Western Power Distribution Stakeholder Workshop

Cornwall
February 2020

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales

1 | INTRODUCTION

On 25 February 2020, Western Power Distribution (WPD) hosted the first in a series of six stakeholder workshops aimed at gathering feedback with a view to co-creating its Business Plan for the next price control period, RIIO-ED2, which runs from 2023–2028. The workshop took place at the Royal Cornwall Pavilion Centre in Wadebridge.

The event consisted of four presentations given by WPD representatives, with stakeholders giving their feedback during three round-table discussions and via several electronic votes over the course of the day. The full presentation can be found online here: https://www.westernpower.co.uk/downloads/132043.

The workshops covered the following topics:

Workshop One	Workshop Two	Afternoon Sessions
Network reliability	Environment	Safety and health
Network resilience	Electric vehicles	Connections
Cyber resilience	Vulnerability and fuel poverty	Workforce resilience
Whole systems approach to net zero		Digitalisation, data and DSO
Innovation and new services		

Stakeholders were asked to review the 14 headline priority topics that had been suggested by stakeholders in previous years, removing or adding to them where necessary. They were then asked to suggest commitments for WPD to deliver under these priorities. In the spirit of co-creation, the topics for each workshop were split into two sets, with half of the tables discussing the first set and the other half discussing the second set in tandem. Halfway through the workshop, stakeholders were asked to review, amend and add to the priorities and commitments suggested by a neighbouring table in order to truly co-create these with the group as a whole.

Following each round-table discussion, stakeholders were asked to vote electronically to indicate which priorities they felt were the most important under each topic area. Each stakeholder had three votes to cast on each question, with the option of allocating all three votes to one particularly important priority or splitting their votes between two or three priorities. Importantly, the voting options also included those priorities that had been suggested in the discussions.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and take notes of the comments made by stakeholders.

Every effort has been made to faithfully record the feedback given. In order to encourage candour and open debate, comments have not been ascribed to individuals. Instead, notes have been made of the type of organisation that each stakeholder represents.

2 | EXECUTIVE SUMMARY

The workshop began with an introductory presentation from Alex Wilkes, External Affairs Manager. Alex explained WPD's role distributing power to nearly 8 million homes and businesses across its network area. He then explained WPD's business planning process and how stakeholder engagement feeds into the company's business plan.

INTRODUCTION: THE RIIO-ED2 BUSINESS PLANNING PROCESS

Andrzej Michalowski, Planning and Regulation Special Projects Manager, outlined the regulatory framework in which WPD operates and explained how stakeholder commitments will be applied by the company. Stakeholders were then asked to introduce themselves and state their primary reasons for attending the workshop.

- Stakeholders had a number of interests, including the environment, local resilience against extreme weather events, new connections and the opportunity to use innovative solutions such as heat pumps in new housing.

- There was widespread interest in community energy and how local schemes could be used to benefit communities, the environment and fuel-poor customers.

- Stakeholders from across the spectrum were interested in engaging and collaborating more closely with WPD, with several stakeholders looking to inform themselves on WPD's plans.

CO-CREATING OUR BUSINESS PLAN COMMITMENTS: WORKSHOPS ONE AND TWO

The main workshop was split into two sessions. The first workshop session was presented by Paul Jewell, Policy Manager, and included the following topics: network reliability; network resilience; cyber resilience; whole systems approach to net zero; and innovation and new services. The second workshop session was introduced by Alison Sleightholm, Resources and External Affairs Director, and included the following topics: environment; electric vehicles; and vulnerability and fuel poverty. The topics considered in both workshops and some detail of the priorities discussed are shown below.

Network reliability

- The two priorities that stakeholders ranked highest for this topic were new suggestions made during the discussions and actually both addressed a similar theme.

- The top priority was 'use of flexibility / local energy production', with stakeholders suggesting commitments around using local generation and new technologies to boost resilience. The second highest priority was 'enhancing customers' own resilience'.

- Stakeholders identified a number of additional priorities during the round-table discussions, including 'planned interruptions' and 'future planning around EVs and heat pumps.'

Network resilience

- 'Customer education' was joint-highest priority. While it wasn't necessarily about resilience to severe weather, stakeholders felt educating the customer on energy usage would create more resilient communities.

- The other joint-highest priority was 'scenario planning / data analysis', with stakeholders wanting WPD to commit to greater collaboration with stakeholders and holistic planning with other infrastructure providers.

Cyber resilience

- There was widespread concern for network security, with stakeholders ranking it as the top priority and wanting to see a greater focus on it by WPD.

- 'Collaboration to share best practice approaches' was ranked second, followed by 'systems security – risk of data loss / access.' Stakeholders suggested two new priorities for cyber resilience: 'accessibility of information to third parties' and 'terrorism'.

Whole systems approach to net zero

- In this session, stakeholders emphasised the need for WPD to play a greater role in supporting communities on the path to net zero. The top two priorities voted on by stakeholders were 'help local communities to achieve their net zero carbon emissions targets' and 'facilitate collaboration between local groups to deliver local energy plans'.

- The third highest priority was a new one raised by stakeholders, 'support local planning', with a range of commitments suggested for how WPD should get involved in local and neighbourhood plans. Another new priority was 'diversification / devolution of energy sources' with stakeholders asking WPD to help develop local energy systems and encourage local generation in Cornwall.

Innovation and new services

- There was a strong appetite for community energy, decentralisation of energy and harnessing Cornwall's renewable resources. This was reflected by the fact that 'support community energy projects to connect to the network' was ranked the highest priority.

- The opportunity of heat pumps was recognised by stakeholders in Cornwall, with 'facilitate heat pump take-up' being joint top priority.

- Two new priorities, 'three-phase domestic supplies' and 'facilitate storage', came fourth and fifth in the electronic vote respectively, highlighting the interest from stakeholders in innovative and (relatively) new technologies. A whole range of new priorities were added to the list, not all of which were voted on in the electronic voting.

Environment

- A new priority suggested by stakeholders at the workshop was ranked top in the electronic voting by a considerable margin: 'WPD declare climate emergency'. Some stakeholders felt that WPD's net zero target should be moved forward to 2030 to bring the company's timescale in line with Cornwall Council's.

- The second most popular priority was 'carbon emissions from WPD vehicle fleet', with stakeholders wanting WPD to replace its fleet with electric vehicles as well as reduce the number of miles driven by its staff.

Electric vehicles

- The top priority for electric vehicles was 'easy access to charge points when away from home', with stakeholders wanting to see WPD delivering more charge points at locations outside the home, in part by collaborating with local authorities.

- The joint second priority was 'facilitate electric vehicles on a mass scale'. Stakeholders felt WPD should play a significant role in engaging with and educating stakeholders, including on data sharing.

- Other priorities which were newly suggested included 'reinforce ahead of need', '[electrify] public transport and [encourage] car share', and 'vehicle to grid'.

Vulnerability and fuel poverty

- Stakeholders expressed concern about the scale of fuel poverty and vulnerability in the region. They felt community energy schemes should be used to help alleviate fuel poverty and support vulnerable customers, particularly through microgeneration and peer-to-peer trading.

- The highest priority was a new priority, 'support communities with a lack of energy choice', with stakeholders calling for off-grid communities to be prioritised, particularly for insulation. The second highest priority was 'protect the interests of vulnerable customers in the switch to a smarter network'.

AFTERNOON SESSIONS

In the afternoon, there were four optional afternoon sessions on specific topics. Most of them followed a similar format as the morning workshops (a discussion on priorities and commitments), albeit without a formally facilitated discussion. The session on digitalisation, data and DSO followed a more informal format.

- 'Safety and health' (which did not take place in Cornwall as no stakeholders signed up).
- 'Connections' was hosted by Tim Hughes, Connection Policy Manager.
- 'Workforce resilience' was hosted by Alison Sleightholm.
- 'Digitalisation, data and DSO' was hosted by Paul Jewell.

Connections

- Stakeholders ranked low-carbon technology as the highest priority for both the Business Plan and this year's ICE plan. Stakeholders wanted to ensure that WPD would deliver the capacity to enable the widespread take-up of the technologies as well as support the vast increase in housing planned by Cornwall Council.
- There was a desire to see WPD develop clearer information as part of the ICE plan to support the development of microgeneration. Stakeholders also wanted WPD to get more involved in the planning process.

Workforce resilience

- Stakeholders ranked 'a happy, healthy and motivated workforce where WPD is the employer of choice' and 'increasing the STEM pipeline' as equal-highest priorities in terms of building workforce resilience. Stakeholders were keen to understand how WPD could reconcile intergenerational culture and practices in the workplace and explore different talent pools in future.
- Upskilling of the existing workforce was also discussed, with stakeholders indicating that WPD should consider designing and delivering whole-career pathways to prevent career stagnation across professions and different levels of seniority in the business.

Digitalisation, data and DSO

- Concern was expressed about the perceived ease with which WPD's network could be accessed by hackers. Stakeholders therefore urged caution about WPD sharing its data.
- Stakeholders then discussed the challenges and opportunities presented by smart meter data, with one stakeholder highlighting the opportunities this data might present to support vulnerable customers.

WRITTEN FEEDBACK

After the workshop, stakeholders were asked to complete a short feedback form. Some of the key findings are shown below:

- 100% of attendees who filled out a feedback form told us that they found the workshop either 'very interesting' or 'interesting'.
- 45% of stakeholders 'strongly agreed' that they had had an opportunity to make points and ask questions, while 51% 'agreed'.
- 91% 'agreed' or 'strongly agreed' that the right topics were discussed on the day.
- 49% thought EQ Communications' facilitation was 'very good', with 45%, opting for 'good'.
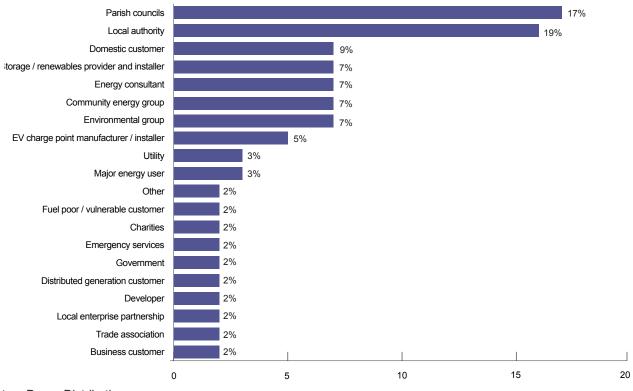- 92% felt the venue for the day was either 'very good' or 'good'.

3 | ATTENDEES

A total of 59 stakeholders attended the workshop, representing 41 organisations. The organisations represented on the day are shown below:

- 361 Energy CIC
- Aardvark EM Ltd
- BRE National Solar Centre
- Bude-Stratton Town Council
- Budock Parish Council
- Camelford Town Council
- Chacewater Energy Group
- Chacewater Parish Council
- Cornwall College
- Cornwall Green Party
- Cornwall Local Energy Market
- Devon County Council
- Dingle Brothers Systems Ltd
- Drivenergy Ltd
- Happy Energy Solutions Ltd
- Hayle Climate Action Group
- Imerys Minerals Limited
- Inframan
- Kensa Contracting Ltd
- Kier
- Michelmores LLP
- Mr Electric
- National Energy Action
- NSN Electrical Ltd
- RAF St Mawgan
- Regen
- SGS College
- South Hams District Council
- St Just-in-Roseland Parish Council
- SunGift Energy
- Tamar Energy Community
- TEE Ltd
- The Green Party of England and Wales
- Torridge District Council
- Treveth Holdings LLP
- Upcott House
- Wadebridge Renewable Energy Network
- Wadebridge Town Council
- West Devon Borough Council
- West Illand Farm
- William Andrews RE Consultant

During the electronic voting, delegates were asked to identify which stakeholder group they belonged to. The graph below summarises the results.

Stakeholder group	Percentage
Parish councils	17%
Local authority	19%
Domestic customer	9%
Storage / renewables provider and installer	7%
Energy consultant	7%
Community energy group	7%
Environmental group	7%
EV charge point manufacturer / installer	5%
Utility	3%
Major energy user	3%
Other	2%
Fuel poor / vulnerable customer	2%
Charities	2%
Emergency services	2%
Government	2%
Distributed generation customer	2%
Developer	2%
Local enterprise partnership	2%
Trade association	2%
Business customer	2%

4 | INTRODUCTION: THE RIIO-ED2 BUSINESS PLANNING PROCESS

Stakeholders from a variety of backgrounds were interested in discussing how WPD can support the green agenda, particularly given that Cornwall Council and many of the local parish / town councils had declared a climate emergency. The recent floods were alluded to a number of times, with several attendees keen to find out how WPD was ensuring that the network would be resilient against future extreme weather events. A number of councillors gave examples of new developments in their areas, expressing interest in finding out how WPD was facilitating new connections, while others wanted to discuss the opportunities of using innovative solutions such as heat pumps and EV charging in new housing.

There was an appetite for more information and engagement from WPD, particularly with regard to new connections and community energy. Interest in community energy was not limited to community energy group representatives; it was also touched upon by local authority representatives and parish councillors, energy consultants, charities, major connections customers and environmental groups. Stakeholders were interested in discussing how community energy could be harnessed to benefit the environment and local communities. Several stakeholders also expressed an interest in discussing fuel poverty and the potential for vulnerable customers to benefit from renewable connections. In that context, it was noted many times that Cornwall is the poorest region in the UK and there was concern about the rising cost of energy.

