



## Business planning process

You are a WPD customer if you live or work in our region.

- Ofgem regulates how much revenue we can earn and what we must deliver
- Price controls are set by Ofgem to determine how much we can spend and what customers will receive as a result
- Our Business Plan sets out, in detail, our commitments to stakeholders, performance targets and planned investment and expenditure
- 2023-2028, the next Business Plan period, will run for 6 years and is called "RIIO-ED2"

"RIIO-ED2":  
Revenue + Incentives + Innovation + Outputs  
(Electricity Distribution 2)

## A SMART NETWORK THAT WORKS FOR EVERYONE

We're evolving the way we operate the electricity grid to facilitate:

- Huge volumes of low carbon technologies and local generation
- Electrification of heat and transport
- Energy storage
- Demand side response

# Western Power Distribution Stakeholder Workshop Summary February / March 2020

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# 1 | INTRODUCTION

In the last week of February and the first week of March, Western Power Distribution (WPD) hosted a series of six stakeholder workshops aimed at gathering feedback with a view to co-creating its business plan for the RIIO-ED2 price control period, which runs from 2023–2028.

A total of 393 stakeholders attended the workshops, representing 267 organisations. The organisations represented on the day are shown in Appendix 2 of this report.

The workshop began with an introductory presentation (available at <https://www.westernpower.co.uk/downloads/132043>), explaining WPD’s role in distributing power to nearly 8 million homes, as well as the company’s business planning process and how stakeholder engagement feeds into it. An introductory discussion session was preceded by an explanation of the regulatory framework in which WPD operates, as well as how stakeholder commitments will be applied by the company.

The main workshops and discussions focused on establishing the priorities and commitments for a range of different topic areas pertaining to the upcoming business plan. These topic areas were split across two sessions in the main workshop, as well as a series of afternoon sessions, which attendees could sign up to. These workshops covered the following topic areas:

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		

In workshops one and two, 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 a 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 a number of those priorities that had been suggested in the discussions. Many of these had been suggested by more than one table and were therefore amalgamated.

Three of the afternoon sessions followed a similar format, with stakeholders asked to review some headline priority topics and suggest appropriate commitments underneath. While electronic voting was not utilised during these sessions as they ran concurrently, paper feedback forms were provided at the end which gave stakeholders the opportunity to indicate which priorities they felt were most important and identify any new ones. As with the electronic voting, stakeholders had three votes to cast as they liked. The exception was the ‘digitalisation, data and DSO’ afternoon session, which was run as an informal discussion session on the topic.

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## INTRODUCTION

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

This report summarises the feedback across all six stakeholder workshops, focusing on priorities and commitments under each of the 11 topic areas. It identifies the priorities that stakeholders felt to be most important under each topic area by amalgamating all the voting on priorities by attendees (both electronically and via hard copy) across all workshops. This includes priorities previously suggested by stakeholders, as well as new priorities suggested at the workshops. It also breaks down the results of the electronic voting on the priorities to show voting preferences according to stakeholder type.

Moreover, the report sets out the commitments that stakeholders want WPD to include in their business plan. All commitments captured during the facilitated table discussions at the six workshops have been included under each priority. Where similar commitments were raised at several workshops, they have been merged and the number of workshops at which they were mentioned has been noted to provide an indication of weighting.

The full methodology can be read in Appendix 3.

This report does not include any supporting verbatim quotes. This summary report should therefore be read in conjunction with the individual workshop reports, which provide more detail and context. These reports can be read online here: <https://yourpowerfuture.westernpower.co.uk/workshops-and-events/previous-stakeholder-events>



## 2 | THE RIIO-ED2 BUSINESS PLANNING PROCESS

Across all six workshops, it was possible to identify some overarching questions and concerns. The government's target of net zero by 2050, coupled with the often more ambitious climate targets of local authorities, was raised at every event.

Stakeholders wanted to know what steps WPD were taking to prepare the electricity network for the predicted extra demand, citing planned growth in housing and commercial development, the roll-out of electric vehicles and the uptake of heat pumps and battery storage as areas that needed guidance, leadership and investment from WPD. The question of supporting vulnerable and the fuel-poor in the move to a smarter network was also a key unifying topic, with many urging WPD to clearly prioritise greater education and support to ensure certain customers were not left behind. Network reliability was similarly highlighted across the board, with many delegates asking how resilience could be improved with the advent of more renewable generation onto the grid.

As well as observing some common themes, it was also possible to witness localised, regional-specific reasons for attending the workshops.

In Cornwall, the focus was very much on how WPD could help drive the green agenda, reflecting Cornwall Council's early declaration of a climate emergency. In a similar vein, delegates wanted much more input from WPD on community energy projects and new connections, with many interested in discussing how community energy could be harnessed to benefit the environment and local communities.

In Bristol, delegates wanted confirmation from WPD that it would do more to support renewable energy to connect to the grid and to increase capacity. They urged WPD to lobby Ofgem to be able to invest in the network ahead of need and to roll out more flexibility services.

In Swansea, stakeholders wanted to talk about the Well-being of Future Generations (Wales) Act 2015, and how the devolved Welsh government might work to a more ambitious net zero target than the UK government. Delegates from local authorities expressed anxiety over the risk of heavy investment in renewable technologies without a clear picture of the energy future.

In Nottingham, the questions were practical, with a number of stakeholders—including those representing major energy users, housing developers, universities and local authorities—citing initiatives to include solar PV, wind turbines and electric vehicle charging on their sites. They wanted to learn about how these technologies could be connected to the grid.

In Birmingham, planning was the key concern, with planning for an EV charging network and three-phase cabling to new housing developments both raised as items for discussion. Additionally, large connections customers wanted more information from WPD on design and pricing, while others wanted better data on where deficiencies in the network lay to allow for more strategic development planning.

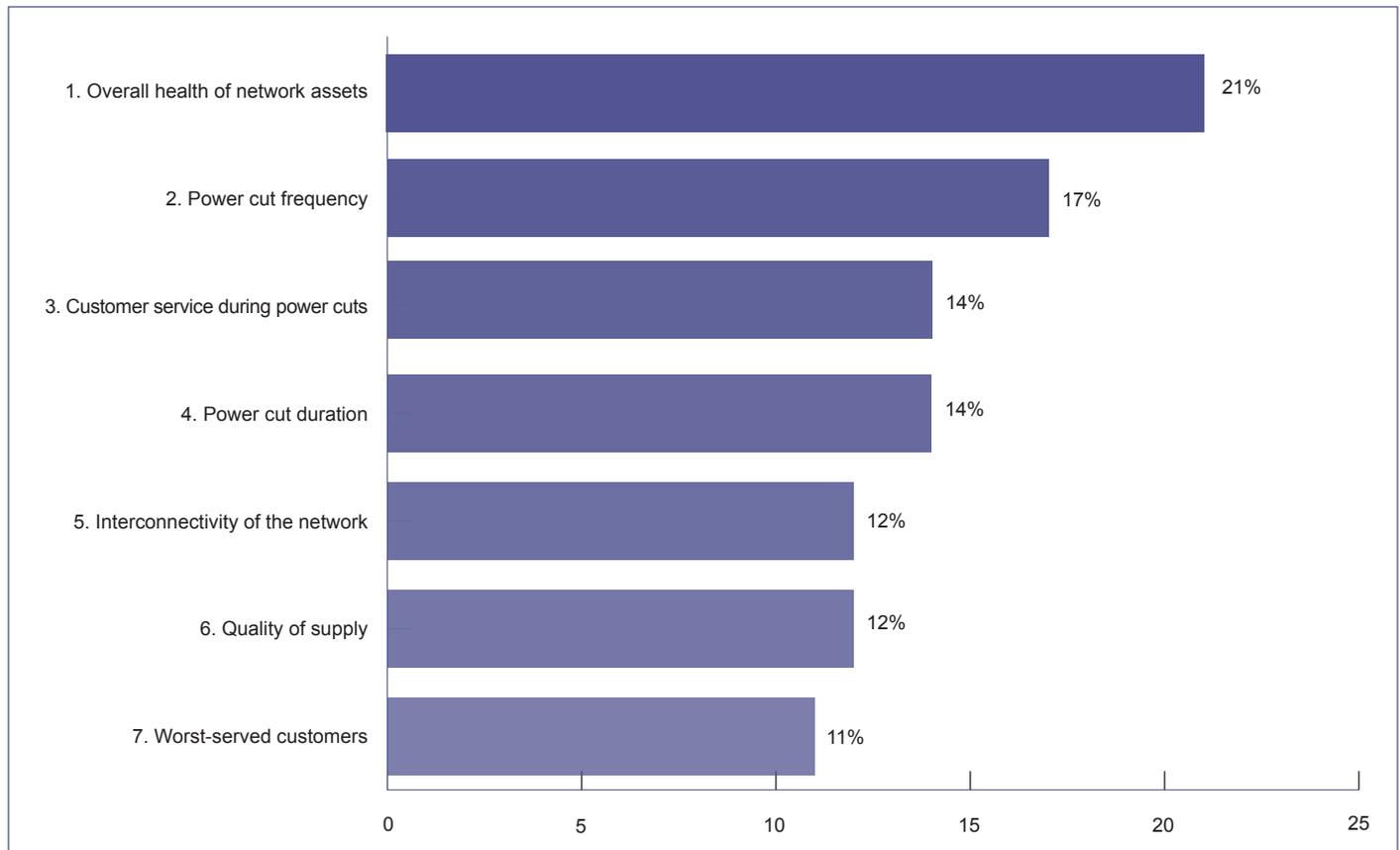
In Milton Keynes, stakeholders representing large energy users wanted to know how they could work with WPD to incorporate more low-carbon energy sources. Echoing the comments of those representing community energy projects across the six workshops, many were interested in how the process to connect these technologies to the electricity network could be made easier, more affordable and more practical for them.



### 3 | NETWORK RELIABILITY

#### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



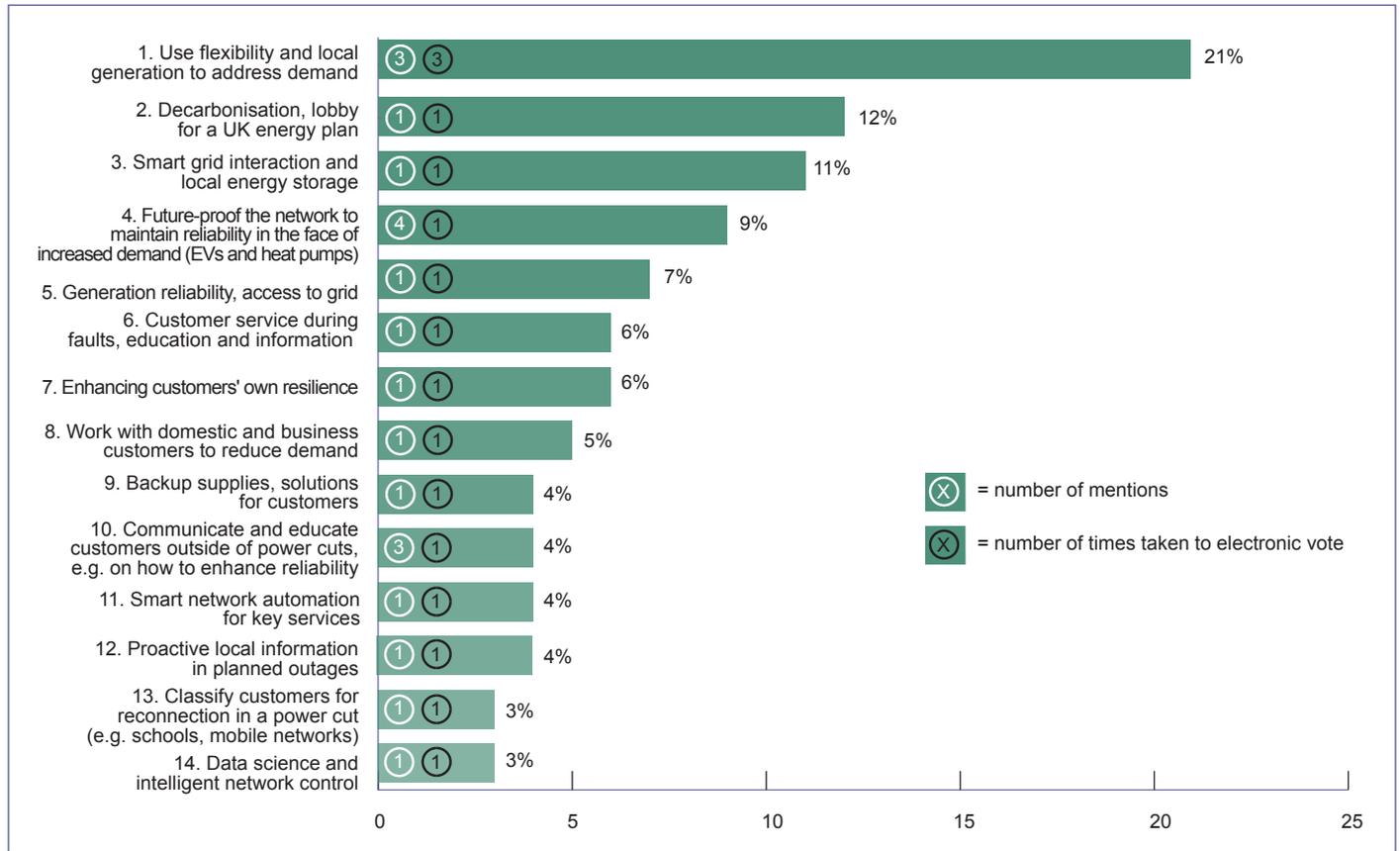
#### EXISTING PRIORITIES – BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Overall health of network assets</b>	128	21%	34	8	4	11	6	5	9	2
<b>Power cut frequency</b>	103	17%	20	22	9	2	3	6	1	5
<b>Customer service during power cuts</b>	86	14%	12	11	9	5	3	3	2	10
<b>Power cut duration</b>	85	14%	22	18	5	2	0	4	4	3
<b>Interconnectivity of the network</b>	75	12%	21	8	3	6	4	2	3	0
<b>Quality of supply</b>	73	12%	15	11	4	2	4	6	1	4
<b>Worst served customers</b>	65	11%	11	7	4	3	2	4	1	4

NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



## NETWORK RELIABILITY

### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Affordability	2
2. Planned interruptions	1
3. Security of assets and supply	1
4. Innovation	1
5. WPD to be a statutory consultee on new developments	1
6. Engage with customers over cost of network resilience	1
7. Retrofitting	1
8. Grid	1
9. Effect other supplies have on the network	1
10. Make data more available	1
11. Availability and supply	1
12. Local workforce / workforce resilience	1
13. Capacity constraints inhibit new developments	1
14. Sustainability	1
15. Industry leadership	1



**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
PRIORITY 1: OVERALL HEALTH OF NETWORK ASSETS	# MENTIONS
a). Create accurate forecasting models and ensure that assets can respond to future (higher) demand	5
b). Continue maintenance and replacement programme for ageing assets (ensure sufficient resources to do so)	4
c). Be transparent about the health of assets, providing better and clearer information	2
d). Use AI, innovative technology and smart data to effectively monitor the condition of assets	2
e). Create more localised, resilient plans	1
f). Focus on smaller / micro-grid networks	1
g). Prioritise low-carbon objectives when replacing assets	1
h). Create a register of assets and their health	1
i). Carry out more routine inspections for ageing assets	1
j). Consider the health of assets and don't base this solely on their age	1
k). Review assets in light of climate change and extreme weather events	1
l). Create a map of ageing assets	1
m). Share and communicate capacity constraints	1
n). Continue to train, upskill and future-proof WPD workforce	1



## NETWORK RELIABILITY

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: POWER CUT FREQUENCY</b>	<b># MENTIONS</b>
a). Maintain your focus on the maintenance programme	3
b). Make better use of data to improve the way you measure frequency and analyse the findings	2
c). Adopt a minimum target, set standards for improvement but don't lose sight of cost	2
d). Address worst-affected: rural areas and vulnerable customers	2
e). Maintain a focus on the frequency of power cuts (keep at same level)	2
f). Focus on understanding systemic implications such as generation, distribution and use change in the shift to DSO	1
g). Prioritise weak points in the network, such as end of the lines	1
h). Regularly monitor systems and weather events	1
i). Share statistics on power cut frequency with stakeholders	1
j). Set yourself localised targets	1
k). Proactively inform customers about power cuts	1
l). Lobby for penalties associated with power cuts	1
m). Look at impact of cable theft	1
n). Work in partnerships with manufacturers to install backup battery systems	1
o). Monitor the communications risk associated with power cuts	1
p). Create dedicated power cut teams	1
q). Review what frequency of power cuts customers consider acceptable	1
r). Reduce the frequency of power cuts in the Milton Keynes area	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: CUSTOMER SERVICE DURING POWER CUTS</b>	<b># MENTIONS</b>
a). Adopt smarter options, such as web chats, apps and localised social media feeds	3
b). Improve the amount of communications before and during a power cut	3
c). Prioritise customer service for those on the PSR during power cuts	3
d). Increase awareness of PSR, including among those vulnerable customers not on the register	2
e). Collaborate cross-utilities and communities to ensure effective backup power systems	1
f). Maintain frequent communications for rural and at-risk customers	1
g). Collaborate with National Grid	1
h). Improve communications with stakeholders involved in supporting outages	1
i). Send automated text messages to customers based on their geographic location	1
j). Focus on mobile support, reaching out to customers	1
k). Ensure your website is up to date and has accurate information	1
l). Create a dedicated helpline	1
m). Share good practice within WPD	1
n). Ensure more frequent, multi-channel communications and promote the 105 number	1
o). Work with local authorities during power cuts to support vulnerable customers	1

## NETWORK RELIABILITY

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: POWER CUT DURATION</b>	<b># MENTIONS</b>
a). Consider and address worst-affected customers	2
b). Reduce the duration of power cuts with a goal of zero faults	2
c). Use innovative technologies to minimise power cut durations	2
d). Set targets for improvements, measured against cost	2
e). Reconfigure the network to minimise the amount of shutdowns	1
f). Provide more support for businesses during power cuts	1
g). Create impact assessments for different sectors, such as businesses and homes	1
h). Focus on preparing the most vulnerable for the effects of a power cut	1
i). Maintain a proactive information service	1
j). Feed back to customers post-power cut	1
k). Ensure you have a large enough stock of assets to minimise the time it takes to address faults	1
l). Makes forecasts so you can plan effectively	1
m). Make sure you address the challenges facing rural customers	1
n). Focus on home backups which are less disruptive	1
o). Maintain core levels of service and business as usual	1
p). Focus on worst-affected: rural areas and vulnerable customers	1
q). Focus on better, quicker communications with customers	1
r). Implement robust service-level agreements	1
s). Review what duration of power cuts customers consider acceptable	1
t). Invest in storage	1



## NETWORK RELIABILITY

Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: INTERCONNECTIVITY OF THE NETWORK</b>	<b># MENTIONS</b>
a). Maintain a focus on flexibility / battery storage / vehicle to grid	3
b). Invest ahead of need to future-proof the network	2
c). Utilise new technology and increase automation	2
d). Improve the visibility of data	1
e). Set a target for fewer planned outages and ensure that planned outages that do occur are both notified in advance and at optimal times	1
f). Lobby for incentives for local energy producers	1
g). Maintain your current performance levels but future-proof for extreme weather events	1
h). Focus on how the network will work in the future	1
i). Improve interconnectivity of the network to improve reliability	1
j). Promote local generation and flexibility services to big business	1
k). Consider DC transmission from renewables	1
l). Raise awareness of energy consumption	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: QUALITY OF SUPPLY</b>	<b># MENTIONS</b>
a). Maintain quality of supply in light of asset health and the growth in demand	4
b). Address brownouts for both homes and businesses, providing more information and use-appropriate performance measurements	3
c). Focus on improving / prioritising the quality of supply for VIPs / major energy users / vulnerable customers	3
d). Improve quality of supply	2
e). Invest in more reactive power services	1
f). Consider the impact of new connections, including housing developments	1
g). Improve the level of information exchange with developers and local authorities	1
h). Maintain a focus on safety, including power surges	1
i). Address the impact of supply quality on new technologies, such as EVs	1
j). Engage with commercial customers to develop solutions	1
k). Limit short interruptions	1
l). Provide the right product and appropriate solution for each case	1
m). Locate batteries next to transformers	1
n). Provide innovation funds and incentives to explore new technological solutions	1
o). Upgrade cables as standard as they come to the end of their life	1
p). Create scenario plans for 100% renewable energy and increased local generation on the network	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 7: WORST-SERVED CUSTOMERS</b>	<b># MENTIONS</b>
a). Investigate the use of battery storage to help make worst-served customers more resilient	4
b). Carry out assessments to better understand and map worst-served customers, ensuring they received tailored support mechanisms	4
c). Create a clear plan with targets to reduce worst-served customers, including what constitutes minimum standards	3
d). Focus on rural areas, ensuring they're as well served as urban areas	2
e). Prioritise worst-served customers who are vulnerable and / or fuel-poor	2
f). Improve communications with worst-served customers being mindful that not everyone is online	2
g). Prioritise critical infrastructure, essential services and business customers	2
h). Run emergency planning scenarios in relation to worst-served customers	1
i). Have a transparent prioritisation strategy when it comes to worst-served customers	1
j). Provide compensation for worst-served customers, taking into account both frequency and duration of outages	1
k). Commit to reducing worst-served customer numbers to zero	1
l). Define the term 'worst-served' more clearly, perhaps changing to 'most challenged', and set realistic parameters as to what these customers can expect from your service	1
m). Collaborate with LAs to map and support worst-served	1
n). Invest in undergrounding for worst-served rural customers	1
o). Set yourselves localised targets	1
p). Invest ahead of need to improve service to worst-served	1
q). Adopt innovation to find new ways of supporting worst-served customers	1
r). Do more to promote new options for worst-served customers	1



PROPOSED COMMITMENTS – NEW PRIORITIES

The table below sets out the commitments proposed by stakeholders for the new priorities articulated during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Use flexibility and local generation to address demand (voted on in 3 workshops)	Use battery storage to help support network reliability	2
	Address frequency issues	1
	Deliver more new and alternative connections to help network reliability	1
	Increase use of demand-side response to help network reliability	1
	Work with LAs to find and use spare capacity	1
Decarbonisation, lobby for a UK energy plan (voted on in 1 workshop)	Lobby for ability to invest ahead of need	1
	Collaborate with local authorities on making the case for a UK energy plan	1
	Research and invest in battery storage and hydrogen	1
Smart grid interaction and local energy storage (voted on in 1 workshop)	Focus on integrating smart grids, making it easier to fix issues when they arise	1
	Encourage uptake of local energy storage to increase local resilience	1
Future-proof the network to maintain reliability in the face of increased demand (EVs and heat pumps) (voted on in 1 workshop, raised in 4 workshops)	Lobby government to create a coordinated, national energy strategy	2
	Provide more support for councils and rural areas to upgrade infrastructure	1
	Focus on the future network and consider the impact that new sources of demand such as EVs will have on reliability	1
	Lobby government for the ability to invest ahead of need	1
	Create a point of contact with community energy groups: be transparent over issues such as capacity	1
	Forecast to accurately predict future power needs	1
	Communicate to all customers how you will maintain reliability	1
Generation reliability, access to grid (voted on in 1 workshop)	Focus on mitigating the effects of outages for distributed generation customers	1
	Commit to improving grid resilience for distributed generation customers	1
Customer service during faults, education and information (voted on in 1 workshop)	Use text messages to update affected customers	1
	Keep customers updated on the duration of the fault	1
	Share information with local authorities and community groups	1
Enhancing customers' own resilience (voted on in 1 workshop)	No commitments recorded	N/A
Work with domestic and business customers to reduce demand (voted on in 1 workshop)	Explore the opportunity for financial incentives to encourage demand reduction	1
	Explore the opportunity to reduce voltage through demand reduction	1

