

AGENDA - WPD Customer Collaboration Panel Meeting

9.30 am arrival, 10.00am start. Thursday 5 December 2019

Derby Depot, Unit 11, Victory Park, Victory Road, Derby, DE24 8ZF

09.30 – 10.00	Closed member session*	Optional
10.00 – 10.05	Welcome & introductions	All
10.05 – 11.30	Split session. Choice of the following:	
	A: Connections and Business Customers	Alison Sleightholm
	B: Social Obligations	Nicki Johnson/ Karen McCalman
11.30 – 11.45	COFFEE	
11.45 – 12.30	WPD performance update and Strategic Priorities - Safety Climate Survey results - WPD Staff Survey results	Alison Sleightholm
12.30 – 13.15	LUNCH	
13.15 – 13.45	Future Energy Scenarios	Oliver Spink
13.45 – 14.30	RIIO Engagement - Customer Engagement Group, challenge log and actions - RIIO preliminary engagement	Alex Wilkes
14.30 – 15.00	Local Investment workshops - Co-creating actions following stakeholder feedback	Nicki Johnson

**The 'Closed member session' is an opportunity for Panel members to meet in advance of the main agenda and discuss any points they wish. In some cases, Panel members may want to ask for other points of view regarding the agenda items or further clarification on the topic. All are welcome, though there is no obligation to attend and there is no formal agenda, but any points forwarded to Daksha Piparia in advance will be raised.*

2020 meeting dates – please note change to September date

<i>Thursday 19 March</i>	<i>- Birmingham</i>
<i>Thursday 11 June</i>	<i>- Alfreton</i>
<i>Thursday 3 September</i>	<i>- Hinckley</i>
<i>Wednesday 16 December</i>	<i>- Pegasus</i>



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WPD Customer Collaboration Panel

Derby Depot

Thursday 5 December 2019

Today

- 09.30 Closed member session – optional for all members
- 10.00 Welcome and introductions
- 10.05 Split session:
- A: Connections & business customers
 - B: Social obligations
- 11.30 Coffee
- 11.45 WPD performance update and Strategic Priorities
- Safety Climate Survey – the results
 - WPD staff survey results
- Alison Sleightholm (Resources and External Affairs Director)
- 12.30 Lunch
- 13.15 Future Energy Scenarios
- Oliver Spink (Network Strategy Engineer)
- 13.45 RIIO Engagement
- Alex Wilkes (External Affairs Manager)
- 14.30 Local network investment events
- Nicki Johnson (Stakeholder Engagement Officer)

Today's morning surgeries

Connections & business customers, to include:

- Updates on RIIO ED2, DSO, charging review
- New business 'priority' register

Social obligations to include:

- New vulnerability hub
 - Seeking further thoughts on proposed new web pages
- 2019 Social Obligations Workshops
 - Stakeholder feedback
 - Co-creating proposed actions for WPD

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Surgery sessions 10.00 - 11.30

Nicki Johnson/Karen McCalman - Social Obligations

Alison Sleightholm - Connections and Business Customers



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Chief Executive's update

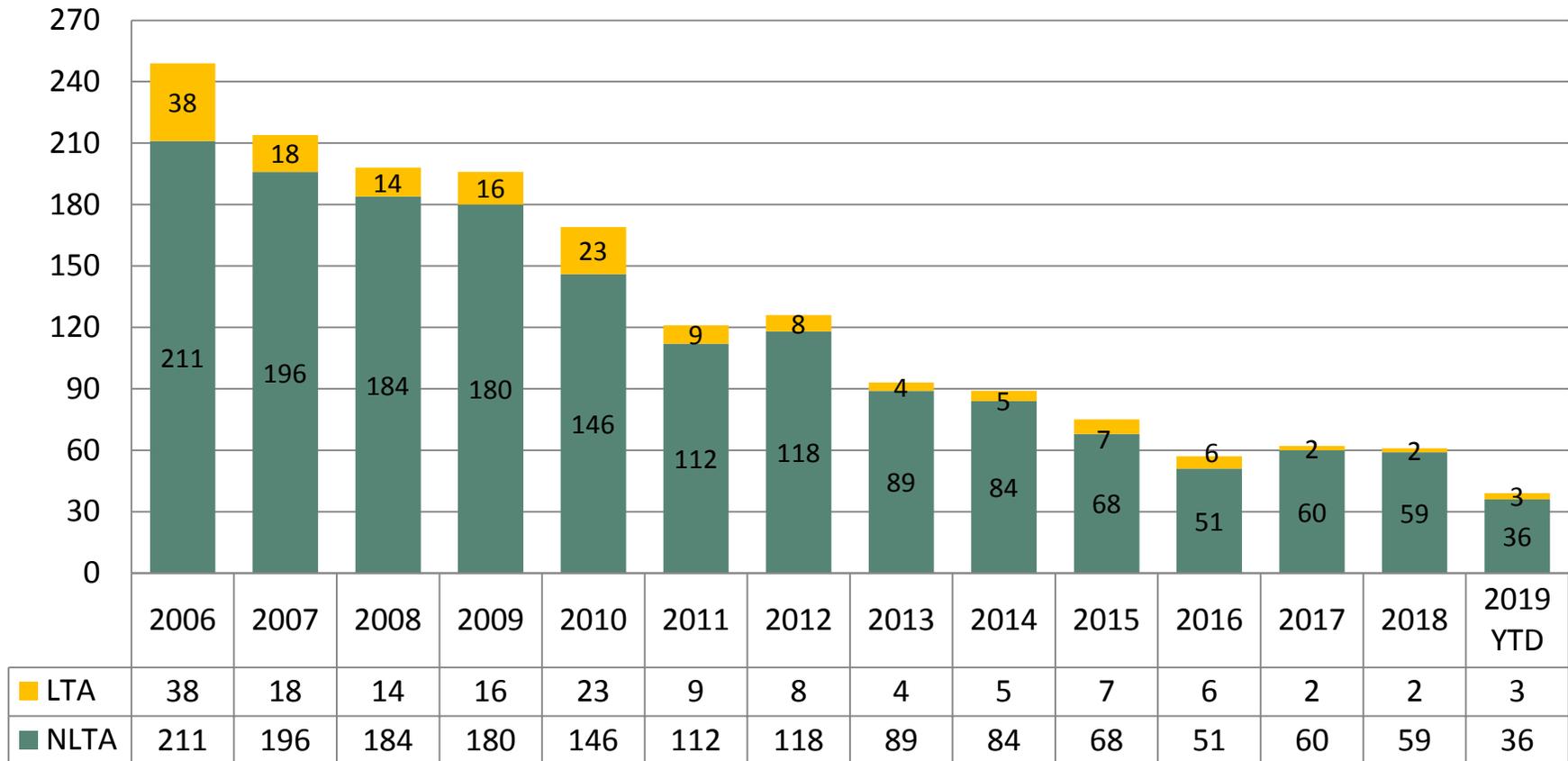
Alison Sleightholm

Resources & External Affairs Director

Customer Collaboration Panel December 2019

Safety – lost time accidents

No. of accidents to end October 2019



- In addition there have been 32 near misses year to date

IIS outturn 2019/20

	WPD West Midlands		WPD East Midlands		WPD South Wales		WPD South West	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2019/20	82.5	52.3	50.8	37.2	52.7	33.2	58.4	43.9
IIS Outturn 2019/20	46.4	31.1	34.4	21.1	45.9	23.3	42.9	37.8
% Out Performance	43.7%	40.5%	32.3%	43.3%	12.9%	29.8%	26.5%	13.9%
*Potential reward (£m†)	21.2		20.5		5.5		7.6	

As at 31st October 2019
***Subject to Ofgem audit**
†At 2019/20 prices

IIS: Interruption and Incentive Scheme

CML: Customer Minutes Lost (average number of minutes lost per customer, per year)

CI: Customer Interruptions (number of customers whose supplies have been interrupted per 100 customers per year over all incidents)

Contact Centre performance

October 2019 - regulatory year to date

Inbound

Service	Total calls	Average speed of response - Calls 1.31 seconds
General enquiries	97,248	Average speed of response - Twitter 4 mins 3 sec
No supply	458,217	Average speed of response - Webchat 44 seconds
Calls to 105 (included above)		202,587(44.21%)

Outbound – Proactive

	Total call backs	Total to PSR customers
During fault	56,572	50,413
When ETR changes (Estimated Time of Restoration)	43,152	12,722
Post fault	164,624	55,214
Total	264,348	118,349
Total proactive text messages sent		565,944

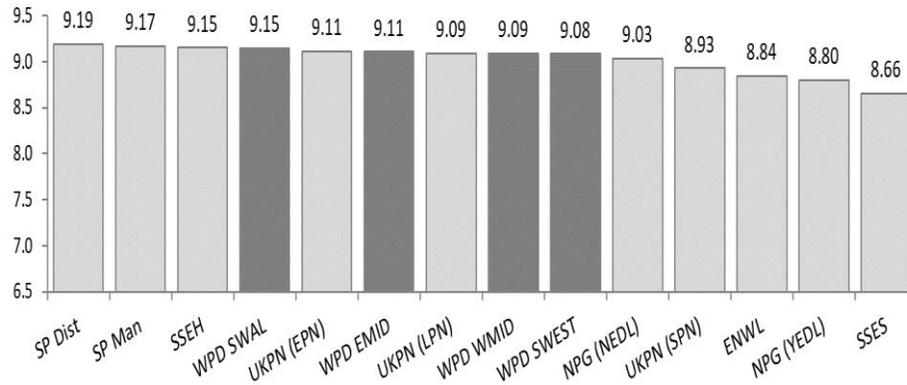
Priority Services Register data cleanse

	Total contacts
Customers attempted to contact	301,571
Success rate	53.5%
Onward referrals made (e.g. for fuel poverty support)	8,429 (including 4,645 referrals to fire service)