1. WHY HAVE YOU ATTENDED TODAY?

"I'm a relative newcomer to local affairs. Like Bude Town Council, we've declared a climate emergency. We're not sure what we should be doing. How can you help us? What's the role for local people and how can we make this work? I see this as a challenging opportunity not a problem." **Parish council**

"I would assume WPD is working with the climate change moderators. Australia has just had wildfires beyond what everyone was expecting, so I think WPD has to work much faster on more serious problems to move us away from things like more severe flooding in the future." **Energy consultant**

"I've been working on looking at ways to achieve zero carbon. We've got a group which focuses on thermal imaging and sharing transport, so I'm interested in seeing what might be possible in terms of charge points." **Parish council**

"We had 50 houses and business flooded in Hayle over Christmas. Hayle is an estuary town and it will be a real problem for them. The lights didn't go out but is there a plan to move infrastructure in Hayle? Is the new switchgear building there going to cope with the new development and reinforce housing rather than increase capacity?" **Environmental group**

"I'm a town councillor. I'm interested in how you deal with fuel poverty as well as EVs and renewables connecting onto the grid for our new housing developments." **Parish council**

"We're a fuel poverty charity. We're interested in maintaining low bills and keeping connections for vulnerable residents. We're trialling new tech to reduce usage for customers, so I am interested in finding out about those [areas]." **Charity**

"I'm here to find about how we can work with WPD in relation to connecting to the grid, as I represent a community group that generates renewable energy." **Community energy group**

"I'm interested in how we can get community energy projects up and running and I'm also concerned about vulnerable customers and the Priority Services Register. Regarding community energy, we missed out on the feed-in tariff in North Devon, but I'm interested in exploring the opportunities, from installing EV panels on schools to larger projects." **Charity**

"I am interested in community energy and renewables. Also, we're working on a feasibility study to look at peer-to-peer trading, so I'm interested to see how WPD as a DSO will work with that." **Community energy group**

"We're the UK's largest manufacturer of heat pumps. I'm here to understand how WPD are growing and integrating heat pumps in new housing." **Business customer**

"I'm concerned with new housing developments, particularly social housing. Why aren't roof tiles being utilised as a means of local energy production in new builds?" **Parish council**

"The West Country is the poorest region in the country and we are struggling with rising energy costs." **Parish council**

"I'm interested in increasing our generation within the south west and finding out how we can provide a strategic lead and work with WPD. Our council have set an ambitious target to be net zero by 2030, so we really need to figure out how we can work together to accomplish this." **Local authority**

"I'm interested in how the industry will meet the capacity requirements for charging such a huge number of electric vehicles and how that will constrain the network." **Parish council**

"In Truro, we have a 4,000-home development and I am interested to know whether the grid can cope if all 4,000 homes are fitted with renewable energy, and can it feed both ways? We need new homes to have renewable energy as standard and not as an option." **Environmental group**

5 | NETWORK RELIABILITY

The most popular priorities suggested by stakeholders when asked to vote on the theme of network reliability were 'use of flexibility / local energy production' with 28% and 'enhancing customers' own resilience' with 17% of the vote. Both of these were new priorities that had been put forward in the discussions rather than by stakeholders at previous engagement events.
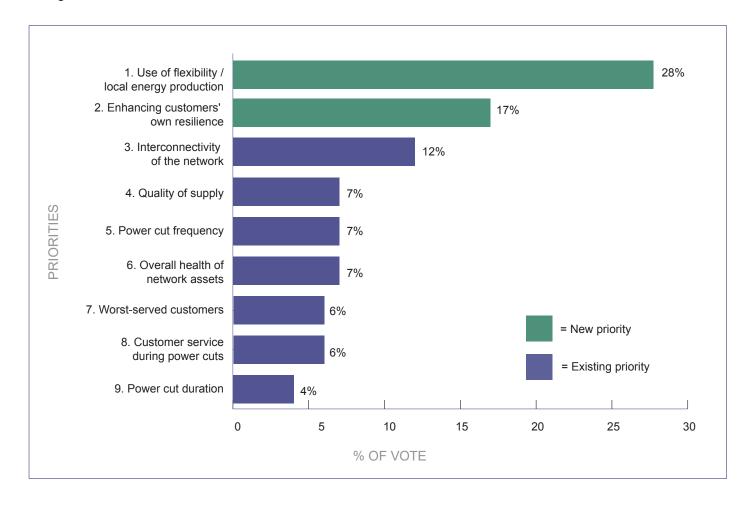
Stakeholders in Cornwall were keen to see how both local energy production and flexibility services would be used to accommodate new homes, particularly when new developments will be required to include heat pumps and EV charging in the future. In addition, it was felt that the company's focus on demand-side response for business customers should be maintained. Stakeholders were also of the view that WPD should continue to focus on improving the connections process, particularly for renewable sources of energy.

Stakeholders didn't suggest any specific commitments for WPD with regard to enhancing customers' own resilience, but discussions focused on the potential for customers to use battery storage and vehicle to grid technology to provide greater resilience in the event of a power cut.

Power cut duration was considered to be low on the list of stakeholders' priorities, partly because most had only experienced short power cuts. However, the impact of blackouts and brownouts on businesses was seen as an issue.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)			
10. Future planning around EVs and heat pumps	11. Affordability	12. Communication (outside of power cuts)	13. Planned interruptions

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted. .

Priority 1: Use of flexibility / local energy production — Proposed Commitments			
a) Address frequency issues	b) Deliver more new and alternative connections to help network reliability	c) Increase use of demand-side response to help network reliability	d) Use battery storage to help support network reliability

"Increasing use of battery storage would help smooth things out during a power cut." **Parish council**

"Those local energy systems could be used to help tackle power cuts, but also regulate the quality of supply. There are different ways to generate electricity and that can help if you've got certain technology that fluctuates a lot, like wind." **Local authority**

"If we could have larger battery storage and a larger solar array, we would be better equipped to cope with power outages." **Major connections customer**

Priority 2: Enhancing customers' own resilience — Proposed Commitments
While this was established as a new priority, and received 17% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comments were, however, captured during the workshop.

"Vehicle to grid during power cuts. Also, could you have an app to facilitate that vehicle to grid power?" **Major connections customer**

"If we had battery storage systems alongside our houses, buying power at cheap times and selling power when people need it could be a huge help. So long as we build the battery storage at the top and bottom of the hill, the more resilience and less vulnerability there is." **Community energy group**

Priority 3: Interconnectivity of the network — Proposed Commitments	
a) Maintain focus on flexibility / car storage / battery storage	b) Improve the visibility of data

"We would like more transparency. As a local authority, it is important that we understand where you've got demand or generation issues. Visibility of data with key stakeholders would be useful." **Local authority**

Priority 4: Quality of supply — Proposed Commitments

a) Maintain a focus on ensuring a stable voltage, especially for the end user	b) Consider prioritising the supplies of VIPs / commercial users	c) Invest in more reactive power services	d) Consider the impact of new connections, including housing developments	e) Improve the level of information exchange with developers and local authorities

"With some of your teams, you are buying more reactive power services." **Utility**

"The fact is that the building of houses will interrupt supply. There are bound to be interruptions." **Parish council**

"The quality of supply is important in terms of a stable voltage and 50Hz." **Major connections customer**

"Commercial users would be anxious about interruptions, especially with health." **Environmental group**

"I don't know how much communication the government has with WPD when planning mass housing projects but I'm sure better communication is needed." **Storage and renewables provider / installer**

Priority 5: Power cut frequency — Proposed Commitments

a) Maintain your existing commitments and keep power cut frequency at the same level

"We used to get power cuts all the time, but I haven't experienced one for nearly 20 years. Even if it does go down it only lasts a minute." **Parish council**

"I have an electric car and previously when the electricity went off it wasn't a problem, and suddenly now it does have a massive impact on my life. So the frequency is an issue." **Environmental group**

Priority 6: Overall health of network assets — Proposed Commitments

a) Create more localised, resilient plans	b) Focus on smaller / micro-grid networks	c) Ensure that assets can respond to future demand	d) Continue to invest in upgrading and maintaining assets

"WPD should commit to responding to future demands and recent investment should continue." **Local authority**

"We need to be more localised and resilient to enable these connections to go down." **Energy consultant**"

"The ageing network is an issue and the equipment is outdated. We need massive investment in our infrastructure. I don't know how a franchise that has to make a profit can invest in this, therefore WPD need to make opportunities to do so clearer." **Environmental group**

Priority 7: Worst-served customers — Proposed Commitments

a) Map worst-served customers to understand their needs	b) Run emergency planning scenarios in relation to worst-served customers	c) Have a transparent prioritisation strategy when it comes to worst-served customers	d) Look at providing battery storage to worst-served customers	e) Focus on prioritising essential services as well as vulnerable customers and business customers

"Worst-served customers are probably in remote areas so isn't there room for on-site storage here rather than network reinforcement?" **Charity**

"My priority is vulnerable customers, especially ones that rely on medical equipment." **Vulnerable customer representative**

"An important aspect in reliability is the worst-served customer. I mean geographically, so people at the end of the line or with trees on the line. Customer service during cuts should focus on vulnerable people, with the PSR customised towards that." **Charity**

"My priority is businesses and the economic downturn if they lose power. There are large areas that are vulnerable to the power going down completely." **Major connections customer**

Priority 8: Customer service during power cuts — Proposed Commitments

a) Adopt smart technologies, such as apps	b) Improve the amount of communication during power cuts

"WPD could improve in terms of communications. They need to help customers in understanding when a network interruption has happened and where that is extending. It could be on the local radio." **Community energy group**

"Surely it would be possible to just have an app which would alert people to problems." **Storage and renewables provider / installer**

Priority 9: Power cut duration — Proposed Commitments

a) Reconfigure the network to minimise the amount of shutdowns	b) Consider worst-affected customers	c) Adopt innovative approaches to minimise power cut durations	d) Provide more support for businesses during power cuts

"We get very short power cuts in our offices; even if it's a 10 second power cut you can lose a lot of work. The duration of a power cut is irrelevant." **Storage and renewables provider / installer**

"WPD needs to ensure that it reduces the power cuts and keeps them as short as possible. I worry that some people won't be able to cope." **Parish council**

"Maybe the responsibility actually lies with the business. WPD's role should be to simply educate businesses about how to manage short duration power cuts themselves. WPD should concentrate on more pressing issues." **Storage and renewables provider / installer**

Priority 10: Future planning around EVs and heat pumps — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comments were, however, captured during the workshop.

"With gas boilers being made illegal in 2025, there will be a huge spike in electricity use within a decade. Potential long-term forecasts need to be built into WPD's business plan." **Community energy group**

"From personal experience, the reliability has improved hugely in the last two decades. I would now just be concerned about whether it can be kept at such a high level with so many new things being added to the grid, as power distribution becomes more advanced. WPD needs to maintain reliability with the existing supply." **Parish council**

Priority 11: Affordability — Proposed Commitments

a) Ensure the work done in this area is cost efficient

"The cost is an issue with network resilience and there is only so much we can do about the weather. I lived in an area where the power would go for three weeks and we learned to deal with it and therefore, if adequately communicated, we can survive." **Emergency services**

Priority 12: Communication (outside of power cuts) — Proposed Commitments

a) Maintain levels of communication around network reliability	b) Develop separate communications for domestic and commercial users	c) Communicate with local authorities and parishes around emergency plans

"WPD also needs to think about communicating to domestic and commercial customers in different ways, as they have different needs and expectations." **Local authority**

"We've just done our emergency plan, but we didn't do anything with electric – it wasn't on our radar. So [step up your] communication with local councils." **Parish council**

Priority 13: Planned interruptions — Proposed Commitments

a) Ensure generation customers are informed of planned interruptions

"Vulnerable customers and the impact of any planned or unplanned cuts must be understood before they happen." **Community energy group**

"What about scheduled maintenance on the network where you get shutdowns? Do you get many complaints about that?" **Energy consultant**

6 | NETWORK RESILIENCE

Two priorities were ranked joint-highest for network resilience with 26% of the vote share each. One was newly suggested by stakeholders during the discussions: 'customer education'. There was a desire for WPD to help educate communities about how power works and where it comes from at a local level. While this may not necessarily be directly related to the resilience of the network to storms and flooding, it was felt that this would create more resilient communities.
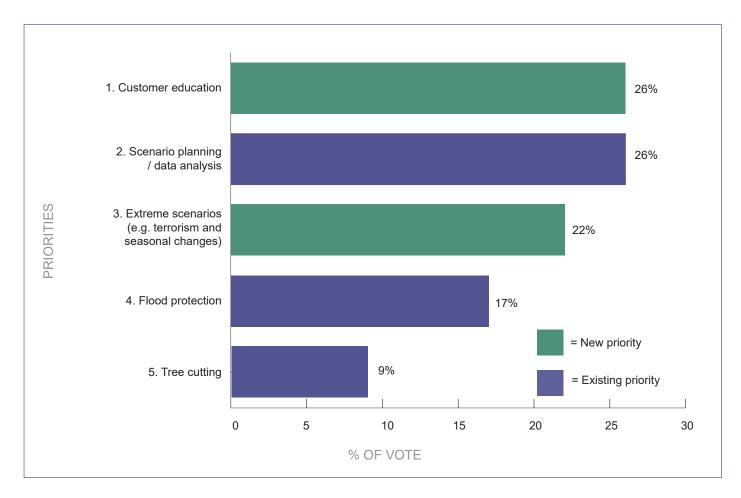
The other joint-highest priority was 'scenario planning / data analysis' to identify areas of the network at risk of experiencing severe weather. A series of commitments were suggested for this priority, many of which focused on collaboration and taking a holistic approach with other infrastructure providers. The third highest priority was another new priority: 'extreme scenarios (e.g. terrorism and seasonal changes)'. In that connection, the need to physically protect the infrastructure from terror attacks was highlighted, as was the impact of extreme weather on underground wires.

'Flood protection' was ranked fourth highest, with stakeholders wanting to see WPD maintain a focus on this priority. While 'tree cutting' was the lowest ranked priority, stakeholders used this opportunity to reiterate the importance of tree replacement / additional tree planting to compensate for any loss of trees as part of this programme.

A series of other priorities were suggested by stakeholders, including: 'protecting landscapes', 'emergency planning' and 'leadership from WPD'.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)				
6. Protecting landscapes	7. Ageing network	8. Extra demand	9. Emergency planning	10. Leadership from WPD

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: Customer education — Proposed Commitments

While this was established as a new priority, receiving 26% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comments were, however, captured during the workshop.

"One of the community energy groups I'm part of work to get the local community to understand how their power works at all levels. This education is a fantastic mechanism for getting people to engage. WPD should work to make this information simpler and easily accessible." **Major connections customer**

"This education needs to be on a local level. Teach people not just how UK power works in general but give people specific information of how energy is produced and managed within their own communities." **Storage and renewables provider / installer**

"We know when our local buses are coming on a simple everyday level; the same information should be accessible about local energy." **Local authority**

Priority 2: Scenario planning / data analysis — Proposed Commitments

a) Work with key stakeholders, such as the Met Office and Environment Agency	b) Make information more accessible e.g. substations in towns	c) Consider the impact of new housing developments in data analysis	d) Focus on age of assets at risk
e) Collaborate more with stakeholders	f) Undertake holistic planning with other infrastructure providers	g) Prioritise geographic areas with high poverty	

"Do WPD talk to the Met Office in terms of storms and forecasting them?" **Parish council**

"I think we could sum this up by upstream thinking. It's kind of landscape planning. You could be getting involved and informing the Environment Agency." **Charity**

"The areas of failure we will see over the next few years will be due to the outdated network and it is about the system itself and its resilience in the future." **Environmental group**

"People need to be open about the upcoming impacts, not just what needs to be done." **Community energy group**

"The idea of an ageing network needs to be added to the priorities." **Major connections customer**

"Holistic thinking. If we're looking at the main train line, Dawlish, being washed away and if we're moving that back, could we electrify? Holistic planning and improving the resilience in collaboration with others seems key." **Local authority**

"There must be a separation between domestic and commercial use and prioritisation of network needs for those who need it most when it may become strained." **Community energy group**

"Is the age of the infrastructure something to be concerned about?" **Major connections customer**

Priority 3: Extreme scenarios (e.g. terrorism and seasonal changes) — Proposed Commitments

a) Enhance the ability to control the network at a local level	b) Focus on effect of hotter and colder weather on underground infrastructure

"Bear in mind that some of your network is ageing and is prone to attacks from terrorists. As a result, you should consider more physical protection." **Parish council**

"Hotter, warmer summers and wetter winters have an impact on the stuff underground. The boxing around the wiring splits, and the rain gets in and causes power cuts." **Major connections customer**

"Network resilience would be better served with a local control of the grid as it enables you to monitor it more closely. We need local resilience and control and so that if it all goes off we have something so that we can switch the lights back on. We need a local grid with local control and local strategies." **Environmental group**

