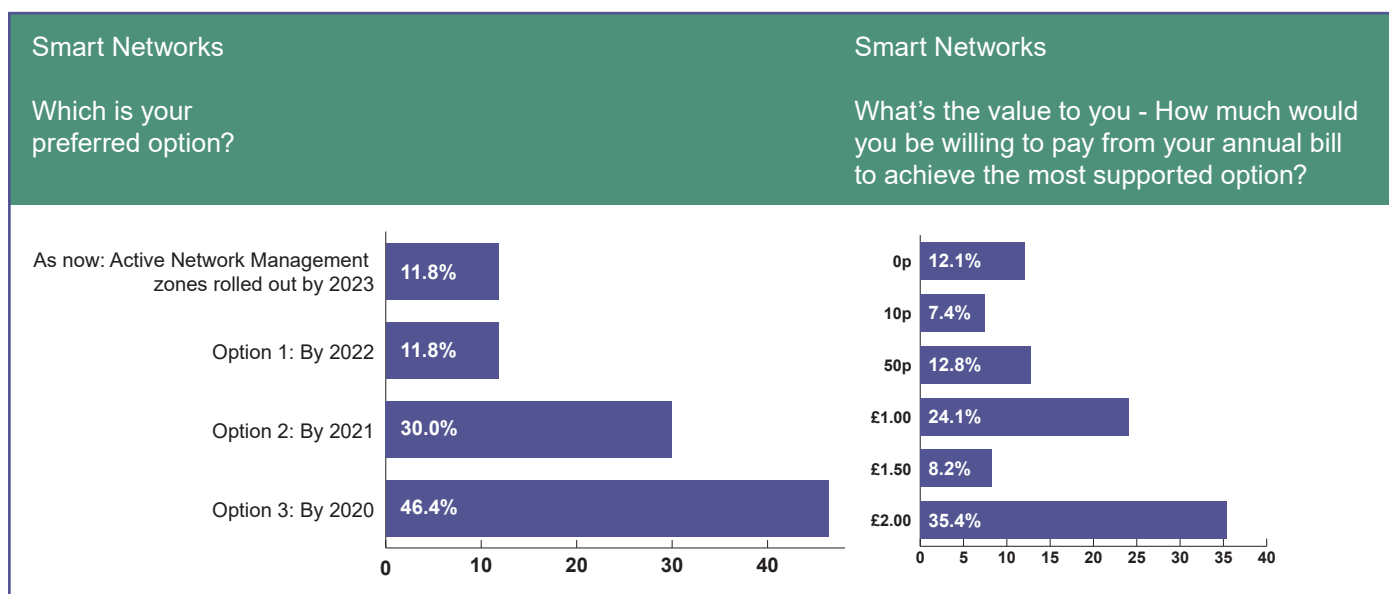
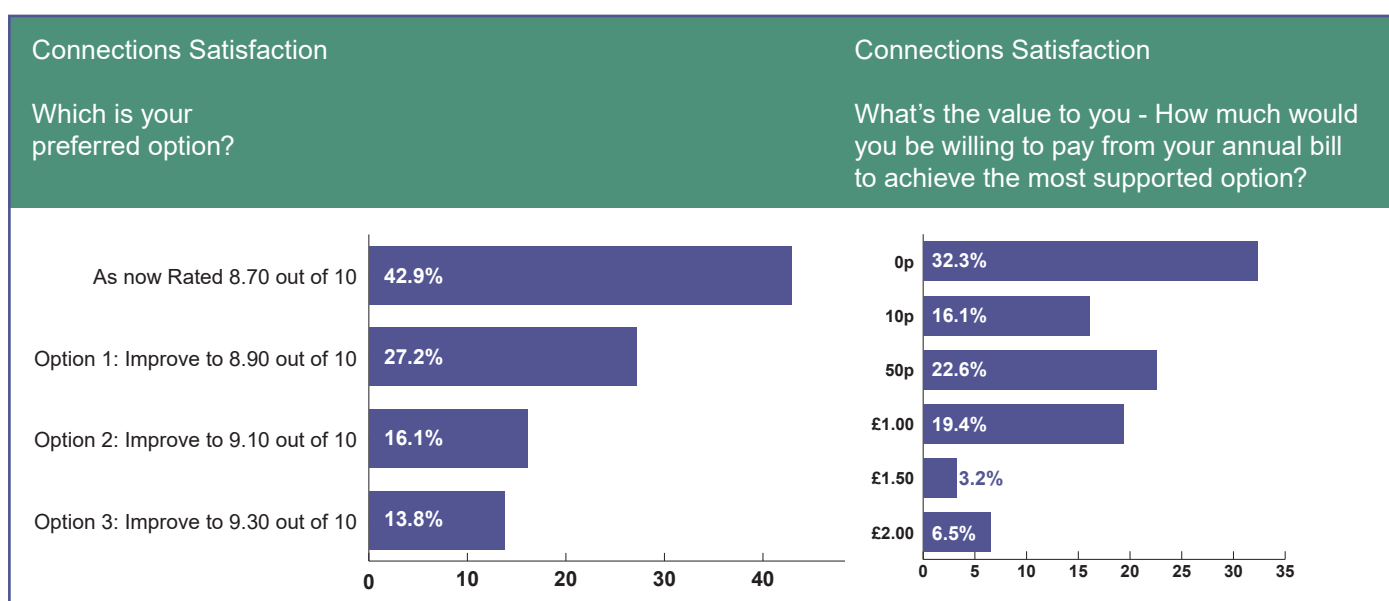
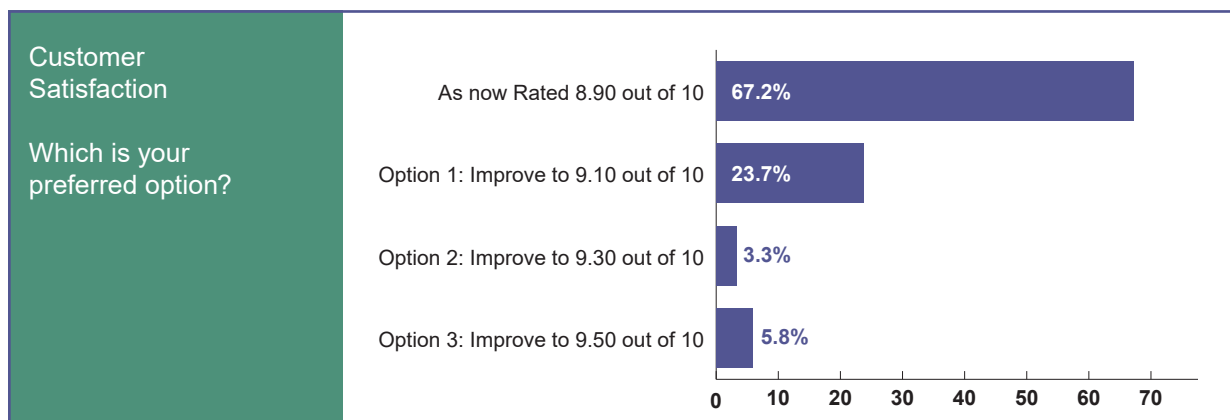
Workshop Session 2: Long-term priorities

