

Session 1: WPD's Business Plan Commitments Reporting

Key feedback

- Overall strong endorsement for WPD's three-tier approach to reporting with increasing levels of detail for stakeholders to refer to
- Most stakeholders felt that the level of detail provided was a core strength of WPD's reporting and should not be simplified or shortened
- It is beneficial to have different length of reports available for different stakeholders
- 80.6% want performance information per licence area
- Some requested even greater breakdown to local regions within each WPD licence area
- WPD can do a better job of explaining the impact of network investment on local networks and local service levels

WPD action as a result

1. **WPD will continue to produce a one-page summary, short summary report (c.30 pages) and a detailed report.**
2. **WPD's summary report will present information for WPD at a group level whilst the detailed report will break information down by WPD's four licences. We will continue to provide local case studies**
3. **Within our future business plan commitments reporting we will enhance the existing expenditure information that we provide by including a high level summary of our forecasted investment for each licence area over the RIIO ED1 period. Where appropriate we will provide examples of specific projects across each licence area.**

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Key feedback

- 62.3% favoured a formal report style to all reports, with numbered paragraphs for ease of reference
- A very slight majority (53.8%) stated that within WPD's detailed report there could be some simplification of the explanations for technical elements
- Overall WPD should keep the detail but focus on accessibility
 - Online reporting preferred
 - Explain the structure/contents more clearly
- Strong support for the existing lay-out and style of WPD's summary report with only some slight simplification of the detailed explanations needed and more infographics where possible
- Change the title – "RIIO-ED1" is not commonly recognised/understood and could restrict the interest of wider stakeholders who first require the explanation contained within the report

WPD action as a result

4. WPD will simplify some of the detailed explanation of technical elements.
5. WPD's summary report will be submitted to the Plain English Campaign in order to achieve the "Crystal Mark" for use of plain English.
6. WPD will maintain our current approach to our Summary report - using simple design, with clearly structured sections. Pictures, infographics and case studies will continue to be used.
7. WPD will enhance the webpage currently in place for business plan commitments reporting in order to ensure that information is as accessible as possible for stakeholders and enable easy access to specific sections of the report.
8. We will change the title of our future report to: "WPD's 2015-2023 Business Plan Commitments Report – Year Two (2016/17)".

Session 2: WPD's long-term priorities (measuring the value for money of our actions)

Key feedback

Stakeholders were given a total of 10 votes, and asked to use them to make trade-offs between various actions WPD can take begin to address long-term issues. They were asked to attribute a notional value to their chosen areas for acceleration.

- Where stakeholders wanted WPD to go further than planned, smart networks was the stand-out priority.
- Performance in certain areas, e.g. overall customer satisfaction, was felt to be very good and not requiring any acceleration
- Safety education was discussed widely, with a focus on expanding the remit to include energy efficiency, smart networks and vulnerable customers a key priority.

Category	As now	1 vote	2 votes	3 votes	Value
Customer satisfaction	Rated 8.90 out of 10	9.1/10	9.3/10	9.5/10	-
Connections	Rated 8.70 out of 10	8.9/10	9.1/10	9.3/10	50p
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020	£2
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023	0p
Undergrounding	55km by 2023	55km by 2021	75km by 2023	90km by 2023	-
Emergency resilience	20% communities and businesses supported	30%	40%	50%	£1
Customer awareness	50%	55%	60%	65%	-
Safety education	60,000 children educated a year	60,000 & expand scope	70,000 & existing scope	70,000 & expand scope	50p
Vulnerability	125,000 supported during power cuts	150,000	175,000	200,000	50p
Fuel poverty	6,500 supported	10,000	12,500	15,000	50p

■ = Stakeholders' preferred option

WPD action as a result

- WPD will take steps to improve customer satisfaction with the connections process. E.g:
 - Launch an average connection cost calculator to give ballpark costs and timescales for certain types of scheme. This will help customers to explore the feasibility of jobs without the need to enter into a formal quotation request.
- Active Network Management (ANM) will be rolled out across a number of zones as identified in our innovation strategy, through to full availability across our entire network by 2021.
- WPD's original target to reduce our BCF by 5% by 2023 is very stretching and was agreed after extensive engagement. We will attempt to achieve this earlier, but will review the commitment after first taking the seven improvement actions (see actions 24-30) endorsed by stakeholders at these workshops, and report back on the impact in 2018.
- WPD will roll-out emergency planning support and advice for 50,000 small businesses and Local Resilience Forum (LRF) members, targeting areas that have been heavily impacted by severe weather in the last 5 years.

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WPD action as a result

13. WPD will launch a £10,000 fund to assist LRFs to promote business continuity planning for power cuts to their membership networks
14. WPD will expand the schools education programme to include topics wider than safety. Topics will include energy efficiency measures, how a smart network will operate, and information on vulnerable customers.
15. WPD will consider a trial scheme working with the Scouts Association to develop a programme for scouts to support vulnerable customers to join WPD's PSR, as well as wider tasks relating to low carbon technologies and community energy.
16. WPD will introduce a new policy to open our eight ramp-up call centres for longer in storms (resourced by non-operational staff), to enable our main Contact Centres to solely provide outbound updates, giving first priority to vulnerable customers.
17. WPD will expand our fuel poverty outreach programme to support over 10,000 customers a year, including renewing and upscaling successful new schemes identified by WPD's Fuel Poverty Local Action Fund.