Priority 4: Flood protection — Proposed Commitments

a) Consider the long-term design of substations, e.g. avoid building on flood plains	b) Share scenario planning and GIS data with stakeholders	c) Ensure WPD is a consultee on planning applications	d) Consider the role of trees in flood protection
e) Prioritise those substations in flood plains for replacement	f) Share best practice and work with others	g) Support communities to understand critical infrastructure, including location of substations	h) Have an ongoing focus on flood protection

"Don't put substations on flood plains or next to a river." **Energy consultant**

"WPD need a transparent plan for what is critical infrastructure change in Cornwall. It needs to be mapped on the Cornwall council mapping system. GIS mapping ties up with Cornwall Council so that from an emergency planning perspective they are more prepared." **Community energy group**

"Maybe you should be consultees on planning. We work with lots of groups in our planning committee, but you could lobby the council for these changes." **Local authority**

"Best practices need to be shared between different groups to ensure that stakeholder concerns are met." **Parish council**

"Some of your critical assets will be quite low down, physically, in areas vulnerable to flooding. How do we get communities to move things back, to safer areas? We've got flood protection, but areas will become more vulnerable in the future." **Local authority**

"This education needs to be on a local level. Teach people not just how UK power works in general but give people specific information of how energy is produced and managed within their own communities." **Storage and renewables provider / installer**

Priority 5: Tree cutting — Proposed Commitments

a) Assistance with maintenance costs for landowners	b) Plant trees where suitable / necessary to replace them (contribute to a forest for Cornwall)	c) Continue tree cutting for high risk circuits	d) Better reporting on tree cutting programme	e) Invest in a computer system to help inform your tree cutting programme	f) Underground high-risk cables

"A lot of trees are on private land. Managing those trees is an expense to landowners and householders." **Energy consultant**

"Contribute to the Forest for Cornwall." **Parish council**

"I wonder if you could think more outside the box, for example, talk to national parks that are planting trees to help facilitate water retention. Could that feed into your strategy? It definitely feeds into the climate change agenda. You could be thinking more upstream." **Charity**

"Tree cutting is correct and a hugely suitable priority for this area. Does WPD have any tree planting measures?" **Parish council**

"With regard to tree cutting, people have become more protective with trees recently. There ought to be communication from you to explain that the result of this will have a huge benefit. Or you could do tree planting yourself." **Local authority**

Priority 6: Protecting landscapes — Proposed Commitments

| a) Improve links with the community to help protect landscapes | b) Ensure landscapes are protected as part of local energy plans |

"Communities cutting down trees to protect your assets is a negative thing but if you could get communities involved in tree planting, for example, that would be seen in a more positive light." **Environmental group**

Priority 7: Ageing networks — Proposed Commitments

While this was established as a new priority—and arguably relates more to network reliability— no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"The idea of an ageing network needs to be added to the priorities." **Major connections customer**

Priority 8: Extra demand — Proposed Commitments

a) Consider the resilience of those parts of the network with the highest load

"You need to ensure that the you keep maintaining the high load parts of the network." **Parish Council**

Priority 9: Emergency planning — Proposed Commitments

a) Improve the emergency planning on storms and flooding

"You need to ensure that you keep up resilience against storms." **Parish council**

Priority 10: Leadership from WPD — Proposed Commitments

| a) Work more collaboratively on network resilience | b) Be open and transparent about what needs to be done and what the impact may be |

"Industry would support WPD in its leadership. Perhaps there needs to be more regional collaboration." **Community energy group**

"People need to be open about the upcoming impacts, not just what needs to be done." **Community energy group**
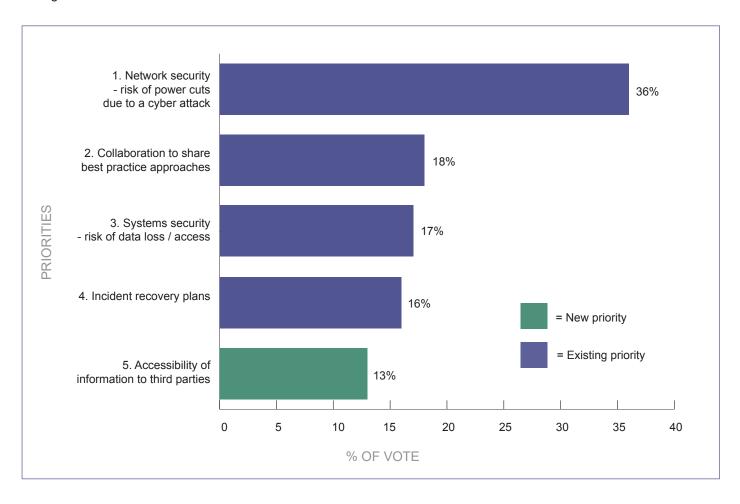
7 | CYBER RESILIENCE

There was widespread concern for network security, with stakeholders wanting to see WPD increase its focus on it. Reflecting this, in the electronic voting, 'network security – risk of power cuts due to a cyberattack' was voted as the most popular priority with 36% of the vote. 'Collaboration to share best practice approaches' was voted the second most important priority, gaining 18% of the vote, with stakeholders wanting to see resources being shared as well as compliance with data standards.

'Systems security – risk of data loss / access' was ranked third by stakeholders. It was felt threats to system security would come from areas including smart meter data and dependency on the Internet of things to vulnerabilities in the supply chain. However, stakeholders felt that there were steps that WPD could commit to with a view to improving system security, from decentralising the information it holds to using up-to-date security systems.

Stakeholders ranked 'incident recovery plans' as the fourth priority, followed by a new priority, 'accessibility of information to third parties', although they didn't suggest any specific commitments for this. 'Terrorism' was also suggested as an additional priority by stakeholders, by which they meant the physical security of WPD's network.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)
6. Terrorism

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: Network security; risk of power cuts due to a cyberattack — Proposed Commitments					
a) Increase barriers to prevent cyberattacks on the network	b) Ensure that all security systems are up to date and do not use obsolete measures	c) Increase your focus on network security	d) Provide greater protection when connecting domestic households	e) Decentralise the information that you're holding	f) Focus on the security of the local grid

"The greater the threat, the more necessary the electrical system becomes and the more dependent on it we are. Network security has to be going up in terms of preoccupations. I think the point earlier about decentralisation does help with this." **Community energy group**

"With regard to cyber resilience, encouraging people to have smart meters does open them up to cyber threats." **Environmental group**

"The areas of failure we will see over the next few years will be due to the outdated network and it is about the system itself and its resilience in the future." **Environmental group**

Priority 2: Collaboration to share best practice approaches — Proposed Commitments		
a) Establish hubs to help share resources and ideas on cyber security	b) Work with suppliers and third-party organisations to ensure that they comply with data standards	c) Work to future-proof stakeholders' concerns about cyber resilience

"We have to think about cyber resilience on a domestic and consumer scale. WPD need to work more to make sure private companies such as Amazon have ethical practices the more that they take over the handling of energy with things like Alexa." **Business customer**

"You can tell a lot about usage from the data, which is why security is important." **Energy consultant**

"I think that increased collaboration between everyone involved can help to future-proof the network to help it to adapt to future needs." **Parish council**

Priority 3: Systems security; risk of data loss / access — Proposed Commitments

a) Get data safe accreditations	b) Address customer confidence and understanding on how you secure your data	c) Increase your focus on this area (including minimising data storage / anonymising data)	d) Consider all of the different types of data sets you hold, e.g. EVs	e) Consider the risks to your network from suppliers who can access data

"Keep the minimum amount of personal data." **Parish council**

"We need to know that the information we are giving you is used responsibly." **Environmental group**

"Under systems security, I think there's a reason to improve customer confidence around smart metering. There are a lot of people who are unsure about what SMETS2 really is, and also uncomfortable about their information being shared." **Major connections customer**

"Best practices need to be shared between different [actors] to ensure that stakeholder concerns are met." **Parish council**

"You should interrogate suppliers that are involved in the smart network. The fact that a Chinese nuclear firm is involved with building Hinkley point is an obvious risk that hasn't been accounted for. You've got to be careful about equivalent risks within your own networks." **Charity**

Priority 4: Incident recovery plans — Proposed Commitments

a) Collaborate more on incident recovery plans	b) Take a proactive approach to creating incident recovery plans	c) Ensure that the main substation can function in the event of loss of Internet access

"It's interesting that WPD is working on encryption now, as the current encryption methods are being made obsolete due to the speed that new hacking software can operate." **Environmental group**

"If you lose access to the system on the Internet, you want to have the main substation being able to operate without connection to the cybernetwork. **Future customer**

Priority 5: Accessibility of information to third parties — Proposed Commitments

While this was established as a new priority, and received 13% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"We do workforce planning. If the network is opened up to the public for flexibility, that seems like a vulnerability, what with access into the home, smart charging and so on. There might be risks for customers' data and their banking details, but it would also mean more access to the household in terms of flattening demand peaks." **Local authority**

Priority 6: Terrorism — Proposed Commitments

a) Provide physical protection in addition to protecting your computer systems

"WPD needs to think about terrorism in relation to cyber resiliency and consider it a new priority."
Local authority

"It's about reducing physical access. The more you learn about the Internet of things, the more you fear."
Local authority

"Network resilience is going to get more complex as we move into the Internet of things with 5G networks and satellites. We are creating a whole dependency to a technological culture that will make us more vulnerable to terrorism and cyberattacks." **Environmental group**

"It's not just the computer system, it's the power system. There needs to be more physical protection."
Parish council

8 | WHOLE SYSTEMS APPROACH TO NET ZERO

During the table discussions, there was a strong focus on the importance of engaging local communities in the whole systems approach to net zero. It followed that two of the top priorities voted on by stakeholders referred to working with local communities or local groups: 'help local communities to achieve their net zero carbon emissions targets' (with 25%) and 'facilitate collaboration between local groups to deliver local energy plans' (with 15%). Under these priorities, stakeholders suggested a range of commitments centring around WPD playing a greater role in the path towards net zero, by supporting community energy groups, helping communities reduce their energy use and advising local authorities, among others.

The joint second highest priority, with 15% of the vote, was newly suggested during the discussions: 'support local planning'. Most of the tables discussed steps that WPD could take in terms of engaging with the development of local plans and neighbourhood plans, engaging with developers and local authorities, and lobbying government on changes to building standards to promote low-carbon technologies.
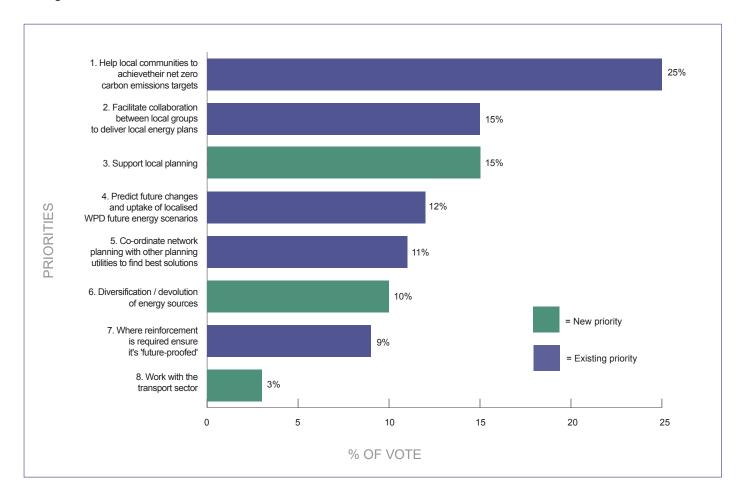
Another new priority suggested by stakeholders was 'diversification / devolution of energy sources.' In that context, stakeholders urged WPD to be mindful of the requirements of Cornwall's network and to help develop local energy systems and encourage local generation where needed.

Another new priority suggested by stakeholders was 'work with the transport sector'. Although it ranked lowest in the voting, several stakeholders commented during the discussions that decarbonisation of transport was an important area for WPD to focus on.

The other new priorities suggested by stakeholders were 'incentives for low-carbon connections', 'incentivising / reducing cost of three-phase connections' and 'help businesses work towards net zero'.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

WHOLE SYSTEMS APPROACH TO NET ZERO

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)		
9. Incentives for low-carbon connections	10. Incentivising / reducing cost of three-phase connections	11. Help businesses work towards net zero

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: Help local communities to achieve their net zero carbon emissions targets — Proposed Commitments				
a) Do more to facilitate connections / ease of connections	b) Collaborate with local authorities, providing expert advice, tools and case studies	c) Support community energy groups to help communities become self-balancing	d) Support schemes that retrofit insulation	e) Work through trusted partners in the communities (e.g. LEAP groups)
f) Encourage entrepreneurs	g) Help reduce energy use	h) Take a holistic, country-wide approach	i) Consider energy storage as part of the solution	

"In Cornwall, WPD needs to make sure that consultations and connections for renewables are made as easy as possible." **Parish council**

"We need someone from WPD to facilitate these community groups. That would help us become more resilient. We'd become a bit more of a circular economy rather than just the big six." **Environmental group**

"WPD should have someone going into every parish that is putting in climate action plans. They should show the electricity network map and ask if they have thought about where they could install wind and solar." **Energy consultant**

"You're nearly stuck with what we did when we built our house. If you've got a big housing stock, refurbish rather than knock down. Retrofit insulation." **Vulnerable customer representative**

"We need more local partnerships, including with local authorities." **Charity**

"Do you have the storage that is necessary? With people changing to ground source air and heat pumps, the demand is in the morning and evening, so storage will be needed. What are WPD thinking in terms of encouraging community storage?" **Energy consultant**

"As regards Cornwall's climate emergency, it's about how we work with WPD to develop our responses and checking that we are working in parallel. We want you to give some reassurance that they are investing in an area that 'gets it'. That holistic approach would be helpful, for you and us." **Local authority**

"I think we need entrepreneurs and businessmen to invest and spend in the future of our local areas." **Community energy group**

"We do not know enough about the grid and there is a lot of heresy to say that we cannot get power into Cornwall, but I think local authorities need clear information on what the grid can do for them in the area. This means strategic planning and within that you have to include businesses, entrepreneurs, everyone." **Environmental group**

"Rather than reinforcing the network constantly, WPD should encourage people to use less electricity, for example, through better insulation of homes to reduce demand." **Community energy group**

"We need a rapid review of nationwide neighbourhood planning policy. This is the reason that we're not getting the network infrastructure built quickly enough to meet new demands on the grid." **Local authority**

Priority 2: Facilitate collaboration between local groups to deliver local energy plans
— Proposed Commitments

a) Formalise your engagement with local authorities and developers on net zero targets and planning	b) Provide support and leadership to achieve net zero

"Can we get a grid connection or not? WPD should be speaking more to local authorities. We need joint planning on renewables." **Major connections customer**

"I'm not even sure what my role is in this but we're all looking round and thinking 'who's out there, who can I work with?' WPD need to take on a leadership role." **Parish council**

Priority 3: Support local planning — Proposed Commitments

a) Support progress with neighbourhood plan developments, particularly in terms of local generation	b) Seek to influence house building standards e.g. ensuring new developments have PV, EV and storage	c) Encourage developers and councils to produce energy master plans

"Surely all new houses should have solar already implanted in them? The planning system needs to be influenced by this." **Storage and renewable provider / installer**

"Can you lobby the government? Locally, we have no [political] power at all." **Parish council**

"Local planning policy was adopted several years ago when the world was a very different place and needs renewing immediately." **Local authority**