- Across all six workshops, smart networks, connections satisfaction, safety education and vulnerable customers were widely-discussed priorities, with many stakeholders feeling that more should be invested in these areas to achieve more ambitious targets.
- Smart networks emerged as the top priority on most tables across the six workshops. However some stakeholders cautioned that they, and by extension the wider public, were not sure what exactly the benefits were and that more work needed to be done to demonstrate the benefits to the public.
- 46.4% of stakeholders voted to bring forward the rollout of Active Network Management zones to 2020 and 35.4% of voters confirmed that they would be willing to pay £2 from their annual bill to achieve this ambitious target.
- Many stakeholders suggested that safety education could be expanded to include informing young people about topics such as energy efficiency as well as skills education. It was noted that there is a lack of young people, especially women, interested in pursuing careers in electrical engineering.
- 39.6% of people voted to increase safety education to reach 70,000 school children, with an expanded scope, and 36.5% of stakeholders voted to remain at the stated 60,000 target, albeit with an expanded scope to cover other relevant topics.
- 32.8% of stakeholders voted to increase the stated target for emergency resilience of 20% of communities and businesses supported to 30%. 28.5% confirmed that they would pay £1 from their bill to achieve this.
- 31.3% voted to increase the number of vulnerable customers supported to 150,000, with 27.5% willing to pay 50p to achieve this target.
- 29.7% voted to expand support to 10,000 customers in fuel poverty a year, while 27.4% voted to support 15,000 in fuel poverty. The majority of voters, 31.3%, voted to spend 50p from their bill to achieve this.
- Most tables saw that the priorities were interlinked; for example, improving smart networks may also help to reduce fuel poverty.
- Increasing the targets for undergrounding cables in AONBs and reducing the company's business carbon footprint were not widely considered to be priorities, with the majority of stakeholders feeling that money would be better spent in other areas.
- This was clear in the electronic voting, where 68.4% wanted to keep the undergrounding schemes as they are now.
- Similarly, 46.4% voted to maintain the target to reduce the business carbon footprint at its current rate, with 65.5% confirming they would contribute £0 to increase the target.
- It was generally felt that customer satisfaction, connections satisfaction and customer awareness were already very high and did not need improving.
- This was evident in the electronic voting, where 67.2% voted to keep customer satisfaction as is, 42.9% voted to keep connections satisfaction as is, and 68.3% voted to keep customer awareness as it is now.
- Suggestions for additional categories included: maintenance of the network, government legislation and policy, network reliability, reducing demand and increasing network capacity.
- Consensus could not be reached on the willingness to pay for an enhanced package, with some happy to contribute 10% or more on top of their bill and others concerned that any increase could exacerbate fuel poverty.

Workshop Session 2: Long-term Priorities — Measuring the Value For Money of Our Actions

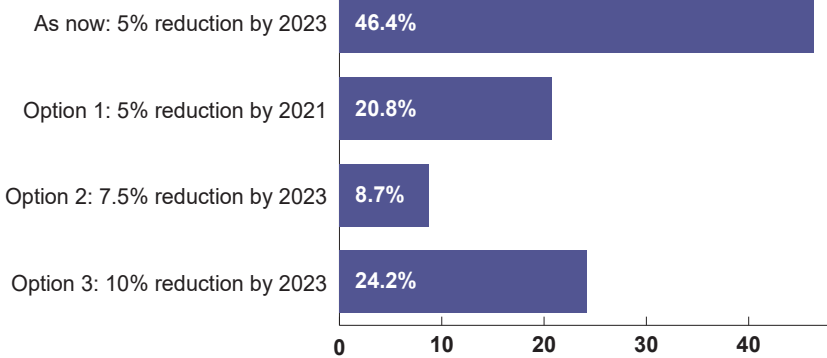
CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Overall customer satisfaction	Rated 8.9/10 <input type="text"/>	9.1/10 <input type="text" value="1.21"/>	9.3/10 <input type="text"/>	9.5/10 <input type="text"/>
Connections satisfaction	Rated 8.7/10 <input type="text"/>	8.9/10 <input type="text" value="1.39"/>	9.1/10 <input type="text"/>	9.3/10 <input type="text"/>
Smart networks	Active Network Management zones rolled out by 2023 <input type="text"/>	By 2022 <input type="text"/>	By 2021 <input type="text" value="2.27"/>	By 2020 <input type="text"/>
Business carbon footprint	↓5% by 2023 <input type="text"/>	↓5% by 2021 <input type="text" value="1.40"/>	↓7.5% by 2023 <input type="text"/>	↓10% by 2023 <input type="text"/>
Undergrounding schemes	55km by 2023 <input type="text"/>	55km by 2021 <input type="text" value="1.43"/>	75km by 2023 <input type="text"/>	90km by 2023 <input type="text"/>
Emergency resilience	20% communities and businesses supported to improve resilience <input type="text"/>	30% <input type="text" value="1.57"/>	40% <input type="text"/>	50% <input type="text"/>
Customer awareness	50% <input type="text"/>	55% <input type="text" value="1.43"/>	60% <input type="text"/>	65% <input type="text"/>
Safety education	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text" value="1.69"/>	70k & existing scope <input type="text"/>	70k & expanded scope <input type="text"/>
Vulnerable customers	125k supported a year during power cuts <input type="text"/>	150k <input type="text" value="1.52"/>	175k <input type="text"/>	200k <input type="text"/>
Fuel poverty	6.5k supported a year <input type="text"/>	10k <input type="text" value="1.49"/>	12.5k <input type="text"/>	15k <input type="text"/>

Following the workshop discussions, stakeholders were asked to vote on a series of questions relating to this topic.