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## NETWORK RELIABILITY

Backup supplies, solutions for customers (voted on in 1 workshop)	Invest ahead of need in battery storage	1
	Define which customers most need backup storage	1
	Decide whose role is it to provide storage	1
Communicate and educate customers outside of power cuts, e.g. on how to enhance reliability (voted on in 1 workshop, raised in 3 workshops)	Educate customers on network reliability	2
	Develop separate communications for domestic and commercial users	1
	Communicate with local authorities and parishes around emergency plans	1
	Educate on EVs and the future needs of the network	1
	Put more resources into proactive communication via social media	1
Smart network automation for key services (voted on in 1 workshop)	Be innovative and look at examples of best practice from other countries	1
	Use technology to focus critical assets in domestic homes	1
	Incorporate battery storage into your plans	1
	Use a range of technology and options including power stabilisers	1
Proactive local information in planned outages (voted on in 1 workshop)	No commitments recorded	N/A
Classify customers for reconnection in a power cut (e.g. schools, mobile networks) (voted on in 1 workshop)	No commitments recorded	N/A
Data science and intelligent network control (voted on in 1 workshop)	Invest in upgrading to systems capable of intelligent network control	1
	Work with data available to improve fault level management	1
Planned outage communication (voted on in 1 workshop)	Support customer resilience during planned outages	1
Affordability (raised in 2 workshops)	Ensure the work done in this area is cost efficient	1
Planned interruptions (raised in 1 workshop)	Ensure generation customers are informed of planned interruptions	1
Security of assets and supply (raised in 1 workshop)	No commitments recorded	N/A
Innovation (raised in 1 workshop)	No commitments recorded	N/A
WPD to be a statutory consultee on new developments (raised in 1 workshop)	Work with local planners and provide full capacity information in advance	1

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## NETWORK RELIABILITY

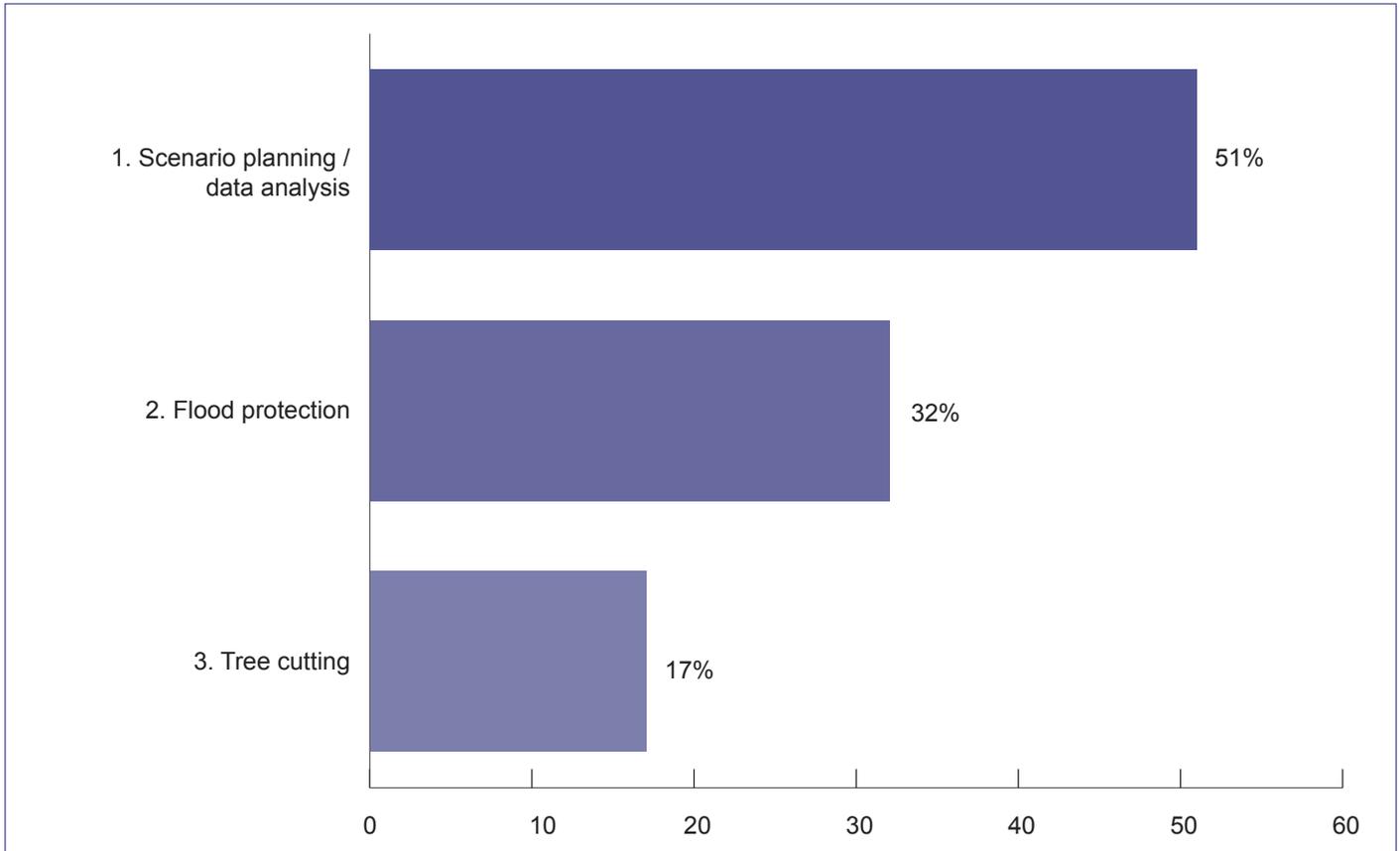
Engage with customers over cost of network resilience (raised in 1 workshop)	Remove barriers for exporting energy	1
Retrofitting (raised in 1 workshop)	Set a quality standard for retrofitting	1
Grid (raised in 1 workshop)	No commitments recorded	N/A
Effect other supplies have on the network (raised in 1 workshop)	No commitments recorded	N/A
Make data more available (raised in 1 workshop)	No commitments recorded	N/A
Availability and supply (raised in 1 workshop)	No commitments recorded	N/A
Local workforce / workforce resilience (raised in 1 workshop)	No commitments recorded	N/A
Capacity constraints inhibit new developments (raised in 1 workshop)	Focus on reducing fault currents	1
	Focus on providing flexibility services for new connections	1
	Collaborate early on local development plans	1
Sustainability (raised in 1 workshop)	Better support for connecting micro grids and local generation	1
Industry leadership (raised in 1 workshop)	No commitments recorded	N/A



## 4 | NETWORK RESILIENCE

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



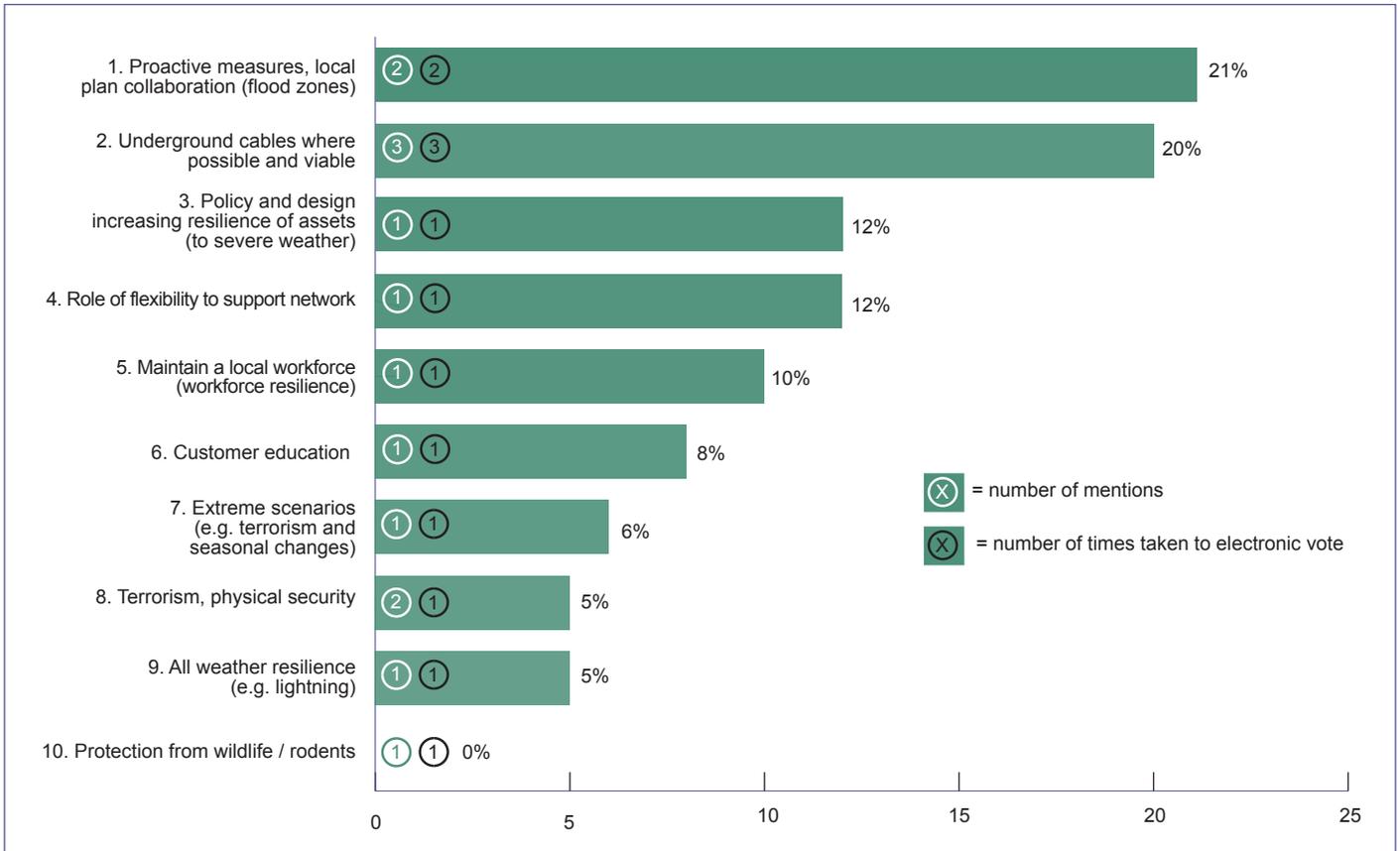
### BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Scenario planning / data analysis</b>	292	51%	69	18	20	26	15	14	10	13
<b>Flood protection</b>	184	32%	47	23	12	9	9	8	3	7
<b>Tree cutting</b>	96	17%	22	16	11	2	2	4	3	6

NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested raised during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Climate adaption planning and focus	2
2. Protecting landscapes	1
3. Ageing networks	1
4. Extra demand	1
5. Emergency planning	1
6. Leadership from WPD	1
7. Communications process and systems	1
8. Incident recovery plans	1
9. DNO behaviour change to achieve net zero	1
10. Carbon offsetting (e.g. tree planting)	1
11. Resilience planning support for communities	1
12. Lobby BEIS / Ofgem for access to data from smart meters	1
13. Decarbonisation	1
14. Asset health / network infrastructure	1
15. Identify parts of the network vulnerable to being targeted by environmental cam-paign groups	1
16. Work with councils on flood protection issues (e.g. car park infrastructure)	1
17. Lobby to be a statutory consultee on development plans	1

**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops the commitment was raised at.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: SCENARIO PLANNING / DATA ANALYSIS</b>	<b># MENTIONS</b>
a). Maintain the health of your at-risk assets and link your scenario planning with this	3
b). Work with key stakeholders such as the Met Office and Environment Agency	2
c). Communicate more focused, location-specific scenario planning and make this information accessible	2
d). Consider the impact of new housing developments in data analysis	1
e). Undertake holistic planning with other infrastructure providers	1
f). Prioritise geographic areas with high poverty	1
g). Plan proactively for the impacts of climate change	1
h). Take a lead on multi-agency emergency planning	1
i). Create 1/100 year worst-case emergency-planning scenarios	1
j). Share smart meter data with relevant parties	1
k). Increase individual property resilience through workshops and collaboration with emergency services and local authorities	1
l). Commit to longer-term resilience planning for grid transformation	1
m). Inform and educate customers about plans	1
n). Raise awareness of plans in areas with high planned development	1
o). Engage with local resilience forums	1
p). Share planning scenarios with local authorities	1
q). Use drone technology rather than helicopters	1
r). Identify and act upon examples of best practice	1
s). Publish and share disaster recovery plans with key partners and stakeholders	1
t). Identify key target groups, communities, assets and buildings that are vulnerable	1
u). Lobby to be a statutory consultee on planning developments	1
v). Work with emergency planning partners	1
w). Undertake longer-term scenario planning (10 year)	1
x). Increase undergrounding	1
y). Ensure greater use of AI to help increase network resilience	1
z). Review plans to prevent sparks from network causing fires	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: FLOOD PROTECTION</b>	<b># MENTIONS</b>
a). Use long-term climate scenarios (1:100 years is no longer fit for purpose) and work with housing developers and utilities to mitigate risk	3
b). Explore innovative ideas for flood defence and invest in these	3
c). Avoid building substations on floodplains and relocate those that are	2
d). Have an ongoing focus on flood protection	2
e). Consider the role of trees in flood prevention and plant more trees in appropriate locations	2
f). Be a consultee and have an influence on the planning process	2
g). Carry out a review of vulnerable assets, ensuring substations have adequate defences and underground cables where necessary	2
h). Share scenario planning and GIS data with stakeholders	1
i). Prioritise those substations in floodplains for replacement	1
j). Share best practice and work with others	1
k). Support communities to understand critical infrastructure, including the location of substations	1
l). Forecast the future case for vulnerable customers in high-risk flooding areas	1
m). Install flood protection as standard in new substations	1
n). Liaise and collaborate with relevant parties including government, local authorities and the Environment Agency	1
o). Redesign substations to be flood-proof and ensure transformers are high enough from the ground	1
p). Increase planning and carry out cost-benefit analyses to inform your strategy for replacing assets	1
q). Formalise engagement with LAs on housing developments: advise against building on floodplains	1



Proposed Commitments – Existing Priorities	
PRIORITY 3: TREE CUTTING	# MENTIONS
a). Adopt an environmentally sustainable approach to tree cutting, replacing all trees you fell	6
b). Underground cables where appropriate	3
c). Engage with communities and make it simpler for customers to report issues	2
d). Engage with stakeholders including landowners, the Woodland Trust and charities to enhance biodiversity and minimise your impact on wildlife	2
e). Take a strategic approach to your tree cutting programme and base your approach on cost benefit analyses and environmental impact	2
f). Work with local stakeholders to identify locations for tree planting and encourage the involvement of local groups	2
g). Provide assistance with maintenance costs for landowners	1
h). Continue tree cutting for high risk circuits	1
i). Ensure better reporting on your tree cutting programme	1
j). Focus on species of tree for cutting and replacement	1
k). Work strategically with local authorities' environmental teams on initiatives relating to clearing of debris to prevent flooding and the recycling of cut wood	1
l). Maintain your tree trimming programme but ensure trimming is done only when necessary	1
m). Make tree cutting part of a thorough planning process: work pre-emptively to prevent issues	1
n). Engage, educate and inform customers as to their role, e.g. don't plant trees close to overhead wires	1



**PROPOSED COMMITMENTS – NEW PRIORITIES**

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Proactive measures, local plan collaboration (flood zones) (voted on in 2 workshops)	Influence planning policy – make developers pay for flood defences around new builds	1
	Engage proactively rather than reactively	1
Underground cables where possible and viable (voted on in 3 workshops)	Invest in undergrounding options to increase resilience	1
	Conduct a cost benefit analysis of undergrounding	1
	Review the rules and thresholds for determining the need for undergrounding in light of extreme weather events	1
	Partner with other utilities to minimise disruption	1
	Liaise with Areas of Outstanding Natural Beauty to determine which areas are best for undergrounding	1
Policy and design increasing resilience of assets (to severe weather) (voted on in 1 workshop)	Research and invest in new technologies that increase asset resilience	1
Role of flexibility to support network (voted on in 1 workshop)	No commitments raised	N/A
Maintain a local workforce (voted on in 1 workshop)	No commitments raised	N/A
Customer education (voted on in 1 workshop)	No commitments raised	N/A
Extreme scenarios (e.g. terrorism and seasonal changes) (voted on in 1 workshop)	Enhance the ability to control the network at a local level	1
	Focus on effect of hotter and colder weather on underground infrastructure	1
Terrorism, physical security (voted on and raised in 1 workshop)	Monitor and strengthen the potential vulnerabilities of the network, including third-party risk assessments	1
All weather resilience (e.g. lightning) (voted on in 1 workshop)	Consider protection against lightning strikes	1
Protection from wildlife / rodents (voted on in 1 workshop)	No commitments raised	N/A
Climate adaption planning and focus (raised in 2 workshops)	No commitments raised	N/A

/ continued

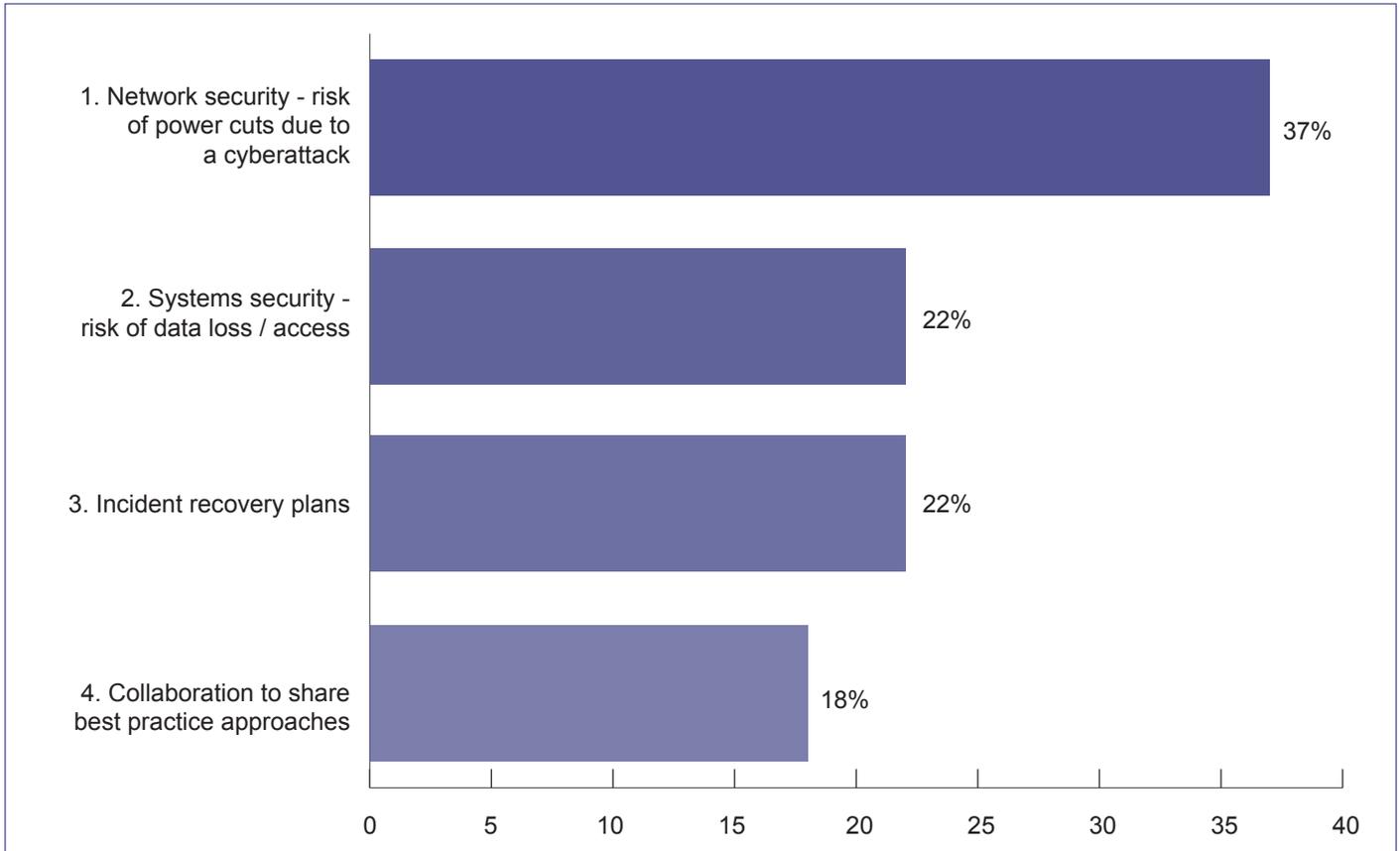
## NETWORK RESILIENCE

Protecting landscapes (raised in 1 workshop)	Improve links with the community to help protect landscapes	1
	Ensure landscapes are protected as part of local energy plans	1
Ageing networks (raised in 1 workshop)	No commitments raised	N/A
Extra demand (raised in 1 workshop)	Consider the resilience of those parts of the network with the highest load	1
Emergency planning (raised in 1 workshop)	Improve the emergency planning on storms and flooding	1
Leadership from WPD (raised in 1 workshop)	Work more collaboratively on network resilience	1
	Be open and transparent about what needs to be done and what the impact may be	1
Communications process and systems (raised in 1 workshop)	Provide customers with information on network issues and recovery timeframes	1
Incident recovery plans (raised in 1 workshop)	Improve how you share incident recovery plans, including with the public, and set clear targets	1
DNO behaviour change to achieve net zero (raised in 1 workshop)	No commitments raised	N/A
Carbon offsetting (e.g. tree planting) (raised in 1 workshop)	No commitments raised	N/A
Resilience planning support for communities (raised in 1 workshop)	Work with parish councils to identify customers who need extra support, e.g. care homes	1
Lobby BEIS / Ofgem for access to data from smart meters (raised in 1 workshop)	No commitments raised	N/A
Decarbonisation (raised in 1 workshop)	No commitments raised	N/A
Asset health / network infrastructure (raised in 1 workshop)	Prioritise a review of at-risk assets	1
	Replace, or defend, at-risk assets	1
Identify parts of the network vulnerable to being targeted by environmental campaign groups (raised in 1 workshop)	No commitments raised	N/A
Work with councils on flood protection issues (e.g. car park infrastructure) (raised in 1 workshop)	No commitments raised	N/A
Lobby to be a statutory consultee on development plans (raised in 1 workshop)	No commitments raised	N/A