"New housing developments should come with a smart energy strategy." **Community energy group**

"The developer is doing nothing to drive towards net zero. The system is back to front. There has to be a realisation that achieving net zero isn't possible until you change the paradigm, not just the way we live, but the way in which Ofgem and WPD behave. It needs to be stronger." **Community energy group**

"With the garden village movement, some developers submitted energy master plans which weren't very extensive. But you could look at an energy master planning process outside of where developments are happening. Thinking of new developers not taking account of pressures on the network, maybe energy master planning should be a requirement on the system." **Energy consultant**

"These new properties also need to come with battery storage. The reality is that new build housing is not going to make us carbon zero. Existing homes offset this because it is not financially feasible to update the existing housing stock." **Community energy group**

"We tend to look at the energy system as just the energy system but we should see the energy system as inclusive of things like housing. WPD could have influence in environmental energy practices of building new houses." **Major connections customer**

Priority 4: Predict future changes and uptake of localised WPD future energy scenarios
— Proposed Commitments

a) Drive innovation in this area	b) Take a whole system approach to future energy scenarios, including nuclear

"Innovative systems are going to need to be thought about much more for rural systems." **Emergency services**

"The increase in the use of wind and solar is heartening, but WPD needs to focus on the base load too. Nuclear may be unpopular, but it could have a role to play here." **Local authority**

Priority 5: Coordinate network planning with other utilities to find best solutions — Proposed Commitments

a) Coordinate network planning with the regulator, as well as with other utilities	b) Drive innovation across network planning with other utilities	c) Consider alternative energy sources, such as hydrogen, polyfuels, heat and steam networks	d) Ensure network planning is coordinated quickly to respond to speed of change
e) Coordinate network planning with housebuilders and regulators, e.g. changing EPCs	f) Work with local authorities to support the development and review of local plans as part of network planning	g) Provide more information to support collaboration on network planning	h) Consider energy storage as part of the solution

"Have you heard of polyfuels? It's using things like plastics to create extra gas." **Parish council**

"The ability to innovate and think quickly on your feet is a basic structural problem within WPD. Because WPD are a monopoly there is an inherent built-in inflexibility. You have to recognise that you can't identify every issue and you have to build in some flexibility into your plans. We expect that the world in a few years' time is going to be extremely different, and you have to prepare yourself to adapt." **Local authority**

"I'd like to see a bit of joined-up thinking, such as around energy performance certificates. We are told electric heating is a secondary form of heating and therefore it reduces your EPC rating overall, and that would not be the case going forward. Electricity will become the primary source of heating." **Major connections customer**

"Predict future changes and work with the local council and stakeholders on energy development plans." **Local authority**

"We didn't have any resources to do anything in our local plan as we don't have the resources and the knowledge. We have been successful by luck rather than planning, but it does need to be put into the neighbourhood plan by working with someone from WPD who may have this knowledge." **Local authority**

"WPD could produce a document that allows planning authorities to assess their energy needs along with the limitations. I'm thinking a very localised document that details specific needs." **Environmental group**

"For me, better planning and coordination with other utilities is the most significant way of finding the best solutions." **Local authority**

Priority 6: Diversification / devolution of energy sources — Proposed Commitments

a) Support the devolution of energy, focusing on Cornwall-specific needs including rural requirements

"When it comes to devolution, more authority needs to be given to local systems and there needs to be more understanding of local and rural needs. Cornwall is very different to other areas and I fear that there's a lack of knowledge of granular issues." **Parish council**

"WPD needs to commit to making itself more available at a local level to address local customers' needs." **Environmental group**

"It is about getting renewables in the right places from a planning perspective. The attitude in Cornwall is not to build anything on the countryside. We could be more proactive, but we need strategic plans in place that encourage people. We could do this if we work with WPD and the community." **Local authority**

Priority 7: Where reinforcement is required ensure it's 'future-proofed' — Proposed Commitments	
a) Invest ahead of need in areas of the network where certain criteria is met	b) Look to reinforce based on local authority plans

"Investing ahead of need where confidence factor is met." **Charity**

"Local authority plans informing the investment factor." **Charity**

Priority 8: Work with the transport sector — Proposed Commitments
While this was established as a new priority, and received 3% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comments were, however, captured during the workshop.

"In terms of coordination with other utilities, if we took a whole systems approach with sectors such as transport, that'd be unregulated. You have to consider other aspects." **Energy consultant**

"I think decarbonisation with heat and transport are the two most important topics within that subject." **Major connections customer**

Priority 9: Incentives for low-carbon connections — Proposed Commitments
While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"There needs to be something incentivising low-carbon and disincentivising carbon." **Local authority**

Priority 10: Incentivising / reducing cost of three-phase connections — Proposed Commitments
a) Drive the uptake of three-phase connections through grant funding

"Could there be some kind of funding provided by WPD toward three-phase connections?" **Vulnerable customer representative**

"Three-phase is a key factor to deliver all these sustainable technologies." **Local authority**

"We're intending to build a house with all those technologies you're talking about. It's next door to a house with three-phase. If I have to pay for all the overhead of new transformers and overhead cables, I have no incentive to do it. We are really trying to be carbon neutral, but we just can't do it at the moment. It's unfair." **Major connections customer**

Priority 11: Help businesses work towards net zero — Proposed Commitments
While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"I see that we're doing a lot to make behavioural changes within communities but you're not targeting big energy users with influence such as big businesses." **Storage and renewables provider / installer**

9 | INNOVATION AND NEW SERVICES

In Cornwall, there was a strong appetite for community energy, decentralisation of energy and harnessing Cornwall's renewable resources. This was reflected by the fact that 'support community energy projects to connect to the network' was ranked the joint highest priority with 18% of the vote. There was a desire to see WPD proactively identify communities where schemes could address constraints, as well as educate, train and provide funding for these schemes. Heat pumps were recognised by stakeholders as another opportunity, with 'facilitate heat pump take-up' being joint top priority.

'Collaborate with industry to offer tariffs to encourage flexibility' was ranked third priority, with 15% of the vote, as it was felt there needed to be more incentive to encourage take-up, although some stakeholders felt that flexibility should be automated instead. A series of commitments were suggested relating to flexibility under this priority, as well as under the priorities of 'roll out network flexibility to all areas for commercial customers' and 'roll out flexibility services for domestic customers.'
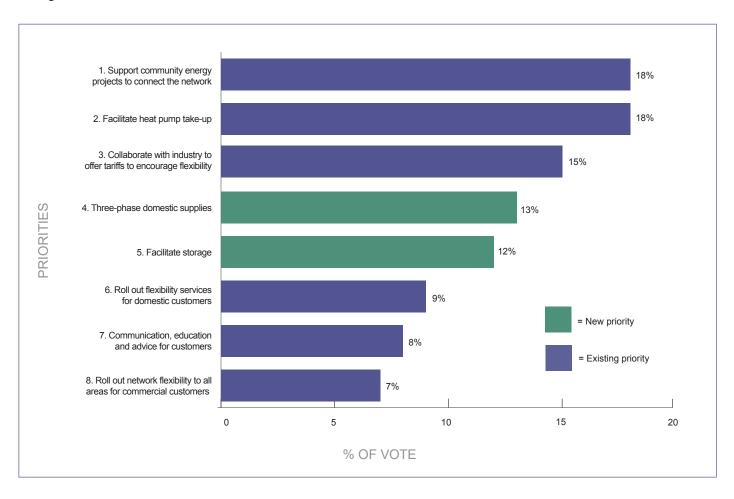
Two new priorities, 'three-phase domestic supplies' and 'facilitate storage', came fourth and fifth in the electronic vote respectively, highlighting the interest from stakeholders in innovative and (relatively) new technologies.

Although 'communication, education and advice for customers' was ranked seventh priority in the voting, there was strong support for this in the table discussions with stakeholders wanting to see WPD play a greater role in educating customers, particularly around reducing energy consumption.

A whole range of new priorities were added to the list, not all of which were voted on in the electronic voting. These included: 'better data', 'roll out innovations across industry', investigate peer-to-peer supply', 'facilitate EV infrastructure' and 'innovate to reduce consumption'.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

INNOVATION AND NEW SERVICES

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)				
9. Better data	10. Help companies and individuals to develop innovative projects	11. Roll out innovations across industry	12. Lobby government to drive innovation	13. Intelligent solutions for major energy users
14. Provide support for flexible customers	15. Investigate peer-to-peer supply	16. Facilitate EV infrastructure	17. Innovate to reduce consumption	

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: Support community energy projects to connect to the network — Proposed Commitments					
a) Educate communities about the opportunities for local energy schemes, including through workshops and information sharing	b) Proactively identify communities where local energy schemes could help address constraints (linking supply and demand)	c) Help start or fund innovative community energy schemes	d) Work with community energy schemes to develop your business cases and delivery models	e) Provide partner training (e.g. through LEAP)	f) Provide a point of contact at WPD for community energy schemes

"You need to provide communities with the expertise. It's an intimidating world to go into if you don't know a lot about it." **Environmental group**

"The reality is that Cornwall needs to become an energy exporter. Instead of worrying about how much we can't get from further up the country, we should be pushing it up." **Community energy group**

"WPD should look to make themselves even more accessible to customers. We're a small local energy group and would love any kind of support that we can get." **Community energy group**

"It would be useful to know from WPD what it needs so that we can work more effectively. There needs to be better information flow." **Community energy group**

"We have developed a smart energy strategy we want to take forward to a business case in our new housing developments. Could the Ofgem innovation strategy be a route we take to make this happen?" **Community energy group**

"We've got LEP projects for thermal energy in Gloucestershire. We're trying to solve a problem all on our own, so I'd want some diversity around that funding. It seems fairer. Do WPD even have an innovation fund?" **Major connections customer**

"Is there not an opportunity for WPD to scale up through LEAP partners that can take some of this and roll them out through hundreds of communities? We need a standardised approach." **Major connections customer**

Priority 2: Facilitate heat pump take-up — Proposed Commitments		
a) Lobby government to provide incentives for heat pumps / interventions to encourage take-up	b) Drive innovation in this area, for example fifth generation district heating	c) Input into planning requirements to encourage heat pumps

"More incentives for heat pumps to drive customers to them." **Parish council**

"Fifth generation heat networks are important to consider. An example of this is one development in which offices run a ground loop behind all the computers to collect heat and use it to power houses above. Another is a development that takes heat from mines and pumps it back into nearby housing. You need to think about ways to integrate heat pump technologies into new housing projects. Direct heating is great but will cause a massive issue for the grid when everyone switches, so start looking into fifth generation heat networks." **Business customer**

Priority 3: Collaborate with industry to offer tariffs to encourage flexibility — Proposed Commitments		
a) Lobby government to provide grants, for example, for alternative boilers	b) Develop localised, demand-sensitive tariffs	c) Collaborate with industry to get more smart meter data to support the development of flexibility

"You get a grant to upgrade the boiler. It all goes back to lobbying." **Parish council**

"Could you coordinate a smart meter roll-out with other utilities? Take that back to the other DNOs and lead that way with areas where you improved on fuel poverty, for example." **Local authority**

"We have an 8MW solar farm next door but my tariff tells me to charge at night [as opposed to in the daytime]. There's no specialised tie up between wind, solar and us. There's no local benefit for the massive solar farm. Allow more flexible tariffs that are carbon-minded and local-specific." **EV charge point manufacturer / installer**

Priority 4: Three-phase domestic supplies — Proposed Commitments
While this was established as a new priority, and received 13% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"[Focus on] three-phase supply, not only with new developments but in terms of retrofitting too." **Major connections customer**

Priority 5: Facilitate storage — Proposed Commitments

a) Work with the industry to ensure that batteries can feed back into the grid	b) Support the development of technology so EVs can act as batteries to store energy	c) Encourage the take-up of batteries to store solar power	d) Maintain a focus on encouraging customers to reduce energy usage

"I would agree that storage needs to be a new priority. As a commitment for this, batteries must feed back into the grid. This will increase the reliability of the network too." **Local authority**

"There needs to be greater liaison with suppliers in relation to storage facilities. Some of the solar farms have storage facilities that can feed back into the network. I don't know how WPD would manage everything exactly, but improved communications with suppliers would help." **Parish council**

"I think that community energy groups generating renewable supplies of energy must think about large battery storage." **Community energy group**

"We could simply get people to use and consume less rather than increase production." **Environmental group**

Priority 6: Roll out flexibility services for domestic customers — Proposed Commitments

a) Work with suppliers to develop incentives / a clear service offering for households	b) Encourage the aggregation of domestic customers	c) Consider whether domestic flexibility should be automated	d) Install three-phase supply in new properties / retrofit in old properties	e) Share available data to help facilitate domestic flexibility	f) Provide the technology to enable domestic flexibility (including supporting smart meter roll-out)

"WPD needs to commit to ensuring that smart metering works correctly and accurately, because if the cost is correctly displayed on meters, it will encourage people to adopt flexible models of behaviour." **Parish council**

"The easiest way to create any green behaviour is financial incentives to customers." **Local authority**

"Is there not an opportunity for WPD to scale up through LEAP partners that can take some of this and roll them out through hundreds of communities? We need a standardised approach." **Major connections customer**

"Visibility of information in network flexibility will allow the industry to invest into these areas with the confidence that the system they're proposing will be adopted." **Local authority**

"I think for the three-phase point in new housing is something for WPD to deal with." **Community energy group**

"If a housing developer builds 1,000 homes and wants to go back and retrofit them, it's not going to happen. WPD need to be involved in the beginning. It's about joined-up thinking." **Major connections customer**

Priority 7: Communication, education and advice for customers — Proposed Commitments

a) Lobby government to provide more incentives to encourage flexibility and energy efficiency	b) Play a greater role in the education of customers to reduce their energy consumption, including through schools	c) Provide more information to customers about times of peak energy demand

"Educate communities on the benefits and opportunities available to them in their areas." **Community energy group**

"Can you give households incentives to increase efficiency?" **Storage and renewables provider / installer**

"The levels of incentive for flexibility are too low for an end user. Incentives are tiny for domestic customers." **Charity**

"In terms of reducing demand in the household and supporting householders to make decisions, you naturally contact households regularly when there are power cuts anyway." **Local authority**

"Identify best practices to get the general public and businesses to reduce their energy consumption. We need behavioural change for net zero." **Local authority**

"The public aren't aware that between certain times demand doubles. There's a lack of education." **Future customer**

"Does WPD have someone on their team that can talk about these issues to children as they are influencers in the home with how the energy gets used? Informing the next generation is something they need to address." **Emergency services**

Priority 8: Roll out network flexibility to all areas for commercial customers — Proposed Commitments

a) Lobby Ofgem to have the same opportunities for generation as demand	b) Work with suppliers to develop time of use tariffs / cost signals to incentivise businesses	c) Prioritise green flex users and large energy users	d) Develop an oven-ready commercial proposition	e) Ensure that information is transparent

"Consider how to get particularly large energy users to self-tackle their energy supply. Perhaps there are policies that WPD can adopt that would take that into account." **Local authority**

"There needs to be more thought about how you provision for flexibility. At the moment, there's no technical difference between load and generation, but there's a difference in the cost of getting a connection. That goes into DNO codes and your licence obligation, which is different for demand and generation. To move the network, we have to treat generation with the same importance that we treat demand." **Utility**

"Transparency and communication, again, in 'transitioning to DSO'." **Local authority**

"WPD needs to develop an oven-ready proposition to encourage commercial customers to offer flexibility." **Local authority**

"There is a huge interlink between 'roll out network flexibility to all areas for commercial customers', 'roll out flexibility services for domestic customers' and 'collaborate with industry to offer tariffs to encourage flexibility'. This all sits around the cost signal on smart meters. This will encourage people to change their behaviours." **Parish council**

"As community energy organisations, we're keen to support flexibility services and local supply for services and domestic customers within our local area. Supporting community is not just about connecting, but about linking up to local supply and flexibility services. Time of use tariffs is the link." **Community energy group**

"Visibility of information in network flexibility will allow the industry to invest into these areas with the confidence that the system they're proposing will be adopted." **Local authority**

Priority 9: Better data — Proposed Commitments

a) Use data to identify faults to protect customers from power cuts	b) Use data to promote the devolution of energy

"Better data will underpin lots of other innovation."
Energy consultant

"People need a lot more information about what's available. People need to know their options. I'd like to see a local travelling information display."
Parish council

"I agree that devolution is important. For me, it's key that people feel a sense of ownership of what's going on in their own communities."
Community energy group

Priority 10: Help companies and individuals to develop innovative projects — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions.