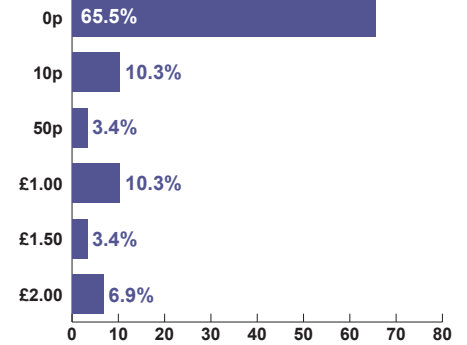
Business Carbon Footprint

Which is your preferred option?



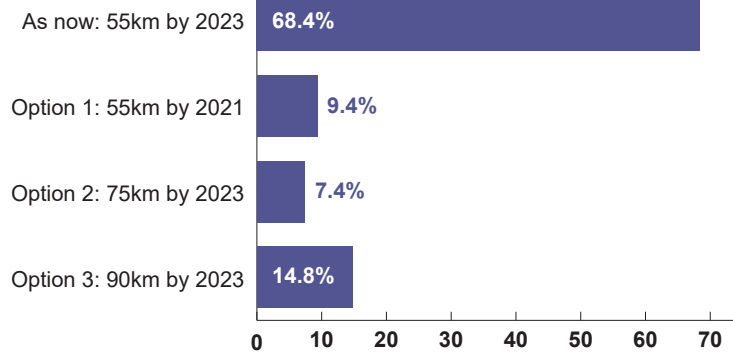
Business Carbon Footprint

What's the value to you - How much would you be willing to pay from your annual bill to achieve the most supported option?



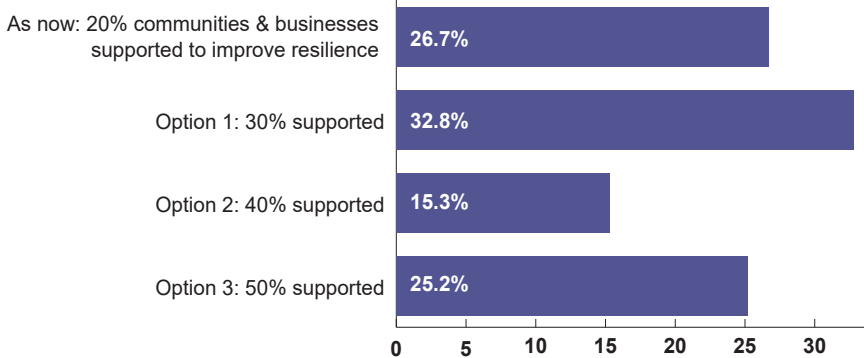
Undergrounding schemes

Which is your preferred option?



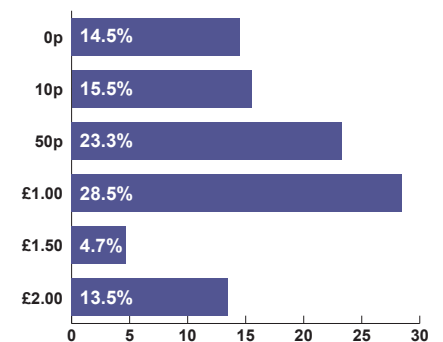
Emergency Resilience

Which is your preferred option?