## 5 | CYBER RESILIENCE

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



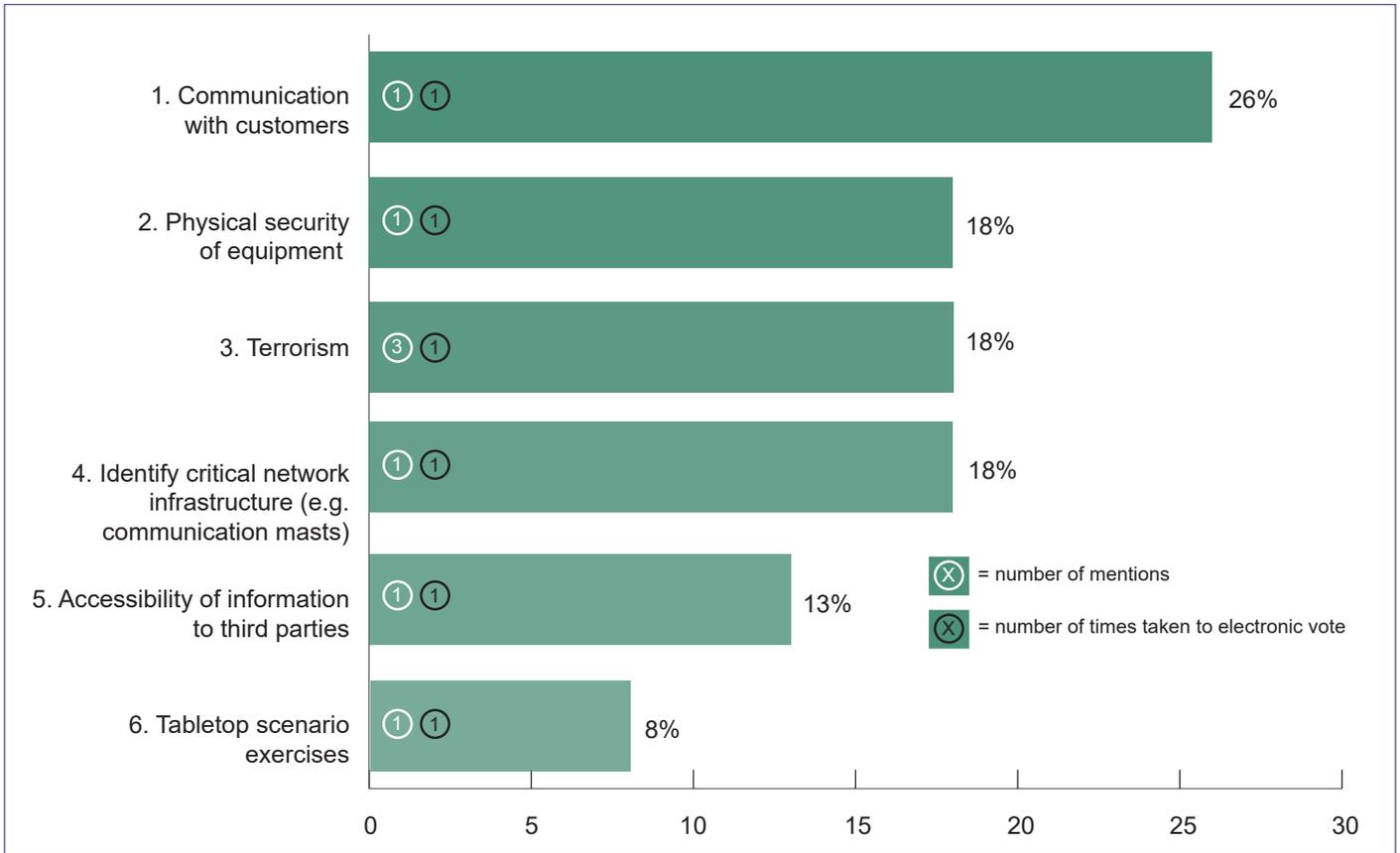
### EXISTING PRIORITIES – BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Network security – risk of power cuts due to a cyberattack</b>	344	37%	80	45	21	13	15	14	11	21
<b>Systems security – risk of data loss / access</b>	207	22%	51	27	11	13	10	6	8	12
<b>Incident recovery plans</b>	206	22%	59	22	8	11	12	10	6	5
<b>Collaboration to share best practice approaches</b>	169	18%	46	18	10	17	6	8	2	3

**NEW PRIORITIES – VOTED ON**

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



**NEW PRIORITIES – NOT VOTED ON**

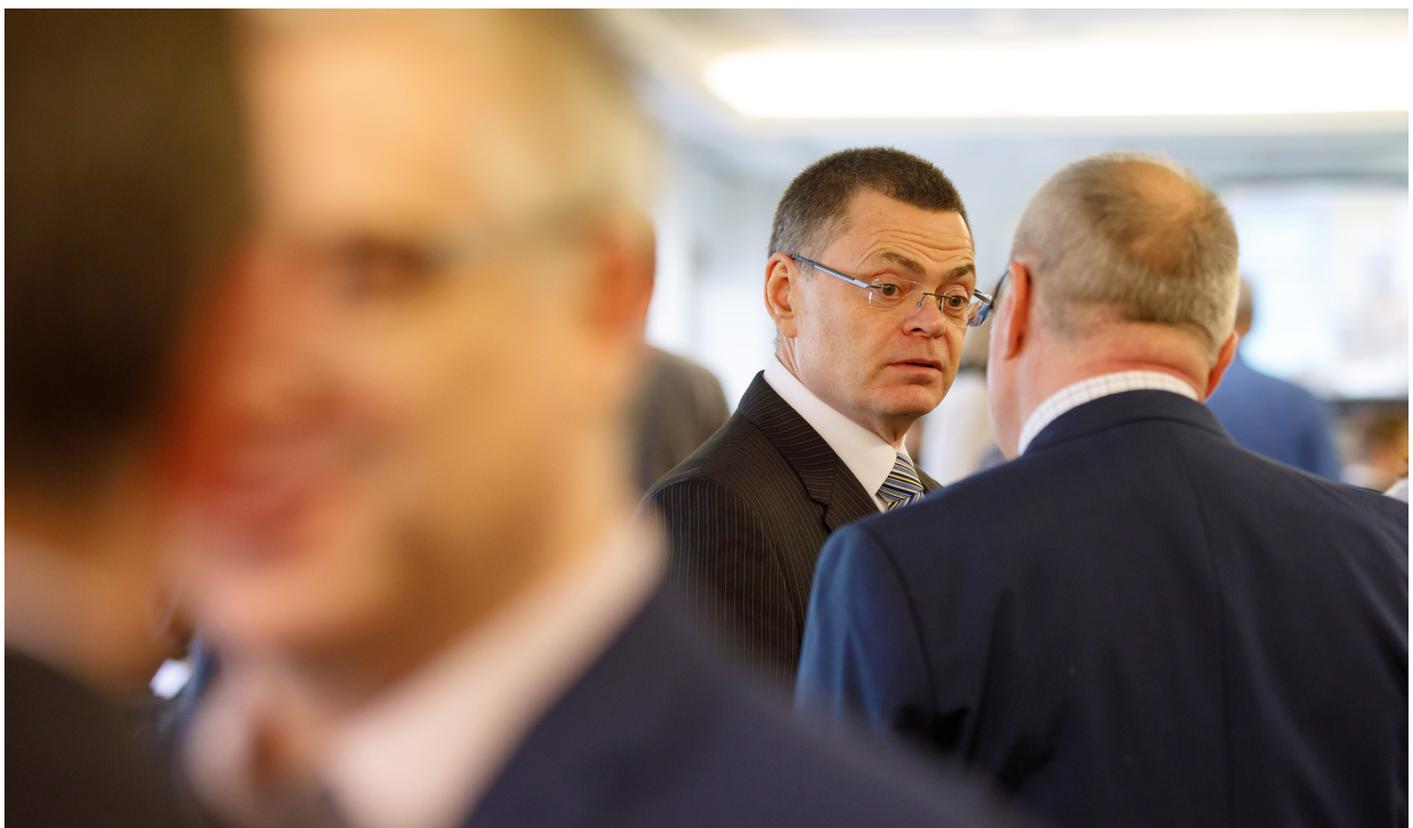
The table below lists the new priorities suggested raised during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Embed security process across energy sector	1
2. Policies and the supply chain	1
3. Third-party tech services	1
4. Raise awareness (of network security)	1
5. Ensure direct contact for resilience forums	1

**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: NETWORK SECURITY – RISK OF POWER CUTS DUE TO A CYBERATTACK</b>	<b># MENTIONS</b>
a). Understand where your network may be vulnerable and work to put up barriers that will prevent access	3
b). Work to the highest possible standards to ensure that there are no attacks	2
c). Ensure all systems, procedures and processes are up to date	2
d). Keep up to date on emerging threats and hacking techniques	2
e). Increase your focus on network security to increase your resilience	2
f). Separate and compartmentalise different areas of your business	2
g). Invest in resources and technology to prevent cyberattacks and share best practice	2
h). Provide greater protection when connecting domestic households	1
i). Decentralise the information that you're holding	1
j). Focus on the security of the local grid	1
k). Do more work on a governmental, national level to address the risk of power cuts due to cyberattacks	1
l). Have robust recovery plans in place	1
m). Maintain an open channel of communication with customers in the event of a cyberattack	1
n). Consider the increased risks associated with smart meters and networks	1
o). Compensate customers for loss of service	1



Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: SYSTEMS SECURITY – RISK OF DATA LOSS / ACCESS</b>	<b># MENTIONS</b>
a). Commit to external security testing and seek accreditations from third parties	2
b). Reassure customers by telling them what you are doing to protect their data	2
c). Increase your focus on this area (including minimising data storage / anonymising data)	1
d). Consider all of the different types of data sets you hold, e.g. EVs	1
e). Consider the risks to your network from suppliers who can access data	1
f). Commit to maintaining the utmost security of customers' data	1
g). Be open and transparent with customers in the event of a data breach	1
h). Focus on maintaining the security of customers' data from smart meters	1
i). Split data into levels, such as separating personal information from bank details	1
j). Design your systems to limit impact	1
k). Continue to focus, invest and protect	1
l). Continue to build resilience and set clear targets	1
m). Ensure localised / closed circuits	1
n). Starting with site security, make sure assets and infrastructure are secure	1
o). Ensure baseline data from Ofgem and level of data security is achieved	1
p). Ensure the security of WPD's sites to prevent theft	1
q). Consider GDPR in terms of customer data from EV charge points	1
r). Consider data access to ensure critical information is secure	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: INCIDENT RECOVERY PLANS</b>	<b># MENTIONS</b>
a). Create, maintain and test your incident recovery plans	4
b). Collaborate more on incident recovery plans and share resources with your partners	2
c). Ensure that the main substation can function in the event of loss of internet access	1
d). Set clearly defined goals and parameters for recovery times	1
e). Stay at 'the top of your game' in cyber security but don't flood customers with too much information on averted hacks	1
f). Ensure that your plans and procedures are consistent	1
g). Carry out extensive resilience planning and ensure that processes support home working	1
h). Take guidance and best practice from other organisations	1
i). Ensure staff are highly trained to deal with incidents	1
j). Implement excellent discovery and response plans	1
k). Adopt preventative measures for high risk areas of the network	1
l). Improve information provided to resilience forums	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: COLLABORATION TO SHARE BEST PRACTICE APPROACHES</b>	<b># MENTIONS</b>
a). Collaborate and work with third-party experts, including those in government, to identify threats	4
b). Share best practice with your partners and collaborate with other networks	3
c). Establish hubs to help share resources and ideas on cyber security	1
d). Work with suppliers and third-party organisations to ensure that they comply with data standards	1
e). Work to future-proof stakeholders' concerns about cyber resilience	1
f). Ensure that data is shared safely and securely between collaborating agencies	1
g). Educate and inform your customers (particularly as regards the safety of smart meters) and other relevant partners on your cyber security best practice	1
h). Look at your supply chain and scrutinise regulations	1
i). Consider working with professional hackers and those who can identify weaknesses in your systems	1
j). Provide open data in secure way	1
k). Take a proactive approach to integrating systems and data from other sources, such as smart cities	1



**PROPOSED COMMITMENTS – NEW PRIORITIES**

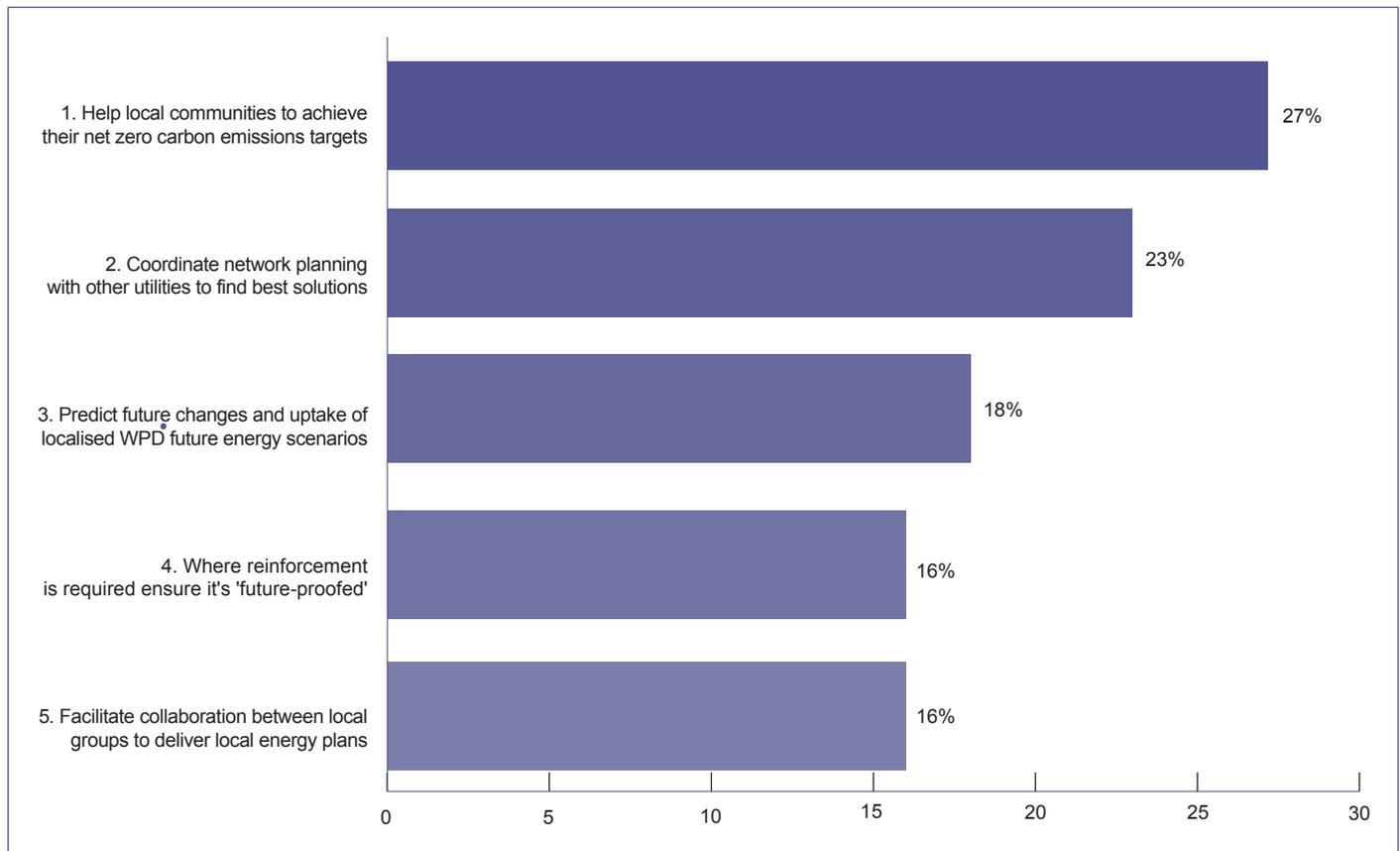
The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Communication with customers (voted on in 1 workshop)	Use all forms of communication to keep customers and communities informed about cyberattacks	1
Physical security of equipment (voted on in 1 workshop)	No commitments recorded	N/A
Terrorism (voted on in 1 workshop, raised in 2 workshops)	Provide physical protection in addition to protecting your computer systems	1
	Carry out a major audit of your assets and ensure that you have an emergency stock in place	1
Identify critical network infrastructure (e.g. communication masts) (voted in 1 workshop)	No commitments recorded	N/A
Accessibility of information to third parties (voted on in 1 workshop)	No commitments recorded	N/A
Tabletop scenario exercises (voted on in 1 workshop)	No commitments recorded	N/A
Embed security process across energy sector (raised in 1 workshop)	Help to establish high standards of good practice and support others in rolling these out	1
Policies and the supply chain (raised in 1 workshop)	No commitments recorded	N/A
Third-party tech services (raised in 1 workshop)	No commitments recorded	N/A
Raise awareness (of network security) (raised in 1 workshop)	No commitments recorded	N/A
Ensure direct contact for resilience forums (raised in 1 workshop)	No commitments recorded	N/A

## 6 | WHOLE SYSTEMS APPROACH TO NET ZERO

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



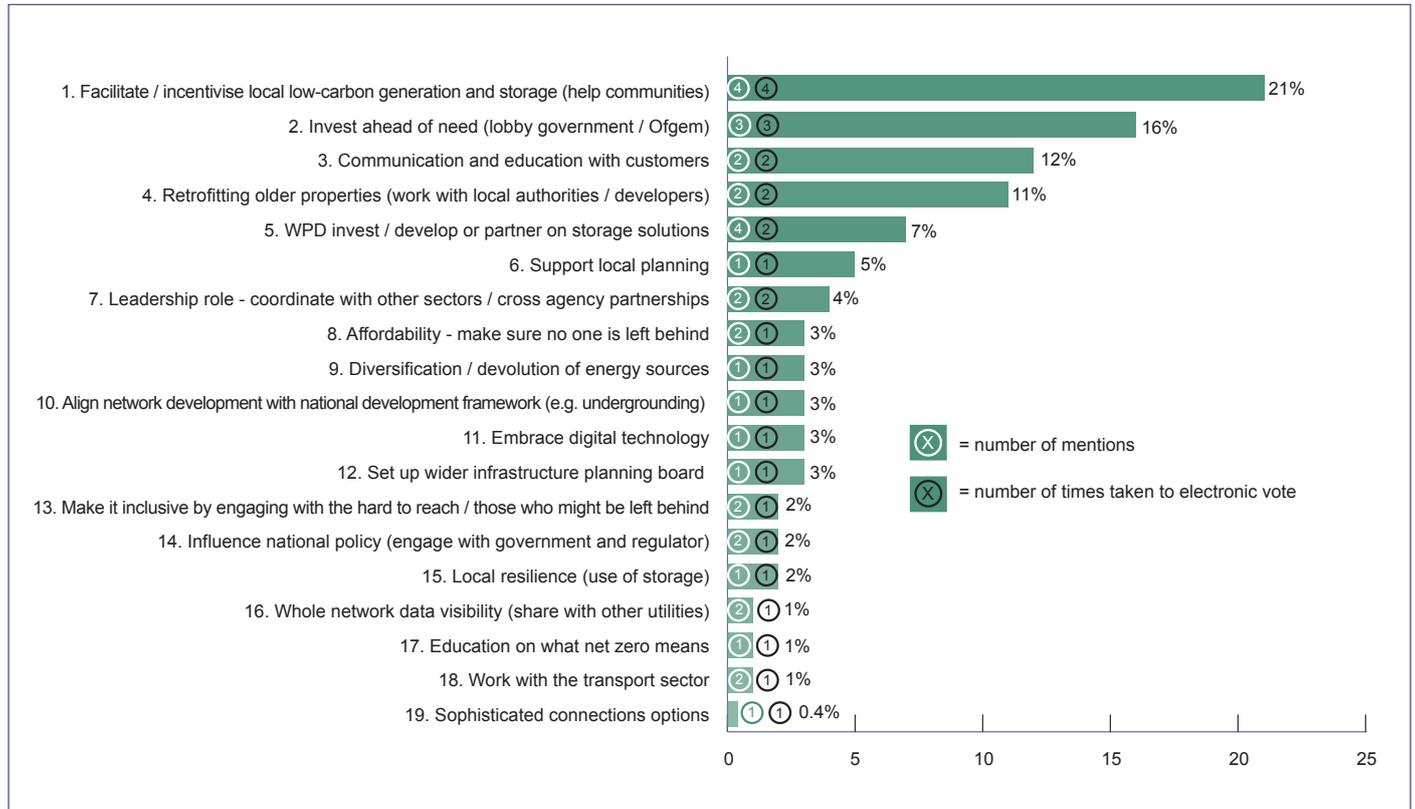
### EXISTING PRIORITIES – BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Help local communities to achieve their net zero carbon emissions targets</b>	167	27%	39	31	7	6	7	10	5	11
<b>Coordinate network planning with other utilities to find best solutions</b>	145	23%	31	18	15	11	5	4	2	8
<b>Predict future changes and uptake of localised WPD future energy scenarios</b>	115	18%	30	11	8	8	6	6	6	1
<b>Where reinforcement is required ensure it's 'future-proofed'</b>	100	16%	20	6	11	6	6	3	3	3
<b>Facilitate collaboration between local groups to deliver local energy plans</b>	98	16%	24	15	1	9	4	3	2	5

NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested raised during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Transformative investment	2
2. Ensure capacity is there for local generation to achieve net zero	2
3. Facilitate electric vehicles	2
4. Incentives for low-carbon connections	1
5. Incentivising / reducing cost of three-phase connections	1
6. Help businesses work towards net zero	1
7. WPD to announce net zero target	1
8. Reduce losses in the electricity network	1
9. Connecting new builds in an environmentally sensitive manner	1
10. Ensure rural communities don't lose out	1
11. Electrification	1
12. Life cycle cost of carbon	1
13. Energy efficiency	1
14. Availability of generation	1
15. Plan for a more ambitious net zero target, e.g. 2030	1
16. Use price / tariffs to encourage flexibility	1
17. Balance demand and generation	1



**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: HELP LOCAL COMMUNITIES TO ACHIEVE THEIR NET ZERO CARBON EMISSIONS TARGETS</b>	<b># MENTIONS</b>
a). Engage with local authorities to support them to deliver on their net zero targets, sharing knowledge and information	5
b). Support communities to deliver local energy projects, including the provision of funding and advice	3
c). Take a leadership role in terms of education and communication	2
d). Support communities to identify key areas suitable for renewable energy generation	2
e). Encourage battery storage as part of the solution	2
f). Do more to facilitate connections / ease of connections	1
g). Support schemes that retrofit insulation	1
h). Work through trusted partners in the communities (e.g. LEAP groups)	1
i). Encourage entrepreneurs	1
j). Help reduce energy use	1
k). Take a holistic, country-wide approach	1
l). Provide incentives and financial support for zero-carbon energy products	1
m). Drive changes to national planning and investment policy that support net zero	1
n). Create a clear engagement strategy that educates and gives guidance to communities reaching net zero	1
o). Work with government to create a national policy framework that will enable all local communities to reach net zero	1
p). Ensure that there is enough capacity in the network	1
q). Engage with commercial customers	1
r). Develop case studies: set up a trial village	1
s). Have more involvement with local plans at the drafting stage	1
t). Take a multi-level approach, working with regional stakeholders down to individuals	1
u). Collaborate with suppliers	1
v). Help to publicise a carbon calculator	1
w). Educate customers on reducing their carbon footprint	1
x). Lobby government to decarbonise generation	1
y). Develop KPIs to measure the impact of your activities	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: COORDINATE NETWORK PLANNING WITH OTHER UTILITIES TO FIND BEST SOLUTIONS</b>	<b># MENTIONS</b>
a). Coordinate network planning with other utilities (including gas and water), the regulator, large commercial users, IDNOs and aggregators to respond to speed of change	5
b). Work with local authorities, LEPs and developers to support the development and review of local plans as part of network planning	3
c). Drive innovation across network planning with other utilities	1
d). Consider alternative energy sources, such as hydrogen, polyfuels, heat and steam networks	1
e). Coordinate network planning with housebuilders and regulators, e.g. changing EPCs	1
f). Provide more information to support collaboration on network planning	1
g). Consider energy storage as part of the solution	1
h). Lobby for investment ahead of need with a coordinated approach in line with other utilities	1
i). Focus on sharing infrastructure across utilities, including Welsh Water, BT and Scottish Power (North Wales)	1
j). Work with big energy users, such as schools and hospitals, on network planning	1
k). Facilitate workshops with all relevant partners	1
l). Don't ignore existing housing stock	1
m). Consult with stakeholders and lobby government	1
n). Ensure that you have enough network capacity	1
o). Show leadership in this area	1
p). Lobby for a policy framework that allows an incentive for strategic cross-utility planning	1
q). Collaborate better with gas networks: share best practice and hold quarterly meetings	1
r). Synchronise network planning to reduce overall costs	1
s). Improve communication and transparency across networks	1
t). Adopt a consistent, long-term approach to network planning	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: PREDICT FUTURE CHANGES AND UPTAKE OF LOCALISED WPD FUTURE ENERGY SCENARIOS</b>	<b># MENTIONS</b>
a). Invest ahead of need to keep pace with future energy changes on the network, increasing capacity in areas of predicted need and ensuring a reasonable cost of connection	2
b). Take a cross-utility approach, working collaboratively with local authorities, industry, government, developers, energy providers	2
c). Drive innovation in this area	1
d). Take a whole system approach to future energy scenarios, including nuclear	1
e). Strategically focus on outages, localised isolation points and alternative connection paths with regard to renewables	1
f). Conduct horizon scanning	1
g). Participate in Welsh government planning to better respond to future energy changes	1
h). Invest in, and facilitate, battery storage	1
i). Monitor evidence and plan long-term	1
j). Make use of vehicle to grid technology	1
k). Consider the National Planning Policy Framework	1
l). Make use of embedded generation and create local grids	1
m). Lobby for regional regulatory variations: map and create district area scenarios	1
n). Model current distribution versus predicted changes to customer use and demand	1
o). Participate in a statutory forum to establish cross-utility collaboration	1
p). Roll out the work you do with Energy Capital (West Midlands Planning Authority Scheme)	1
q). Invest in the local network	1



Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: WHERE REINFORCEMENT IS REQUIRED ENSURE IT'S 'FUTURE-PROOFED'</b>	<b># MENTIONS</b>
a). Lobby for investment ahead of need in areas of the network where certain criteria are met while minimising risk of stranded assets	4
b). Work with local authorities to clearly identify where to reinforce for growth in housing and EVs in line with local plans	3
c). Install three-phase supplies	2
d). Strategically reinforce the network to prioritise demand and generation that meet net zero targets	2
e). Consider changing the charging mechanisms on reinforcement so that developers cannot hoard capacity	1
f). Keep pace with the latest innovations and renewable technologies and ensure they are future-proofed	1
g). Ensure that reinforcement is future-proofed, albeit with early investment	1
h). Lead the conversation to support new systems, including by working with developers	1
i). Lobby for additional clarity on government policy and an end to gas in new homes	1
j). Publish a plan for EV charging	1
k). Ensure that you have enough capacity in the network	1
l). Adopt a localised approach	1
m). Support those communities who are off the gas grid	1
n). Ensure that your plans are affordable for all customers	1
o). Work with developers to incentivise smarter reinforcement approaches in line with DSO	1
p). Consider the impact of climate change (e.g. flooding) when reinforcing	1
q). Adopt a consistent, long-term approach to reinforcing the network	1



Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: FACILITATE COLLABORATION BETWEEN LOCAL GROUPS TO DELIVER LOCAL ENERGY PLANS</b>	<b># MENTIONS</b>
a). Formalise an engagement plan with local authorities and developers on net zero targets and planning	3
b). Provide key data: illustrative constraint information, interactive capacity maps, database of local energy groups and networks	2
c). Facilitate better collaboration between developers on new connections	2
d). Provide support and leadership to achieve net zero, offering advice, training and information	2
e). Coordinate cross-agency initiatives to reduce demand and promote the use of flexibility services	1
f). Lobby to become a statutory consultee on planning applications	1
g). Aggregate local connections requests to facilitate, for example, district heating plans	1
h). Work with local authorities to identify prime locations on the network for delivering local, low-carbon energy plans	1
i). Make local plans that are based on delivering net zero	1
j). Look for examples of best practice, including from other countries	1
k). Provide capacity on the network to facilitate EVs	1
l). Consider waste to energy and provide advice to local government	1
m). Provide consultancy services for local energy groups	1
n). Incentivise local energy production	1
o). Lead on creating a joint taskforce comprised of industry, combined authority, local authority and government	1
p). Make a target to engage hard to reach energy groups	1
q). Consider heat pumps as part of local energy plans, including thermal storage options	1
r). Create consensual partnerships between local groups	1
s). Maintain an emphasis on affordability, including for 'eco-flex' customers (working poor)	1



**PROPOSED COMMITMENTS – NEW PRIORITIES**

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Facilitate / incentivise local low-carbon generation and storage (help communities) (voted on in 4 workshops)	Lobby to invest ahead of need to increase capacity for local generation	1
	Work closely with the national framework development proposal	1
	Encourage all forms of local generation, large and small	1
	Work with local authorities to identify the most suitable locations	1
	Provide support and advice to encourage local generation in areas of network constraint	1
Invest ahead of need (lobby government / Ofgem) (voted on in 3 workshops)	Socialise costs	1
	Lobby government for the creation of a National Energy Policy Framework	1
	Work with the Home Builders Federation	1
	Focus on affordability: who will bear the cost of investment?	1
Communication and education with customers (voted on in 2 workshop)	Take a leadership role in organising coordinated customer engagement on changes to the energy system	1
	Encourage behavioural change in the way energy is consumed	1
	Create clear action plans for all customers that detail what to expect from the future energy system and how to participate	1
Retrofitting older properties (work with local authorities / developers) (voted on in 2 workshops)	Invest in research projects that create case studies of retrofitted properties	1
WPD invest / develop or partner on storage solutions (voted on and raised in 2 workshops)	Lobby government to allow for investment in battery storage to support peak demand	3
	Commit to removing diesel generators	1
	Enable more flexibility by developing storage solutions	1
Support local planning (voted on in 1 workshop)	Support progress with neighbourhood plan developments, particularly in terms of local generation	1
	Seek to influence house building standards e.g. ensuring new developments have PV, EV and storage	1
	Encourage developers and councils to produce energy master plans	1
Leadership role – coordinate with other sectors / cross-agency partnerships (voted on in 2 workshops)	Lobby government for changes in the regulatory framework that would allow you to take a formal leadership role	1
	Commit to a joint learning and investment plan across different agencies	1
Affordability – make sure no one is left behind (voted on and raised in 1 workshop)	Work with government and Ofgem to develop a fair approach, which might include incentivising low-carbon technology to make it affordable for all	2

## WHOLE SYSTEMS APPROACH TO NET ZERO

Diversification / devolution of energy sources (voted on in 1 workshop)	Support the devolution of energy, focusing on Cornwall-specific needs including rural requirements	1
Align network development with national development framework (e.g. undergrounding) (voted on in 1 workshop)	Take a leadership role in coordinating a national policy framework to enable net zero	1
	Align network development with national development to better facilitate large-scale renewable projects	1
Embrace digital technology (voted on in 1 workshop)	No commitments recorded	N/A
Set up wider infrastructure planning board (voted on in 1 workshop)	No commitments recorded	N/A
Make it inclusive by engaging with the hard to reach / those who might be left behind (voted on and raised in 1 workshop)	Communicate with vulnerable customers on changes to the energy picture	1
	Collaborate with suppliers on improving affordability	1
	Work with private landlords / social housing providers	1
Influence national policy (engage with government and regulator) (voted on and raised in 1 workshop)	Ensure regulatory model is fit for purpose	1
Local resilience (use of storage) (voted on in 1 workshop)	Lobby government for battery storage	1
	Consider whether storage is an appropriate solution for local resilience	1
Whole network data visibility (share with other utilities) (voted on and raised in 1 workshop)	Ensure whole network data visibility (share with other utilities)	1
Education on what net zero means (voted on in 1 workshop)	No commitments recorded	N/A
Work with the transport sector (voted on and raised in 1 workshop)	Make data on EV charging points easily accessible	1
Sophisticated connections options (voted on in 1 workshop)	Facilitate data sharing between the DNO and asset owners to enable sophisticated connections options	1
Transformative investment (raised in 2 workshops)	Lobby government to be able to invest ahead of need and transform the existing network	1
	Review and respond to the National Planning Policy Framework	1
	Focus on affordability	1

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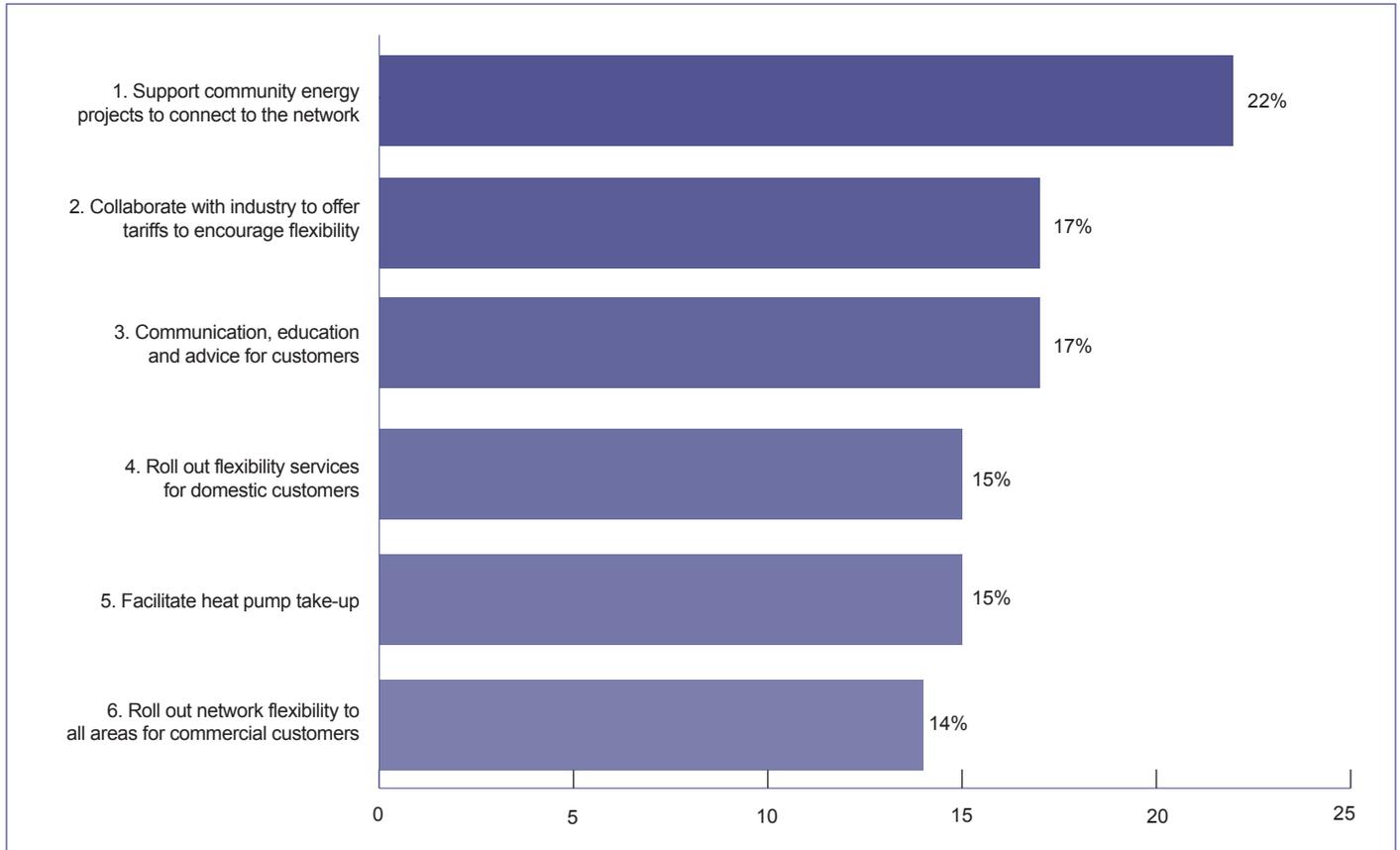
## WHOLE SYSTEMS APPROACH TO NET ZERO

Ensure capacity is there for local generation to achieve net zero (raised in 2 workshops)	No commitments recorded	N/A
Facilitate electric vehicles (raised in 2 workshops)	Conduct R&D into inductive charging	1
	Develop an EV capacity map (in clear language that customers understand)	1
	Encourage car parks to become self-sufficient by generating their own energy	1
Incentives for low-carbon connections (raised in 1 workshop)	No commitments recorded	N/A
Incentivising / reducing cost of three-phase connections (raised in 1 workshop)	Drive the uptake of three-phase connections through grant funding	1
Help businesses work towards net zero (raised in 1 workshop)	No commitments recorded	N/A
WPD to announce net zero target (raised in 1 workshop)	Set a date for zero-carbon emissions from the business	1
Reduce losses in the electricity network (raised in 1 workshop)	No commitments recorded	N/A
Connecting new builds in an environmentally sensitive manner (raised in 1 workshop)	Work with government to create a national policy framework for house building, mandating for example, heat pumps and EV charge points in new builds	1
Ensure rural communities don't lose out (raised in 1 workshop)	No commitments recorded	N/A
Electrification (raised in 1 workshop)	No commitments recorded	N/A
Life cycle cost of carbon (raised in 1 workshop)	No commitments recorded	N/A
Energy efficiency (raised in 1 workshop)	No commitments recorded	N/A
Availability of generation (raised in 1 workshop)	No commitments recorded	N/A
Plan for a more ambitious net zero target, e.g. 2030 (raised in 1 workshop)	Align with local authorities' targets for better implementation	1
	Do a feasibility study: network net zero target versus customer target	1
Use price / tariffs to encourage flexibility (raised in 1 workshop)	No commitments recorded	N/A
Balance demand and generation (raised in 1 workshop)	Encourage and enable and development of microgeneration	1

## 7 | INNOVATION AND NEW SERVICES

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



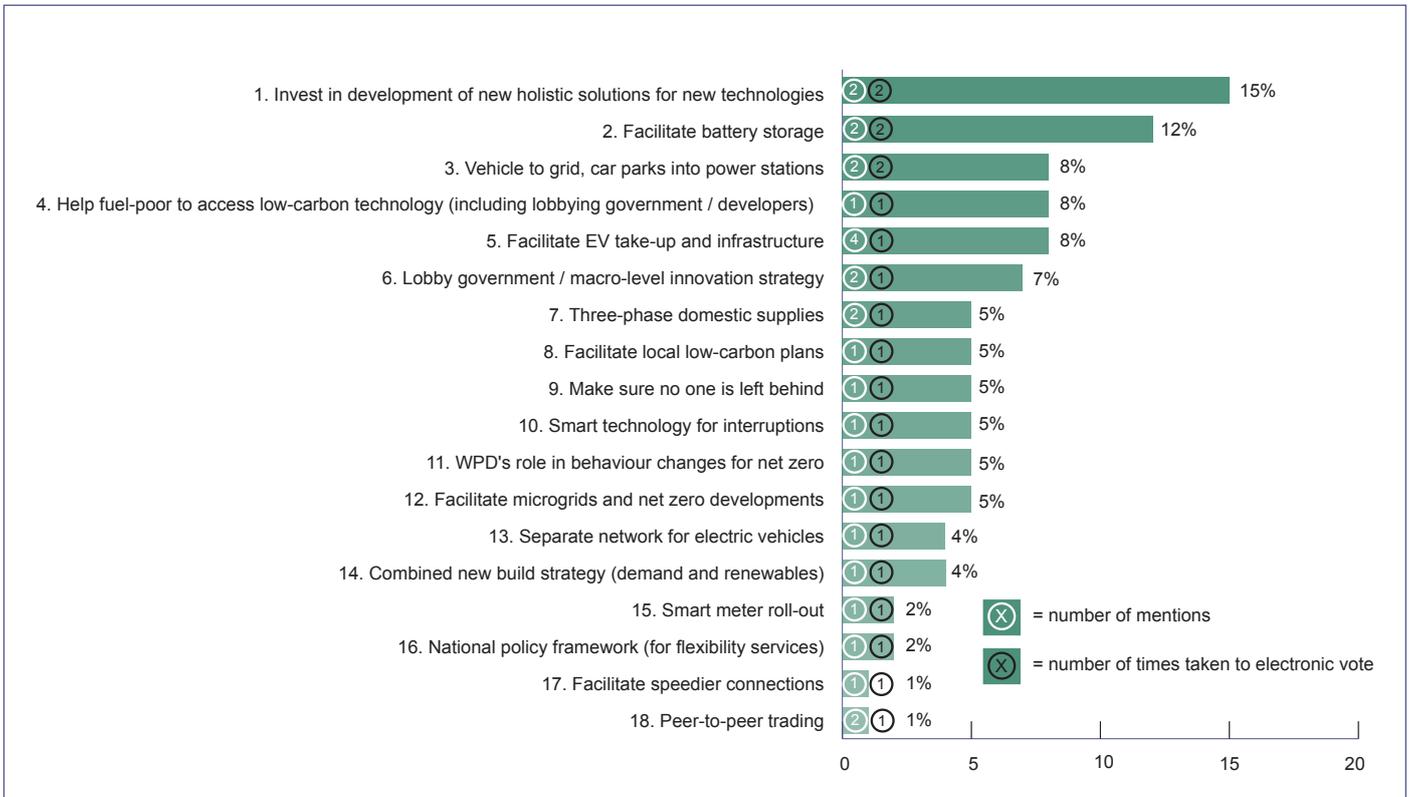
### EXISTING PRIORITIES – BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Support community energy projects to connect to the network</b>	153	22%	41	24	7	8	7	8	3	4
<b>Collaborate with industry to offer tariffs to encourage flexibility</b>	120	17%	28	15	7	6	10	4	3	6
<b>Communication, education and advice for customers</b>	114	17%	26	8	6	10	4	3	3	11
<b>Roll out flexibility services for domestic customers</b>	104	15%	24	19	4	6	5	2	3	7
<b>Facilitate heat pump take-up</b>	103	15%	18	28	0	7	4	5	4	1
<b>Roll out network flexibility to all areas for commercial customers</b>	95	14%	15	5	13	3	4	5	3	3

NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested raised during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Roll out innovations across industry	2
2. Facilitate retrofitting	2
3. Better data	1
4. Help companies and individuals to develop innovative projects	1
5. Intelligent solutions for major energy users	1
6. Provide information for flexible customers	1
7. Innovate to reduce consumption	1
8. Encourage research projects and innovation	1
9. Source green technology locally	1
10. Balance services at a local level	1
11. Innovation inside buildings	1
12. Share best practice	1
13. Facilitate large-scale renewable projects	1
14. Upgrade the grid	1
15. Look at product life cycles with industry	1
16. Maximise value from smart meters	1
17. Promote energy efficiency	1
18. Raise profile of WPD to help deliver change	1
19. Broaden definition of innovation schemes to include behaviour change / community schemes	1

**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: SUPPORT COMMUNITY ENERGY PROJECTS TO CONNECT TO THE NETWORK</b>	<b># MENTIONS</b>
a). Educate and inform communities about the benefits of community energy, using workshops and forums	6
b). Help to fund and incentivise community energy projects	3
c). Provide storage to increase flexibility	2
d). Provide a dedicated point of contact for community energy groups	2
e). Provide training for communities and include case studies	2
f). Proactively identify communities where demand can be balanced by supply	2
g). Work with community energy schemes to develop your business cases and delivery models	1
h). Develop local energy bands and prioritise connecting community energy projects	1
i). Provide demand side response for community energy projects rather than just commercial sources of demand	1
j). Simplify the process of facilitating community energy projects	1
k). Use local community aggregators	1
l). Promote good practice among community energy projects	1
m). Invest ahead of need	1
n). Provide leadership in this area	1
o). Lobby government for community energy subsidies, such as a new feed-in tariff	1
p). Lobby to change building regulations, e.g. every home to have PV	1
q). Promote the benefits and methods of self-generation: community geo-thermal, solar PV, etc.	1
r). Consider community energy projects as part of your social contract	1
s). Assist with the development of smart grids to facilitate large-scale projects	1
t). Create a community energy ambassador / champions	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: COLLABORATE WITH INDUSTRY TO OFFER TARIFFS TO ENCOURAGE FLEXIBILITY</b>	<b># MENTIONS</b>
a). Encourage suppliers to provide incentives for customers to encourage the take-up of flexibility services	4
b). Collaborate with industry to roll out smart meters and make use of the data to encourage flexibility	2
c). Lobby government and seek to influence Ofgem	2
d). Educate customers on the benefits of flexibility services	1
e). Lobby government to provide grants, for example, for alternative boilers	1
f). Work with manufacturers involved with innovation to help customers use energy flexibly	1
g). Devise a standardised tariff for flexibility that increases accessibility for all	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: COMMUNICATION, EDUCATION AND ADVICE FOR CUSTOMERS</b>	<b># MENTIONS</b>
a). Create a one-stop shop where customers can learn about smart meters, flexibility services, reducing consumption and all things energy-related	6
b). Work closely with third parties such as schools and LEPs to increase the spread of accessible, digestible information and education	1
c). Lobby government to provide more incentives to encourage flexibility and energy efficiency	1
d). Lead on coordination and advice for businesses on how to take up low-carbon technologies and new services	1
e). Report on and monitor your education and advice services for customers	1
f). Create a bespoke project that builds trust in smart meters	1
g). Lead the conversation on battery storage	1
h). Work with the whole industry, including retailers, to provide advice	1
i). Provide education on EVs	1
j). Set a target for customers reached with advice on new services	1
k). Hold workshops and forums for schools, charities, developers and stakeholders	1
l). Work with Citizens Advice to promote energy efficiency / tariffs	1
m). Roll out education programmes in schools	1
n). Review lessons learnt from ED1	1
o). Raise awareness among local authorities	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: ROLL OUT FLEXIBILITY SERVICES FOR DOMESTIC CUSTOMERS</b>	<b># MENTIONS</b>
a). Work with suppliers to provide financial incentives for domestic customers	5
b). Educate and build trust with customers to demonstrate the benefits of flexibility	5
c). Work on innovation projects to make greater use of automation and make better use of smart data	2
d). Work closely with aggregators	2
e). Share all available data and examples of best practice, including from other energy vectors	2
f). Include battery storage as part of flexibility services	2
g). Install three-phase supply in new properties / retrofit in old properties	1
h). Make flexibility an opt-out, rather than an opt-in, service	1
i). Ensure customers are not hit by big unexpected charges if they participate in flexibility services	1
j). Learn from existing projects and data to roll out flexibility most effectively	1
k). Identify and address the need in rural communities	1
l). Provide funding to help facilitate the roll-out of flexibility services	1
m). Work with partners to speed up smart meter roll-out	1
n). Ensure that the most vulnerable are not left behind	1
o). Collaborate with charge point manufacturers to deliver a platform that facilitates smart charging	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: FACILITATE HEAT PUMP TAKE-UP</b>	<b># MENTIONS</b>
a). Lobby government to encourage the take-up of heat pumps and mandate them in new builds	3
b). Lobby so you can invest ahead of need to ensure that there is enough capacity in the network and reinforce the network where necessary	3
c). Educate customers to foster understanding of heat pumps and their benefits	2
d). Engage with developers and local authorities to drive uptake through the planning process	2
e). Roll out trials and innovation projects (similar to Electric Nation) to promote models to encourage take-up, with tariffs to incentivise customers	2
f). Drive innovation in this area, for example fifth generation district heating	1
g). Make clear the investment needed on the network and in retrofitting older properties to prepare for heat pumps	1
h). Create a heat strategy plan that takes into account implications of a mass take-up of heat pumps	1
i). Socialise the costs	1
j). Adopt a whole systems approach, looking at the comparative cost of electricity and gas for heating homes	1
k). Look at local energy generation to accommodate the increased demand	1
l). Work with industry to ensure that heat pumps are affordable	1
m). Provide financial incentives	1
n). Facilitate the take-up of PVs, battery storage and district heating	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: ROLL OUT NETWORK FLEXIBILITY TO ALL AREAS FOR COMMERCIAL CUSTOMERS</b>	<b># MENTIONS</b>
a). Proactively reach out to businesses to promote flexibility services	5
b). Develop a simple commercial proposition for businesses	4
c). Work with suppliers to develop financial incentives for flexibility and opportunities for capacity sharing between major users	3
d). Lobby Ofgem to have the same opportunities for generation as demand	1
e). Prioritise green flex users and large energy users	1
f). Standardise the financial incentive for commercial flexibility and make sure the cost of flexibility is not prohibitive for businesses	1
g). Focus on incorporating battery storage and CHP units into the commercial flexibility picture	1
h). Commit to supporting commercial customers to achieve zero carbon	1
i). Ensure that your plans are not impacted by nimbyism	1
j). Adopt a more flexible use of system charges	1
k). Focus on smart technology, improve data sharing and move to an automated process for flexibility	1
l). Financially incentivise flexibility	1
m). Only roll out network flexibility to those areas that need it	1