Priority 11: Roll out innovations across industry — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions.

Priority 12: Lobby government to drive innovation — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"WPD need to start listening to people. They need to take these ideas back to the government. We want them to lobby the government. It's like smart meters: they should have been brought in a decade ago." **Charity**

Priority 13: Intelligent solutions for major energy users — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"The agricultural and farming community seem very tied to fossil fuels, and I have a worry that they are big users and the pace of change is a lot slower. You need to communicate with them."
Major connections customer

Priority 14: Provide information for flexible customers — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"The world has changed so quickly there is a major lack of understanding and lack of information. People don't know what their options are. WPD can stand in as neutral voice to the consumer to keep them up to date with the latest ways to innovate their power."
Local authority

Priority 15: Investigate peer-to-peer supply — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"We started a group of peer-to-peer trading, not yet allowed by Ofgem. We wanted to see what would happen in principle and what could be done. There's a lot about local energy supply which is stopped by Ofgem. What about WPD piloting a roll-out of this to reduce cost for the consumer?"
Community energy group

Priority 16: Facilitate EV infrastructure — Proposed Commitments

a) Input into planning requirements to encourage EV take-up

"Facilitate EV infrastructure in the widest sense. Improve the accessibility of the process of installing it."
EV charge point manufacturer / installer

Priority 17: Innovate to reduce consumption — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"Smart meters to me are a failure as it does not reduce energy consumption. We are all careless with energy, so I don't know if it is an education programme that is required or a case of penalising people. There must be some way in which we can get people to reduce energy." **Environmental group**

10 | ENVIRONMENT

A new priority suggested by stakeholders at the workshop was ranked top in the electronic voting by a considerable margin with 30% of the vote: 'WPD declare climate emergency'. This reflected the widespread view from stakeholders in Cornwall that WPD should take urgent steps to address the threat of climate change. Some stakeholders felt that WPD's net zero target should be moved forward to 2030 to bring the company's timescale in line with Cornwall Council's.

The second most popular priority with 17% of the vote was 'carbon emissions from WPD vehicle fleet', with stakeholders calling on WPD to replace its fleet with electric vehicles as well as reduce the number of miles driven by its staff. The latter was reinforced by an additional, overlapping priority of 'reduce operational mileage, drive less'.
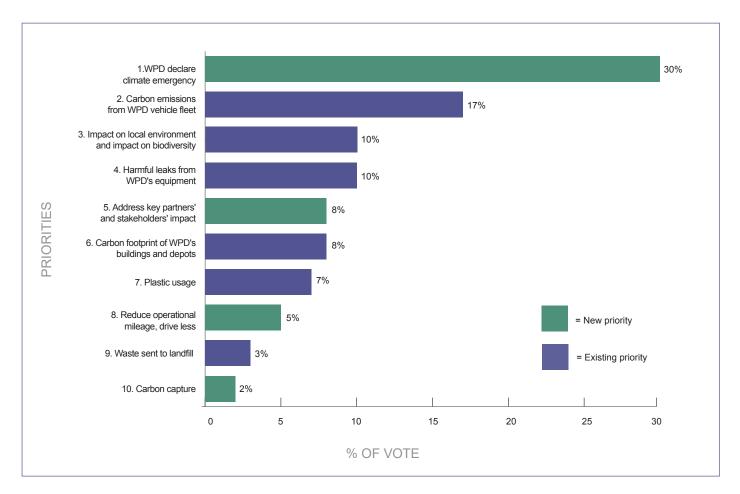
Aside from the new priorities already referenced, other new priorities suggested by stakeholders included 'address key partners' and stakeholders' impact', 'leaks / losses to network', 'suppliers to meet ISO 14001' and 'align environmental policies with regional targets.'

Stakeholders suggested a range of commitments associated with other priorities that would help the company adapt its working practices with a view to improving its impact on the environment, such as striving for zero waste to landfill and aiming for a net gain in biodiversity at its sites.

The least popular priority among stakeholders was a new priority, 'carbon capture' (2%), with some stakeholders suggesting that carbon capture wasn't WPD's responsibility.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)					
11. Leaks / losses to network	12. Suppliers to meet ISO 14001	13. Align environmental policies with regional targets	14. Look at vehicle to grid	15. Net zero by 2050	16. Share best outcomes

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: WPD declare climate emergency — Proposed Commitments

a) Run information events for communities on how to deliver climate plans

"This needs to be treated like it is an emergency because it is. WPD needs to be honest about the fact that it is a climate emergency." **Environmental group**

"You have to define what kind of climate emergency you're declaring." **Parish council**

"People haven't thought about the climate emergency – you could help us get the word out or advise different energy companies to do that." **Parish council**

"Could there be an event where WPD explains what network stability is? If there is the objective to not accept these sources of energy then there should be a session to focus on how to invest all our time into this. People need to see there is a solution and the steps to achieve this. This government is committed to infrastructure spending so why not spend on this?" **Community energy group**

Priority 2: Carbon emissions from WPD vehicle fleet — Proposed Commitments

a) Achieve net zero for your vehicle fleet by 2030 in line with Cornwall Council	b) Improve remote monitoring to reduce the need for travel	c) Reduce the number of miles driven	d) Replace all vehicles at end of lifespan with EVs	e) Demonstrate leadership, adopting innovations and trialling new initiatives	f) Consider alternatives to the use of helicopters, e.g. drones

"I imagine your next changeover should be to electric, as vehicles come to the end of their lifetimes." **Community energy group**

"The carbon emissions commitment should be done by 2030 in line with Cornwall Council." **Environmental group**

"Everyone's talking about it but what we should really be doing is driving less." **Major connections customer**

"Your priority should be transitioning to an electric fleet. 3,500 vehicles is a carbon heavy load. Given your role it's important to set an example and it allows you to try out things like two-way battery connections in-house before asking customers to." **Major connections customer**

"From an installation team, you might end up sending out five or six vans but it's about trying to bring it all together. We need to hone the workload to minimise miles per job." **Major connections customer**

"I think WPD should be an early adopter of EVs. If you're running a fleet, you'll understand the issues the industry is facing and you will be able to learn from it and react." **Local authority**

"For regular maintenance you could use drones instead of helicopters; if you are aiming to be net zero then you really need to consider that. It seems unnecessary to have them up every single day and yet we are supposed to follow by example." **Environmental group**

Priority 3: Impact on local environment and impact on biodiversity — Proposed Commitments

a) Commit to a 10% biodiversity net gain at impacted locations	b) Coordinate upgrades and maintenance with other utilities to minimise disruption to environment	c) Put an ambitious tree replacement scheme in place, e.g. planting two new trees for every one removed	d) Review land management policies to reduce impact	e) Promote the work you do in this area, such as tree replacement schemes

"Commit to planting two trees for every one felled." **Local authority**

"Against the biodiversity priority, try to not cut grass as much as you do at the moment. We know that as well as hedgerows, kerbside strips of planting and things like that are massively beneficial, for a small change that even saves you money. Rethink land management to increase biodiversity and rewild areas around substations and other infrastructure." **Local authority**

"Something WPD could do is to agree with landowners about leaving parkland natural so it can be left as a habitat." **Local authority**

"In our town if you take a tree out you have to replace it with three. You should increase your commitment to planting trees using a one-to-three ratio at least." **Parish council**

"The planning system is moving to a new requirement in property development around biodiversity and 10% net gain. WPD should also have to meet these same requirements." **Community energy group**

"Tree replanting should be more active and specific. Customers should be able to see a direct link between trees taken down and trees planted within their communities ." **Major connections customer**

Priority 4: Harmful leaks from WPD's equipment — Proposed Commitments

a) Reduce the use of SF6 by finding alternatives	b) Reduce use of oils	c) Set clear targets and adopt best practice in terms of regularly inspecting and replacing equipment

"Phasing out SF6 and switch gear would be a great commitment." **Parish Council**

"Could a better kind of oil not be used?" **Environmental group**

"Do WPD inspect all of the equipment? More transparency is needed." **Emergency services**

Priority 5: Address key partners' and stakeholders' impact — Proposed Commitments

While this was established as a new priority, and received 8% of the vote from stakeholders, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"Convince suppliers to ensure products fit with your environmental values and targets, because it's not all your own items that have the impact." **Local authority**

Priority 6: Carbon footprint of WPD's buildings and depots — Proposed Commitments

a) Achieve net zero for your buildings and depots by 2030 in line with Cornwall Council	b) Investigate the use of homeworking and hot desking to reduce the carbon footprint	c) Adopt best practice in this area	d) Set clear targets in order to benchmark against progress made	e) Investigate having multi-purpose vehicles that are shared with other organisations working with other companies

"WPD's office workers should work from home more." **Local authority**

"You should be working to improve the energy efficiency of your buildings. It's relative to what your building stock is like, though." **Major connections customer**

"WPD needs to continue with its commitments towards its buildings, such as using electrical heating and LED lighting." **Parish Council**

"I would expect the company to have best practices when constructing its buildings." **Major connections customer**

"All WPD buildings should be built to a certain standard of insulation and solar panels to reduce their carbon footprint by 2030." **Storage and renewable provider / installer**

"Best practice may be to work with other companies like the police and fire services where you have multi-purpose vehicles which could be electric." **Emergency services**

Priority 7: Plastic usage — Proposed Commitments

a) Achieve no plastic waste by 2025	b) Work with suppliers that reflect your environmental values and ensure that your purchasing policy aligns with this	c) Maintain a focus on the work you are already doing in this area	d) Set industry standards in terms of plastic usage	e) Use recycled plastics where possible

"There are big companies sending zero waste to landfill so that should be a priority by 2025. St Austell brewery are doing it already so why shouldn't others? It should be no single-use plastics too." **Community energy group**

"I'd like to see specific targets attached to plastic usage." **Major connections customer**

"What kind of plastic is sent to waste? Some plastics contain a lot of horrible toxins. Has WPD thought about how it can address this situation and use more environmentally friendly plastic?" **Parish council**

"Can you use recycled plastic for the outer covers on your cables?" **Local authority**

"Is there something around promoting a circular economy with recycling?" **Local authority**

Priority 8: Reduce operational mileage, drive less — Proposed Commitments

While this was established as a new priority, and received 5% of the vote from stakeholders, no formal commitments were articulated against this priority in the discussions. discussions.

Priority 9: Waste sent to landfill — Proposed Commitments

a) Achieve zero waste to landfill from 2025	b) Incentivise staff to reduce their use of skips	c) Commit to supporting a circular economy	d) Use recyclable materials where possible, e.g. PPE and copper	e) Get involved in local initiatives	f) Where possible, repair IT equipment rather than buying new

"Computers can be upgraded and repaired rather than replaced." **Environmental group**

"WPD must have a lot of redundant copper so recycling this must be a key component of the environmental impact of the company." **Community energy group**

"At a place I used to work at, we reduced the skip use and the money we made from that was then put into employee pay packages. Incentivise staff to reduce skip use." **Parish council**

"Coming down to micro level, we're a bunch of well-meaning amateurs trying to improve the energy situation through green initiatives. We would like to have an easy contact within WPD with whom we could float a hare-brained idea. That would mean they could knock your idea on the head if it's completely daft and move on towards something different." **Community energy group**

"The circular economy has to be a priority. You should do whole carbon accounting. Calculate lifecycle emissions and incorporate that into all your business decisions." **Local authority**

Priority 10: Carbon capture — Proposed Commitments

a) Support research and development into carbon capture

"Is anything ever done about carbon capture? I feel the only way forward is to capture carbon, especially when it comes to big businesses. Maybe investment needs to be made into research and development to enable this." **Storage and renewable provider / installer**

"Carbon capture isn't a WPD issue." **Energy consultant**

Priority 11: Leaks / losses to network — Proposed Commitments

a) Reduce leaks and losses on the network

b) Replace pre-1958 transformers and switchgear by 2025

"I would like to see WPD commit to regularly checking its equipment in order to ensure that leaks don't occur." **Environmental group**

"You've got some old transformers that are losing energy. Newer ones are a lot more efficient, so WPD should spend money on new switchgear. It's a win-win." **Major connections customer**

Priority 12: Suppliers to meet ISO 14001 — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions.

Priority 13: Align environmental policies with regional targets — Proposed Commitments

a) Increase the amount of joint working with local authorities

"Have options for joint availability, procurement activities and joint commitments so that you're considering other regions' targets and whether you can align with those. We're talking to groups like South West Water and there should be opportunities for co-working like we've seen in the water industry." **Local authority**

Priority 14: Look at vehicle to grid — Proposed Commitments

a) Take a lead on developing vehicle to grid

"WPD should be showing leadership in supporting vehicle to grid technology." **Major connections customer**

Priority 15: Net zero by 2050 — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions.

Priority 16: Share best outcomes — Proposed Commitments

a) Share best practice and knowledge in this area

"Are you in conversation with the European equivalents of your company to get tips for decarbonisation? Share advances you make as well as taking tips from them." **Major connections customer**

"The only new priority that comes to mind is sharing best practices and knowledge. This can only help others." **Local authority**

"In addition, WPD needs to review its practices and amend them when required." **Community energy group**

Additional commitment: environment — Proposed Commitments

One table noted down an additional commitment for 'environment', which related to many of the priorities above. It has therefore been noted down separately.

a) Ensure all information relating to WPD's environmental impact is publicly available
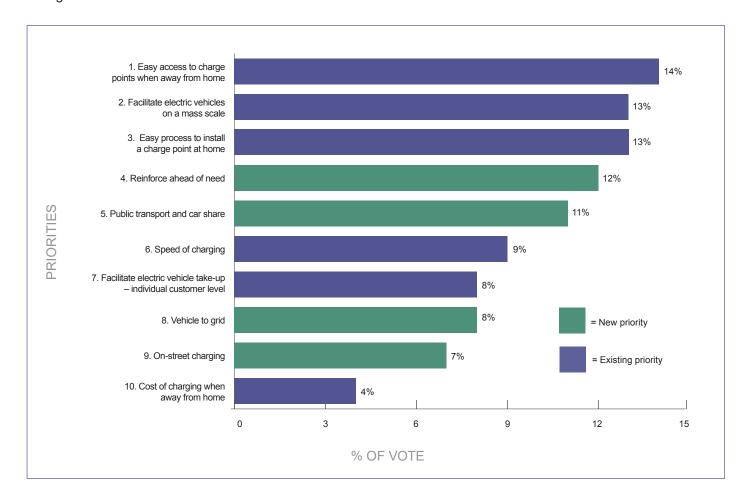
11 | ELECTRIC VEHICLES

The top priority for electric vehicles, with 14% of the vote, was 'easy access to charge points when away from home'. Stakeholders wanted to see WPD delivering more charge points at locations outside the home, in part by collaborating with local authorities. The next two priorities were joint second with 13% of the vote each. One was 'facilitate electric vehicles on a mass scale', with stakeholders feeling that WPD should play a significant role in engaging with and educating stakeholders to help facilitate this roll-out, including by sharing capacity data and undertaking 'quick' feasibility studies for charge points. The other joint second was 'easy process to install a charge point at home', with stakeholders suggesting that homeowners could be offered subsidies to install battery storage systems to support the grid.