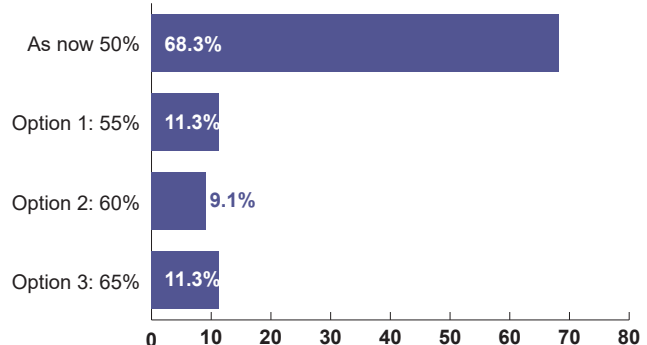
Emergency Resilience

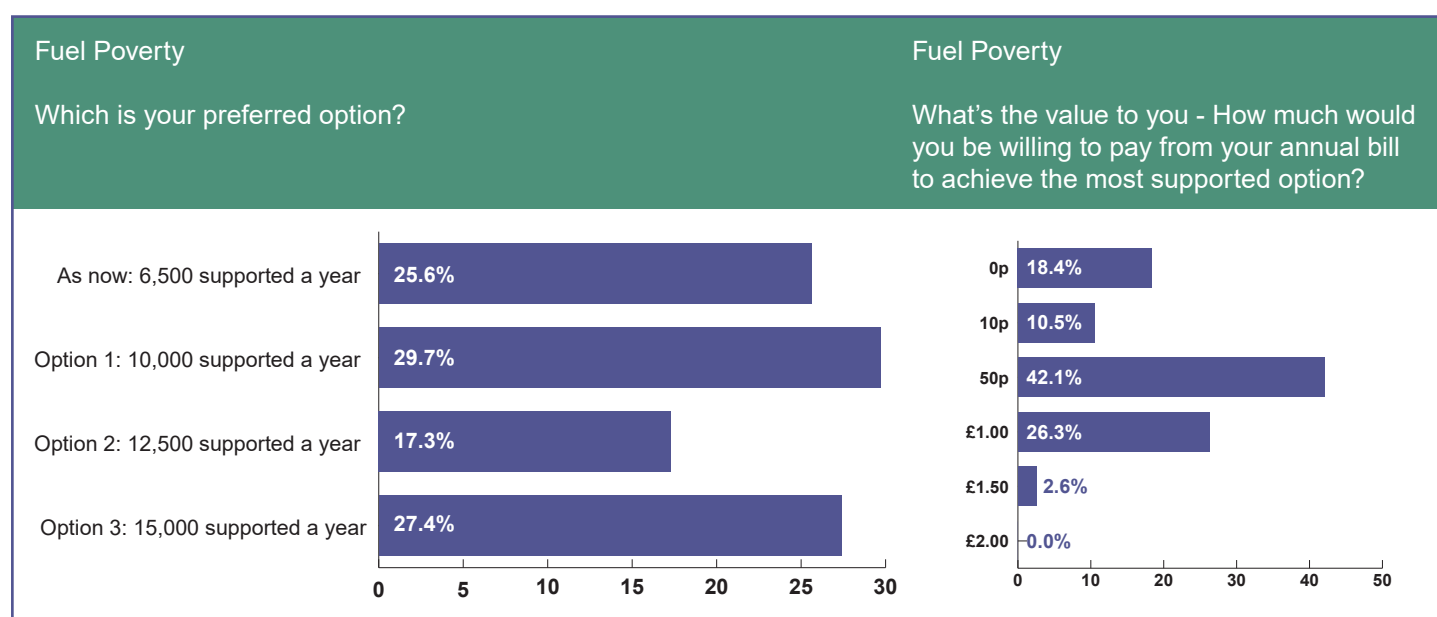
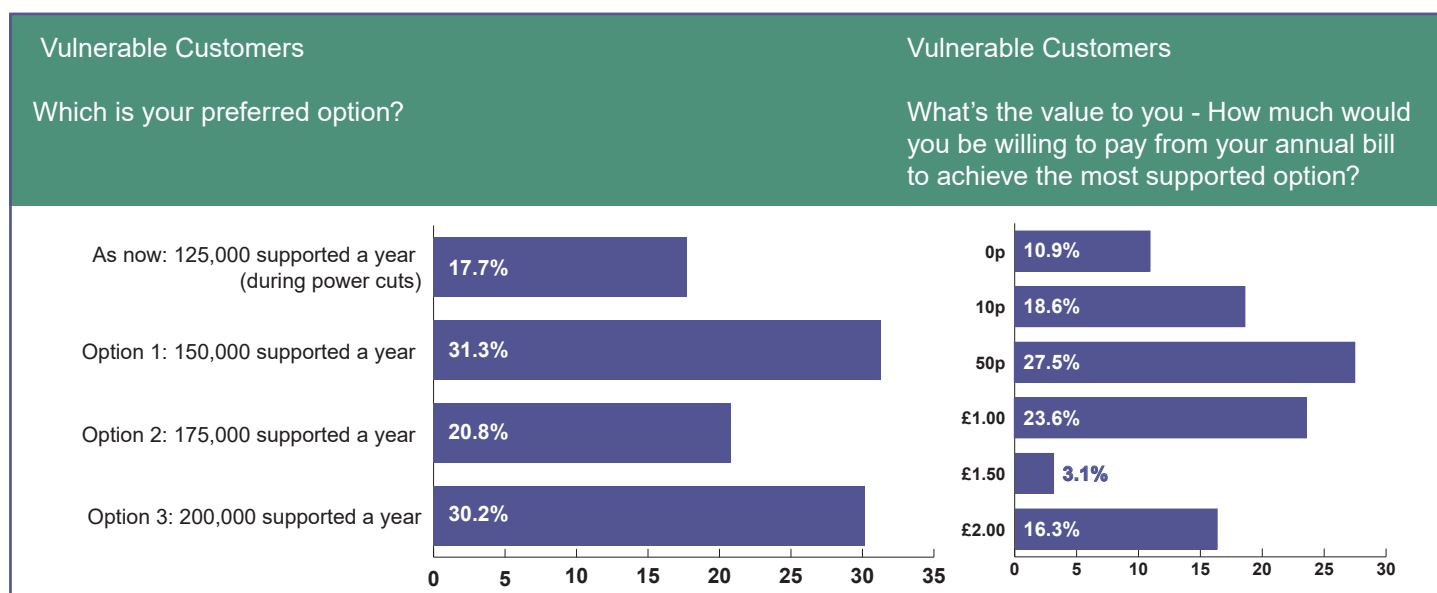
What's the value to you - How much would you be willing to pay from your annual bill to achieve the most supported option?



Customer Awareness of WPD

Which is your preferred option?

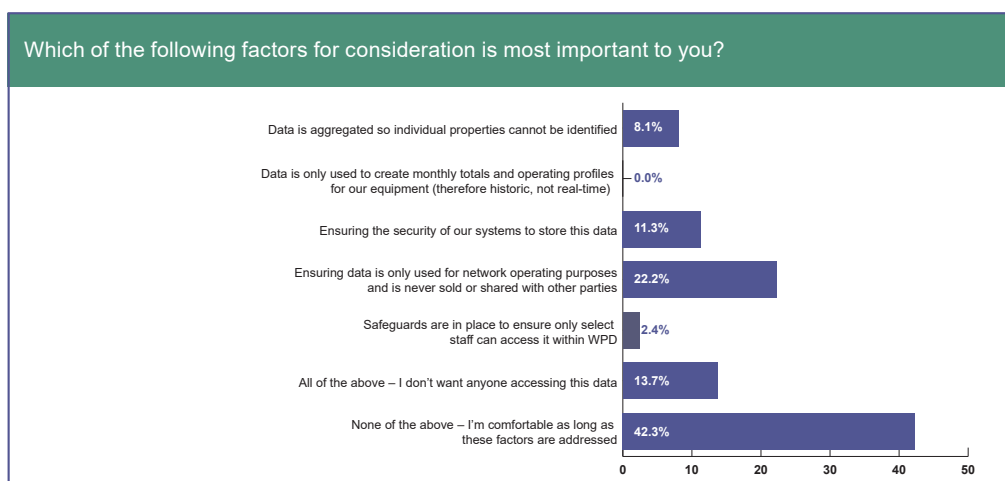
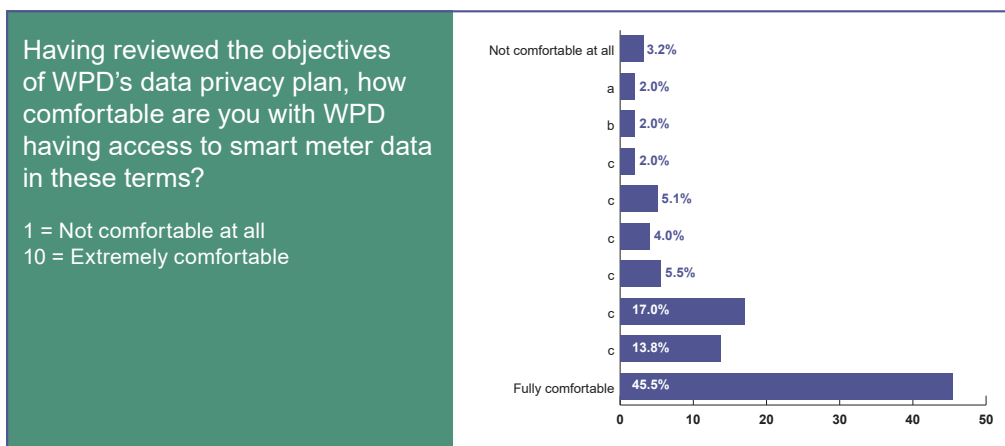