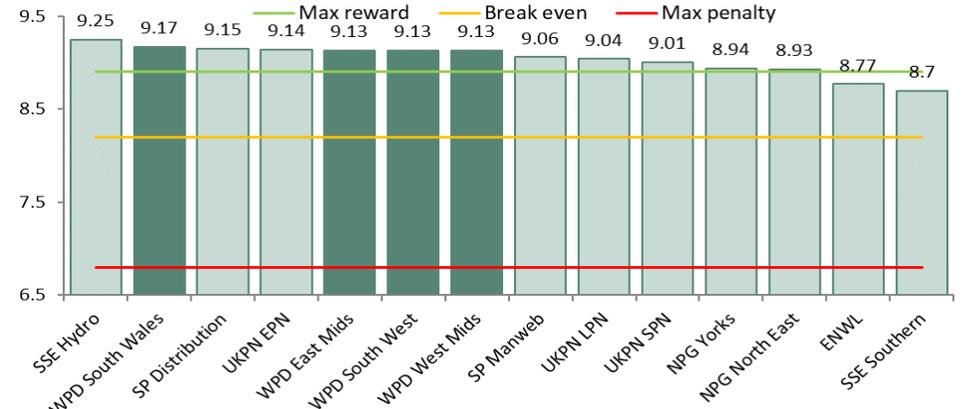
Customer Service performance

2019/20 - regulatory year to date (to October)

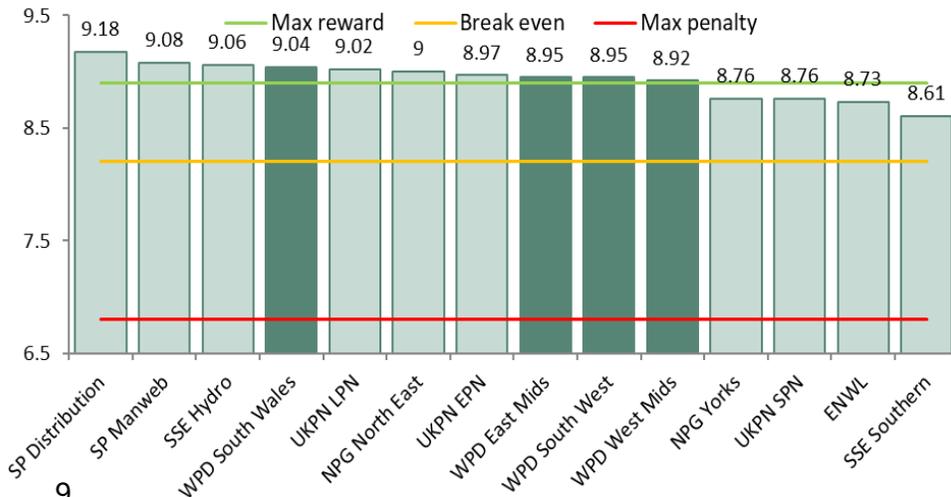
Overall Combined



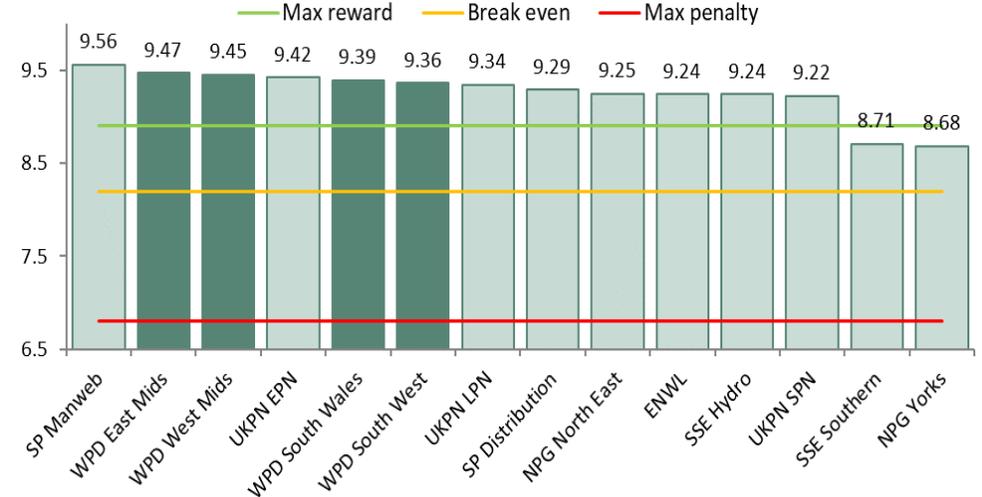
Interruptions



Connections



General Enquiries





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Safety Climate Survey

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Alison Sleightholm

Resources & External Affairs Director

Customer Collaboration Panel December 2019

SAFETY CLIMATE SURVEY OVERVIEW



1800 surveys sent at random to staff working in all roles in Network Services



232 returned surveys included additional comments



19,051 items of data input into assessment model



The scoring was fairly consistent in each license area



Held an additional independently chaired 15 employee workshops across the four licence areas



141 employees attended from all employee roles and disciplines



No group was larger than 12 people



Trade Union safety representatives were invited and attended all workshops

Safety Climate Survey Results



- Staff rated questions associated with **Training and Competence** the highest (4.35/5 on average), followed by Team (4.15/5)
- Staff rated questions associated with **Organisation** the lowest (3.66/5 on average), followed by Management (3.73/5)

Notes:
Satisfaction was rated from 1-5 with 5 being high

Acting on the feedback

High-level conclusions



WPD has a well trained, well equipped, dedicated workforce



The majority of workshop attendees stated that they had job satisfaction and took pride in the job



The company's safety performance is trending positively



Some areas to consider for delivering further improvements have been identified

- Company level Safety Action Plan developed to address feedback received from staff.
- The plan is formed in to several key areas:
 - TU Communication and Engagement
 - Policies and Standards
 - Safety Interaction
 - Manager Development
 - Risk Assessment
 - Safety Engagement
- Progress against items on the action plan is reviewed each month
- Detail is shared with staff via team brief, company publications and at company safety meetings



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WPD staff survey

Alison Sleightholm

Resources & External Affairs Director

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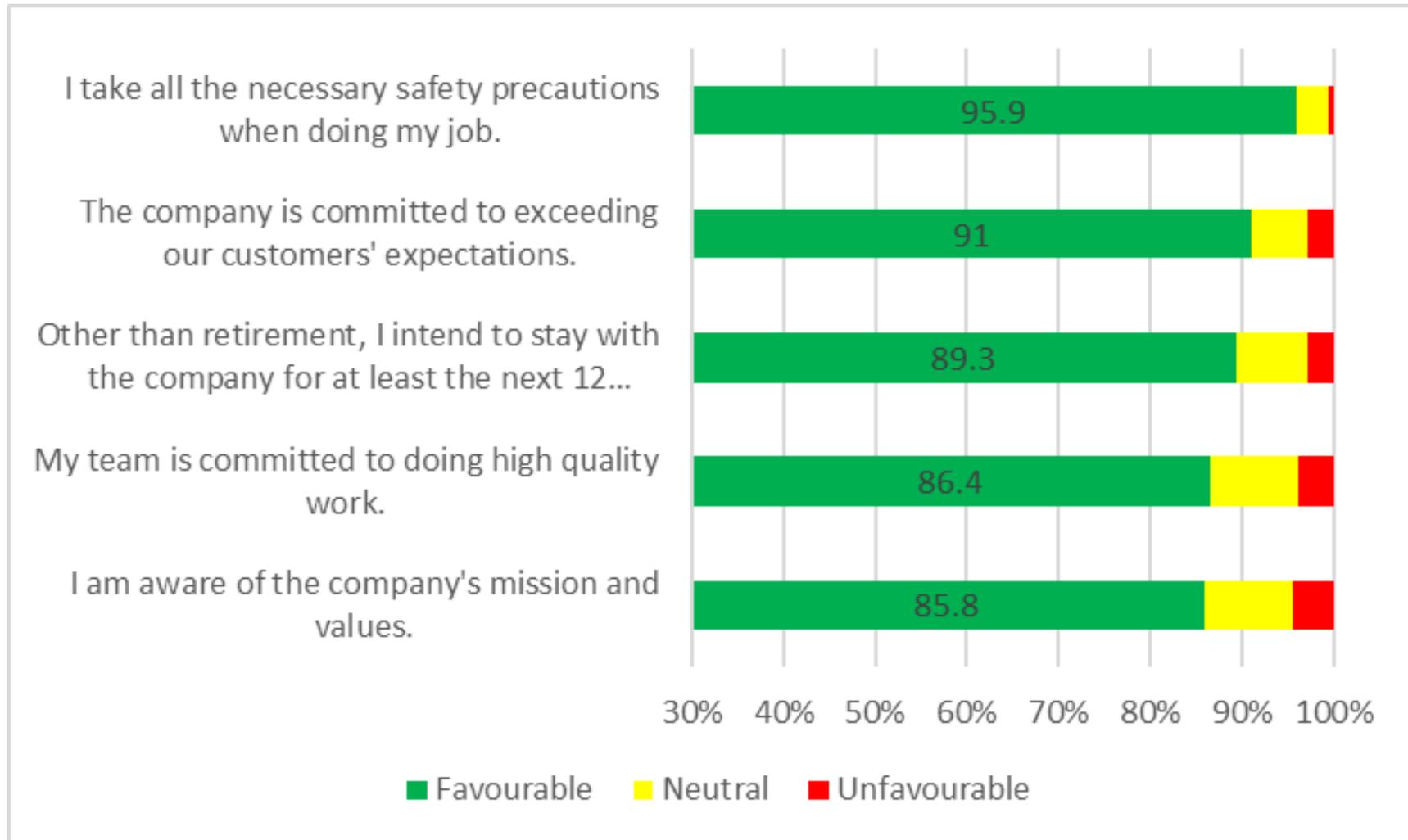
Staff Survey 2019 – our approach