The fourth and fifth highest priorities were new ones suggested by stakeholders during discussions. The fourth was 'reinforce ahead of need', with stakeholders raising concerns about grid capacity in Cornwall. The fifth was 'public transport and car share', with the electrification of public transport and the need to encourage communal usage of electric vehicles (e.g. car clubs) being popular among attendees in Cornwall.

Another new priority suggested by stakeholders was 'vehicle to grid', reflecting the desire to see the development of electric vehicles as a domestic battery that can feed back onto the grid. Other new priorities were: 'on-street charging', with stakeholders wanting to see clearer guidance for councils on how to install on-street chargers; 'adopt innovations'; 'standardised connections for EV charge points'; and 'engage in strategy planning process', which was another example of stakeholders wanting to see a greater level of involvement from WPD in the development of councils' local growth plans.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)		
11. Adopt innovations	12. Standardised connections for EV charge points	13. Engage in strategy planning process

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: Easy access to charge points when away from home — Proposed Commitments				
a) Work with other public transport suppliers to deliver charge points	b) Connect charge points at service stations	c) Connect charge points at more locations like shopping centres, supermarkets, public buildings and work locations	d) Collaborate with councils to facilitate connections	e) Support web-based applications that improve visibility of available charge point locations

"There's a need to consider beyond just domestic vehicles, and cross-charging too." **Local authority**

"At service stations, that's where there's a large number of chargers. What the council in Cornwall have found is that they've spent loads on charging infrastructure but they aren't getting used. It's a psychological thing: people want to know they've got the option en route but actually they aren't using them [in the town centre]." **Major connections customer**

"Put fast charging points in public buildings rather than places where cars will be there for seven or eight hours a day. In public places, such as village halls, quick charging would be great." **Parish council**

"Business car parks need to have charge points. Work with public transport suppliers, as well as big shopping centres." **Parish council**

"There was an incident where people were waiting four hours for a charging point. The responsibility is on the council. People aren't buying electric cars because they can't charge them." **Business customer**

"Access to charge points when away from home needs a much more interactive system. It would be useful to be able to see on the satnav whether a charge point is free. You need Internet-based systems to back up. You're not going to want to arrive at a charge point in your EV and have to wait, particularly if the two cars in front are Teslas." **Major connections customer**

Priority 2: Facilitate electric vehicles on a mass scale — Proposed Commitments

a) Install three-phase supplies to new developments	b) Engage with councils and businesses to provide charging points	c) Share data to facilitate charging, such as capacity information	d) Focus on delivering charging points for company fleets and public transport	e) Undertake 'quick' feasibility studies for charge point connections, including for homeowners	f) Educate stakeholders on electric vehicle charging

"Let's re-educate [around EV]." **Community energy group**

"Employer and business engagement in terms of mass roll-out of EV." **Local authority**

"The commitment could be looking at existing infrastructure and we'll overlay that. We'll find strategic places where we can install them. It's about capacity information for optimal large-scale charging." **Major connections customer**

"As regards facilitating EVs on a mass scale, you need to make sure that fleet and public transport are considered in that section." **Local authority**

"If WPD could provide a map and online information about the best places for putting in a charge point, that would be very useful." **Parish council**

"The infrastructure to support electric vehicles in new developments should include three-phase supply for all new properties." **Community energy group**

Priority 3: Easy process to install a charge point at home — Proposed Commitments

a) Provide homeowners with subsidies to install battery storage systems to support the grid	a) Lobby for the provision of charge points in new builds

"In order to balance out usage, and how Cornwall can't use all its power during the day, what if homeowners here were offered a subsidy to install storage systems?" **Community energy group**

"WPD will only accommodate loads in new developments if they are told about them. They need to lobby for the provision of electric chargers at homes." **Major connections customer**

Priority 4: Reinforce ahead of need — Proposed Commitments

While this was established as a new priority, and received 12% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"In terms of grid reinforcement, we're looking to put 50 charge points in across Devon. Push Ofgem to allow you to invest in that and reinforce ahead of need." **Local authority**

Priority 5: Public transport and car share — Proposed Commitments

a) Look to use innovation to facilitate more communal usage of electric vehicles, such as car clubs and fleet sharing

"Around facilitating EVs on a mass scale, perhaps WPD has a role to play in encouraging the expansion of the car club concept. We don't all need our own EV. Most of us use our car 7% of the time." **Community energy group**

Priority 6: Speed of charging — Proposed Commitments

a) Facilitate local generation schemes to power charge points	b) Consider investing in DNO-owned charge points	c) Focus on improving the speed of charging for charge points outside of the home	d) Consider alternative ways of charging that don't require being 'plugged in'

"Encourage co-location with renewable generation." **Community energy group**

"The DNO could put its own charge infrastructure around its area and allow people to use an app to access a supplier of their choice. You don't need another layer with a commercial player." **Utility**

Priority 7: Facilitate electric vehicle take-up – individual customer level — Proposed Commitments

a) Lobby Government to incentivise people to buy electric vehicles	b) Consider the charge point requirements for car sharing clubs and shared cars	c) Consider the charge point requirements for electric bicycles	d) Consider the charge point requirements for the rural network	e) Ensure all new builds have access to charge points

"Government incentives: lobby the government for them if you want people to buy electric cars." **Parish council**

"Look into fleets of cars and car sharing because EVs aren't going to reduce congestion or other issues we already have." **Local authority**

"Look at the scale of electric bikes and small transportation, particularly take-up in cities and small seaside towns." **Local authority**

"How will a network of chargers hold together in a rural area where people are widely spread out, like here in Cornwall? How will that work? It's all well and good talking about having this wonderful network, but I'm not sure how you can execute it in rural areas like Cornwall." **Environmental group**

"I think I agree that a lot of charging is done at home so fast charging not really an issue. For new builds, I think fast chargers should be absolutely essential." **Major connections customer**

Priority 8: Vehicle to grid — Proposed Commitments

While this was established as a new priority, and received 8% of the vote, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"Vehicle to grid technology is a missing priority." **Major connections customer**

Priority 9: On-street charging — Proposed Commitments

a) Share best practice examples on the development of on-street charging from elsewhere in WPD's network area	b) Develop clear step-by-step information on the installation of on-street charge points to support developers and councils

"If you want to help make your area EV-friendly, there should be an easily accessible list of things you can do to get the charging points installed. We need to make the point-by-point process to get a charging point put in more accessible." **Major connections customer**

Priority 10: Cost of charging when away from home — Proposed Commitments

a) Work with suppliers on more dual tariffs	b) Support price incentives to encourage vehicle charging at work	c) Encourage combined park and charge packages where public car park fees include the cost of charging an electric vehicle

"WPD need to address the supply end aspect of those charging points." **Major connections customer**

"Not everyone will be able to charge, and presumably the supply will have to match. Allow fast charging if possible." **Local authority**

"My priority is cost. You need incentivised charging. If it costs me more to charge at work, then I won't charge at work." **Local authority**

"Giving people access to WPD's metering data could be an incredible resource for helping people charge at the right times. That way customers could take advantage of priority charging time incentives." **Storage and renewables provider / installer**

"WPD could encourage having some kind of combined park and charge package at local car parks where you pay to park your car and get a charge at the same time." **Local authority**

Priority 11: Adopt innovations — Proposed Commitments

a) Encourage the take-up of alternative energy sources, such as hydrogen, for lorries

"There's a big chicken and egg situation with hydrogen. You could argue that the DSO could become active by owning electrolysers and disposing of the hydrogen. You can open up possibilities." **Major connections customer**

"It's about other innovative solutions." **Utility**

"Lorries need to be addressed." **Major connections customer**

Priority 12: Standardised connections for EV charge points — Proposed Commitments

a) Create a standardised charging point for EVs

"There really needs to be one type of charging point for an EV, as all the different types currently available are a pain." **Local authority**

Priority 13: Engage in strategic planning process — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"WPD should be involved in strategic planning with the council. They have not been engaging with our garden village plans recently." **Environmental group**

12 | <u>VULNERABILITY AND FUEL POVERTY</u>

In Cornwall, stakeholders expressed concern about the scale of fuel poverty and vulnerability in the region. In terms of vulnerability there was concern about the age of Cornwall's population as well as its rural nature. As for fuel poverty, stakeholders referenced the high levels of poverty in the region, the poor-quality housing stock and the reliance on pre-payment meters, as well as those off the gas grid. There was a strong feeling that community energy schemes should be used to help alleviate fuel poverty and support vulnerable customers, particularly microgeneration, and that facilitating renewables might be a more cost-effective solution than retrofitting insultation.
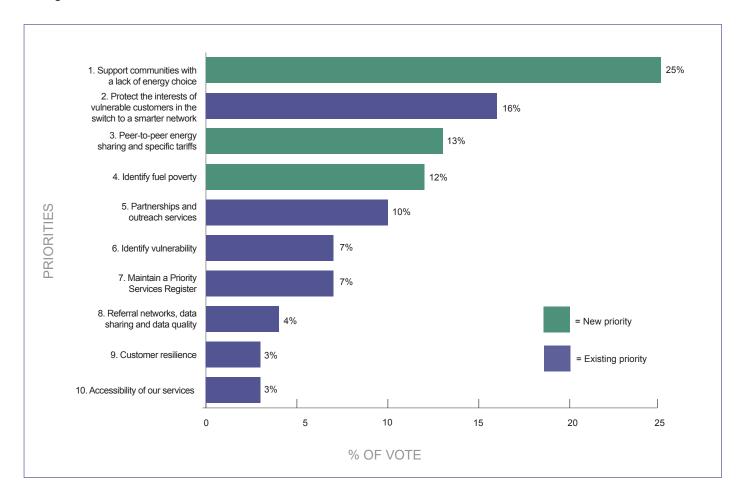
Following on from those themes, the highest ranked priority with 25% of the vote was newly suggested on the day, 'support communities with a lack of energy choice', with stakeholders wanting WPD to recognise that in some parts of Cornwall whole communities are off the gas grid and rely heavily on electricity for their heating, or even rely on coal. Stakeholders wanted these communities prioritised, particularly for insulation.

Similarly, the third and fourth priorities were also new ones: 'peer-to-peer energy sharing and specific tariffs' and 'identify fuel poverty'. Stakeholders felt there were opportunities in Cornwall to use local energy schemes to enable peer-to-peer support of vulnerable and fuel-poor customers. They also wanted WPD to work to identify fuel poverty in the region, with specific mention of pre-payment meters and of those off gas. Other new priorities suggested by stakeholders also supported this, including 'facilitate renewables and insultation for fuel-poor customers' and 'consider the role of community energy groups'.

In terms of vulnerability, there was concern about protecting vulnerable customers in the transition to DSO, with 'protect the interests of vulnerable customers in the switch to a smarter network' being ranked as second priority. While there were mixed levels of awareness of the Priority Services Register, stakeholders wanted WPD to continue to expand the register and promote awareness among stakeholders.

PRIORITIES

The graph below details the priorities for this topic ranked in order during the electronic voting. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested during the table sessions.

The table below includes new priorities that were suggested by stakeholders during the table sessions but were not included in the electronic voting afterwards. These are numbered for reference purposes. The order does not imply prioritisation.

Additional stakeholder priorities (not voted on during the electronic vote)				
11. Facilitate renewables and insulation for fuel-poor customers	12. Differential network access charge based on carbon and key meter users	13. Lobby for incentives to help the most vulnerable	14. Educate customers to reduce energy usage	15. Consider the role of community energy groups

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities in the electronic voting. Where no commitments were suggested against a given priority, this has been noted.

Priority 1: Support communities with a lack of energy choice — Proposed Commitments

a) Invest in insulation

"Our council are currently looking at a mini wind turbine scheme, and I want to know whether WPD can cope and what they can do. We just want to know whether it is worth pursuing. We are also looking at heat pump installations for community projects. We are an off-grid village and we need to be looking at what energy we can be recommending to people in the future." **Parish council**

"Insulation is just as relevant as facilitating renewables." **Environmental group**

"There should be a much more centric development based on local people's needs, taking into account their average income. Properties need to be well insulated and there needs to be a lot of resilience in terms of power." **Emergency services**

"Retrofitting and insulating houses is an important part of this customer resilience." **Emergency services**

Priority 2: Protect the interests of vulnerable customers in the switch to a smart network — Proposed Commitments

a) Influence suppliers and help promote cheaper tariffs	b) Roll out smart networks	c) Education on energy usage / efficiency	d) Work with local authorities
e) Focus on social housing tenants and landlords, including identifying social housing for community energy schemes	f) Investigate the opportunities for peer-to-peer support to reduce system charges for fuel-poor households	g) Protect vulnerable customers in the switch to a smart network	h) Consider alternative cheap fuels for those who rely on coal in Cornwall

"I don't think there should have been an option with smart metering. Why not just enforce it?" **Major connections customer**

"It's about opportunities for local supply and having things at source. With peer-to-peer trading, can we use that to relieve fuel poverty?" **Community energy group**

"The government had a policy of opening up the supply to the marketplace. This is great for people like us who can do the research to find the cheapest options out there, but a lot of people don't have the capacity to do that research. It should be WPD's responsibility to help vulnerable people switch to the cheapest suppliers." **Local authority**

"We should be focusing on affordable housing, and renewable energy should aid this." **Local authority**

"Insulating fuel-poor households is just as relevant as facilitating renewables on these properties." **Environmental group**

"When protecting the interests of vulnerable customers to switch to a smarter network, WPD should commit to targeting landlords. There needs to be further regulations to force landlords to do something." **Local authority**

"Fuel poverty will increase when people stop using coal. Homes in Cornwall still rely on coal as it is one of the cheapest ways in which people can survive." **Environmental group**

"Smart meters can scare some properly vulnerable customers though. They get very worried about using too much electricity and end up constantly monitoring it." **Vulnerable customer representative**

Priority 3: Peer-to-peer energy sharing and specific tariffs — Proposed Commitments

While this was established as a new priority, and received 13% of the vote from stakeholders, no formal commitments were articulated against this priority in the discussions. The following verbatim comments were, however, captured during the workshop.