Workshop session 3: Future networks

- There was widespread agreement across the six workshops that WPD had mapped its priorities for its transition to becoming a DSO effectively, although a minority of stakeholders were concerned the priorities were too inward-facing and did not address the needs of customers.
- The majority of stakeholders saw the benefits of smart meters, and of having access to smart meter data, but many felt the advantages had not been sufficiently explained to customers.
- Stakeholders were divided over the question of sharing their half-hourly data: some felt completely comfortable, even stating that privacy laws got in the way of efficient data sharing, while others felt that the data would inevitably end up in the hands of third parties and was too large a responsibility for WPD to manage.
- Most stakeholders felt WPD's data privacy plan was comprehensive and confirmed they would be comfortable sharing their data under those terms.
- This was reflected in the electronic voting, where 45.5% confirmed they were fully comfortable with sharing their smart meter data, compared to 3.2% who were not comfortable at all.
- Where there was concern over sharing data, the most prominent anxieties related to data protection, data sharing with third parties and cyber-security.
- 22.2% of stakeholders confirmed their top concern was data being shared with third parties, while 42.3% had no concerns, provided the privacy plan was upheld.
- Stakeholders made two key recommendations for reassuring customers over data sharing: making the assurance not to sell on data to third parties clearer and firmer in the privacy plan and initiating an 'opt-in / opt-out' model.
- Many stakeholders suggested that WPD collaborate with other DNOs to develop an industry standard for smart meter data privacy.

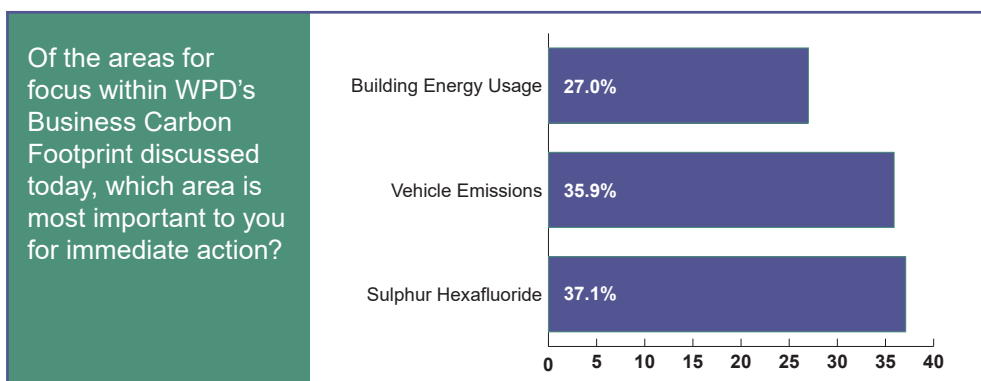
Following the workshop discussions, stakeholders were asked to vote on a series of questions relating to this topic.



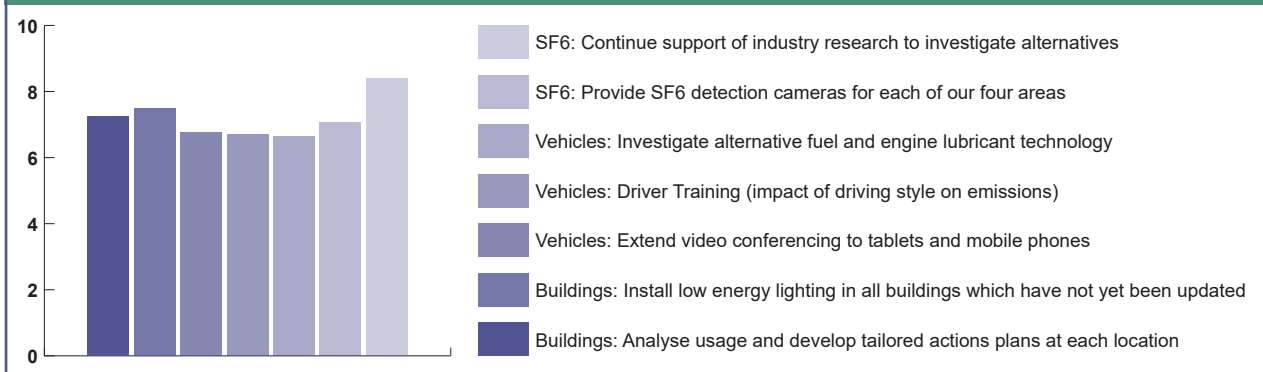
Workshop session 4: Environment and Sustainability

- Across the six workshops, stakeholders agreed with the proposed future actions to address buildings energy usage, vehicle emissions and SF6, although a sizable number felt the actions were not transformative or ambitious enough.
- Many stakeholders felt that as WPD are an energy company they have a greater responsibility to make meaningful emissions reductions and should set an example in this area.
- Stakeholders across the six workshops made many suggestions to tackle buildings emissions such as: staff incentives and competition to instigate behavioural change; smart metering; solar panels; and the demolition of older, inefficient buildings.
- Most stakeholders felt that focusing on driver training and behaviour was the most effective way to address vehicle emissions, although others expressed concern that using methods like driver trackers was overly paternalistic and risked being unpopular with staff members.
- There was consensus that video-conferencing could be successful, but only if the technology was invested in and improved.
- Stakeholders widely supported WPD's plan to address the issue of SF6. Most felt that investment in detection cameras made sense now, but argued that in the longer term research and investment towards an alternative solution should be prioritised.
- Many stakeholders felt the manufacturers of the switchgear had a shared responsibility to invest in solutions and alternatives to SF6.
- 37.1% of stakeholders, a narrow majority, voted SF6 as the most important area for immediate action, with 35.9% voting for vehicle emissions.
- A majority of stakeholders voted for continued support of industry research into SF6 alternatives as the most important action, giving it 8.39 out of 10. The next most important action, at 7.49, was deemed to be installing low energy lighting in WPD buildings.