- **Online survey:** 5th July – 2nd August 2019
- **A new approach:** significant changes to the longstanding staff surveys of years gone by
- **Our broadest survey ever:** sought feedback across every aspect of our business/service
 - *Avoidance of any “leading” language*
 - *Core intention to learn and improve*
 - *It is essential we take clear, decisive and measurable action in response*
- **6,557 invited, 3,329 responded (51% response)**
- **53 core questions:** (plus 2 open ended questions) covering 14 work areas:

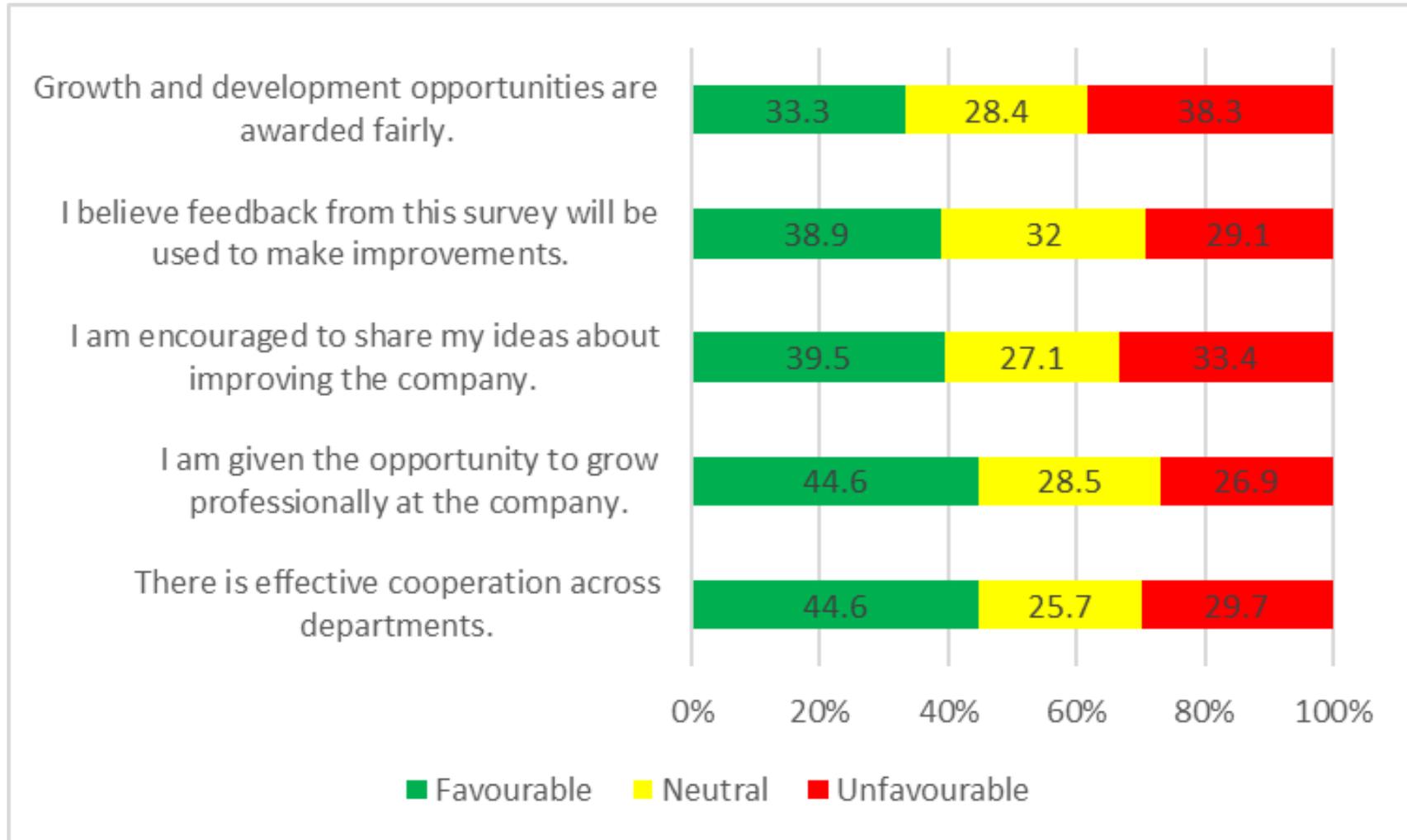


- Clarity of direction
- Continuous improvement
- Employee empowerment
- Growth and development
- Performance management
- Pride in the company
- Recognition and reward
- Resources and support
- Supervisor relationship
- Teamwork and collaboration
- Safety and wellness
- Ethics and compliance
- Diversity and inclusion
- Engagement

Satisfaction – top five



Staff survey satisfaction – lowest Five



Turning feedback into actionable insight

Beyond the headlines, we've analysed the results and **12 key areas** stand out

I. Opportunities for staff to provide feedback

1. Don't feel **encouraged to share opinions** to improve the business or feel involved in decisions that affect their work

2. Need to demonstrate **employee views are valued**

II. Training & development

3. **Lack of development opportunities** beyond operational authorisation courses

4. Perception managers don't support development and **opportunities for career advancement are scarce**

5. **PDR process is considered a tick box exercise**

III. Quality of internal communication

6. **Lack of collaboration practices** across departments

7. **Poor communication** (and lack of). Contributing to the above

8. Lack of timely briefings can lead to **mixed/water-down messages**

IV. A "thank you" culture

9. **Going above and beyond is not recognised** by their line manager

10. A simple 'thank-you' is under-used

11. **Inconsistency of how managers deal with positive feedback** can lead to a sense of nepotism

V. Evidencing action as a result of the survey

12. Only **38%** believe survey feedback will be used to make improvements

Ask me anything...

- Is there anything you'd like to ask...
 - Based on what you've just heard?
 - Any other topics more broadly?

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LUNCH



Distribution Future Energy Scenarios
Oliver Spink
Network Strategy Engineer

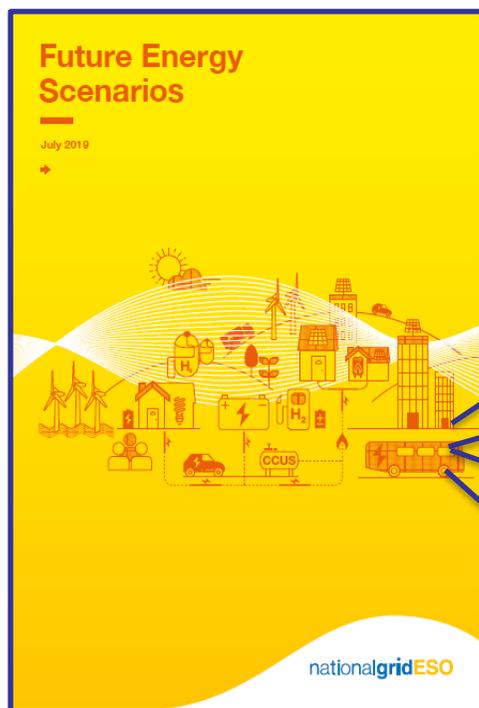
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Topics to Cover

- What are the Distribution Future Energy Scenarios (DFES)?
- Why is the DFES necessary?
- Who is involved in the DFES process?
- Summary of DFES process
- What is the DFES used for in WPD?

Distribution Future Energy Scenarios

- As a distribution system operator, we are responsible for facilitating the **electricity** needs of our customers.
- To continue to meet the needs of our customers, we need to understand their future **energy** requirements and likely energy supply mix.
- Two yearly cycle to undertake DFES studies for all 4 licence areas.