Session 3a: Spotlight on: 'Future Networks'

Key feedback

Distribution System Operator (DSO) priorities

- Stakeholders were strongly supportive of building a more flexible network and transitioning from a DNO to DSO. They agreed with WPD's DSO priorities and did not indicate that anything was missing

Smart meter data privacy plan

- 91% are comfortable with WPD's approach and having access to smart meter data in these terms – 76.3% extremely comfortable.
- The key concern is that data is only ever used for network operating purposes and is never sold or shared with other parties (stated by 22.2% as their key priority)

WPD action as a result

18. WPD will publish a DSO strategy document in 2017 and communicate this to stakeholders.

19. WPD will revise and resubmit to Ofgem our data privacy plan, reflecting customer feedback, in particular including safeguards to ensure data is never shared with others

20. WPD will publish a one-page summary of the plan online, including FAQs

21. WPD will publicise the availability of our data privacy plan and how we will use smart meter data to all 7.8m customers via our annual 'Power for Life' campaign

22. WPD will brief the Ombudsman to identify potential areas for complaint and how to mitigate against them. We will provide regular KPIs to monitor this.

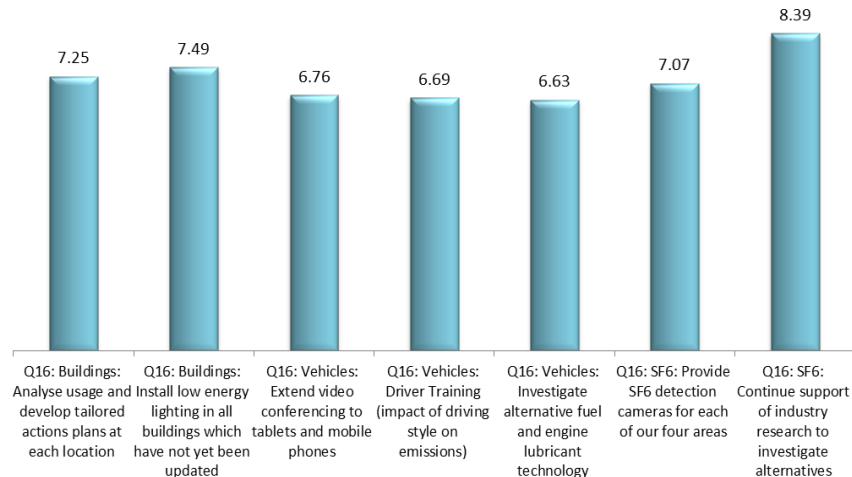
23. WPD will expand the successful trial with EDF to other suppliers, ensuring a smoother customer journey during the smart meter roll out. This includes better co-ordination of the re-booking of appointments when installations require WPD to also attend due to safety reasons.

Session 3b: Spotlight on: 'Environment & Sustainability'

Key feedback

- More to be done in general
- Look at amount of equipment on vans (weight)
- Vehicle trackers and greater competition/tables amongst depots to encourage driver behaviour
- Look at self-generation at WPD sites

Q16: 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



WPD action as a result

24-30. WPD will deliver all of the 7 actions presented.
However the priorities for earliest delivery will be:

- Support industry research (and bespoke WPD trials) to investigate alternatives to SF6
- Purchase SF6 detection cameras for each of WPD's four licence areas
- Install low energy lighting in all buildings that have not yet been updated
- Utilise new KPI data bespoke to each WPD location, to develop tailored energy saving action plans

Session 4: Specific surgery session

Connections

31. WPD have initiated a review of our approach to the use of HV easements and wayleaves to ensure consistency across WPD
32. WPD will re-run of our East Midlands strategic investment workshop to provide a greater focus on the impact for demand customers (as well as for generation customers).
33. WPD have introduced Key Account Managers for customers with multiple connections applications, including Local Authorities.
34. WPD will assess the network requirements of using a new, innovative device that will allow up to three properties with solar PV to share each other's generation.

Social Obligations

35. WPD will carry out a one-off data removal exercise on the PSR of all records that are over three years old and where the customer has not responded to our data cleanse attempts
 - 36.1 This will include adopting the same approach for electrically dependent customers, as long as the final letter sent to customers clearly sign posts what is happening and how to re-register
36. WPD will expand and renew our four Affordable Warmth fuel poverty outreach schemes for 2017
37. WPD will trial funding a number of new PSR referral partners (focussing on charitable organisations, rather than local authorities) to monitor the impact on PSR sign-ups versus existing non-funded partnerships
38. If one or more of the four innovation schemes funded by WPD's 2016 fuel poverty local action fund prove successful, we will use the funding to renew and replicate these schemes in 2017, rather than re-run the competition
39. WPD will launch a fuel poverty outreach pilot scheme with National Grid Gas, to specifically target support to customers identified as off the gas grid and in areas experiencing higher numbers of power cuts.