Following the workshop discussions, stakeholders were asked to vote on a series of questions relating to this topic.



On a scale of 1 to 10, how important to you are the actions proposed?
(1 = Not important at all, 10 = Extremely important)
THIS GRAPH SHOWS THE AVERAGE SCORE FOR EACH ACTION





2

Kevin Kim

John [Name]

Alex [Name]

you think about our
2015/167

Year	2014	2015	2016	2017
Revenue	100	100	100	100
Profit	100	100	100	100
Assets	100	100	100	100
Liabilities	100	100	100	100
Equity	100	100	100	100

4 | Afternoon Surgeries

After lunch, stakeholders were given the option of attending surgeries on one of the three following topics:

- **Social Obligations (including fuel poverty and vulnerability)**
- **Connections and Distributed Generation**
- **Emergency Resilience**

The format for the surgeries was slightly different to that of the workshops. The surgeries included a presentation from a member of the WPD team, which was followed by an open Q&A session. WB scribes took notes of the key discussion themes, rather than verbatim comments. The sessions lasted approximately one hour.

Social Obligations

Summary: The surgery included a presentation on WPD's strategic priorities for 2016/17. Schemes to be put in place to identify hard to reach customers and to embed training for field staff to support customers who may be vulnerable in a power cut were explained, as were WPD's innovative projects to address the issue of fuel poverty. A link to the presentation given on the day can be found at <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Social-obligations-surgery-January-2017.aspx>

Key points stakeholders raised were:

- It was widely felt that utilities should get together and have one Priority Services Register (PSR).
- Stakeholders discussed ways to keep the (PSR) up to date: cross-checking the Electoral Register, communicating with alternative contacts to see if the main person still needs to be on the register, and adding community councils to the PSR referral networks.
- It was agreed that Affordable Warmth projects needed to be moved to higher-need areas and continued in areas where they had been successful.
- It was noted that WPD should work with the private sector to improve Affordable Warmth.
- Stakeholders agreed that WPD should not have too many pilot projects, should stick with the projects that are working and discard the ones that are not.





Connections and Distributed Generation

Summary: The surgery included an update on the Ofgem Incentive on Connections Engagement (ICE) scheme. Stakeholders' views were sought on the proposed 2017/18 initiatives, including work to improve consistency of service and to refine processes to improve Competition in Connection Code of Practice activities. A link to the presentation given on the day can be found at: <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Connections-surgery-January-2017.aspx>

Key points stakeholders raised were:

- There is a clear desire to use renewables as a community, and for WPD to look at companies that provide battery storage.
- It was commented that there is a lack of consistency across WPD when it comes to applying for new connections. The service is sometimes inconsistent across different licence areas and contradictory information can be provided.
- Many suggested that constraint and capacity maps would be useful to give an overview.
- The information on WPD's website needs to be easier to find.
- WPD should continue to engage with the LEPs on future network requirements, as they can help link scenario planning into future housing growth, local plan provision and future development sites.
- The single point of contact for connections is working well, but it was noted that additional support for small businesses wanting to connect would be appreciated.
- The costs of connections could be explained better.

Emergency Resilience

Summary: The surgery included a presentation and Q&A on the themes of emergency planning, contingency arrangements and the UK's energy resilience structure. Stakeholders' views were also sought on the design and content of a booklet, designed to help businesses become more resilient to power cuts. A link to the presentation given on the day can be found at: <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Emergency-resilience-surgery-January-2017.aspx>

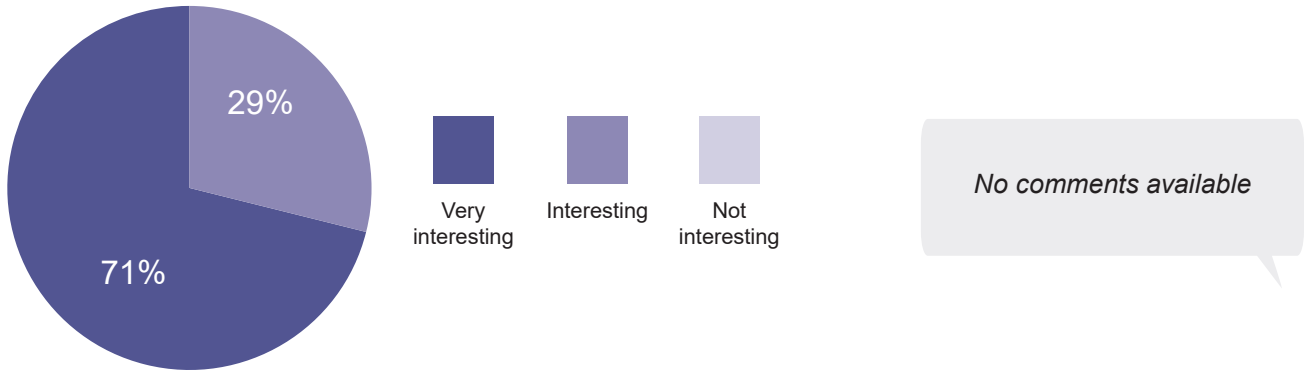
Key points stakeholders raised were:

- It was widely felt that the booklet is useful, but it is important to align the information with the other utilities as customers may get confused by different sets of information.
- It was agreed that the booklet should be distributed via local authorities, such as GP surgeries. A downloadable version should be available online that is promoted via social media.
- It was commented that the emergency 105 number should be added to the booklet.
- The ten-minute checklist should be prioritised and moved from page 8 to the beginning of the booklet, or to the back cover.
- The point was made that the booklet is missing detail on generators and keeping them maintained.