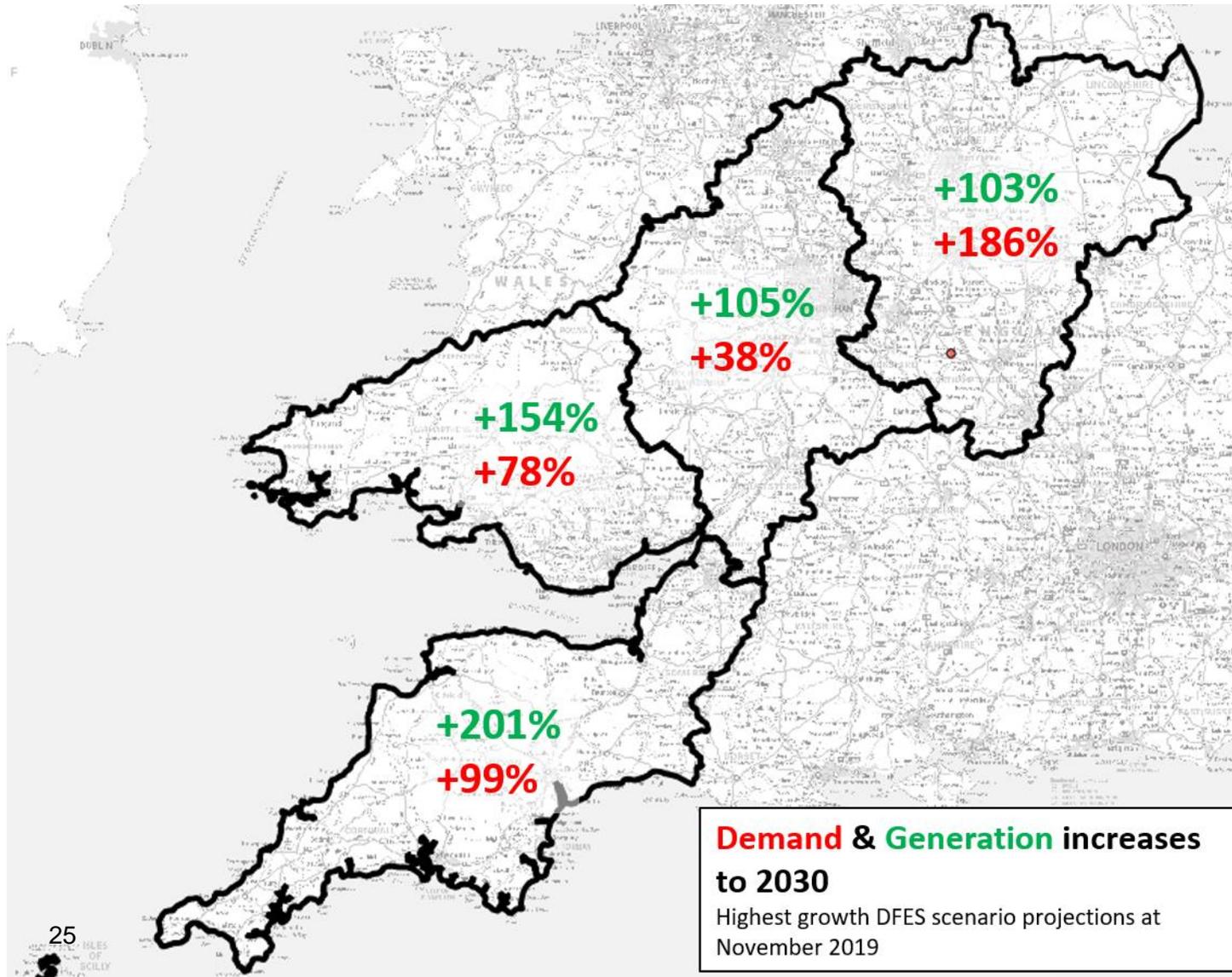


4 scenarios: varying levels of **decarbonisation** and **decentralisation**

The need for scenario based planning

- Traditional extrapolation from historic trends are no longer sufficient.
- Need to understand the potential growth of:
 - Emerging demand like EVs and HPs
 - Distributed generation (DG)
 - Battery storage
 - Domestic and non-domestic conventional demand growth
- Understanding the differences between areas of our network, and accepting that a UK view of the future may not correlate with a local picture.

The need for regional scenarios



With reference to a 2019 baseline in each licence area.

DFES Process Summary

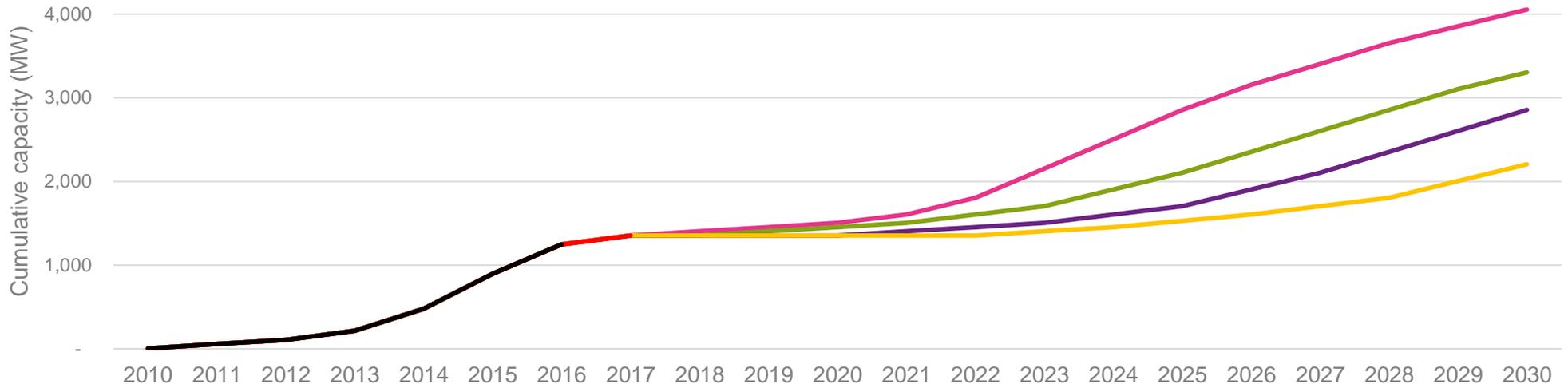
1. Baseline



2. Pipeline



3. Scenarios



Current baseline

WPD connections data, Regen national renewables project database, FiT data, ROC data, plus other publicly available data



Pipeline projection

Analysis of current projects in the planning system and with grid connection agreements for large scale technologies. Dependent on technology when projection goes out to.

Growth scenarios (to 2032)

Growth scenarios based on National Grid's FES- applied at a local level

DFES Process - Technologies Considered

Supply

Distributed electricity generation technologies

Solar PV
(rooftop and ground-mounted)

Onshore wind

Hydropower

Energy from waste
(incineration and ACT)

Anaerobic digestion

Diesel and gas generation

Demand

Disruptive electricity demand technologies

Electric vehicles (different types)

Heat pumps
(hybrid and single systems)

Air conditioning - domestic

New build developments
(domestic)

New build developments
(non-domestic)