"We need local community energy schemes to help those who cannot pay for electricity with a low income." **Emergency services**

"A DSO could envisage the future with community groups. We have charges for transmission and distribution. So we could attempt to evidence that using community energy schemes which can go to houses without touching the transmission system to reduce the system charges for the fuel-poverty households. It would be a good first attempt at peer-to-peer environments." **Utility**

Priority 4: Identify fuel poverty — Proposed Commitments

a) Target those on pay-as-you-go meters to receive support	b) Target those with other key indicators of fuel poverty, such as those off gas, using solid fuels for heating, or those with single glazing	c) Work with suppliers

"When it comes to the new priority of identifying fuel poverty, WPD should be targeting pay-as-you meters as a commitment, as they are punitive to vulnerable customers." **Parish council**

"I have a pay-as-you-go meter and I have to top it up online. How on earth do you top it up in a power cut?" **Environmental group**

"Some people off the gas grid, in park homes, have to rely on electric convector heating and it's not too efficient." **Charity**

Priority 5: Partnerships and outreach services — Proposed Commitments

a) Identify community champions to protect vulnerable customers from scams	b) Help scale-up retrofitting projects	c) Use your partners to educate fuel-poor customers on financial management and support them to switch tariffs	d) Increase funding and range of funding options to partners organisations
e) Include community energy groups in your partnership and outreach services	f) Consider whether it is appropriate to work with food banks	g) Work to make every contact count	

"We need Community Energy Champions who can advise their next door neighbours and help them. My elderly next-door neighbours need help and I could help if that was my job. Neighbours trust each other and there is already an existing relationship." **Environmental group**

"There should be a role in financial education." **Local authority**

"Engaging better with local community energy groups could be a way for WPD to identify isolated people who might be vulnerable." **Storage and renewables provider / installer**

"We need to work with people in the local community like doctors and even food banks who are right in the centre of what is going on in the local community." **Emergency services**

"I disagree that WPD should be going to food banks to finding potential vulnerable customers. That falls outside its remit and is not its responsibility." **Local authority**

"There's the principle of making every contact count whenever a technician goes in to check up on a number of criteria." **Charity**

Priority 6: Identify vulnerability — Proposed Commitments			
a) Continue to identify vulnerability and share with partners	b) Continue to work with health and social care stakeholders	c) Improve the number of vulnerable premises on the PSR, e.g. care homes	d) Use smart meter data to help identify vulnerable customers
e) Raise customer and community awareness of PSR	f) Work with suppliers to identify vulnerability	g) Consider rural vulnerabilities	h) Map customers according to demographics to help identify vulnerabilities

"Identify vulnerability and increase awareness of the PSR. Most groups already know, but individual knowledge is low. There's little reluctance from them." **Vulnerable customer representative**

"I would agree that WPD need to continue to improve the number of vulnerable individuals and premises that they are identifying." **Charity**

"The newer reduced smart meters will give more information and there is data in there that should go back to WPD for them to work from." **Emergency services**

"I don't really know about the PSR. Is it linked up to the health and social services?" **Environmental group**

"Within the countryside there is an awful lot of poverty that exists with poor insulation and housing, but there are also people with more than one home. It is about finding the right balance." **Emergency services**

"There's a big rise in social prescribers [who can signpost services]. A lot of them are health professionals." **Charity**

"Could WPD not use its data better and look at specific demographics and where they are? That means that it could target these resources to help people as effectively as possible. This could be useful in the case of older people, who tend to end up living close by and around each other." **Environmental group**

Priority 7: Maintain a Priority Services Register — Proposed Commitments				
a) Educate customers on the purpose of the PSR	b) Keep maintaining the data to ensure it is up to date	c) Keep developing the definition and identification of vulnerability	d) Keep the tiered system of vulnerability on the PSR	e) Expand the PSR

"Speak to the people looking after these vulnerable people. None of these people attended today's meeting because they are all so busy and can't take time to come out. They don't have capacity to come." **Environmental group**

"Meter the energy within your own system so you can see clearly what's going on and educate others about it. It's also about building the capacity of your customer base to provide skills and knowledge to every customer." **Local authority**

"Having an up-to-date PSR and defining who the most vulnerable are is a really important factor for WPD." **Local authority**

"Keeping track of people in short-term rents must be quite a task." **Major connections customer**

"There is a risk that as the sector gets more complicated, vulnerable and social renters could drop off the map. You shouldn't rely on customers to initiate low-energy technology for themselves." **Charity**

Priority 8: Referral networks, data sharing and data quality — Proposed Commitments

a) Make it easier for customers to sign up to the PSR	b) Encourage more data sharing and referrals between different agencies, including local authorities and GPs	c) Provide funding for local action groups that connect people to the right services	d) Work with suppliers
e) Use EPC data in social indicator mapping	f) Greater collaboration between utilities	g) Connect customers to aid / advice	

"Customers need to be more well informed about the PSR." **Environmental group**

"With identifying vulnerable customers, make sure everyone is on the list who should be." **Energy consultant**

I would like to see the utilities have joined-up thinking." **Major connections customer**

"People will be put off by contact from a big company such as WPD. WPD could contact local agencies who can communicate with people on a more direct level." **Local authority**

"In terms of EPCs, a lot of local authorities have access to that so we layer over that data. We'd like WPD to include the EPC data in the social indicator map." **Charity**

"I think it goes back to data sharing where you can work with others in the chain that can make a much bigger impact." **Parish council**

"We as a climate action group are thinking about setting up workshops to use the information we have to connect people to the right services, but we need to be supported by WPD to do so." **Environmental group**

Priority 9: Customer resilience — Proposed Commitments

a) Educate customers on resilience	b) Consider vulnerability in terms of heatwaves	c) Install three-phase connections in all new homes	d) Provide equipment for the most vulnerable, e.g. those with medical needs
e) Consider off-grid solutions, such as batteries (including EVs), to increase resilience of the most vulnerable	f) Continue retrofitting insultation for most vulnerable (given affordability issues)	g) Consider those customers with a high reliance on coal	h) Ensure vulnerability is factored in when considering resilience

"WPD could help educate customers on energy efficiency, particularly vulnerable customers." **Vulnerable customer representative**

"Retrofitting and insulating houses is an important part of this customer resilience." Emergency services

"Retrofitting is really expensive, so I don't like the idea of WPD helping to facilitate it." **Local authority**

"If you can encourage Ofgem to provide more that could help you, which might help with reliability for you. Maybe getting battery storage for vulnerable customers." **Charity**

"I support the increased use of three-phase and information [on that]. All new dwellings should be three-phase." **Charity**

"In terms of the ability to use your own production in the home, I know it's possible. You must support those who are vulnerable to the loss of electricity. Technical off-grid solutions: you could tackle that area." **Community energy group**

"You need to consider vulnerability in terms of heatwaves, too. We already consider this issue in terms of the winter fuel allowance but what about a summer one? We've had a lot of heatwaves, and houses aren't built for these temperatures." **Charity**

Priority 10: Accessibility of our services — Proposed Commitments

a) Upskilling partners so they can promote these services	b) Ensure you communicate with the digitally excluded	c) Continue to communicate these services in a way that is simple and accessible	d) Collaborate with partners to ensure no one gets left behind

"We need to emphasise the point that people who don't have smart phones are completely unaware of the Internet. Continue with the non-Internet communications." **Parish council**

"WPD needs to be talking to people with a lower level of knowledge of technology. Those people feel scared." **Parish Council**

"There's a whole issue here about people being left behind." **Charity**

Priority 11: Facilitate renewables and insulation for fuel-poor customers — Proposed Commitments

a) Instead of retrofitting insulation, finance renewables / microgeneration for domestic properties	b) Set targets to reduce energy consumption

"It would be a great idea for councils to help facilitate electricity supplies being created for the homes themselves as opposed to retrofitting." **Local authority**

"Could you not facilitate the reduction by setting targets to local areas, the same as in Cape Town with their water reduction scheme? It is about agency and taking control." **Environmental group**

Priority 12: Differential network access charged based on carbon and key meter users — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comments were, however, captured during the workshop.

"Suppliers who use more carbon or charge more for key meters should have to pay more for their supply from WPD." **Business customer**

"You could penalise the suppliers for have less eco-friendly practices, or ones who are penalising people in poverty." **Business customer**

Priority 13: Lobby for incentives to help the most vulnerable — Proposed Commitments

While this was established as a new priority, no formal commitments were articulated against this priority in the discussions. The following verbatim comment was, however, captured during the workshop.

"It would be useful if WPD lobbied central government. The 'eco payments' policy has helped us fund social housing retrofits for years but that ends at the end of March next year. Can WPD use their lobbying industry as the gas and oil industry do to influence and save this policy?" **Business customer**

Priority 14: Educate customers to reduce energy usage — Proposed Commitments

a) Signposting to support services

"I am sure people would want to know what services you can offer them. I don't think people know. A lot of people don't look at your website, so it needs to be clearer." **Business customer**

Priority 15: Consider the role of community energy groups — Proposed Commitments

a) Encourage vulnerable customer support as part of community energy schemes

"Helping community energy groups in new innovations and helping vulnerable people accessing network services is part of this." **Charity**

13 | CONNECTIONS (AFTERNOON SESSION)

This session covered priorities and commitments for both the upcoming Business Plan as well as the 2020/21 ICE workplan.

In terms of priorities and commitments for the Business Plan, stakeholders ranked 'low-carbon technology (including EV)' the highest with 20% of the vote. This was reflected in the discussions, where stakeholders wanted to ensure that WPD would deliver the capacity to enable the widespread take-up of the technologies as well as support the vast increase in housing planned by Cornwall Council. A whole range of commitments were suggested, including investing ahead of need and supporting customers with microgeneration.
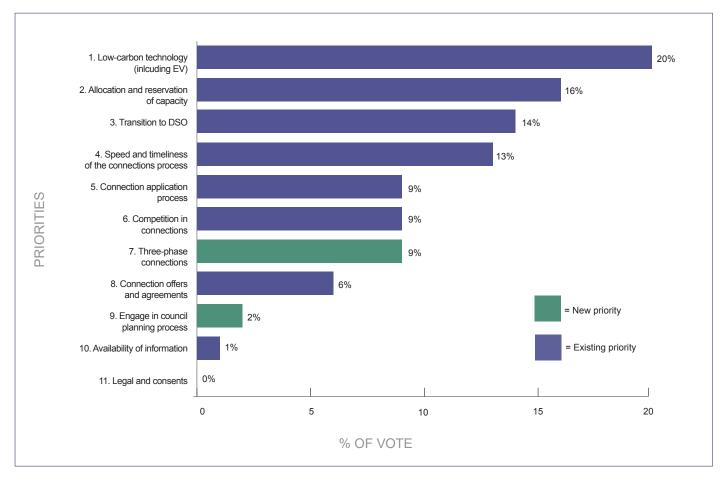
Stakeholders suggested two new priorities. The first was 'three-phase connections', with stakeholders wanting to see WPD install this infrastructure in all new builds. The second was 'engage in council planning process', with stakeholders calling for WPD to be a statutory consultee on planning applications.

In terms of the Incentive on Connections Engagement (ICE) plan for 2020/21, similar themes were raised even though the plan was intended to cover more immediate areas of interest over the 12 months ahead. 'Low-carbon technology' was again ranked the highest priority, while the second highest priority for the ICE plan was 'network capacity allocation and reservation'. In that respect, delegates suggested several commitments aimed at ensuring capacity is not held by developers.

Stakeholders also wanted to see the development of clearer information as part of the ICE plan, with a view to supporting small developers, planning consultants and domestic customers with microgeneration. As with the Business Plan, stakeholders wanted to see WPD get more involved in the planning process, which was demonstrated by the suggestion of a new priority: 'links to planning system'.

PRIORITIES (BUSINESS PLAN)

Stakeholders were given three votes each to allocate to their choice of priorities below by way of a written feedback form completed at the end of the session. The list of priorities was those that had been previously suggested by stakeholders, although there was space to write down new suggested priorities at the bottom. The graph below details the priorities for this topic ranked in order. In total, 23 stakeholders completed these feedback forms.

PROPOSED COMMITMENTS (BUSINESS PLAN)

During the afternoon sessions, which were run without facilitation, stakeholders were then asked to start identifying commitments against these priorities for the Business Plan. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities when individually ranking via written feedback forms. Owing to the unconstructed nature of these discussions, in some instances priorities included on the written feedback forms had no specific commitments attached to them and are therefore not included below.

Priority 1: Low-carbon technology (including EV) — Proposed Commitments

a) Lobby the government for financial assistance to help connect community energy schemes	b) Invest ahead of need for EV connections, for example in new apartment blocks	c) Work with EV charge point manufacturers to consider the customer interface for charge points	d) Review best practice on EV charging from other countries, such as Japan and the US	e) Ensure the grid has enough capacity for EV charge points	f) Provide more information to customers to support domestic microgeneration

"In the medium-term period, low-carbon technology including EV springs to mind. It's very much in its nascent form now but it has tremendous potential for smoothing out demand. The difficulty is that we need to get all the European vehicle manufacturers on board with this. A lot of cars don't have the infrastructure to export power, just receive it."

"Does the current grid have capacity for all these intended EVs?"

"Have you looked at what's going on in Japan and California? They're doing a lot on vehicle to grid."

"On the one hand I can see why there needs to be a connection cost but on the other hand I can't see the government encouraging community energy schemes but then asking communities to pay a huge cost. We wanted to connect and were quoted £30,000."

"It's a chicken and egg situation: should infrastructure have pre-dated the push for renewables? I think WPD is between a rock and a hard place."

"You do have some ability to persuade the government to assist you financially, don't you?"

"With apartment blocks there's good appetite for EV chargers with the underground parking but it involves a huge initial upfront cost rather than installing them whenever someone who wants one moves in. I'd want to see us not cornering ourselves in making a decision."

"In practical terms, the actual consumer interface aspect of charging needs to be worked on. Is there an option to have a bus bar that cars can connect onto and then the IT can take care of which cars get what power and when?"

"You've got to quadruple [generation] within 10 years. I've been considering solar panels and ground source heat pumps. It's not that easy for a general customer like me to understand. We are being limited by the system and the grid, which is your job. You need to provide us with the information, and we can find the solutions."

Priority 7: Three-phase connections — Proposed Commitments

a) Make all connections for new housing three-phase

"One thing you can be doing in terms of building for the future — and this would be an extra topic — is that all connections for new homes have to be three-phase."

"Last year we were told that three-phase is only £100 per new house, which isn't a lot."