Of the 260 stakeholders who attended the workshops, **230 completed and returned their feedback forms.**

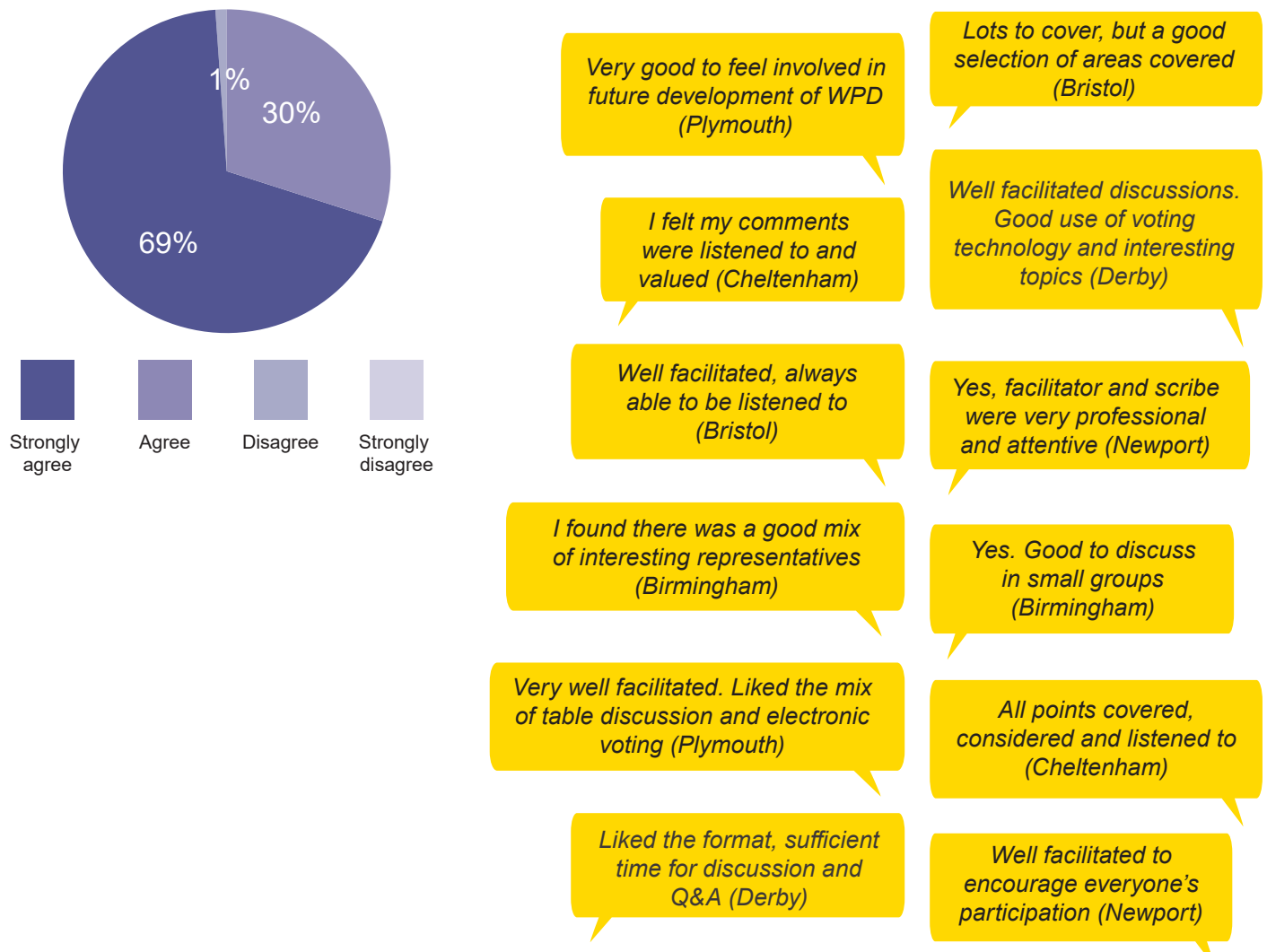
5 | Written Feedback

Overall, did you find the workshop to be:



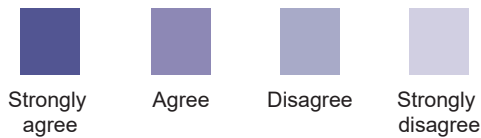
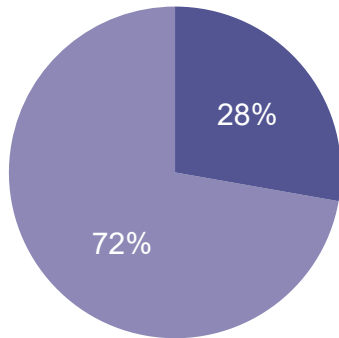
The response to this question was hugely encouraging with the vast majority of stakeholders saying that they found the workshop to be 'very interesting' and none saying that it was 'not interesting'.

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



It was widely agreed that we covered the right topics on the day.

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



More interesting and useful than I expected. Not been to one of these before (Derby)

I was here for resilience but the whole thing was fascinating. Thank you (Birmingham)

Discussed (arguably) the most pertinent topics (Bristol)

Opportunity for more technical attendees to comment on technical matters would be useful (Birmingham)

Would have liked more details re technical aspects (Bristol)

Cost/benefit data would help value judgements (Plymouth)

Would have liked more discussion on connections process (Newport)

Well balanced discussion on a wide variety of topics (Newport)

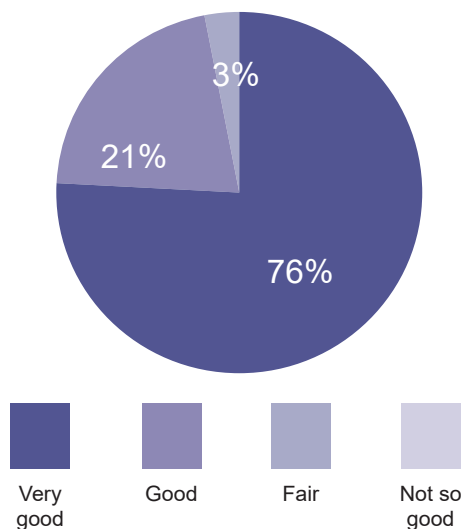
Yes good range of topics (Plymouth)

Good range of topics to keep all stakeholders interested (Cheltenham)

I wasn't very qualified to discuss the Co2 reduction measures, but other people were able to provide useful comments and insights. All the other subjects were very interesting and useful and there was a genuine feeling that our opinions were being taken on board (Derby)

Over three quarters of attendees told us that they thought the facilitation was 'very good' which is a very positive outcome.