Storage

Electrical energy storage at distribution level

Response services

Reserve services

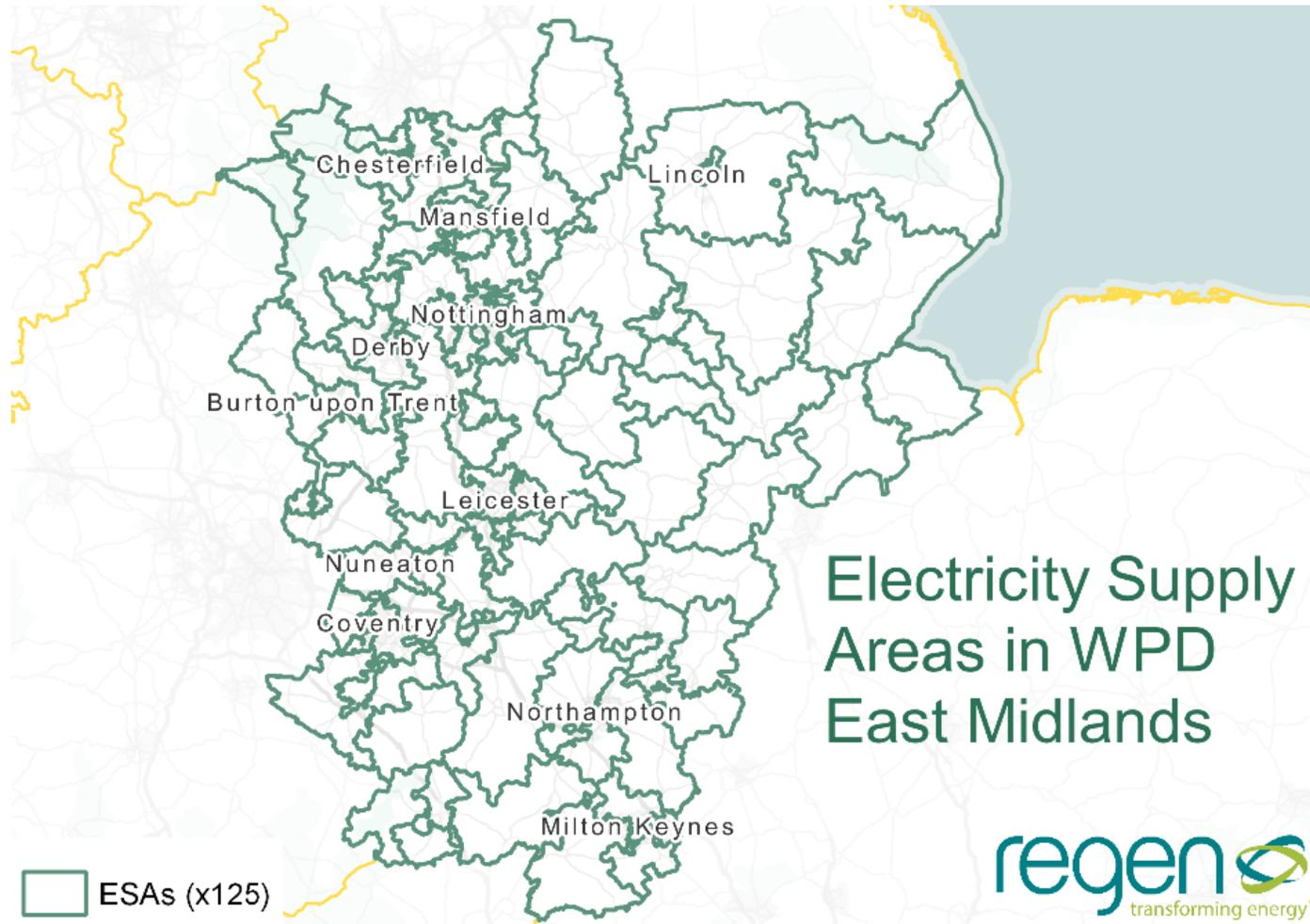
Energy trader

High energy user
(behind the meter)

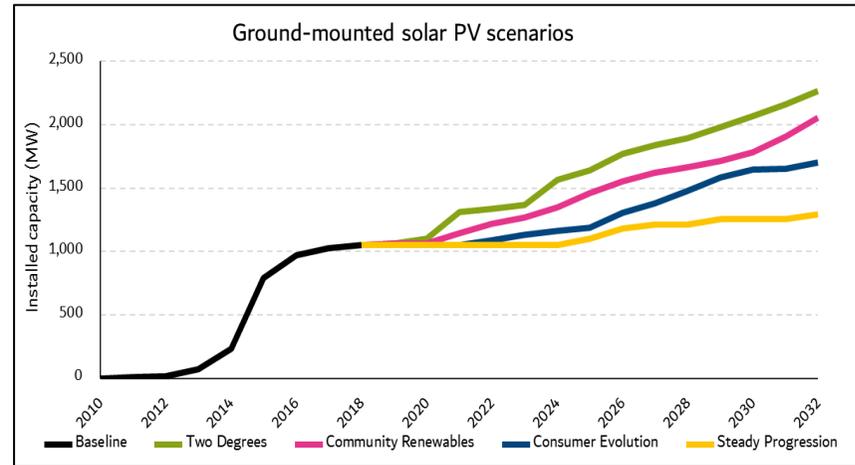
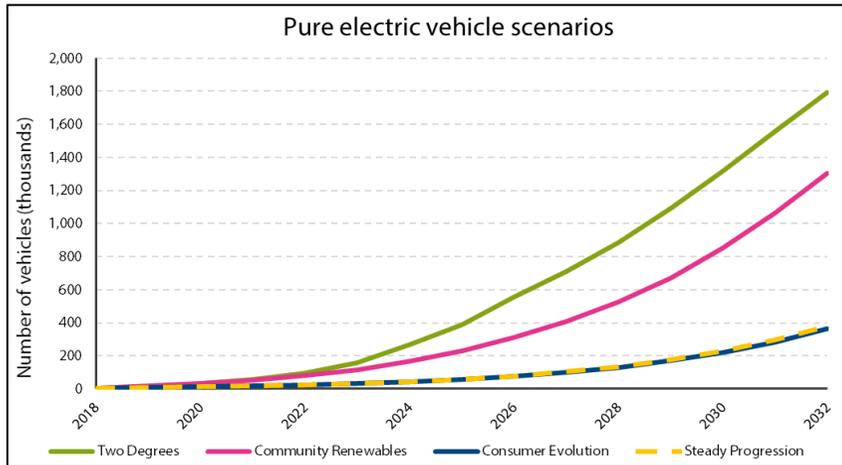
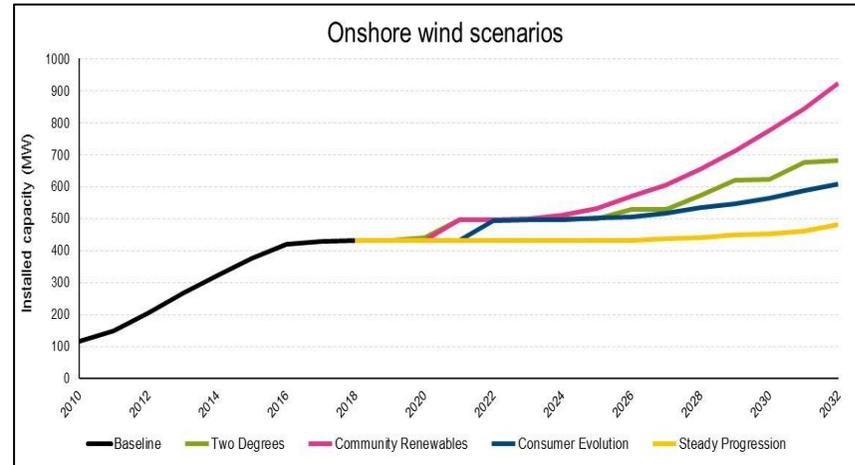
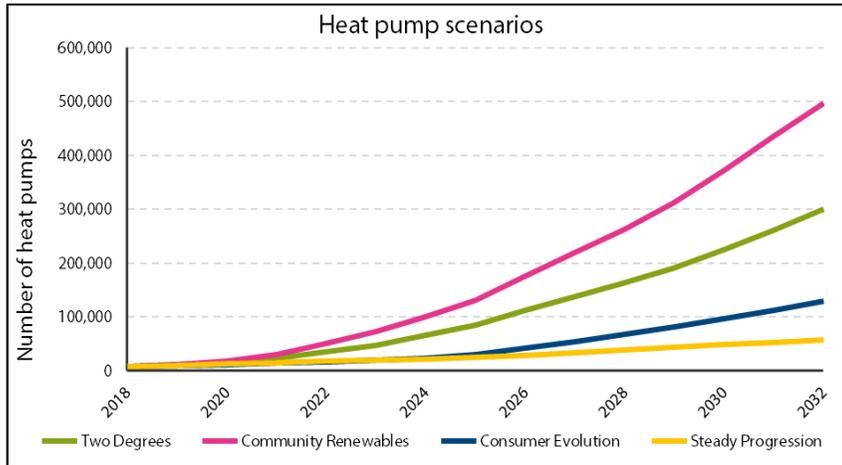
Own use and community

Co-location

DFES Process – mapping forecasts to our network



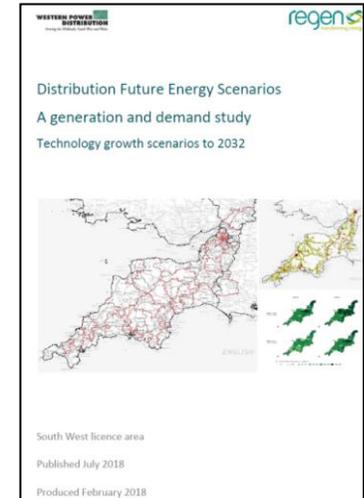
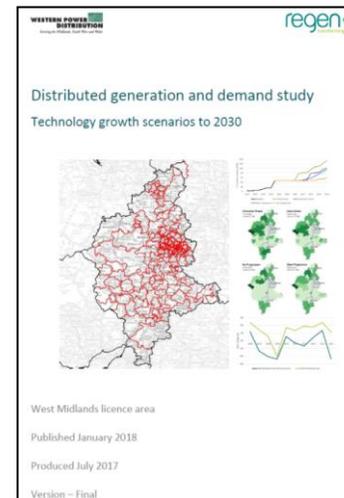
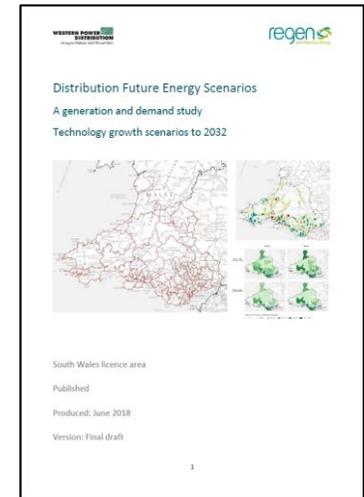
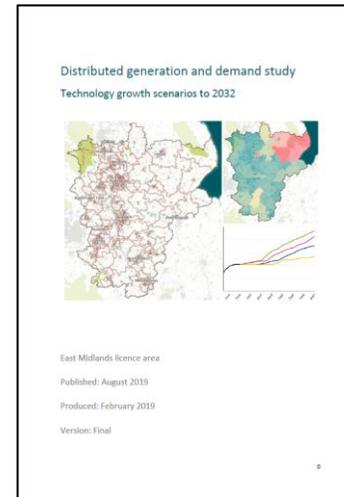
DFES Process – Summary by Technology