**PROPOSED COMMITMENTS – NEW PRIORITIES**

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Facilitate battery storage (voted on in 2 workshops)	Work with the industry to ensure that batteries can feed back into the grid	1
	Support the development of technology so EVs can act as batteries to store energy	1
	Encourage the take-up of batteries to store solar power	1
	Maintain a focus on encouraging customers to reduce energy usage	1
Vehicle to grid, car parks into power stations (voted on in 2 workshops)	Collaborate with developers to design car parks that can function as power stations	1
Help fuel-poor to access low-carbon technology (including lobbying government / developers) (voted on in 1 workshop)	Set up a two-tier electricity tax: those who can afford to pay subsidise and those who cannot	1
Facilitate EV take-up and infrastructure (voted on in 1 workshop, raised in 3 workshops)	Improve communication on EVs to build consumer confidence	1
	Lobby government for a national EV policy	1
	Enable the installation of more charge points	1
	Make clear the costs of connections for EV charge point installers and developers	1
	Work towards facilitating the roll-out and best usage of street-side EV charge points	1
	Input into planning requirements to encourage EV take-up	1
Lobby government / macro-level innovation strategy (voted on and raised in 1 workshop)	Publish a macro-level innovation strategy	1
Three-phase domestic supplies (voted on and raised in 1 workshop)	No commitments recorded	N/A
Facilitate local low-carbon plans (voted on in 1 workshop)	Work closely with local planners to more successfully enact local low-carbon plans	1
Make sure no one is left behind (voted on in 1 workshop)	Help and support vulnerable customers to participate in new services, such as flexibility	1

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## INNOVATION AND NEW SERVICES

Smart technology for interruptions (voted on in 1 workshop)	No commitments recorded	N/A
WPD's role in behaviour changes for net zero (voted on in 1 workshop)	No commitments recorded	N/A
Facilitate microgrids and net zero developments (voted on in 1 workshop)	No commitments recorded	N/A
Separate network for electric vehicles (voted in 1 workshop)	No commitments recorded	N/A
Combined new build strategy (demand and renewables) (voted on in 1 workshop)	Install renewables as part of all new builds	1
	Create a statutory incentive to encourage developers	1
Smart meter roll-out (voted on in 1 workshop)	No commitments recorded	N/A
National policy framework (for flexibility services) (voted on in 1 workshop)	Support a national energy campaign to build trust and extol the financial benefits	1
	Include a framework to encourage investment ahead of need	1
	Support an incentive for developers to fit low-carbon technologies into new builds	1
Facilitate speedier connections (voted on in 1 workshop)	No commitment recorded	N/A
Peer-to-peer trading (voted on and raised in 1 workshop)	Make use of this to offset fuel poverty to help communities	1
Better data (raised in 1 workshop)	Use data to identify faults to protect customers from power cuts	1
	Use data to promote the devolution of energy	1
Help companies and individuals to develop innovative projects (raised in 1 workshop)	No commitment recorded	N/A
Roll out innovations across industry (raised in 2 workshops)	No commitment recorded	N/A
Intelligent solutions for major energy users (raised in 1 workshop)	No commitment recorded	N/A
Provide information for flexible customers (raised in 1 workshop)	No commitment recorded	N/A

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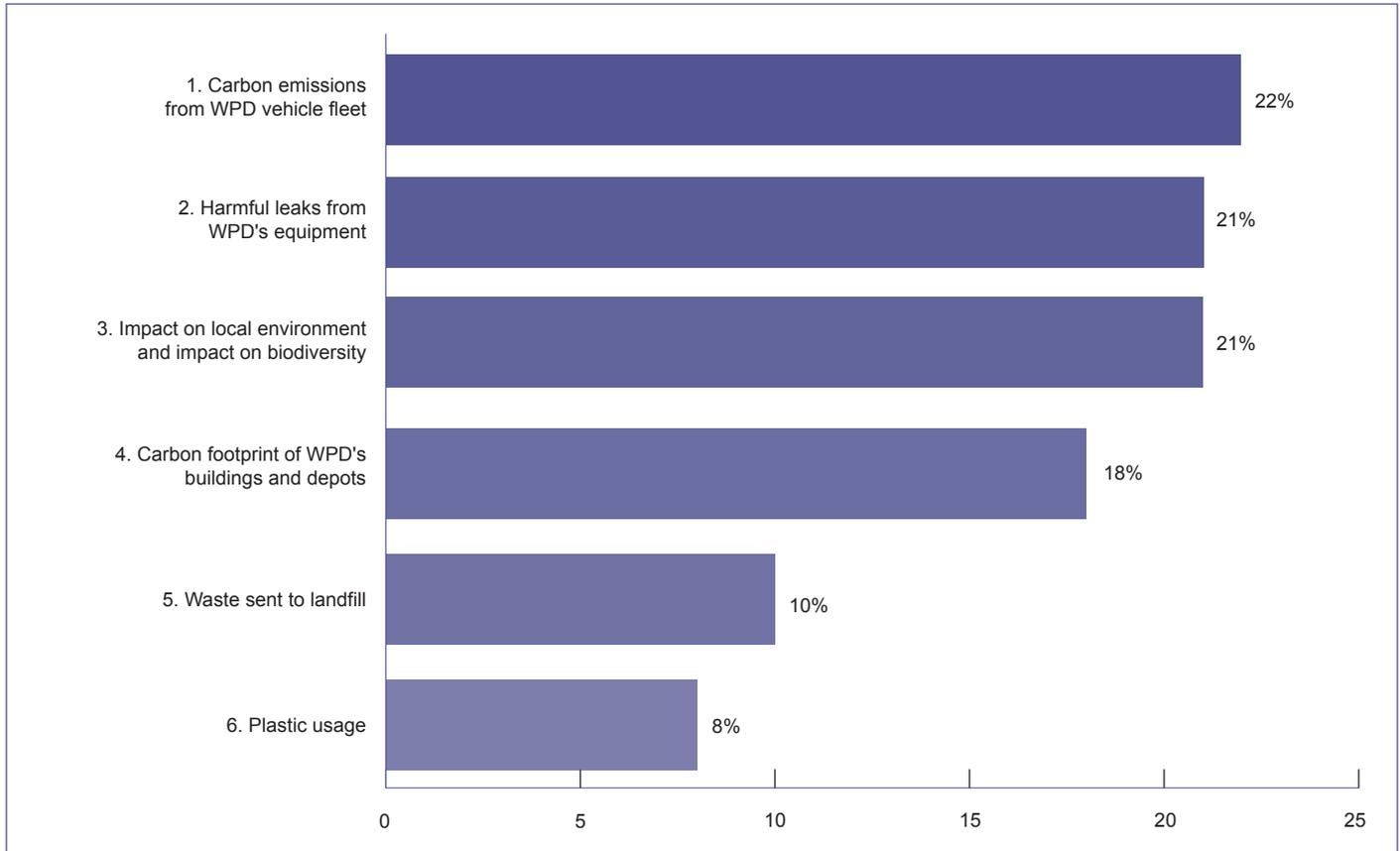
## INNOVATION AND NEW SERVICES

Innovate to reduce consumption (raised in 1 workshop)	No commitment recorded	N/A
Encourage research projects and innovation (raised in 1 workshop)	Keep funding innovation projects and share case studies of best examples	1
	Research new ways of generating power, for example working with farmers to innovate around waste converted into energy	1
Source green technology locally (raised in 1 workshop)	No commitment recorded	N/A
Balance services at a local level (raised in 1 workshop)	Provide effective forecasting and low-level, local data	1
Innovation inside buildings (raised in 1 workshop)	No commitment recorded	N/A
Facilitate retrofitting (raised in 2 workshops)	Ensure retrofitting is flexible enough for changes to technology	1
	Collaborate with government and relevant agencies to review building standards	1
Share best practice (raised in 1 workshop)	No commitment recorded	N/A
Facilitate large-scale renewable projects (raised in 1 workshop)	Facilitate collaboration across government and industry	1
Upgrade the grid (raised in 1 workshop)	No commitment recorded	N/A
Look at product life cycles with industry (raised in 1 workshop)	No commitment recorded	N/A
Maximise value from smart meters (raised in 1 workshop)	Work with other relevant parties to facilitate the take-up of smart meters	1
Promote energy efficiency (raised in 1 workshop)	No commitment recorded	N/A
Raise profile of WPD to help deliver change (raised in 1 workshop)	No commitment recorded	N/A
Broaden definition of innovation schemes to include behaviour change / community schemes (raised in 1 workshop)	No commitment recorded	N/A

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### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



### EXISTING PRIORITIES – BY STAKEHOLDER GROUP

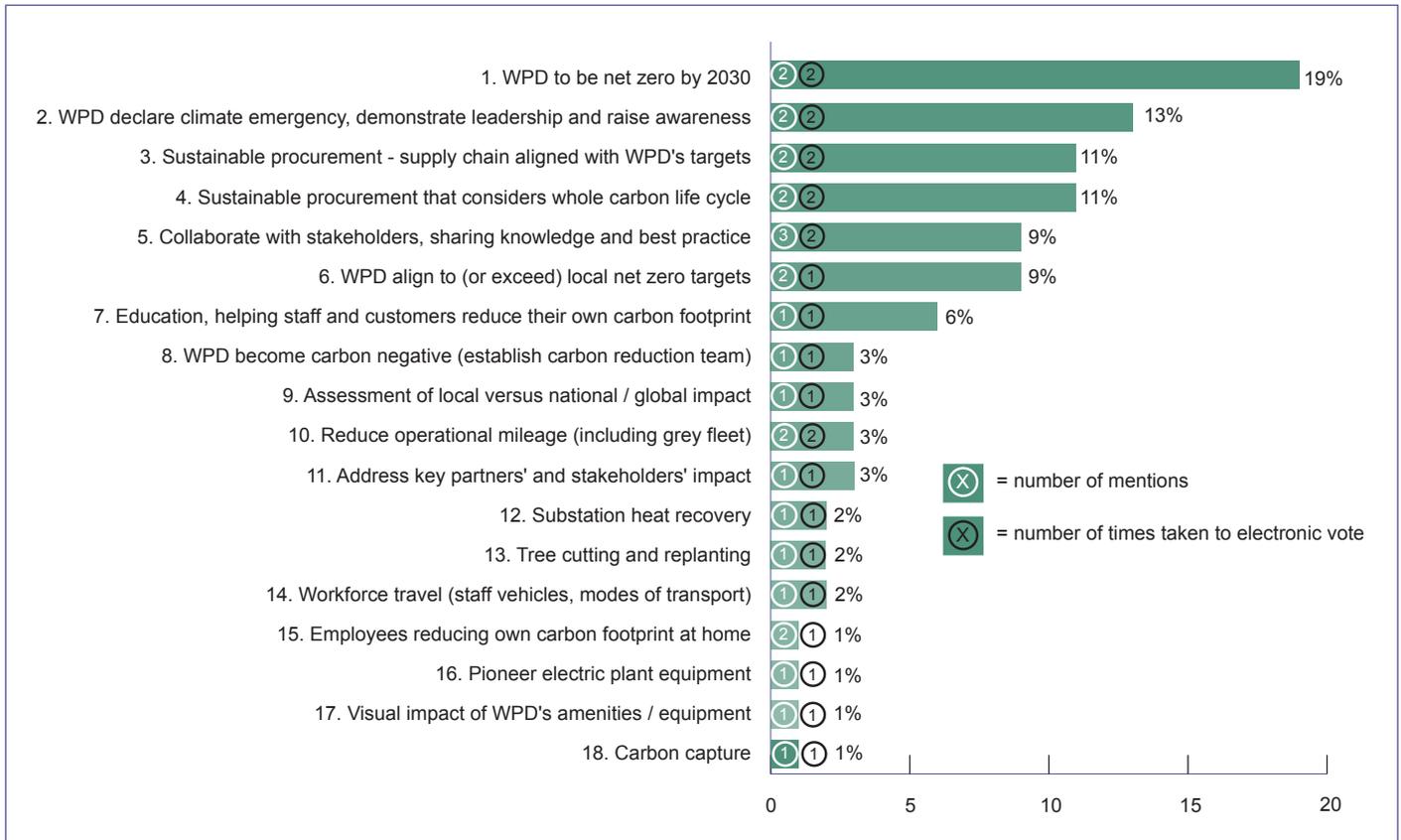
The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Carbon emissions from WPD vehicle fleet</b>	118	22%	22	18	11	5	6	5	3	5
<b>Harmful leaks from WPD's equipment</b>	114	21%	21	12	8	10	3	4	7	0
<b>Impact on local environment and impact on biodiversity</b>	111	21%	27	23	2	4	4	4	4	7
<b>Carbon footprint of WPD's buildings and depots</b>	93	18%	16	11	6	4	6	6	4	3
<b>Waste sent to landfill</b>	52	10%	15	8	2	0	1	1	4	2
<b>Plastic usage</b>	43	8%	13	4	3	0	1	0	4	1

## ENVIRONMENT

### NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Reduce leaks and network losses (including transformers)	4
2. Be smarter and more agile in your working practices	2
3. Suppliers to meet ISO 14001	1
4. Look at vehicle to grid	1
5. Net zero by 2050	1
6. WPD to go paperless	1
7. Green energy connections	1
8. Diversify pension investment	1
9. Align to Welsh government's Well-being of Future Generations Act	1
10. Carbon cost of new developments	1
11. WPD follow Carbon Trust model	1
12. Charge more for connecting fossil fuel generation	1
13. Changes to operational practices by greater use of telephony / AI	1

**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: CARBON EMISSIONS FROM WPD VEHICLE FLEET</b>	<b># MENTIONS</b>
a). Set a target for zero carbon emissions from your fleet, for example, by 2030	5
b). Monitor all transport associated with your business, using telematics, to reduce the number of miles travelled	4
c). Replace smaller vehicles with EVs and larger vehicles with biogas or hydrogen	3
d). Encourage and incentivise your staff to use more sustainable methods of transport, such as public transport, bikes and car sharing	3
e). Improve remote monitoring, using drones rather than helicopters	2
f). Replace all vehicles at end of lifespan with EVs	1
g). Demonstrate leadership, adopting innovations and trialling new initiatives	1
h). Install showers in your offices to encourage cycling and running	1
i). Install and expand EV charge points at depots and office car parks	1
j). Set an example to your supply chain with conversion to EV and share best practice	1
k). Make a cost benefit analysis of switching to EV	1
l). Review relationship between digital strategy and call out times	1
m). Establish a prioritisation process for fleet replacement	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: HARMFUL LEAKS FROM WPD'S EQUIPMENT</b>	<b># MENTIONS</b>
a). Eliminate the use of SF6 and carry out research to find alternatives	5
b). Set a target for reducing harmful leaks and monitor the environmental impacts	3
c). Create a risk assessment of assets containing SF6 and replace assets susceptible to leaks	2
d). Reduce the use of oils	1
e). Set clear targets and adopt best practice in terms of regularly inspecting and replacing equipment	1
f). Look at examples of best practice from other sectors	1
g). Increase the efficiency of transmission	1
h). Encourage innovation around heat capturing technologies	1
i). Focus on innovation to replace harmful materials	1
j). Increase the replacement of assets	1

## ENVIRONMENT

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: IMPACT ON LOCAL ENVIRONMENT AND IMPACT ON BIODIVERSITY</b>	<b># MENTIONS</b>
a). Use science-based targets to improve biodiversity, aiming for a net gain	4
b). Put in an ambitious tree replacement programme (e.g. planting two trees for every one removed) and promote this good work	4
c). Work in partnership with environmental groups such as the Wildlife Trust	3
d). Create an environmental fund which can be accessed by local groups	2
e). Coordinate upgrades and maintenance with other utilities to minimise disruption to the environment	1
f). Review land management policies to reduce impact	1
g). Enact tree planting and bog land schemes on WPD land	1
h). Publish the results of environmental investments and initiatives	1
i). Aim to achieve a carbon net gain through the use of innovative practices	1
j). Understand if undergrounding cables is better and consider the cost implications	1
k). Partner with parish councils, local authorities and nature reserves on biodiversity and environmental initiatives	1
l). Educate workforce on WPD's impact on local environment and how they can mitigate adverse effects	1
m). Draw up guidelines for infrastructure and construction workers in environmentally sensitive areas	1
n). Avoid placing infrastructure on floodplains	1
o). Adopt alternative transport e.g. drones	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: CARBON FOOTPRINT OF WPD'S BUILDINGS AND DEPOTS</b>	<b># MENTIONS</b>
a). Carry out an assessment of your buildings and aim to meet the high standards of operations and for example EPC C+ or BREEAM (excellent)	4
b). Ensure your buildings are powered by renewable energy	4
c). Implement home working to reduce emissions from your buildings	3
d). Achieve the target of net zero emissions from your buildings by 2030	2
e). Identify measures and set clear targets to monitor your progress in this area	2
f). Reduce the use of gas in your buildings and aim to stop it altogether	2
g). Roll out a retrofitting programme to improve your buildings' energy efficiency	2
h). Investigate having multi-purpose vehicles that are shared with other organisations working with other companies	1
i). Use recyclable materials	1
j). Address the amount of waste generated that is sent to landfill	1
k). Consider the end to end carbon footprint of assets and materials used in your operations	1
l). Make use of the heat given off by assets	1
m). Share infrastructure such as EV charging with other parties	1
n). Set a target for % minimum reduction in emissions	1
o). Offset future emissions by planting trees	1
p). Share best practice in this area	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: WASTE SENT TO LANDFILL</b>	<b># MENTIONS</b>
a). Focus on supporting a circular economy and ensure that your supply chain partners do the same	4
b). Reduce the amount of waste you generate and set a 'zero waste to landfill' target date (e.g. 2025)	3
c). Reduce, reuse, and recycle all materials and assets, including cables	3
d). Produce and implement a waste hierarchy model with clearly defined targets	2
e). Incentivise staff to reduce their use of skips	1
f). Use recyclable materials where possible, e.g. PPE and copper	1
g). Get involved in local initiatives	1
h). Where possible, repair IT equipment rather than buying new	1
i). Exceed all current recycling standards	1
j). Link with community groups, including when disposing of wood from felling / lopping as this can be put to use	1
k). Donate old materials to groups and organisations who may be able to put them to use	1
l). Consider all waste, not just plastic	1
m). Ensure that the land you own is used sustainably	1
n). Research / invest in waste to energy plants	1
o). Focus on recycling initiatives for EV batteries	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: PLASTIC USAGE</b>	<b># MENTIONS</b>
a). Focus on the plastic that is used in your supply chain and use this to inform your procurement strategy	4
b). Set targets to move away from single-use plastics and endeavour to reduce this to zero	3
c). Recycle and reuse plastics and use recycled plastics where possible	3
d). Reduce the amount of plastics you use and aim to set an industry standard in this area	2
e). Achieve no plastic waste by 2025	1
f). Maintain a focus on the work you are already doing in this area	1
g). Consider all waste, not just plastic	1
h). Investigate alternatives to PVC ducting	1
i). Not all plastics are bad: understand the life cycle of plastic and use appropriately	1

**PROPOSED COMMITMENTS – NEW PRIORITIES**

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
WPD to be net zero by 2030 (voted on in 2 workshops)	Reflect local authorities by having a more ambitious net zero target (2030) than the government's target of 2050	2
	Set cumulative targets on emissions reductions to reach net zero	1
	Reduce emissions rather than offset carbon, if commercially viable	1
	Use pilots and trials	1
WPD declare climate emergency, demonstrate leadership and raise awareness (voted on in 2 workshops)	Provide information and support on carbon reduction, including running information events	2
	Demonstrate leadership around carbon reduction	1
	Publicise energy saving and efficiency measures	1
Sustainable procurement – supply chain aligned with WPD's targets (voted on in 2 workshops)	Use influence to ensure suppliers use sustainable practices	2
	Create a cost benefit analysis that measures wider social value	1
	Lead by example	1
	Share best practice down supply chain, e.g. hydrogen fuel for larger vehicles	1
Sustainable procurement that considers whole carbon life cycle (voted on in 2 workshops)	No commitments recorded	N/A
Collaborate with stakeholders, sharing knowledge and best practice (voted on in 2 workshops, raised in 1 workshop)	Share best practice and knowledge in this area	2
	Commit to publicising and sharing your innovations and use of low-carbon technologies	1
	All relevant parties should set goals to plan and benchmark their standards	1
WPD align to (or exceed) local net zero targets (voted on and raised in 1 workshop)	Increase the amount of joint working with local authorities	1
	Address practical and technical challenges of meeting 2030 net zero target	1
	Use political and market influence to reach net zero target	1
Education, helping staff and customers reduce their own carbon footprint (voted on in 1 workshop)	Encourage and incentivise staff to reduce their carbon footprint by subsidising cycle to work schemes, public transport, etc.	1
	Invest in carbon reduction training for key influencers in the workplace	1
	Publish and promote advice for customers and staff on reducing fossil fuel use	1
WPD become carbon negative (establish carbon reduction team) (voted on in 1 workshop)	No commitments recorded	N/A

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## ENVIRONMENT

Assessment of local versus national / global impact (voted on in 1 workshop)	Use a local versus national impact metric to determine investment	1
Reduce operational mileage (including grey fleet) (voted on in 2 workshops)	Incentivise staff to buy EVs	1
	Encourage car-sharing schemes	1
Address key partners' and stakeholders' impact (voted on in 1 workshop)	No commitments recorded	N/A
Substation heat recovery (voted on in 1 workshop)	No commitments recorded	N/A
Tree cutting and replanting (voted on in 1 workshop)	No commitments recorded	N/A
Workforce travel (staff vehicles, modes of transport) (voted on in 1 workshop)	Develop a working from home policy	1
Employees reducing own carbon footprint at home (voted on and raised in 1 workshop)	Work with employees to encourage and incentivise a sustainable lifestyle outside of work	1
	Commit to an overarching net zero target to incentivise staff	1
Pioneer electric plant equipment (voted on in 1 workshop)	Invest and research for the future, even though the technology is not there yet	1
Visual impact of WPD's amenities / equipment (voted on in 1 workshop)	Consider visual impact of substations: keep them tidy	1
	Maintain wild flowers and ecology around WPD infrastructure	1
Carbon capture (voted on in 1 workshop)	Support research and development into carbon capture	1
Reduce leaks and network losses (including transformers) (raised in 4 workshops)	Reduce leaks and losses on the network	2
	Replace pre-1958 transformers and switchgear by 2025	1
	Commit to low-loss transformers	1
	Future-proof equipment to reduce losses	1
Be smarter and more agile in your working practices (raised in 2 workshops)	Plan smarter infrastructure upgrades to minimise carbon output	1
Suppliers to meet ISO 14001 (raised in 1 workshop)	No commitments recorded	N/A
Look at vehicle to grid (raised in 1 workshop)	Take a lead on developing vehicle to grid	1
Net zero by 2050 (raised in 1 workshop)	No commitments recorded	N/A