What did you think of the way the workshop had been facilitated?



Excellent full marks (Cheltenham)

Timely and the use of voting was interesting (Birmingham)

Engaging and drew out the points from all (Derby)

Great team work by all and ensured we all had the opportunity to contribute! Thank you! (Birmingham)

Well presented and good facilitation at the table (Bristol)

Good mix of presentation. Really good to hold individual table discussions and voting pads on key questions (Derby)

Great facilitation by Westbourne and support from WPD (Newport)

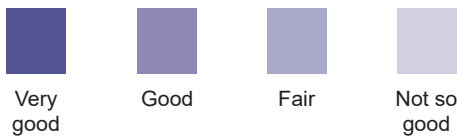
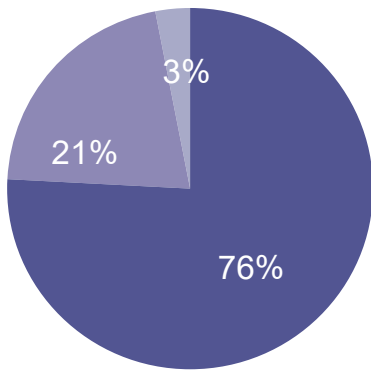
Great approach v enjoyable (Plymouth)

Very engaging with the voting facility and well presented (Newport)

Yes. Well facilitated with plenty of option to contribute (Plymouth)

Excellent facilitation - the facilitator on my table was very good at ensuring everyone had a chance to comment and summed up the table's views which was very helpful (Cheltenham)

What did you think of the venue?



Nice view and plenty of parking (Cheltenham)

Celtic Manor is a good location but this year, this particular room and facilities weren't as good as others (Newport)

Local, easy to find (Derby)

Could have been easier to get to using public transport (Plymouth)

Excellent - easy to get to and easy to park (Birmingham)

Could have been easier by public transport (Bristol)

Access to public transport preferred (Newport)

A venue nearer to a motorway would have been better (Bristol)

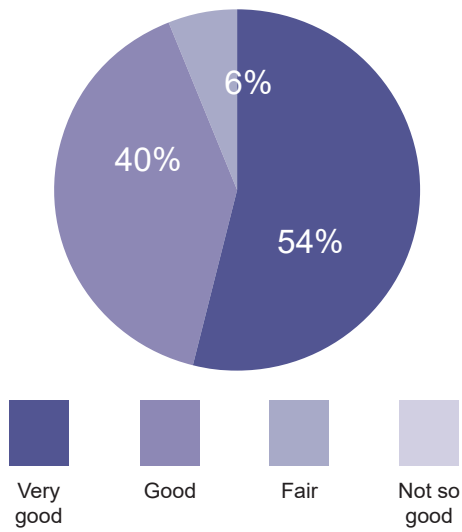
Clean, comfortable, no complaints (Derby)

Good public transport connections (Birmingham)

Excellent venue. Only slight comment is that the tables were a bit close together (Cheltenham)



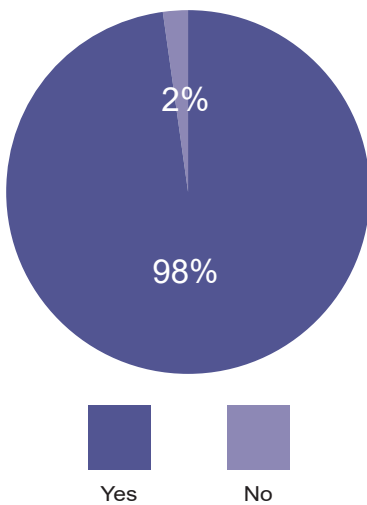
Were the presentations clear and easy to read on the projector screens?



- Projector blurry but used printed ring binder copy in pack (Derby)
- Good presenters and handouts (Plymouth)
- Great copies of the presentation (Birmingham)
- Could be clearer though plenty of supporting literature so it was ok (Newport)
- This did not matter since we had excellent summaries (Newport)
- Handouts good so no real issue (Bristol)
- Great to have handouts (Derby)
- Too small at a distance, but good to have presentation in pack (Cheltenham)
- Slides had a bit too much on them (Birmingham)

Encouragingly 98% of attendees told us they would be interested in attending future workshops.

Would you be interested in attending future workshops on this subject?



- I do enjoy learning what WPD is doing / planning to do in the future (Birmingham)
- Great networking opportunity, and way to explore good practice (Derby)
- Excellent event (Bristol)
- This year seemed more interesting and dynamic (Derby)
- Please talk about safety and innovation at future events (Birmingham)
- Would be good to have security and resilience events (Plymouth)

ANY OTHER COMMENTS

Good workshop. Concise, to the point (Newport)

As good as usual (Plymouth)

Thank you for a very informative day! (Birmingham)

Smart meter content was particularly interesting. Other topics to consider- storage- more content- future energy scenarios- engaging vulnerable consumers (Bristol)

Very well run, engaging content (Derby)

Well done. Extremely professional...maybe genuinely world class event (and company) (Birmingham)

Once again a very useful opportunity to understand how well Western Power works (Newport)

The event is one of the best of any I have attended really (Cheltenham)

Very worthwhile workshop, and WPD were really keen to listen to the outcomes (Derby)

Very welcoming, good networking opportunities and felt like a valued participant (Newport)

Excellent event. Congratulations to organisers. More utilities should copy format! (Bristol)

Thank you very much for a really informative event and the opportunity to comment / feedback which is appreciated (Cheltenham)

Electronic voting results were useful- interesting to see some instant statistics (Newport)






Session 2: WPD's long-term priorities – measuring the value for money or our actions

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Overall customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Connections satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Customer awareness	50%	55%	60%	60%
Safety education	60k children educated a year	60k & expanded scope	70k & existing scope	175k

Westbourne

17 Carlton House Terrace
London, SW1Y 5AH
+44 (0)20 3397 0100

hello@westbournecoms.com
www.westbournecoms.com
 [westbournecoms](https://twitter.com/westbournecoms)