DFES Process – Study Outputs

Dataset, with a growth projection for each unique combination of:

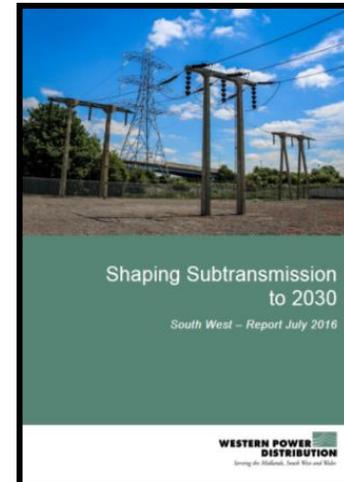
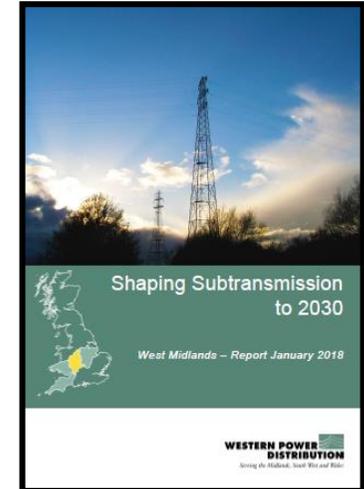
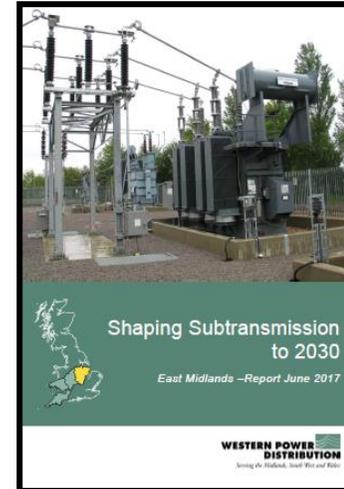
- Electricity Supply Area (200-300)
- Technology type (40)
- Scenario (4)
- Year (15)



What is the DFES used for in WPD?

Shaping Subtransmission

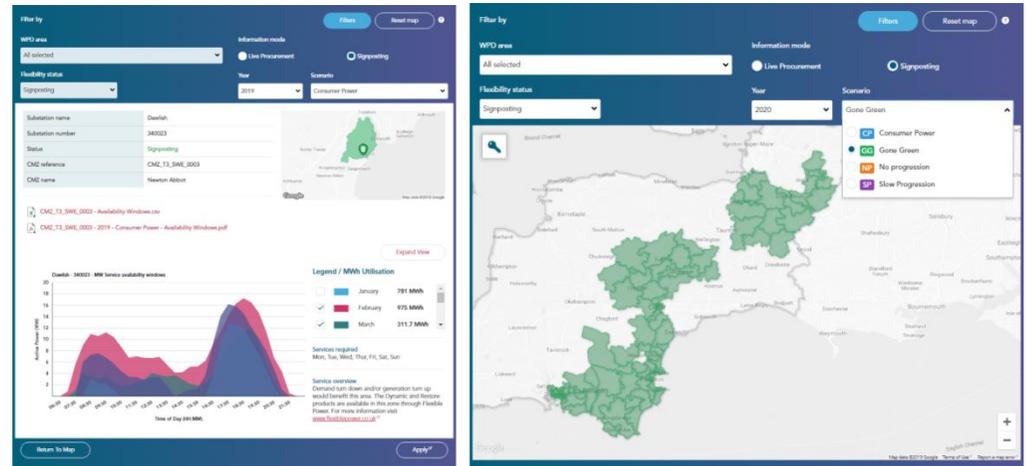
- Detailed network review of the subtransmission network
- DFES a direct input into Shaping Subtransmission studies
- Completed on a 2 yearly cycle (6 months per licence area)
- Recommend different reinforcements/solutions to solve network constraints in different years and scenarios
- <http://www.westernpower.co.uk/netstrat>



What is the DFES used for in WPD?

Signposting - highlighting potential system needs for flexibility services aligned with the DFES scenario projections.

Flexible Power - procurement of services (where appropriate) to alleviate a potential constraint.



RIO-ED2 Business Planning - uses the Ofgem Common Scenario framework which is aligned to the DFES scenario projections, to create a WPD view of the future for ED2 Planning Purposes.

Publicity & Stakeholder Engagement

- e.g. WPD provide DFES scenario projection data to Local Authorities and Local Enterprise Partnerships for regional planning purposes.
- E.g. engagement with National Grid - Whole System FES working group

Further Collaboration

All our reports, webinars and presentations are published online at:

<http://www.westernpower.co.uk/netstrat>

If you have any questions in relation to WPD's Network Strategy work, please contact WPD on the details below:

Email: wpdnetworkstrategy@westernpower.co.uk

By post:

Network Strategy Team
Western Power Distribution
Feeder Road
Bristol
BS2 0TB



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RIIO2 ED2 enhanced engagement - an update

Alex Wilkes

External Affairs Manager

Customer Collaboration Panel December 2019

Recap/context

- Ofgem set out its expectations for “Enhanced Engagement” in their next price control period (called RIIO-ED2)
- This included a requirement for WPD to design, establish and resource a Customer Engagement Group (CEG) that will scrutinise and challenge their business plan and the quality of engagement undertaken to create it
- Today’s slides will cover:
 - **Headlines from the last CEG (10.10.2019)**
 - **Challenges/clarifications received to date**
 - **New CEG sub-groups**
 - **Update on WPD’s RIIO-ED2 engagement programme**

Headlines from October CEG meeting

- Resolution of the first CEG challenge (C02.00) was acknowledged
 - The group agreed that the challenge had been fully addressed and a significantly enhanced, positive outcome for customers had been achieved
- One new challenge and seven new clarifications were raised
- Ofgem presented to the group their expectations for enhanced engagement
- Four new CEG sub-groups were formed

New CEG Sub-groups – an overview

- Sub-groups are small, highly focused groups, agreed by the CEG and chaired by one of the CEG members
- They will take a more detailed look at specific topics and will be formed of members with the relevant subject knowledge/expertise
- External experts can be drafted in to complement CEG members
- The sub-group will report, through their Chair, to the CEG for agreement of a position on a subject matter
- Sub-groups will take on more of a task and finish function and therefore will come and go as required throughout the business planning process

Current CEG Sub-groups

- To date, four sub-groups have been formed. The below gives an example of the subject matter to be covered within each:

Research

e.g. what factors inform WPD's approach to consulting with stakeholders

Regional drivers

e.g. how WPD interacts with local energy plans

Asset Management

e.g. the current health of our network assets and how this varies regionally

Culture

e.g. establishing a better understanding of the culture of our business

Update - WPD's RIIO-ED2 engagement programme

- **Stage one: Preliminary engagement** work is complete or well underway for all 15 engagement events
 - Work has begun on the process to triangulate and synthesise stakeholder feedback
- **Stage two: Willingness To Pay research** is scheduled to begin shortly and will identify improvement levels within each priority area and their value to customers
- **Stage three: Business Plan development** - outcomes of the above will be shared with stakeholders at our annual flagship workshops in March where we will co-create early commitments under the resulting priorities

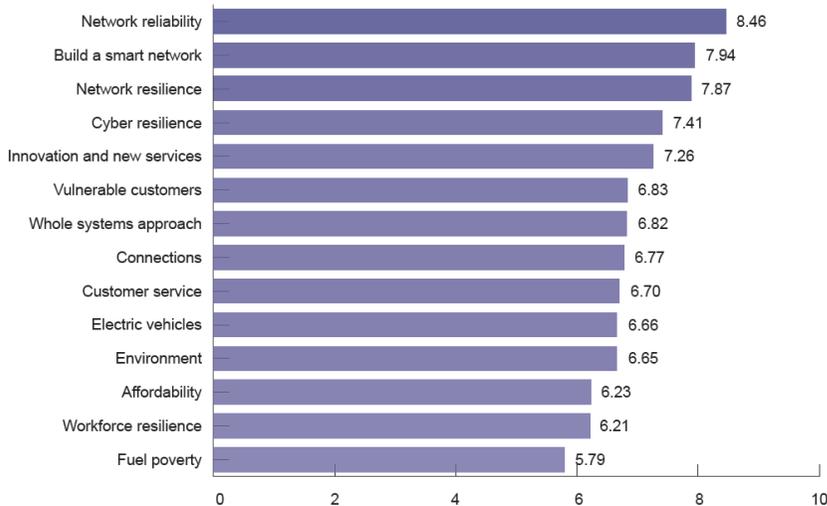
Stage one – Results to date

- Early indications show consistency in stakeholder priorities from both informed and ‘blank piece of paper’ engagement activities

Annual workshops:

Western Power Distribution
Stakeholder Workshop: Summary Report — February 2019

4 | SESSION 3: STAKEHOLDER PRIORITIES FOR RIIO-ED2



Multi-phase deliberative, focus groups:

Headlines

- Spontaneous priorities consistent across the audience groups and identified as:

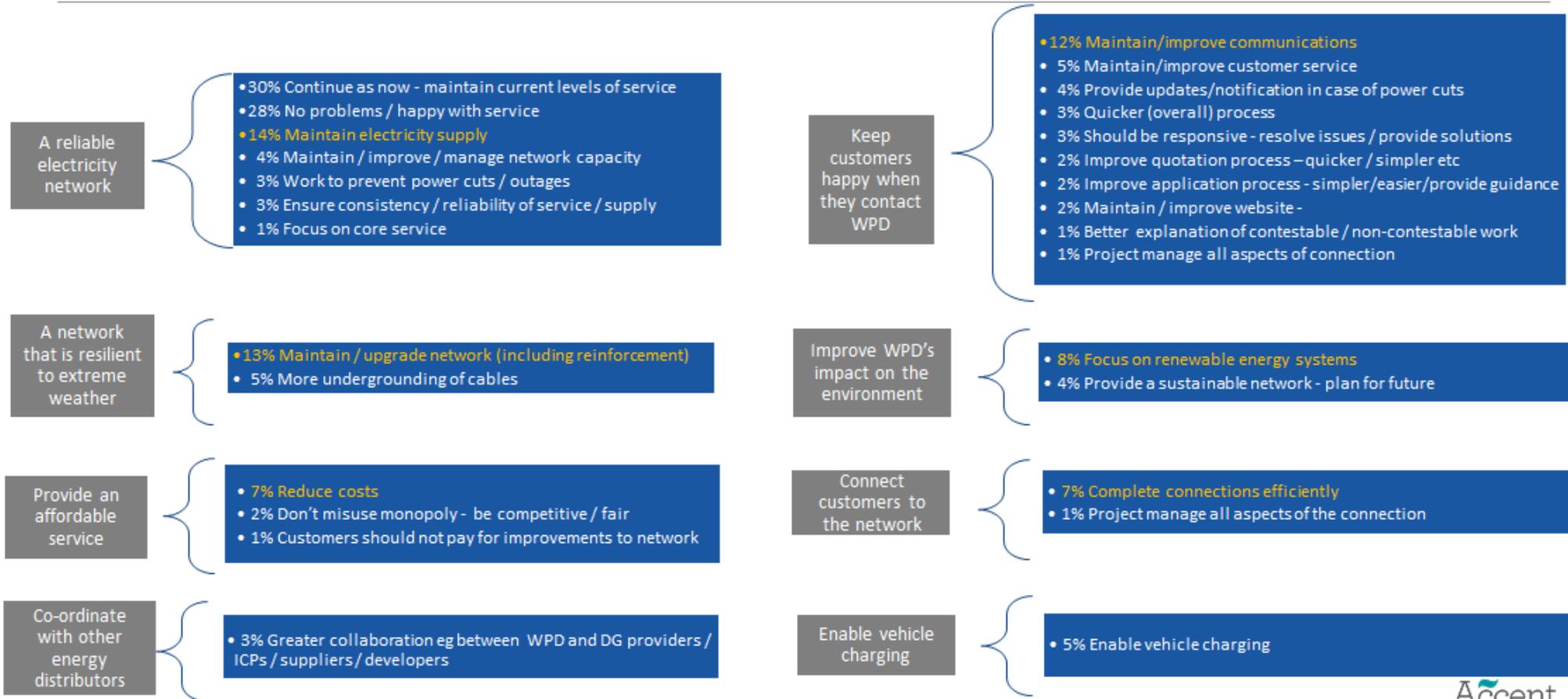


- Customer service during power cuts or connections would be an area for WPD to focus and is more top of mind after imagining the significant impact of power cuts on every aspect of life
- Building partnerships with other service providers, distributors, charities, universities to share knowledge, leverage expertise and minimise disruption is considered to be an area of focus
- Brand awareness is important to communicate who is responsible for power cuts BUT this is not about expensive campaigns but more PR around the projects that WPD are doing to improve the network and communities

Quantitative research surveys

Customers' unprompted views on what they want WPD to do:

These align broadly with 8 of WPD's 14 business plan priorities: Mostly in maintaining a reliable network and good customer contact. Other key desires were around renewable energy, costs and completing connections efficiently



Accent



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Local Network Investment Events

Nicki Johnson

Stakeholder Engagement Officer

2019 Investment Workshops

- In September and October WPD's Distribution Managers hosted a series of stakeholder workshops throughout its region
- 230 stakeholders attended in total, including councillors, council planning officers, developers and others involved in the growth agenda
- The workshops were designed to
 - provide local stakeholders with an update on their local network investment
 - inform stakeholders about our EV strategy
 - obtain feedback on where stakeholders saw capacity challenges as a result of local development, and
 - strengthen working relationships between WPD and local stakeholders



Investment Workshops – the agenda

- Introducing WPD
 - Who we are/what we do/where we do it
 - Overview of the region
 - The Business Plan process and our regulatory framework
 - Changing energy networks (DSO)
 - Structure of the local team
 - Demand and generation map (whole network)
 - Investment in the local network
- Supporting the growth agenda
 - Reinforcement
 - How capacity is allocated / how connection offers work
 - Network capacity & constraints on your local network
 - Local load/generation challenges
- The Electric Vehicle Charging Network
 - Overview of EV strategy
 - Overview of Electric Nation
 - Challenges re: delivering the charging network
 - The application process

Building actions from Stakeholder feedback

- roundtable discussion

- In your group you will be assigned a section of stakeholder feedback/actions
- Review each action and decide whether you think WPD should or should not consider it
- Amend the action (or its wording) as you see fit
- Remember we can't do *everything* stakeholders suggest and you may feel
 - a particular action is not part of our core responsibility
 - we have insufficient resources or funds, and/or
 - it is not the right thing to do
- Decide whether the priority of each final proposed actions is:
 - High (you definitely want us to do it)
 - Medium (it would be good to do it)
 - Low (just a 'nice to have')
- You have ten minutes to review before a member of your group feeds back to the Panel

Building actions from Stakeholder feedback

Workshop session:

Investment in the local network

Key feedback:

1. Our connections process was praised but the correct point of contact can be tricky to find
2. Councils are aspiring to become 'carbon free' – can we help with this?
3. We should ensure rural areas don't suffer as we move to a DSO - there's concern rural businesses will be forced to move to urban locations
4. The benefits of connecting three-phase power to new developments should be conveyed to developers and local authorities
5. Some customers experience differing connections service depending on where they operate
6. Aim to be transparent on queue management and processes for lost capacity

Possible actions (agree/create with CCP):

1. Publish (local?) connections contacts online
2. Provide councils with practical ideas online (e.g. documents, web pages?)
3. WPD could work with Rural England and potentially join a research panel with other utilities (£5k annual cost with potential to shape research/outputs UK-wide)
4. Share learning from projects such as MADE and Superfast Electricity and plan to install three-phase services as a minimum standard
5. Communicate updated connections policy internally
6. Improve website information in this area

Building actions from Stakeholder feedback

Workshop session:

Supporting the growth agenda

Key feedback:

10. WPD should play a proactive role in the planning process so there is sufficient network capacity to accommodate growth
11. DNOs should put pressure on the ENA to lobby for relevant changes to building regulations
12. There's a lack of knowledge about renewable energy in new developments
13. You could share information about hybrid heating systems and how they provide affordable solutions
14. There's still a lack of information and detail available on network reinforcement and upgrades

Possible actions (agree/create with CCP):

10. Continue these workshops and encourage Local Authorities to have early conversations with us about their plans/ (inc, HS2?), consider a conference?
11. Lobby the ENA with respect to local authority design codes
12. WPD could publish 'how-to' guides for local authorities who are installing renewables
13. Publish Project Freedom trial details and the new Heatpump Strategy
14. Publish more detail (including timings) online/ use twitter to more widely share the investment map

Building actions from Stakeholder feedback

Workshop session:

The Electric Vehicle (EV) Charging Network

Key feedback:

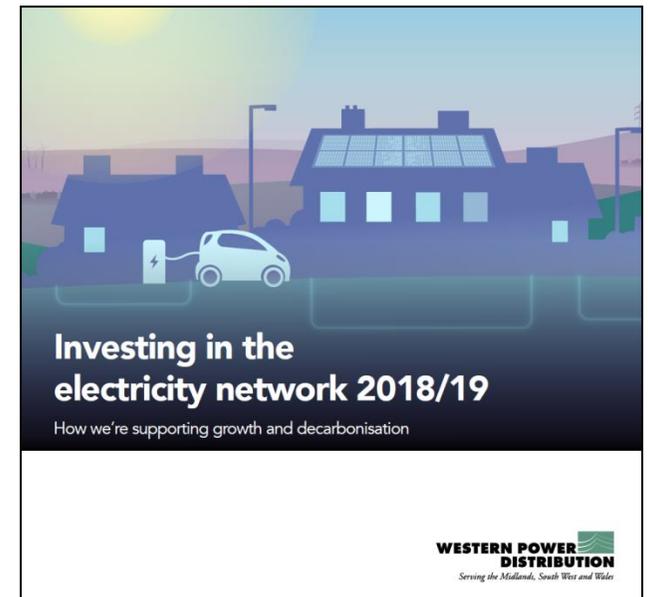
15. There is a lack of technical expertise and knowledge among LA teams regarding EV charging and costs
16. Stakeholders value meetings with counterparts who have installed EV chargers, for example, so they can share detail on their challenges
17. Some councils think chargers on street furniture would be beneficial but are unaware of related issues
18. Inter-operability is not a requirement for EV charging and this will pose a huge challenge in the future