Priority 9: Engage in council planning process — Proposed Commitments

a) Become a consultee on council planning applications

"In Cornwall, are you involved in discussions on local development schemes? When planning goes through in local authorities there are lots of consultees. I notice that WPD are not often represented and it would be useful if you were so that energy became part of planning as opposed to just sitting beside it."
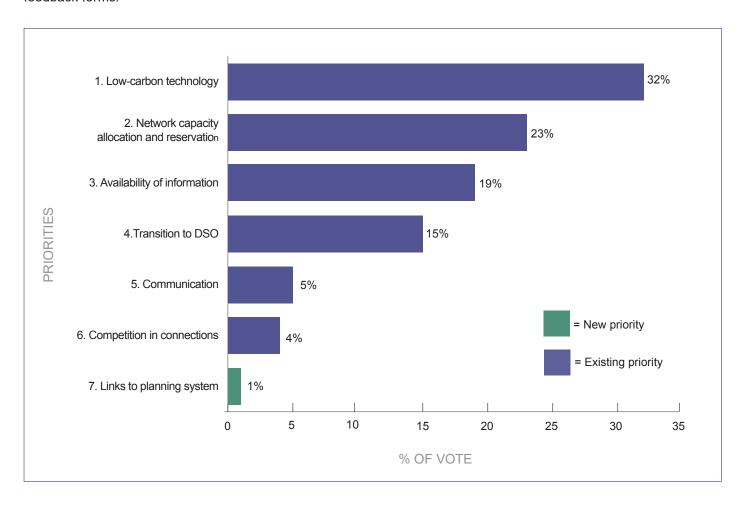
Priority 10: Availability of information — Proposed Commitments

a) Publish information on anticipation of use

"I'm very concerned that there's no data here on your anticipation of use. We're putting down 52,000 homes in Cornwall. They all need jobs and infrastructure. We're trusting you but there's no information here."

PRIORITIES (ICE PLAN)

The graph below details the priorities for the 2020/21 ICE plan ranked in order as part of a written feedback form completed at the end of the session. It includes those priorities that had been previously suggested by stakeholders, as well as some new priorities that were suggested on the feedback form. In total, 25 stakeholders completed these feedback forms.

PROPOSED COMMITMENTS (ICE PLAN)

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities when individually ranking via feedback forms. Those priorities that did not have any suggested commitments have not been included below.

Priority 2: Network capacity allocation and reservation — Proposed Commitments	
a) Continue to allocate capacity for a limited period of time	b) Continue to offer connections agreements with staged payments

"Should capacity reallocation be limited to a period of time? For example, if it's not used by x date it gets reallocated?"

"The cost of infrastructure improvements which have to be borne by the 'connectee', if that has to be paid as an upfront one-off cost, the company putting the supply in isn't going to benefit from it until they start to use it. Could it be that there's a stage payment in terms of the connection charge itself?"

Priority 5: Communication — Proposed Commitments
a) Develop clear information for small developers, planning consultants and domestic customers

"Could you have more leaflets on connections so that small developers and householders can understand it?"

"Planning consultants who people use when they're doing up their houses: it would be useful if these people had access to that information in advance."

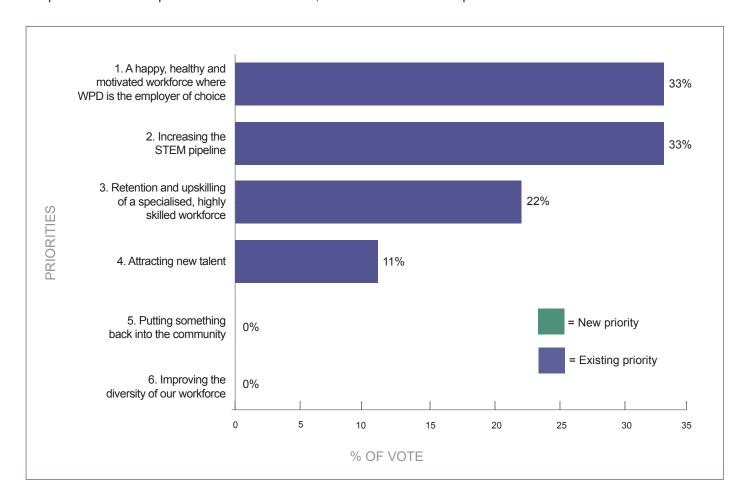# 14 | WORKFORCE RESILIENCE (AFTERNOON SESSION)

Three stakeholders ranked the priorities in this session, during which it was identified that 'a happy, healthy and motivated workforce where WPD is the employer of choice' and 'increasing the STEM pipeline' were of joint greatest importance. 'Retention and upskilling of a specialised, highly skilled workforce' and 'attracting new talent' were also seen as fairly important.

The discussion centred around several themes, from how to instil a culture of modern working practices as well as understand intergenerational working behaviours to exploring the merits of designing whole-career pathways to ensure that people do not feel they are stagnating in their job roles across age and seniority levels. In terms of bringing in new talent, looking beyond recruiting from traditional pools of talent that make up WPD's existing workforce was also discussed, as was reaching out to schools in order to attract non-academic but technically proficient children

The discussions identified a whole range of commitments to include in the Business Plan. As well as including commitments against some of the themes and priorities highlighted above, a series of commitments was suggested on workforce diversity, including the creation of a long-term plan and early engagement with schools.

PRIORITIES

Stakeholders were given three votes each to allocate to their choice of priorities below by way of a written feedback form completed at the end of the session. The list of priorities was those that had been previously suggested by stakeholders, although there was space to write down new suggested priorities at the bottom. The graph below details the priorities for this topic ranked in order. In total, three stakeholders completed these feedback forms.

PROPOSED COMMITMENTS

Stakeholders were then asked to start identifying commitments against these priorities. These have been set out under the priority headings below, which are in the order that stakeholders ranked the priorities when individually ranking via written feedback forms. Some priorities had no suggested commitments, but verbatim comments on those priorities were captured during the discussions.

Priority 1: A happy, healthy and motivated workforce where WPD is the employer of choice — Proposed Commitments		
a) Target those on pay-as-you-go meters to receive support	b) Target those with other key indicators of fuel poverty, such as those off gas, using solid fuels for heating, or those with single glazing	c) Work with suppliers

"There needs to be commitment towards accommodating modern office environments and etiquette (such as working from home and hot desking). In the past, people would freak out if you were out of the office or were having a break for a chat, but they're now used to it."

"Just because people aren't there, that doesn't mean that they aren't working. People also take more breaks, which is good for productivity. This tension between the older and younger office mentalities needs to be addressed."

"I've had a couple of graduates who wanted to go travelling and I have sanctioned it on the rationale that they did not go originally because they came to work for us. We gave them an extended break and left the job for them to come back to. I wanted to make sure that they could do what they wanted and it was a benefit to us, as they came back as wiser and more mature people. Having this flexibility will be key to attracting younger talent."

"Sabbaticals will develop their ability to problem-solve, their resilience and their capacity to think on their feet because they will have had new experiences. By being away, they will come back with a fresh set of eyes to look at everything that you do."

Priority 2: Increasing the STEM pipeline — Proposed Commitments

"Have you got a really active apprenticeship scheme? That will be invaluable."

Priority 3: Retention and upskilling of a specialised, highly skilled workforce — Proposed Commitments

a) Ensure staff development strategies also apply to non-skilled members of WPD	b) Design whole career pathways which can help prevent career stagnation	c) Embrace staff members gaining skills across the business	d) Build understanding at management level of a more transient working culture	e) Demonstrate the benefits that longer-term experience can provide staff and the business

"What about whole career pathways? I think that you should create a greater structure for people to progress and stop people from getting stuck in the middle. Otherwise you get bitter old men at the top who need to be made to move along into retirement."

"We are all of a certain age, have a good pension and own our own homes, and that isn't something that a younger worker will have. You need to educate people about the benefits of signing up for the long term to young people."

"You used to be penalised for moving around between jobs, but it's now the done thing. There's no longer such a thing as a job for life. There needs to be a greater embrace of this notion at management level."

"You need to ensure that people can move around within the business to give people the chance to experience different things and give the appearance of flexibility."

"The reputation of car companies make them attractive to young people, so you need to bear in mind how your brand is perceived."

"I would just say that you must now make sure that this ladder is available for everyone, rather than just in the engineering part of the business."

"You need to think about creating effective career paths for all roles and ensure that people can follow them as they wish."

Priority 4: Attracting new talent — Proposed Commitments

a) Consider diversifying available talent pools	b) Take a holistic view of attracting talent	c) Offer significant and long-term development incentives for new talent	d) Consider outreach to non-academic children

"You need to think about breaking out of the cycle of only talking to white British males and about diversifying the talent pool.

"There needs to be a full embrace of attracting a wide range of talent rather than it just being a tick box exercise."

"You should find a way to communicate to workers about how much money that you're going to invest in them. That will have an empowering effect."

"It's worth looking for a way to target children who are not academically strong and show them that they could play a role."

Priority 5: Putting something back into the community — Proposed Commitments

"I think that you've covered everything. Nothing surprises me here."

Priority 6: Attracting new talent — Proposed Commitments

a) Develop a long-term plan to enable a gradual transition of WPD's workforce	b) Engage with schools to recruit a diverse workforce in future

"What are you doing in terms of recruiting and engaging with schools to get a more diverse future workforce?"

"If you don't have a nice stable workforce, it won't be something that you'll be able to change overnight. You have to have a long-term plan to move along gradually."

15 | DIGITALISATION, DATA AND DSO (AFTERNOON SESSION)

This session followed a different format from the other sessions. There was a short presentation summarising WPD's digitalisation strategy followed by some open questions asking stakeholders for feedback on what they'd heard.

Concern was expressed about the perceived ease with which WPD's network could be accessed by hackers. Stakeholders therefore urged caution about WPD sharing its data. It was noted that the company's heat maps already mean that a considerable amount of network information is already readily available. However, they urged WPD to carefully consider what data is released so as not to exacerbate what they felt to be a real threat.

The conversation then turned to the challenges and opportunities presented by smart meter data. One stakeholder highlighted the opportunities this data might present to support vulnerable customers. However, concern was expressed that many customers would not feel comfortable with sharing their consumption data, let alone with having their consumption controlled externally. A discussion followed on how to encourage customers to do this, either by extolling the benefits or incentivising them.

"Having an accessible map is in itself a security concern. Anyone being able to have instant access to your entire geographical grid seems like a great tool for hackers and cyberattacks." **Environmental group**

"Speaking to one of your engineers, your network is not encrypted. Anyone with a radio receiver and the right equipment can do serious damage. I'm a software engineer and I can instantly think of a dozen ways to disrupt the system with minimal skill and finance." **Environmental group**

"It seems problematic that your response to a security risk is dependent on the how long it takes someone to drive out there." **Major connections customer**

"I don't think you've looked far enough into your security network. Today we have talked about the fact that a large percent of electricity is made from gas and you need to think about where we are buying that gas from. We buy a lot of our gas from Chinese and Russian plants, which causes an inherent security risk." **Environmental group**

"When it comes to sharing data, I don't want you to be the first out. You want to wait to see the mistakes other companies make in the same arenas." **Major connections customer**

"Your complete network is available out there on your mapping, everything down to 11kV. I find this rather alarming. It's a major security risk to the network." **Major connections customer**

"I keep hearing on a weekly basis about councils being open and transparent. I've had to warn other councillors that this can be dangerous. Sometimes you have to hold data close to your chest and release it at the right time once it's been properly considered. In this day and age, we're all encouraged to be transparent but please be sceptical." **Local authority**

"I think it's inevitable that you will grow and change but having already released so much data, you're held accountable to potentially misguided choices." **Parish council**

"If you don't have a culture where people have technical know-how in these areas you need to be putting more emphasis on your cyber security". **Environmental group**

"The attitude that all data should be open to all is difficult. You don't know how damaging a security risk that could be but once it's out there you can't take it back." **Major connections customer**

"There was some discussion this morning about ways to help vulnerable consumers. Part of that was identifying when patterns change but if you're not collecting that data, how can you expect to identify these vulnerable customers?" **Community energy group**

"As a private customer I feel very uncomfortable with someone else controlling my consumption within the household. There is a scepticism around smart metering." **Major connections customer**
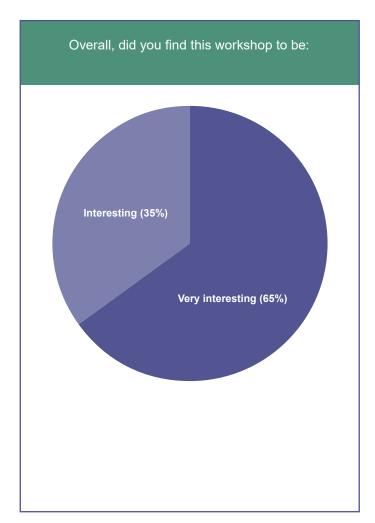
"People are more than happy to give their information to Amazon because of the perceived benefits of doing so. People won't be willing to offer their data for the good of the network but they will if they perceive personal benefit." **Community energy group**
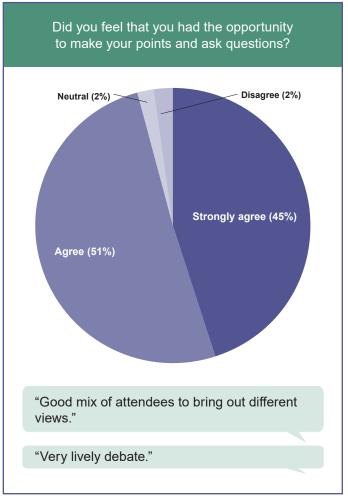
"On the flip side, most people will go mad if they can't put their kettle on at a certain time." **Major connections customer**

"Consider the mobile phone tariff model. People prefer the convenience of knowing exactly how much is coming out rather than being on a use-less and pay-less system." **Parish council**
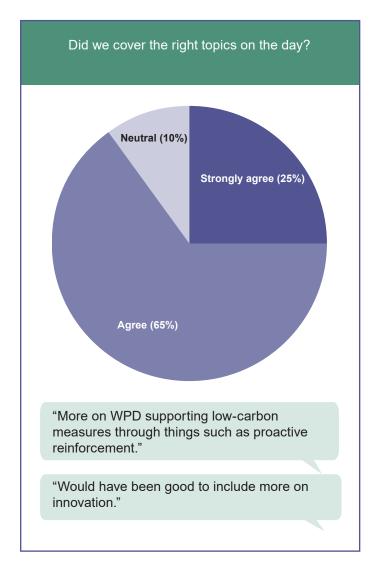
16 | WORKSHOP FEEDBACK

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 (35%)

Very interesting (65%)

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

Neutral (2%)

Disagree (2%)

Strongly agree (45%)

Agree (51%)

"Good mix of attendees to bring out different views."

"Very lively debate."

Did we cover the right topics on the day?

Neutral (10%)
Strongly agree (25%)
Agree (65%)

"More on WPD supporting low-carbon measures through things such as proactive reinforcement."

"Would have been good to include more on innovation."

What did you think of the venue?

Neutral (8%)
Good (31%)
Very good (61%)

What did you think about the way that the workshop was chaired by your table facilitator?
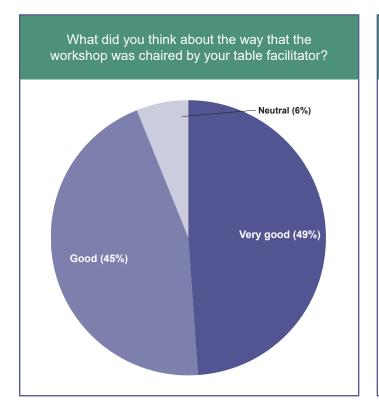

Neutral (6%)

Very good (49%)

Good (45%)

Any other comments?

"Please ask us to attend again. We like to keep abreast of developments."

"Good event, very interesting."

"Valuable to seek input form the community and stakeholders."

"Really pleased that WPD is doing this consultation exercise and here's hoping that the business plan will reflect our thoughts."

"Really stimulating event."