## ENVIRONMENT

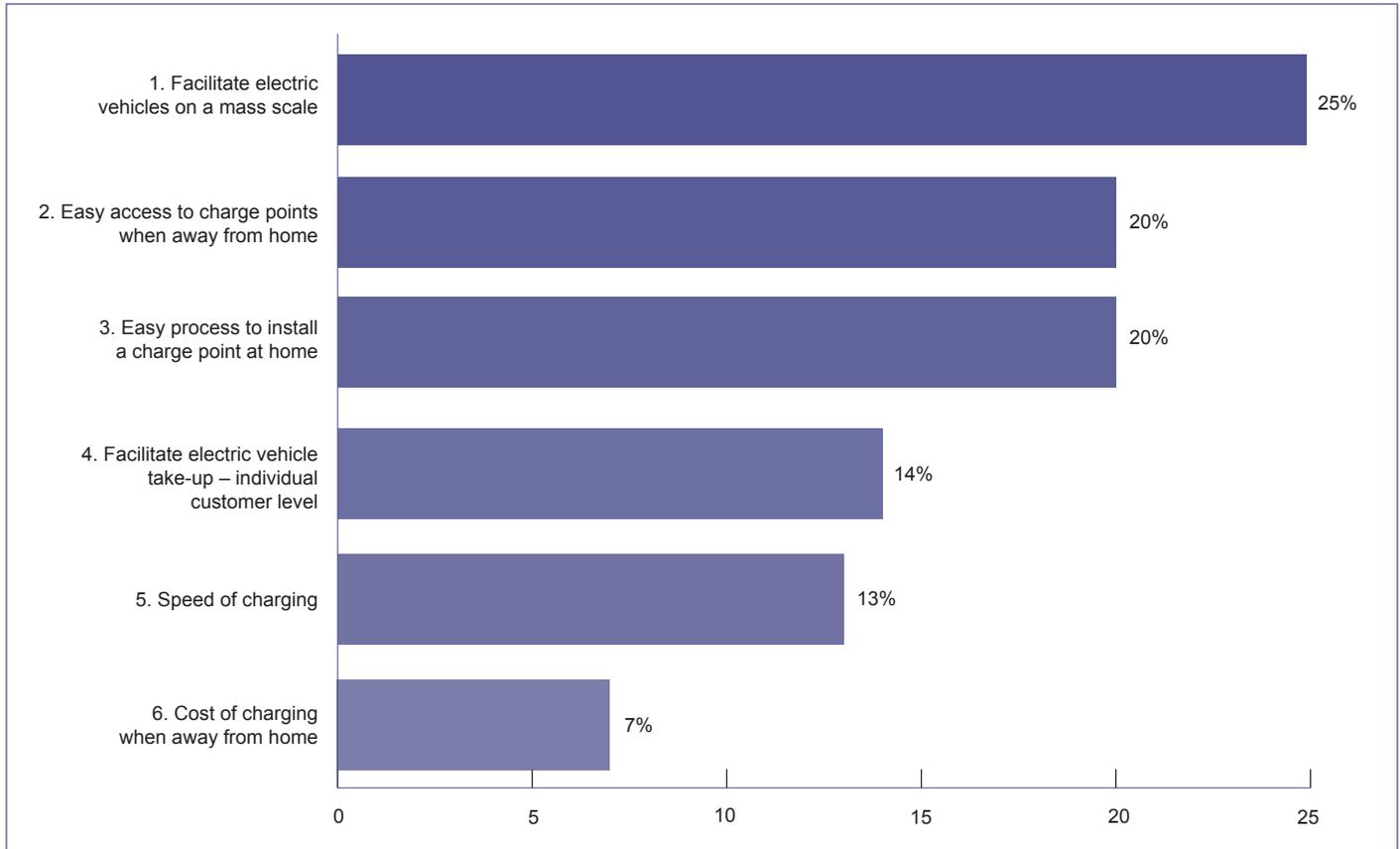
WPD to go paperless (raised in 1 workshop)	No commitments recorded	N/A
Green energy connections (raised in 1 workshop)	Prioritise renewable connections to power your systems	1
	Maintain a focus on how renewable sources of energy could adversely affect resilience	1
Diversify pension investment (raised in 1 workshop)	Divest of pension investments in fossil fuels	1
Align to Welsh government's Well-being of Future Generations Act (raised in 1 workshop)	No commitments recorded	N/A
Carbon cost of new developments (raised in 1 workshop)	Share best practice across WPD	1
WPD follow Carbon Trust model (raised in 1 workshop)	Monitor standards such as the Corporate Value Chain (Scope 3) Standard and endeavour to achieve ISO accreditations. Apply these to your entire supply chain	1
Charge more for connecting fossil fuel generation (raised in 1 workshop)	Prioritise and incentivise alternative, green connections	1
Changes to operational practices by greater use of telephony / AI (raised in 1 workshop)	Upskill staff to be able to adopt new practices	1



## 9 | ELECTRIC VEHICLES

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



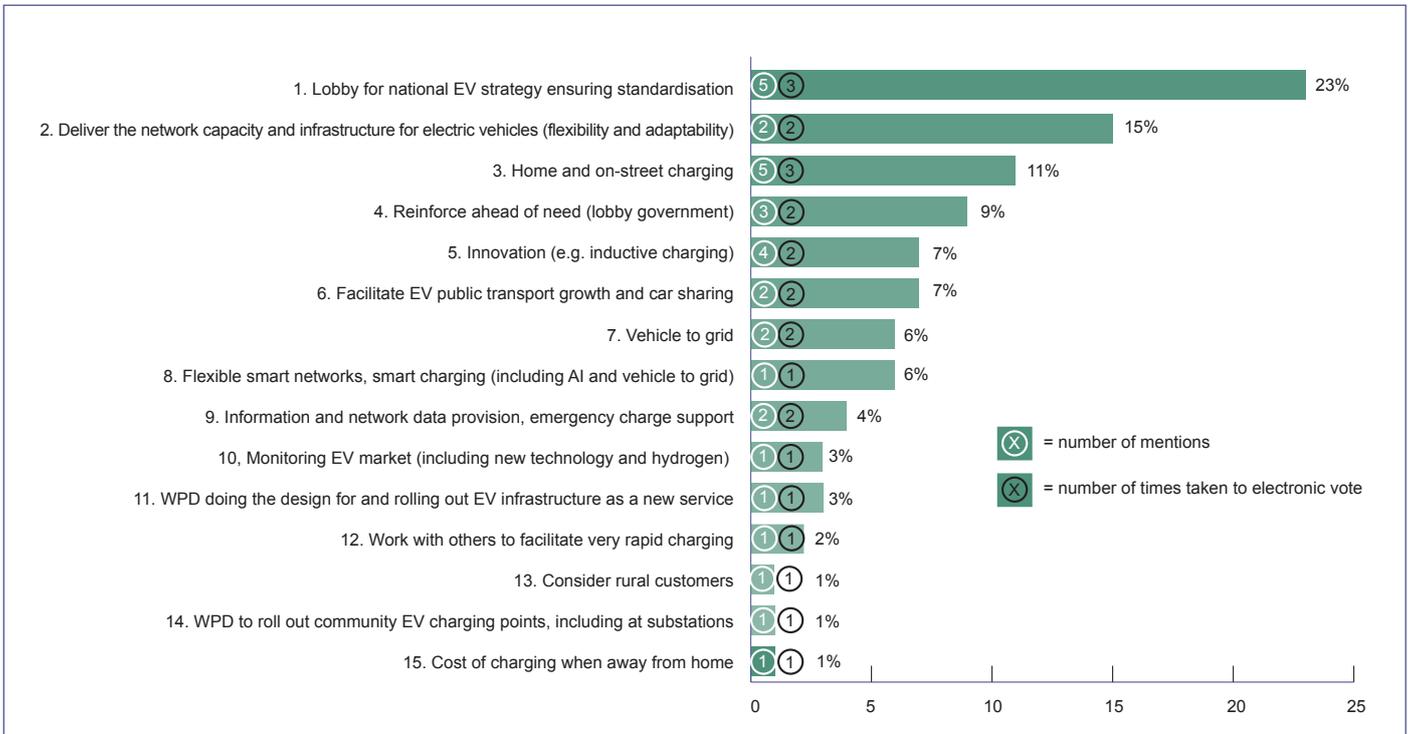
### EXISTING PRIORITIES – BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Facilitate electric vehicles on a mass scale</b>	120	25%	30	14	7	3	6	6	2	1
<b>Easy access to charge points when away from home</b>	98	20%	15	13	5	2	3	4	8	8
<b>Easy process to install a charge point at home</b>	94	20%	19	20	7	6	4	1	4	4
<b>Facilitate electric vehicle take-up – individual customer level</b>	68	14%	15	12	4	3	1	1	3	2
<b>Speed of charging</b>	64	13%	14	8	6	2	3	0	4	6
<b>Cost of charging when away from home</b>	35	7%	5	6	2	1	1	2	0	2

NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



**NEW PRIORITIES – NOT VOTED ON**

The table below lists the new priorities suggested during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Renewable energy to provide the power for the EV network	3
2. Electrify WPD's fleet where feasible	2
3. Standardised charging connections	1
4. Engage in strategic planning process	1
5. Engage with experts in the field	1
6. Driverless vehicles	1
7. Consider electric and hydrogen vehicles	1
8. Partnerships	1
9. Lobby to install smart meters and battery / charging infrastructure	1
10. Cheaper connections for charge points powered by renewables	1
11. Longevity / future	1
12. Analysis / research	1
13. Connections scheduling	1



## PROPOSED COMMITMENTS – EXISTING PRIORITIES

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
PRIORITY 1: FACILITATE ELECTRIC VEHICLES ON A MASS SCALE	# MENTIONS
a). Work closely with local authorities and developers on local energy plans, develop case studies and produce examples of best practice	4
b). Focus on delivering charging points for company fleets and for public transport	3
c). Carry out research and forecasting on EV take-up to inform your strategy	2
d). Work on providing useful data on EV charging and capacity and share this with relevant third parties	2
e). Work with key stakeholders, particularly developers on EV charging	2
f). Collaborate with EV and charging infrastructure manufacturers and endeavour to innovate in this area	2
g). Install three-phase supplies to new developments	1
h). Undertake 'quick' feasibility studies for charge point connections, including for homeowners	1
i). Consider different ownership models and support a move away from private, individual car ownership	1
j). Consider the wider economic impact of a wholesale move to EVs – what happens to combustion engine-era vehicles?	1
k). Focus on long-term strategies to reduce charging costs for the consumer	1
l). Develop battery storage technology	1
m). Provide clear information on connection, capacity and charging costs	1
n). Avoid being a blocker for optimal sites	1
o). Be mindful of future grid capacity	1
p). Work with community groups	1
q). Help to facilitate large-scale charging hubs	1
r). Invest ahead of need in the network to ensure sufficient capacity	1
s). Consider cost: who will pay? How can costs be minimised?	1
t). Support communal, on-street charging projects	1
u). Consider all low-carbon vehicle / transport options as well as EVs	1
v). Focus on the quantity of charge points	1
w). Reconsider the structure of connection charges	1
x). Lobby for changes to the National Planning Policy Framework to support uptake of EVs	1
y). Encourage more local generation to power charge points	1
z). Consider alternative charge point models e.g. induction pads	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: EASY ACCESS TO CHARGE POINTS WHEN AWAY FROM HOME</b>	<b># MENTIONS</b>
a). Work with local authorities to facilitate connections in appropriate locations	4
b). Connect charge points at locations such as shopping centres, supermarkets, public buildings and taxi ranks	3
c). Support the redesign of motorway service stations and connect charge points at these locations	2
d). Ensure there is capacity for multiple charge points and consider the cost of reinforcing the network	2
e). Lobby government for a cohesive strategy and challenge Ofgem to allow investment ahead of need	2
f). Work with other public transport suppliers to deliver charge points	1
g). Support web-based applications that improve visibility of available charge point locations	1
h). Work on developing demand forecasting for EV using data from the smart network	1
i). Work in partnership with charge point manufacturers and mandate universal charging	1
j). Build consumer confidence in viability of charge points away from home	1
k). Provide 'new' solutions for locations where you cannot connect	1
l). Be proactive and provide a clear pathway to speed up the roll-out	1
m). Investigate pricing methodologies such as for companies versus domestic users	1
n). Produce a map of suitable locations	1
o). Don't over-plan: keep in mind the expanding mileage range of many EVs	1
p). Provide consistency and reassurance that customers will be able to charge wherever they are	1
q). Create a standardised, accessible map of charging points	1
r). Work with other DNOs to provide a UK-wide, consistent charging network service	1
s). Address safety concerns at charge points	1
t). Deliver rapid chargers	1
u). Look to provide reassurance about range anxiety	1



Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: EASY PROCESS TO INSTALL A CHARGE POINT AT HOME</b>	<b># MENTIONS</b>
a). Focus on providing a solution for customers without driveways	4
b). Provide a central advice service to educate customers on the processes and cost of installing charge points. Consider including a 'dummies guide'	4
c). Lobby government to influence building regulations to ensure that charge points are provided in new builds	3
d). Provide homeowners with subsidies to install battery storage systems to support the grid	1
e). Lead on upgrading infrastructure and designing smart networks	1
f). Prioritise EV connections	1
g). Use three-phase supply	1
h). Focus on community charging points	1
i). Collaborate with manufacturers and industry	1
j). Ensure control and standards of installation and charge point	1
k). Simplify the process of applying for a subsidy for installing a charge point	1
l). Work with partners to address capacity constraints	1



Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: FACILITATE ELECTRIC VEHICLE TAKE-UP – INDIVIDUAL CUSTOMER LEVEL</b>	<b># MENTIONS</b>
a). Educate customers to improve understanding of charge points, including on the costs and the availability of grants	3
b). Enable a range of charging options and consider the requirements of rural owners and those without driveways	3
c). Consider the charge point requirements for car-share schemes	2
d). Lobby government and councils to ensure that charge points are included in new builds	2
e). Work with suppliers to introduce time of use tariffs and educate customers on their benefits	2
f). Lobby government to influence the regulator to allow you to invest ahead of need	2
g). Look at encouraging community car-sharing programmes and car clubs	2
h). Lobby government to incentivise people to buy electric vehicles	1
i). Consider the charge point requirements for electric bicycles	1
j). Develop a network that is ready for large-scale EV take-up	1
k). Liaise with local authorities and private sector: help everyone meet their targets	1
l). Set a target of 95% of EV applications to go through queue management	1
m). Socialise costs to increase affordability	1
n). Carry out analysis and research to inform your investment decisions	1
o). Investigate smart charging	1
p). Push for a standardised type of charger	1
q). Focus on retrofitting in older properties	1
r). Focus on on-street charging for customers without driveways	1
s). Consider other power sources such as hydrogen, which may be an appropriate alternative in certain locations	1
t). Consider affordability and fairness: don't leave people behind	1
u). Focus on electrifying public transport	1
v). Make WPD's role clear: explain to customers that you are neutral and not trying to sell them anything	1
w). Consider interaction between EV, heat pumps and storage	1
x). Deliver rapid charging	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: SPEED OF CHARGING</b>	<b># MENTIONS</b>
a). Prioritise rapid charging, including for emergency vehicles	2
b). Be mindful of the fact that rapid charging isn't appropriate or necessary in all cases (for example, domestic customers may not need fast charging but buses, taxis and emergency vehicles do)	2
c). Collaborate with EV manufacturers and technology companies and endeavour to innovate in this area	2
d). Upgrade the network to enable rapid charging, including using DC charging	2
e). Ensure correct information is included on charge points and ensure that customer safety is a priority	1
f). Facilitate local generation schemes to power charge points	1
g). Consider investing in DNO-owned charge points	1
h). Focus on improving the speed of charging for charge points outside of the home	1
i). Consider alternative ways of charging that don't require being 'plugged in'	1
j). Be able to reinforce the network ahead of need in line with predicted growth and demand to enable rapid-charging	1
k). Ensure that new connections are future-proofed	1
l). Conduct trials and demand modelling based on upward take-up and rapid charging away from home	1
m). Focus on increasing the speed of charging	1
n). Provide reassurance to customers to address range anxiety	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: COST OF CHARGING WHEN AWAY FROM HOME</b>	<b># MENTIONS</b>
a). Support different charging methodologies aimed at both domestic customers and at companies to encourage their staff to use EVs	2
b). Focus on both access and cost to ensure that prices are not prohibitive for certain customers who wish to charge their vehicles away from home	2
c). Work with suppliers on more dual tariffs	1
d). Encourage combined park and charge packages where public car park fees include the cost of charging an electric vehicle	1
e). Use your influence to put pressure on suppliers and charge point operators to offer fixed prices on charging away from home	1
f). Accept that this is not in WPD's sphere of influence	1
g). Support the redesign of motorway service stations	1
h). Provide 'new' solutions for locations where you cannot connect	1
i). Challenge Ofgem about investment ahead of need	1
j). Be proactive and provide a clear pathway to speed up the roll-out	1
k). Look into busy locations including supermarket and sports venue car parks	1
l). Educate and inform customers: provide charge point maps that explain cost	1

**PROPOSED COMMITMENTS – NEW PRIORITIES**

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Lobby for national EV strategy ensuring standardisation (raised in 5 workshops, voted on in 3 workshops)	Lobby government and work with the industry to ensure standardisation of EV charge points and other technology	2
	Work with the government and Ofgem to deliver a clear, coordinated EV strategy	1
	Work with government on EV safety standards	1
	Work collaboratively across license areas and industry	1
Deliver the network capacity and infrastructure for electric vehicles (flexibility and adaptability) (raised in and voted on in 2 workshops)	Make the case for investing in network capacity to Ofgem by designing an EV scheme on a small scale in a variation on section 16 of the Electricity Act	1
Home and on-street charging (raised in 5 workshops, voted on in 3 workshops)	Share best practice examples on the development of on-street charging from elsewhere in WPD's network area	1
	Develop clear step-by-step information on the installation of on-street charge points to support developers and councils	1
	Ensure the capacity and infrastructure is in place for the expansion of on-street charge points	1
	Hold expert-level workshops for relevant partners to work towards implementation of public charge points	1
	Create a model to explore how people without access to a driveway or off-street parking can charge EVs	1
	Focus on providing on-street charging to ensure that customers without driveways are not disadvantaged	1
	Work with local authorities to provide on-street charging	1
Reinforce ahead of need (lobby government) (raised in 3 workshops, voted on in 2 workshops)	Invest ahead of need to upgrade the network for predicted future demand	1
Innovation (e.g. inductive charging) (raised in 4 workshops, voted on in 2 workshops)	Consider / encourage the take-up of alternative energy sources, such as hydrogen and other low-carbon fuels	2
	Invest in research into induction plates	1
	Enable vehicle to grid capability	1
	Use innovation to address land rights	1

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## ELECTRIC VEHICLES

Facilitate EV public transport growth and car sharing (raised in and voted on in 2 workshops)	Look to use innovation to facilitate more communal usage of electric vehicles, such as car clubs and fleet sharing	1
	Support public transport grid setup and set goals that support grid utilisation	1
	Build an evidence base for investment and lobby government for the ability to invest ahead of need	1
Vehicle to grid (raised in and voted on in 2 workshops)	Prioritise the development of a smart network that is capable of bidirectional charging	1
Flexible smart networks, smart charging (including AI and vehicle to grid) (raised in and voted on in 1 workshop)	Use artificial intelligence	1
	Consider data security	1
Information and network data provision, emergency charge support (raised in and voted on in 2 workshops)	Provide clear mapping and signposting on where connections are available for charge points	1
	Provide emergency rapid charge points on motorways for EVs which run out of charge	1
	Make more data available to support planning, including network capacity, potential locations and future demand forecasts	1
Monitoring EV market (including new technology and hydrogen) (raised in and voted on in 1 workshop)	Partner with EV manufacturers to monitor and anticipate EV hotspots	1
	Use data to monitor how EV public transport, including taxis, uses the network	1
	Focus on innovation projects that use monitoring for charging solutions	1
	Monitor the trialling of hydrogen buses	1
	Consider using surplus energy to create hydrogen	1
WPD doing the design for and rolling out EV infrastructure as a new service (raised in and voted on in 1 workshop)	No commitment recorded	N/A
Work with others to facilitate very rapid charging (raised in and voted on in 1 workshop)	Collaborate with local authorities and parish councils	1
Consider rural customers (raised in and voted on in 1 workshop)	No commitment recorded	N/A
WPD to roll out community EV charging points, including at substations (raised in and voted on in 1 workshop)	Provide charging points for EVs at your own substations	1

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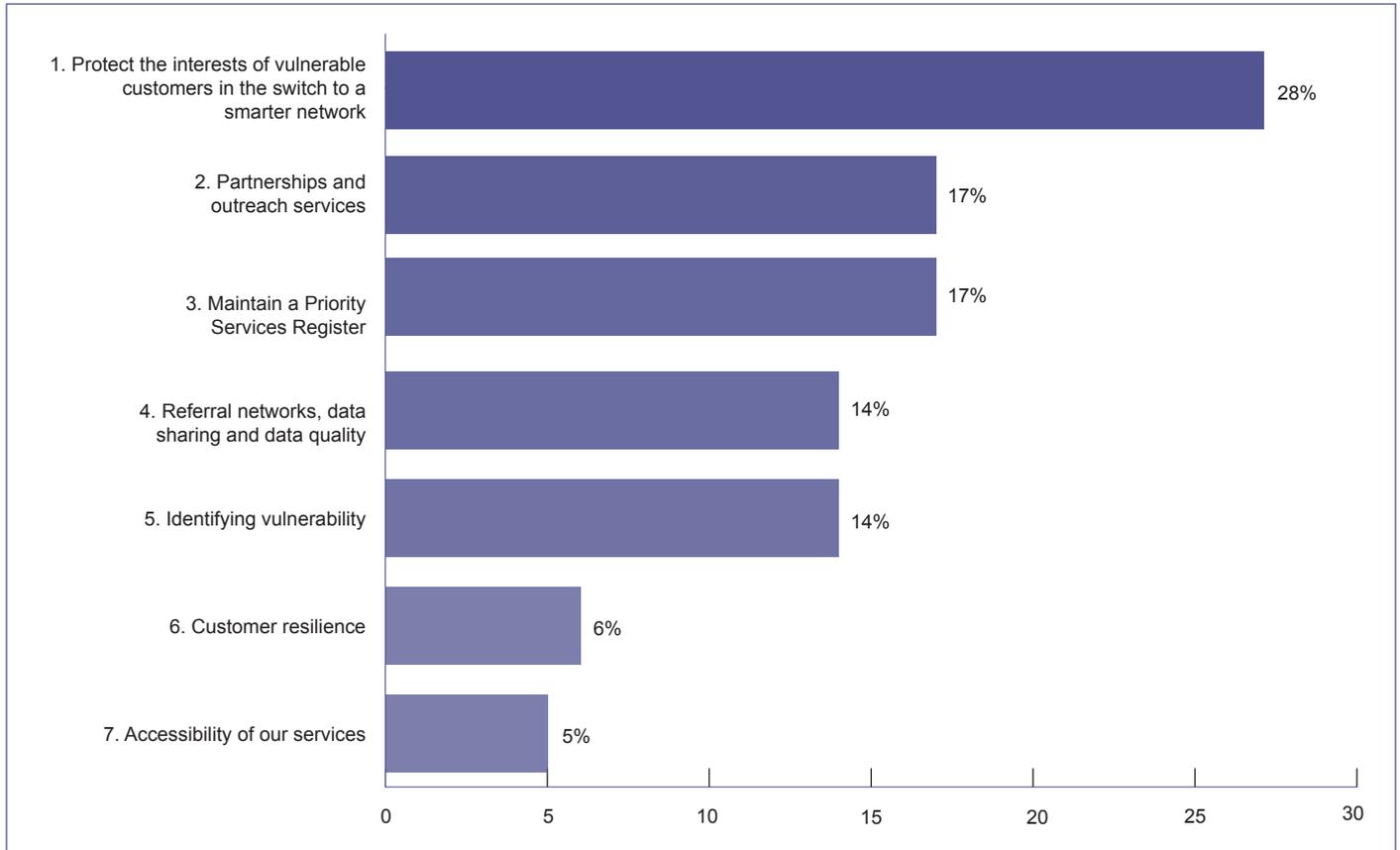
## ELECTRIC VEHICLES