Possible actions (agree/create with CCP):

15. Publish a table of ballpark costs/flowcharts detailing the process/timings etc. to allow stakeholders to plan
16. At future events consider Q&A sessions/case studies from LAs who have been through the process (eg electric buses in Cardiff)
17. Ensure LAs are aware of issues associated with using street furniture for chargers
18. Lobby for standardisation and ensure Inter-operability is a requirement for EV charging

Next steps & useful information

- Actions agreed today with the CCP will be considered internally by relevant senior teams
- Final actions will be agreed by the business and published online alongside reports from the workshops
 - <https://yourpowerfuture.westernpower.co.uk/workshops-and-events/investment-workshops>
- The online Local Investment map can be found at
 - www.westernpower.co.uk/our-network/investment-map-application
- An electronic copy of the accompanying investment booklet is also online



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Actions from the September meeting

Actions from September 2019

Action	Update
CCP to receive a presentation detailing the results of the Climate Change Survey	✓ Today
WPD to invite panel members to the next Safety Conference	➤ To do
PJ to return next year and update the group again	➤ Ongoing
AW to share the latest CEG challenges with the group	✓ Today
Results of the preliminary engagement will be reported at the December meeting	➤ Ongoing
Surgeries will be first at the next meeting due to not getting through the content due to time	✓ Done
WPD will source a mental health representative to present at the SO workshops	✓ Done
WPD will make changes to the format/content of SO workshops following useful feedback	✓ Done
Members to send comments on the proposed new PSR web pages to NJ/KM	✓ Done
WPD to review and amend terminology on links in the connection web pages	✓ Done
WPD to signpost Legal Permissions & Consents from both the Services and Information connections pages	✓ Done
WPD to provide access within the website to a Site Map	✓ Done
The Digital Comms team will incorporate extensive ideas and comments from the Panel in to the first draft of the web pages and report back to the panel at the next stage of design	✓ Round 2 today

WPD CUSTOMER COLLABORATION PANEL



Last revised : 18.12.19	Meeting Minutes	Notes by: Nicki Johnson
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Date/time	5 December 2019 - 10.00-15.00	
Venue	WPD Derby Depot	
Attendees	<p>DP - Daksha Piparia, Independent consultant (Chair) WB - William Baker, Citizens Advice SG - Sean Gauton, The University of Nottingham JG - Jo Giles, Cadent RH - Richard Hellen, The Schumacher Institute IK - Ian King, Warwickshire Police PM - Pauline Mahon, customer representative MN - Matt Neal, National Energy Foundation BR - Bob Radford, Kirklington Parish Council JS - Jacob Shell, Coventry Citizen’s Advice ASp - Alex Spreadbury, B&Q CT - Cathy Tibbles, Whitwick Parish Council MW - Mike Whittingham, Customer Representative PW - Pete Wood, British Red Cross</p>	<p>WPD: AS - Alison Sleightholm AW - Alex Wilkes RA - Richard Allcock (part) OS - Oliver Spink NJ - Nicki Johnson KM - Karen McCalman</p>

Richard Allcock (RA) introduced the day as the new Stakeholder Engagement Manager.

Social Obligations – morning surgery

Discussion	<p>NJ updated the group on the progress of the vulnerability hub – panel members suggested further tweaks. The panel queried the top five languages identified in ReciteMe, and suggested analysis of the source of traffic, whether this is UK or globally as the languages identified were a surprise to members.</p> <p>BR noted WPD should continue to ensure provision for deaf clients or any other special needs category where a letter or phone call would be more appropriate than online and also to consider people who do not have digital access or email.</p> <p>KM updated the group on actions we could consider following the Social Obligations workshops. The Panel worked with WPD to refine and suggest actions to present to the business.</p>
Actions	<ol style="list-style-type: none"> 1. WPD to consider ReciteMe for the app and check where website hits are from to ensure that’s not skewing the top 5 hits 2. Consider asking IEC to feedback on the hub/additional resources 3. Add best practice sharing for partners on the hub 4. KM to work suggestions in to the proposed actions (following Social Obligations workshops) for the business to consider 5. PW offered to provide a list of pay point shops in the WPD region (done) 6. NJ to consider social media campaign - e.g. getting BRC to retweet etc. 7. WPD to endeavour to send slide pack in advance of the surgery

Connections and Business Customers – morning surgery

Discussion	<p>AS provided the group with an update on the latest activity with regards to RIIO-ED2 including the timetable, Ofgem’s decisions to date and WPDs approach to enhanced stakeholder engagement. AS also discussed WPDs approach to the shift to Distribution System Operator (DSO), setting out WPD’s position and the steps we are taking.</p> <p>RA took the group through the key points of Ofgem’s recent decisions in the Targeted Charging Review (TCR). The group discussed the proposed impacts on customers and the anticipated implementation timescales.</p> <p>RA discussed with the group a recent development, by another DNO (Electricity North West), of a priority business customer register.</p>
Decisions	<p>Members considered the business register was something WPD should consider and discussed options to expand on the scheme.</p>
Actions	<p>8. WPD to attend a future meeting and take the CCP through the outcomes of the TCR for customers and WPD’s DUoS pricing in more detail.</p> <p>9. Members to review ENW’s scheme and feedback any other areas WPD could consider when offering this service.</p>

WPD Performance Update

Discussion	<p>Alison gave the group an update on WPD’s latest performance.</p> <p>ASp asked whether Ofgem might make targets in East and West Midlands higher next year because WPD have performed well. AS agreed they most likely will; WPD will be talking about what we propose to build in to the Business Plan with stakeholders imminently.</p> <p>DP asked about the success rate for data cleanse and MW asked about referral numbers - the group discussed data cleanse and referrals to partners and how/why the numbers fluctuate.</p> <p>RH noted contacting vulnerable customers is a delicate thing and enquired about staff training. AS noted some of the training staff have, e.g. Parkinson’s, MIND, etc.</p>
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Strategic Priorities

Discussion	<p>AS updated the Panel on our recent safety climate survey and staff survey.</p> <p>BR noted the safety climate survey return rate was low (232/1800) and WB asked if WPD encouraged people who had been affected by lost time accidents to participate. AS explained WPD does separate sessions for people who have had accidents but the survey was open for anyone.</p> <p>AS noted some people don’t want to put themselves forward but might have valuable contributions if they are engaged with. In B&Q they had mixed response to</p>
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	<p>engagement where no-one turned up so they visited people unannounced and had informal chats to tease out their views - they gave valuable feedback. AS agreed and noted momentum will hopefully grow from the meaningful actions that have been undertaken as a result.</p> <p>For the staff survey the Panel asked why staff response to 'I believe action will be taken as a result' is only 34%. AS agreed it was low and explained WPD will now considering ideas to improve the responses and the satisfaction going forward. SG suggested an incentive to complete the survey such as a charity donation.</p>
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Future Energy Scenarios

Discussion	<p>Oliver Spink updated the group on Future Energy Scenarios at the Panel's request.</p> <p>RH asked about methods used to create the scenarios. OS explained the methods used by National Grid when they analyse assumptions and growth for decarbonisation scenarios (published on the NG website).</p> <p>WB asked if WPD makes assumptions about impact of demand reduction e.g. improved insulation. OS confirmed we use recent trials, and behaviour, to forecast immediate behaviour and then assumptions to make longer term forecasts. SG asked about WPD sharing scenarios with LEPs, etc. and whether information is well received. OS explained LA's are happy to receive the data and noted we will soon post a flexibility map online to help them further.</p> <p>BR asked about WPD ensuring the network can cope with new load that advancing technology (e.g. heat pumps) imposes. OS/AW confirmed that the team in Lincoln are doing so. AW talked about WPD's Electric Vehicle policy and our intention to use three-phase supply for new builds.</p>
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Customer Engagement Group – an update

Discussion	<p>AW updated the group on the CEG and RII02 preliminary engagement.</p> <p>RH asked about the timescale for engaging with LEPs.</p> <p>SG noted that some expectations of DNOs are for activities essentially outside of statutory duties (e.g. Community Energy projects) and Licence Conditions. He asked how WPD will approach that. AW explained WPD will establish what stakeholders want and consider feedback without influencing them, then use that insight to lobby for relevant rule changes and decisions.</p> <p>The group talked about the Willingness to Pay research and how it helps stakeholders to prioritise.</p> <p>The group also talked about the Business Plan timetable.</p>
Decisions	AW will consult the panel in January with a proposed approach to the workshops.
Actions	10. AW will introduce RH to the CEG Chair Duncan McCombie.

2019 Local Investment Workshops

Discussion	NJ updated the group on the recent investment workshops.
Decisions	Members agreed to review the actions following the workshops before WPD take them to the business for consideration.
Actions	11. Members to send comments to DP early January at the latest. 12. WPD to shape actions and present to the business for consideration.

2020 meetings - please note amended September date

Thursday 19 March - attendance at annual workshop?
Thursday 11 June - Alfreton
Thursday 3 September - Hinckley
Wednesday 16 December - Pegasus