Cost of charging when away from home (raised in and voted on in 1 workshop)	Ensure that fairness and affordability remain a priority, even though you have a monopoly	1
	Roll out the necessary infrastructure required to make charging cheaper for customers	1
	Improve EV charging at commercial buildings, for example by making it free to charge at work	1
Renewable energy to provide the power for the EV network (raised in 3 workshops)	Create a roadmap for the complete transition to renewable energy sources	1
	Collaborate with the gas industry on providing alternative sources of energy, such as hydrogen	1
Electrify WPD's fleet where feasible (raised in 2 workshops)	Electrify WPD's own vehicle fleet	1
Standardised charging connections (raised in 1 workshop)	Create a standardised charging point for EVs	1
Engage in strategic planning process (raised in 1 workshop)	No commitment recorded	N/A
Engage with experts in the field (raised in 1 workshop)	Look at best practice in other parts of the world, such as Amsterdam	1
Driverless vehicles (raised in 1 workshop)	Consider future energy scenarios with greater numbers of autonomous vehicles – work with local authorities to plan for this	1
Consider electric and hydrogen vehicles (raised in 1 workshop)	No commitment recorded	N/A
Partnerships (raised in 1 workshop)	No commitment recorded	N/A
Lobby to install smart meters and battery / charging infrastructure (raised in 1 workshop)	Work with Ofgem on having more of a role in smart meter and battery storage roll-out	1
Cheaper connections for charge points powered by renewables (raised in 1 workshop)	No commitment recorded	N/A
Longevity / future (raised in 1 workshop)	Think long term: how long will an EV last?	1
	Forecast long term costs and affordability, particularly with regard to vulnerable people	1
Analysis / research (raised in 1 workshop)	Forecast where capacity will be needed as demand increases	1
	Promote approved charge point installers, based on analysis and research	1
	Share information and best practice with key partners	1
Connections scheduling (raised in 1 workshop)	Provide installation dates for enabling new connections	1

# 10 | VULNERABILITY AND FUEL POVERTY

## EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders. These priorities were voted on at all six workshops.



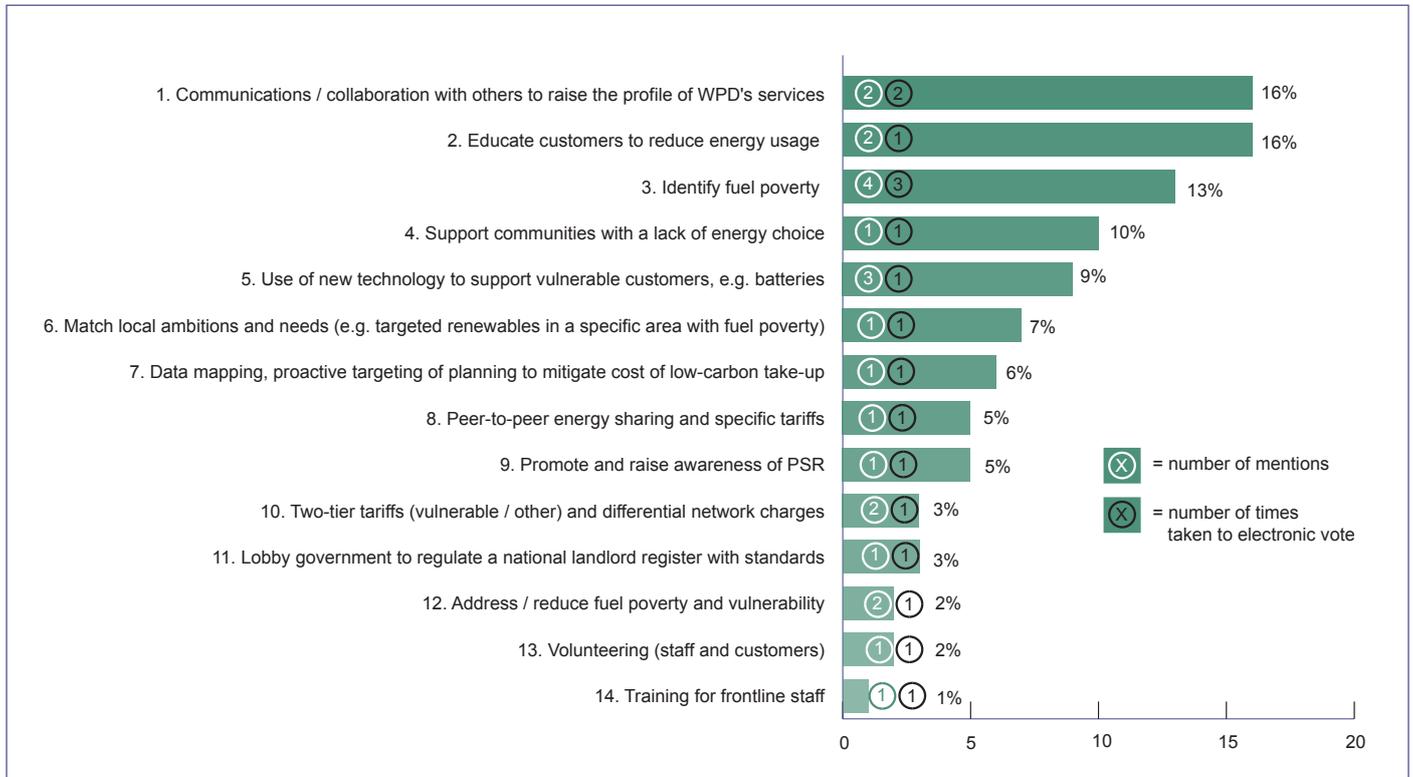
## EXISTING PRIORITIES – BY STAKEHOLDER GROUP

The table below breaks down the results of the voting on the existing priorities articulated by some of the main stakeholder groups represented at the workshops. The highlighted cell is the priority that was ranked highest by each stakeholder group.

	Combined votes		Local authority	Parish council	Utility	Energy consultant	Developer	Academic institution	Domestic customer	Charity
<b>Protect the interests of vulnerable customers in the switch to a smarter network</b>	174	28%	48	21	7	16	8	5	5	6
<b>Partnerships and outreach services</b>	105	17%	22	8	5	5	2	4	0	10
<b>Maintain a Priority Services Register</b>	103	17%	20	12	7	3	2	5	4	7
<b>Referral networks, data sharing and data quality</b>	86	14%	20	4	6	8	9	4	1	1
<b>Identifying vulnerability</b>	85	14%	19	14	5	1	5	6	4	3
<b>Customer resilience</b>	36	6%	8	6	2	0	0	2	4	0
<b>Accessibility of our services</b>	34	5%	11	4	1	0	1	0	3	0

NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the priority was raised and, of those, the number of times it was taken to an electronic vote.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested raised during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Facilitate renewables and insulation for fuel-poor customers	1
2. Lobby for incentives to help the most vulnerable	1
3. Consider the role of community energy groups	1
4. Work with government and suppliers on standing charges issue	1
5. Socially minded aggregation	1
6. Affordable connections	1
7. Universal insulation	1
8. Flexibility levy: align future energy policy with PSR	1
9. Balance development of network and capacity against all demographic groups	1
10. Person-centred approach (across energy vectors)	1
11. Look at design of energy tariffs	1
12. Reduce cost to customers	1
13. Guarantee standards	1
14. Make everything free and fund energy through taxation	1
15. Raise awareness of fuel poverty	1
16. Standardisation of PSR service across industry	1



**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: PROTECT THE INTERESTS OF VULNERABLE CUSTOMERS IN THE SWITCH TO A SMARTER NETWORK</b>	<b># MENTIONS</b>
a). Make sure no one is left behind in the transition to a smart network, especially customers in vulnerable circumstances and in fuel poverty	4
b). Understand the barriers to participation, such as the complexity of the services and initiatives: address these through engagement with clear, advice and messaging	3
c). Influence suppliers to help promote cheaper tariffs, incentivising vulnerable customers to participate in new services	2
d). Work with landlords, social housing providers and tenants to identify opportunities for community energy schemes	2
e). Lobby government for a policy that mandates protecting the interests of vulnerable customers in the transition to a low-carbon, smarter network	2
f). Work with trusted partners to improve awareness of EVs, prepayment meters and smart meters	2
g). Roll out smart networks	1
h). Education on energy usage / efficiency	1
i). Work with local authorities	1
j). Investigate the opportunities for peer-to-peer support to reduce system charges for fuel-poor households	1
k). Consider alternative cheap fuels for those who rely on coal in Cornwall	1
l). Fund design, innovation and automation programmes that specifically target vulnerability	1
m). Take a long-term view to assess both cost and accessibility of new technology	1
n). Promote community EV schemes	1
o). Learn from net zero projects and models and monitor usage and behaviour	1
p). Push for socially minded aggregation	1
q). Give customers that can afford it an option to donate	1
r). Lobby for grants for those in fuel poverty	1
s). Drive innovation	1
t). Push for the roll-out of smart meters	1
u). Retrofit old appliances	1
v). Don't divert too much focus onto the roll-out of the EV network	1
w). Maintain a focus on the fuel-poor when considering the extra costs associated with reaching net zero, such as retrofitting for heat pumps	1
x). Use smart metering and tariffs to help demonstrate benefits to customers, linking to initiatives like warm houses discount	1
y). Use innovations in monitoring to support vulnerable customers	1
z). Focus on supporting customers on pre-payment meters	1
aa). Incentivise suppliers via variable system charges	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: PARTNERSHIPS AND OUTREACH SERVICES</b>	<b># MENTIONS</b>
a). Develop and continue to expand partnerships with carers and charities such as Citizens Advice	4
b). Identify partnership leaders and community champions to support vulnerable customers and protect them from scams	2
c). Work closely with key stakeholders and partners to provide education and support for customers in fuel poverty	2
d). Include community energy groups in your partnership and outreach services	2
e). Engage with all tiers of government as well as housing associations to raise awareness of initiatives, including those aimed at alleviating fuel poverty	2
f). Promote the PSR and work to make every contact count	2
g). Coordinate your channels of communication with your partners and share resources, data and expertise.	2
h). Help scale-up retrofitting projects	1
i). Use your partners to educate fuel-poor customers on financial management and support them to switch tariffs	1
j). Consider whether it is appropriate to work with food banks	1
k). Focus on providing outreach services in mental health	1
l). Work closely with suppliers to reduce fuel poverty	1
m). Work with the private rented sector to tackle fuel poverty	1
n). Join the Public Services Boards	1
o). Engage with resilience forums and use mapping tools	1
p). Work with local authorities and parish councils	1
q). Review the way you budget and fund initiatives	1
r). Maintain the services you offer	1
s). Focus on cross-referencing: build services in tandem with building network operation	1
t). Work on signposting to identify vulnerable and fuel-poor customers	1
u). Collaborate with other DNOs and suppliers on disconnections	1
v). Distinguish between crisis and day-to-day support	1
w). Tie this work into your social contract	1
x). Use WPD brand as a trusted partner	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: MAINTAIN A PRIORITY SERVICES REGISTER</b>	<b># MENTIONS</b>
a). Facilitate better data sharing and work towards creating a centralised PSR	4
b). Educate customers and raise awareness of the PSR, using a range of methods, to increase the number of people signed up	4
c). Continue to update and cleanse the data on the PSR to ensure it is up to date	3
d). Keep a tiered system of vulnerability and ensure that the most in need are included: work with suppliers to do this	2
e). Work cross-utility and with trusted partners	2
f). Keep developing the definition and identification of vulnerability	1
g). Continue to share best practice with other partners, utilities and DNOs	1
h). Offer advice for vulnerable customers outside of power cuts	1
i). Maintain current levels of service and improve where possible: measure against industry standards	1
j). When cleansing the data, inform customers of other relevant services	1
k). Set up a contingency fund to help the most vulnerable	1
l). Consider changing the name of the PSR to build trust	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: REFERRAL NETWORKS, DATA SHARING AND DATA QUALITY</b>	<b># MENTIONS</b>
a). Lobby Ofgem to allow for data to be safely shared with other utilities	6
b). Provide funding and increase the support you give to referral networks	4
c). Encourage more data sharing with referral networks including local authorities and healthcare providers	2
d). Build trust with customers to gain more access to smart meter data	2
e). Connect customers to the support they need	2
f). Make it easier for customers to sign up to the PSR	1
g). Work with suppliers	1
h). Use EPC data in social indicator mapping	1
i). Sign up to the JIGSO project	1
j). Go to grassroots level and work with parish councils	1
k). Use team managers dedicated to this	1
l). Work with Auriga	1
m). Collaborate with the Department for Work and Pensions	1
n). Monitor who is accessing vulnerability services to improve data quality	1
o). Use existing data in a smarter way	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: IDENTIFYING VULNERABILITY</b>	<b># MENTIONS</b>
a). Continue to identify vulnerability by working with partners including local authorities, disability forums and health and social care providers	5
b). Broaden the description of vulnerability and clearly define what this means, ensuring the terminology you use does not put customers off	3
c). Map customers according to demographics to identify vulnerable customers and consider carrying out a vulnerability census	3
d). Include vulnerable premises such as are homes and sheltered accommodation on the PSR	2
e). Use smart meter data to identify vulnerable customers	2
f). Raise awareness of the PSR and the services you provide	2
g). Consider rural vulnerabilities and vulnerable areas such as those prone to flooding	2
h). Work with suppliers to identify vulnerability	1
i). Share vulnerability data with emergency services	1
j). Identify the right source of help for vulnerable customers	1
k). Show leadership in this area and foster a joined-up approach with relevant partners	1
l). Understand that the risk of vulnerability increases with electrification	1
m). Continue to train WPD workforce to identify vulnerability	1
n). Develop automated registration for customers reliant on medical equipment	1
o). Continue to develop one PSR across utilities	1
p). Work with the postal service	1



Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: CUSTOMER RESILIENCE</b>	<b># MENTIONS</b>
a). Consider off-grid, low-carbon solutions including battery storage and CHP	5
b). Educate, engage and provide information for those customers most affected	4
c). Promote the 105 number, provide information on what to do in the event of a power cut and share customer resilience packs	3
d). Be mindful of climate change in your plans, focusing on the likely increase in the frequency of storms, floods and heatwaves	2
e). Trail innovative projects, including those associated with smart meter data and battery storage	2
f). Work closely with partners including emergency services to increase customer resilience	2
g). Continue retrofitting insulation for communities (particularly the most vulnerable)	2
h). Run drills to ensure that you have a proactive, rather than reactive, strategy to deal with power cuts	1
i). Ensure vulnerability is factored in when considering resilience, for example, those customers with medical needs	1
j). Install three-phase connections in all new homes	1
k). Consider those customers with a high reliance on coal	1
l). Consider customers' increased reliance on technology	1
m). Focus on vulnerable properties, such as care homes	1
n). Ensure that there is good quality of supply to improve resilience	1
o). Change the PSR to take smart networks into consideration	1
p). Produce a definition of vulnerability for domestic customers	1
q). Use smart technology to increase resilience	1
r). Promote understanding of the PSR	1
s). Improve resilience at a local level	1
t). Focus on tackling scams	1
u). Create an autodial for relaying emergency messages	1
v). Improve awareness of customer rights	1
w). Liaise with neighbourhood policing	1
x). Work with housing providers, as well as GPs and libraries	1
y). Invest in community centres	1

Proposed Commitments – Existing Priorities	
PRIORITY 7: ACCESSIBILITY OF OUR SERVICES	# MENTIONS
a). Use a range of methods to promote your services, including broadcast media, the telephone and face-to-face engagement, being mindful of the fact that online engagement isn't appropriate for all	4
b). Collaborate and work with trusted partners including Citizens Advice	3
c). Ensure that your communications are accessible, clear and easy to understand	3
d). Educate all customers on energy efficiency and flexibility: outline the difference between tariffs and costs	1
e). Make it as easy as possible to register for the PSR	1
f). Publicise your services with relevant numbers and links on your vehicles	1
g). Work with providers of shared accommodation	1
h). Find ways to engage customers who are off the (gas) grid	1
i). Work in collaboration with other utilities	1
j). Link in suppliers	1
k). Simplify tariffs and work to make suppliers more transparent	1
l). Develop a local authority resilience version of the power cut app	1
m). Provide community information	1



**PROPOSED COMMITMENTS – NEW PRIORITIES**

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Communications / collaboration with others to raise the profile of WPD’s services (voted on in 2 workshops)	Work cross-agency to publicise and deliver vulnerability services	1
	Do more to demystify smart meters	1
	Use young people through schools’ engagement to educate customers	1
	Engage with healthcare providers	1
	Help to build trust with customers	1
Educate customers to reduce energy usage (voted on and raised in 1 workshop)	Signpost to support services	1
Identify fuel poverty (voted on in 3 workshops, raised in 1 workshop)	Use 'social indicator mapping' to identify areas of fuel poverty	2
	Target those on pay-as-you-go meters to receive support	1
	Target those with other key indicators of fuel poverty, such as those off gas, using solid fuels for heating, or those with single glazing	1
	Work with suppliers	1
	Create a clear definition of fuel poverty – be aware that there is a difference between 'can't pay' and 'won't pay'	1
	Create a PSR for fuel-poor customers	1
	Set targets for funding fuel-poor initiatives	1
	Work with partner organisations on identifying fuel poverty	1
Support communities with a lack of energy choice (voted on in 1 workshop)	Invest in insulation	1
Use of new technology to support vulnerable customers e.g. batteries (voted on in 1 workshop, raised in 2 workshops)	Roll out renewables such as PV cells on the roofs of vulnerable customers. Also use battery storage as backup	1
Match local ambitions and needs (e.g. targeted renewables in a specific area with fuel poverty) (voted on in 1 workshop)	Facilitate retrofitting in areas with poorly insulated housing stock	1
	Facilitate renewables and efficiency savings in areas of fuel poverty	1
Data mapping, proactive targeting of planning to mitigate cost of low-carbon take-up (voted on in 1 workshop)	Challenge the regulatory boundaries around data sharing and mapping	1

/ continued

## VULNERABILITY AND FUEL POVERTY

Peer-to-peer energy sharing and specific tariffs (voted on in 1 workshop)	No commitments recorded	N/A
Promote and raise awareness of PSR (voted on in 1 workshop)	No commitments recorded	N/A
Two-tier tariffs (vulnerable / other) and differential network charges (voted on and raised in 1 workshop)	Lobby government / other partners	1
Lobby government to regulate a national landlord register with standards (voted on in 1 workshop)	No commitments recorded	N/A
Address/ reduce fuel poverty and vulnerability (voted on and raised in 1 workshop)	Enable vulnerable and fuel-poor customers to become more energy efficient, increasing resilience and cutting bills	1
Volunteering (staff and customers) (voted on in 1 workshop)	No commitments recorded	N/A
Training for frontline staff (voted on in 1 workshop)	No commitments recorded	N/A
Facilitate renewables and insulation for fuel-poor customers (raised in 1 workshop)	Instead of retrofitting insulation, finance renewables / microgeneration for domestic properties	1
	Set targets to reduce energy consumption	1
Lobby for incentives to help the most vulnerable (raised in 1 workshop)	No commitments recorded	N/A
Consider the role of community energy groups (raised in 1 workshop)	Encourage vulnerable customer support as part of community energy schemes	1
Work with government and suppliers on standing charges issue (raised in 1 workshop)	No commitments recorded	N/A
Socially minded aggregation (raised in 1 workshop)	Help the fuel-poor to benefit	1
Affordable connections (raised in 1 workshop)	Work to establish a clear policy framework	1
	Look at the broader poverty picture	1
	Improve the modelling you use	1
	Use smart networks and smart appliances to improve affordability	1

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## VULNERABILITY AND FUEL POVERTY

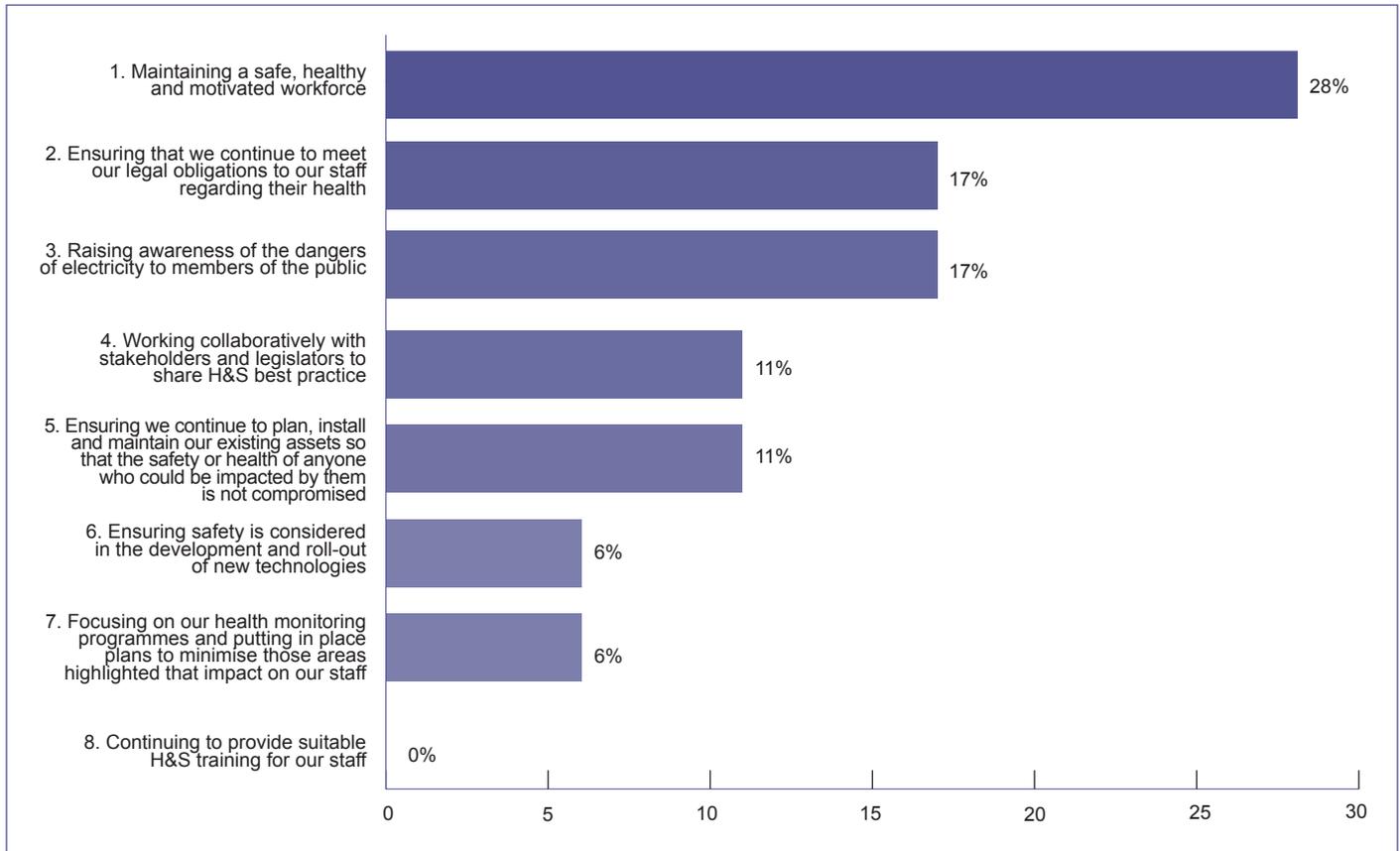
Universal insulation (raised in 1 workshop)	Promote energy efficiency, especially to the vulnerable and fuel-poor	1
Flexibility levy: align future energy policy with PSR (raised in 1 workshop)	Lobby government for ability to use cost savings from flexibility demand side response	1
Balance development of network and capacity against all demographic (raised in 1 workshop)	No commitments recorded	N/A
Person-centered approach (across energy vectors) (raised in 1 workshop)	No commitments recorded	N/A
Look at design of energy tariffs (raised in 1 workshop)	Lobby government to make changes to system: affluent and commercial customers to offset costs for fuel-poor customers	1
	Focus on rising block tariffs	1
Reduce costs to customers (raised in 1 workshop)	Work with suppliers to bring down energy costs	1
	Set up a 'customer insurance' fund to support the fuel-poor	1
Guarantee standards (raised in 1 workshop)	Set a target to improve response times	1
Make everything free and fund energy through taxation (raised in 1 workshop)	No commitments recorded	N/A
Raise awareness of fuel poverty (raised in 1 workshop)	Raise awareness of ways to reduce energy consumption	1
	Support energy-saving initiatives, such as home insulation and solar panels	1
	Offer variable system charges	1
Standardisation of PSR service across industry (raised in 1 workshop)	No commitments recorded	N/A



## 11 | SAFETY AND HEALTH (AFTERNOON SESSION)

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Considering the potential post-Brexit legislative changes to health and safety law	2
2. Response to threats such as Coronavirus	1
3. Multi-agency cooperation and training	1
4. Establishing communication channels across the industry to encourage collaborative work	1
5. Minimising the impact of assets on wildlife	1

## SAFETY AND HEALTH (AFTERNOON SESSION)

### PROPOSED COMMITMENTS – EXISTING PRIORITIES

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: MAINTAINING A SAFE, HEALTHY AND MOTIVATED WORKFORCE</b>	<b># MENTIONS</b>
a). Ensure the mental health needs of the workforce are being met and supported by promoting a healthy work-life balance	3
b). Ensure that your managers commit to leading by example	1
c). Develop appropriate rotas and policies for operational teams that work out of hours and respond to emergencies	1
d). Deliver public health advice to employees	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: ENSURING THAT WE CONTINUE TO MEET OUR LEGAL OBLIGATIONS TO OUR STAFF REGARDING THEIR HEALTH</b>	<b># MENTIONS</b>
a). Ensure liaison and governance between WPD, workers and unions on health and safety matters is clear and effective	1
b). Review debriefing procedures when an accident occurs	1
c). Resource staff with the correct equipment when working around hazards such as water	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: RAISING AWARENESS OF THE DANGERS OF ELECTRICITY TO MEMBERS OF THE PUBLIC</b>	<b># MENTIONS</b>
a). Reach out to schools to inform children about the health and safety hazards that surround WPD assets	2
b). Communicate to members of the public about how they can report, and what they should report, on safety and health to improve the public health and safety culture	1
c). Provide electricity checks for homes, for example checking the safety of wiring in households	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: WORKING COLLABORATIVELY WITH STAKEHOLDERS AND LEGISLATORS TO SHARE H&amp;S BEST PRACTICE</b>	<b># MENTIONS</b>
a). Undertake bi-annual or annual meetings with stakeholders to share best practice	1
b). Ensure contactors comply with similar health and safety standards to WPD	1

## SAFETY AND HEALTH (AFTERNOON SESSION)

### Proposed Commitments – Existing Priorities

#### **PRIORITY 5: ENSURING WE CONTINUE TO PLAN, INSTALL AND MAINTAIN OUR EXISTING ASSETS SO THAT THE SAFETY OR HEALTH OF ANYONE WHO COULD BE IMPACTED BY THEM IS NOT COMPROMISED**

# MENTIONS

a). Ensure no one is compromised when managing assets that use Sulphur Hexafluoride (SF6)	1
b). Safeguard existing assets from the implications of an increased grid capacity	1
c). Consider operational impacts on the elderly and associated age-related diseases	1
d). Be considerate towards the business-critical infrastructure of landowners i.e. farms	1
e). Ensure all assets are maintained on a regular basis	1

### Proposed Commitments – Existing Priorities

#### **PRIORITY 6: ENSURING SAFETY IS CONSIDERED IN THE DEVELOPMENT AND ROLL-OUT OF NEW TECHNOLOGIES**

No commitments were identified against this priority.

### Proposed Commitments – Existing Priorities

#### **PRIORITY 7: FOCUSING ON OUR HEALTH MONITORING PROGRAMMES AND PUTTING IN PLACE PLANS TO MINIMISE THOSE AREAS HIGHLIGHTED THAT IMPACT ON OUR STAFF**

# MENTIONS

a). Undertake well-being at work assessments	1
b). Create and support the development of champions in mental health and LGBT+	1

### Proposed Commitments – Existing Priorities

#### **PRIORITY 8: CONTINUING TO PROVIDE SUITABLE H&S TRAINING FOR OUR STAFF**

# MENTIONS

a). Maintain regular staff training on driving new vehicles and when logging key information on site visits	3
b). Ensure staff preparedness for extreme weather events	1
c). Educate staff members on the potential health and safety aspects of Sulphur Hexafluoride (SF6)	1

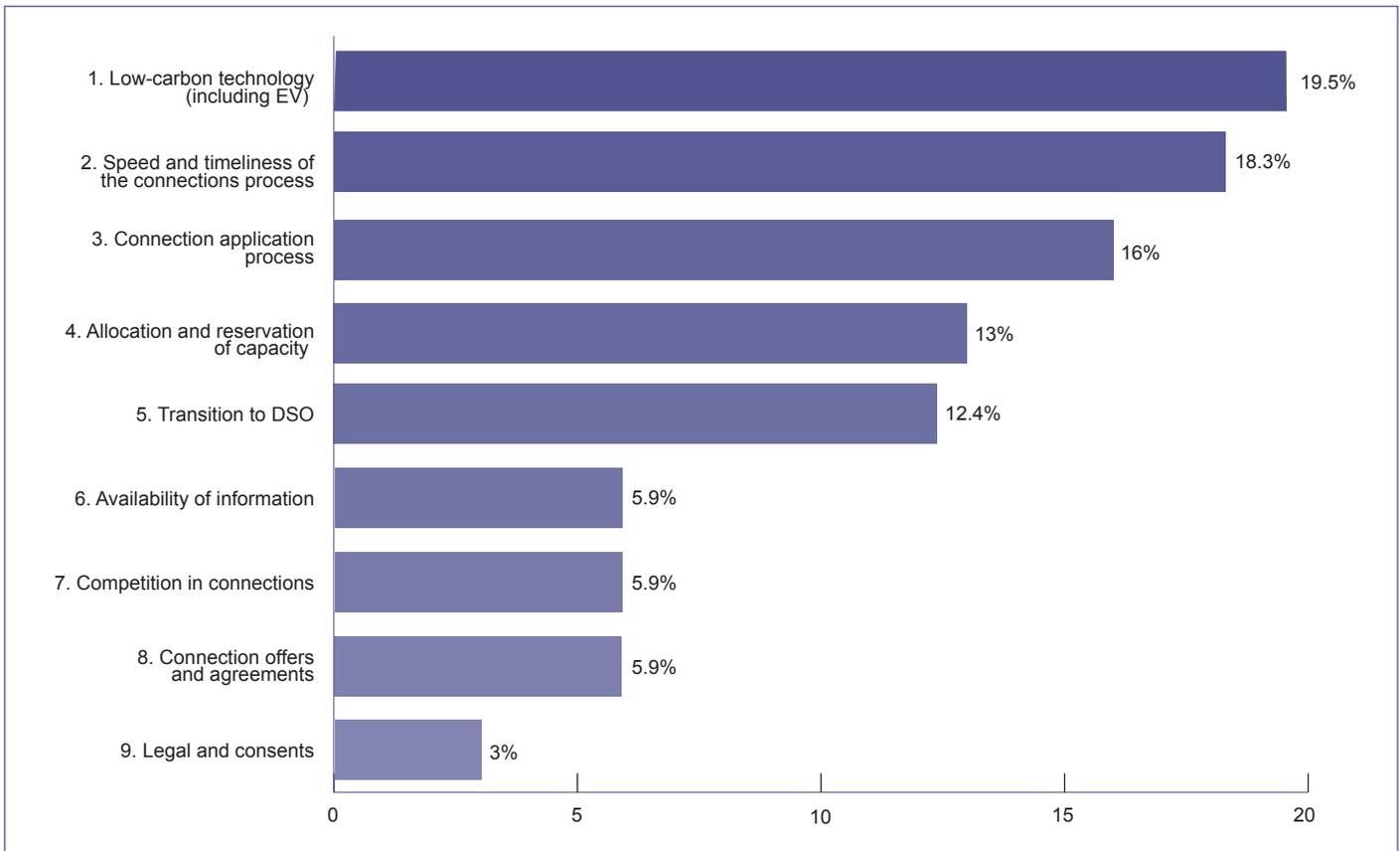


## 12 | CONNECTIONS (AFTERNOON SESSION)

As well as asking about priorities and commitments for WPD’s upcoming business plan, the connections session also asked stakeholders about priorities and commitments for the 2020/21 Incentive on Connections Engagement (ICE) plan. The results have been split accordingly below.

### BUSINESS PLAN: EXISTING PRIORITIES

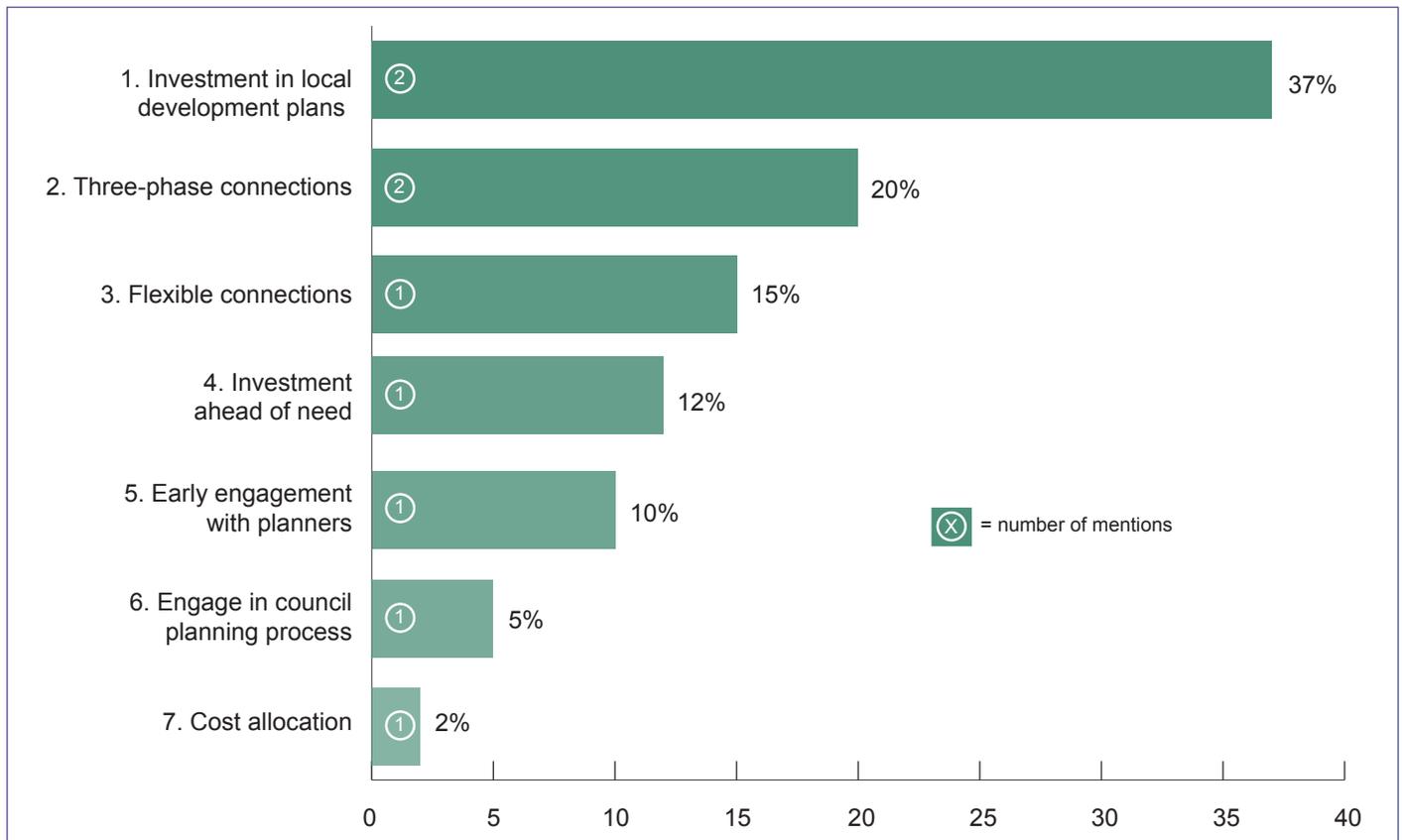
The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders.



## CONNECTIONS (AFTERNOON SESSION)

### BUSINESS PLAN: NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the new priority was raised.



## CONNECTIONS (AFTERNOON SESSION)

### BUSINESS PLAN: NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Planning involvement	2
2. Creating healthy rural markets to encourage increase in business	1

### BUSINESS PLAN: PROPOSED COMMITMENTS – EXISTING PRIORITIES

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

Business Plan: Proposed Commitments – Existing Priorities	
PRIORITY 1: LOW-CARBON TECHNOLOGY (INCLUDING EV)	# MENTIONS
a). Invest ahead of need and undertake forecasting for EV connections to ensure sufficient capacity, e.g. new apartment blocks	3
b). Lobby the government for financial assistance to help connect community energy schemes	1
c). Work with EV charge point manufacturers to consider the customer interface for charge points	1
d). Review best practice on EV charging from other countries, such as Japan and the US	1
e). Provide more information to customers to support domestic microgeneration	1
f). Establish a communities team at WPD to promote opportunities for flexibility with community groups	1
g). Increase the number of EV charge points powered by renewables	1
h). Facilitate low-carbon power generation	1
i). Consider batteries as a generation asset	1
j). Explore the potential to offset costs for developers to facilitate low-carbon connections	1

Business Plan: Proposed Commitments – Existing Priorities	
PRIORITY 2: SPEED AND TIMELINESS OF THE CONNECTIONS PROCESS	# MENTIONS
a). Increase the speed of the connections process	2
b). Assess whether basic connections can be fast-tracked if they do not require reinforcement	1

Business Plan: Proposed Commitments – Existing Priorities	
PRIORITY 3: CONNECTION APPLICATION PROCESS	# MENTIONS
a). Facilitate an ongoing negotiation with connections applicants rather than a binary yes / no decision on applications	1
b). Consider the application process for protected sites and national infrastructure	1
c). Work with the industry and Ofgem to simplify the connections process for generation	1
d). Provide a single point of contact for the whole connections process	1

## CONNECTIONS (AFTERNOON SESSION)

Business Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: ALLOCATION AND RESERVATION OF CAPACITY</b>	<b># MENTIONS</b>
a). Reserve capacity in rural areas suitable for generation	1
b). Provide more certainty about the cost of capacity	1
c). Establish a methodology to prioritise certain connections applications, for example for new housing or renewables	1
d). Lobby Ofgem to become a statutory consultee on planning applications	1

Business Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: TRANSITION TO DSO</b>	<b># MENTIONS</b>
a). Ensure better collaboration between DNO and DSO	1
b). Distinguish between distributed storage and storage on the networks on the flexibility tool	1

Business Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: AVAILABILITY OF INFORMATION</b>	<b># MENTIONS</b>
a). Publish information on anticipation of use	1
b). Produce a map showing capacity below 11kV	1
c). Facilitate multi-party collaboration and exchange of information	1
d). Consider approaching customers with capacity information	1

Business Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 7: COMPETITION IN CONNECTIONS</b>	<b># MENTIONS</b>
a). Look to improve the process between WPD and IDNOs	1

Business Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 8: CONNECTION OFFERS AND AGREEMENTS</b>	<b># MENTIONS</b>
a). Offer more flexible connections (particularly at 11kV) and consider offering reduced connections	2
b). Commit to being more accurate in your initial connections offer	1
c). Maintain a focus on the design of the connection	1
d). Consider on-site visits to ensure the accuracy of connection offers	1

Business Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 9: LEGAL AND CONSENTS</b>	
No proposed commitments were raised in relation to this priority.	

**BUSINESS PLAN: PROPOSED COMMITMENTS – NEW PRIORITIES**

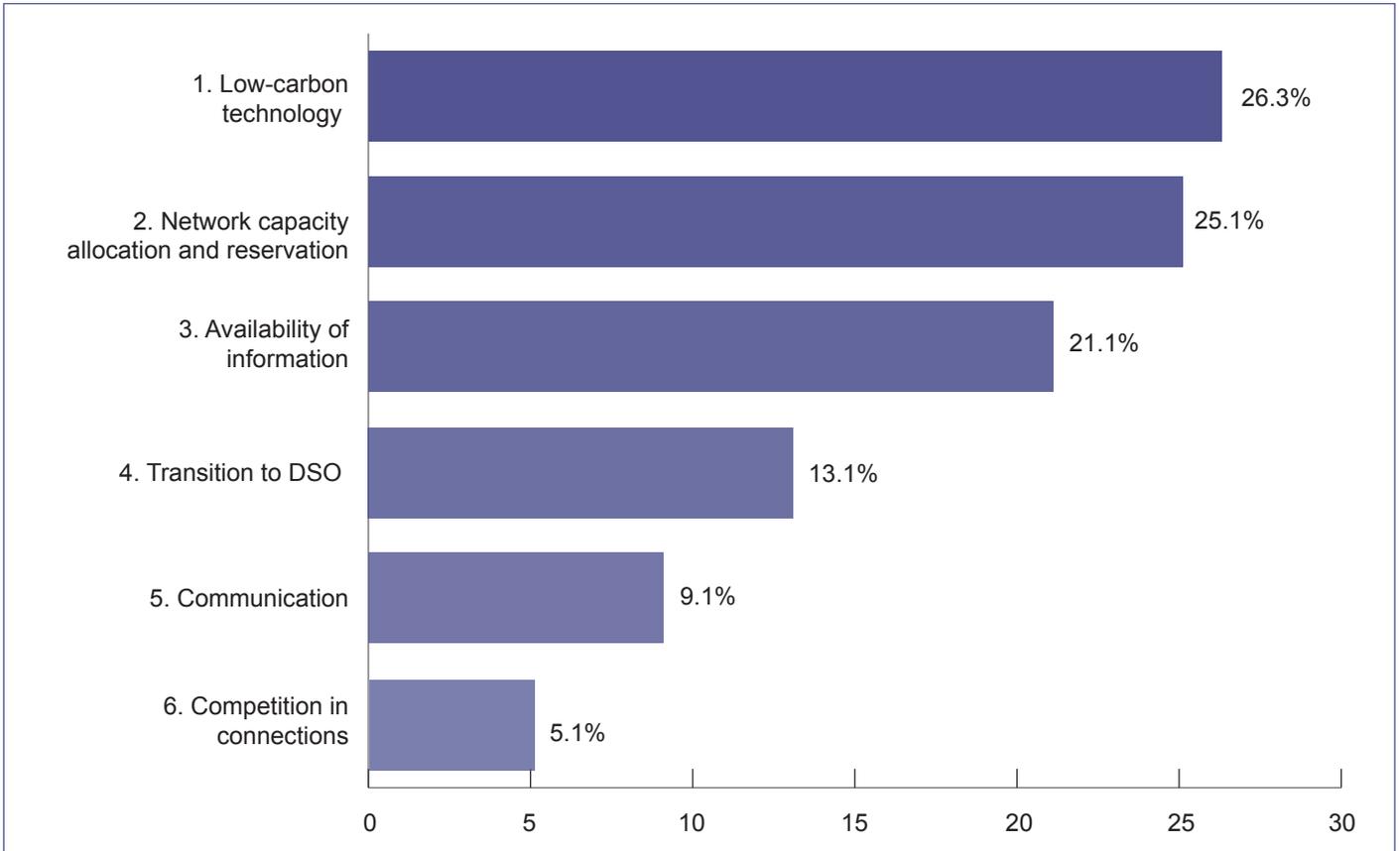
The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

Proposed Commitments – New Priorities		
NEW PRIORITIES	PROPOSED COMMITMENT	# MENTIONS
Investment in local development plans (voted on in 1 workshop)	Increase the level of collaboration with local authorities on their development plans	1
	Lobby to become a statutory consultee on planning applications	1
Three-phase connections (voted on in 2 workshops)	Make all connections for new housing three-phase	1
Flexible connections (voted on in 1 workshop)	No commitments recorded	N/A
Investment ahead of need (voted on in 2 workshops)	Increase the amount of strategic investment in the network	1
Early engagement with planners (voted on in 1 workshop)	No commitments recorded	N/A
Engage in council planning process (voted on and raised in 2 workshops)	Become a consultee on council planning applications	1
Cost allocation (voted on in 1 workshop)	No commitments recorded	N/A
Creating healthy rural markers to encourage increase in business (raised in 1 workshop)	No commitments recorded	N/A



ICE PLAN: EXISTING PRIORITIES

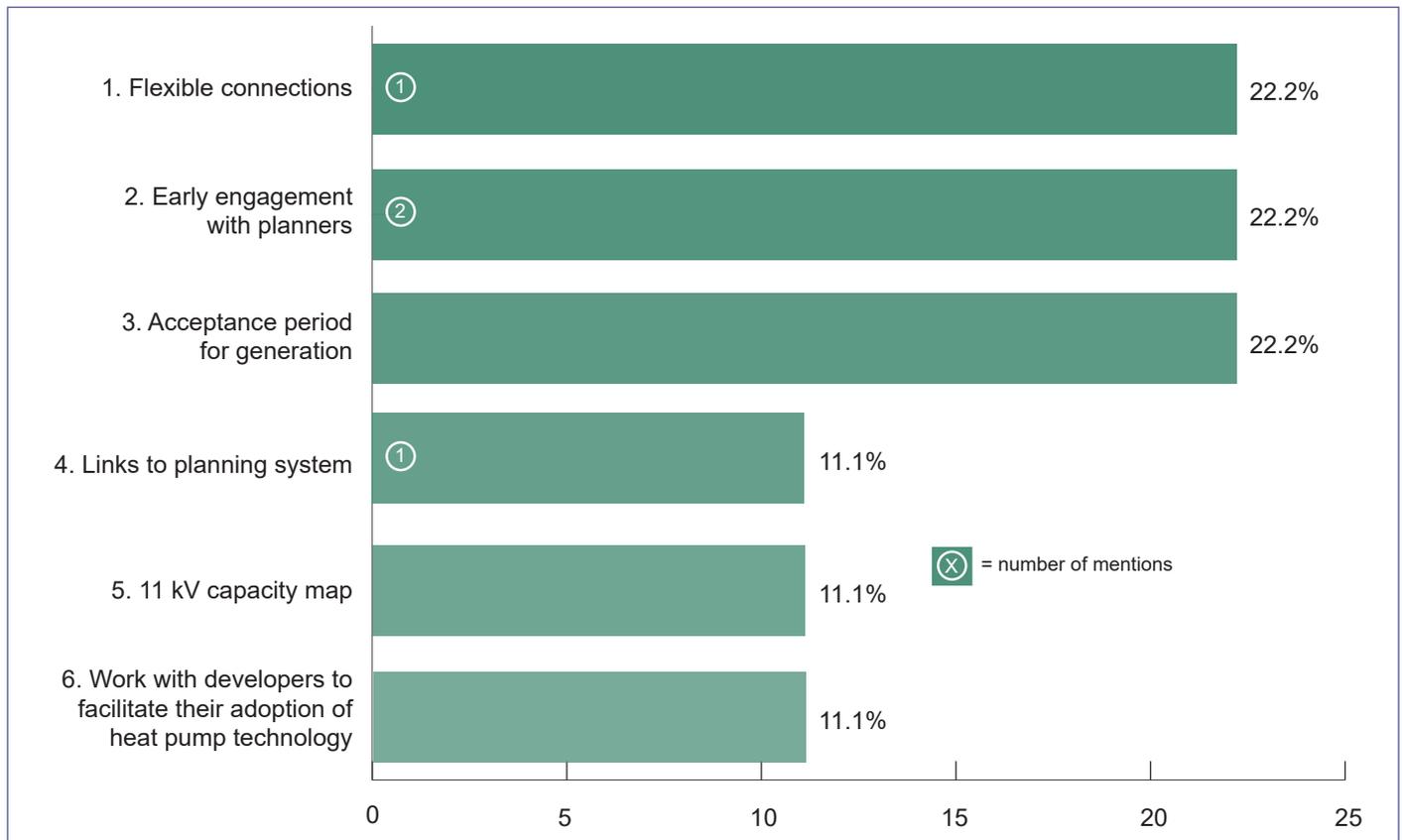
The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders.



## CONNECTIONS (AFTERNOON SESSION)

### ICE PLAN: NEW PRIORITIES – VOTED ON

The graph below shows the new priorities suggested for this topic area ranked in order of their importance to stakeholders. It includes the number of workshops at which the new priority was raised.



### ICE PLAN: PROPOSED COMMITMENTS – EXISTING PRIORITIES

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the commitment was raised.

ICE Plan: Proposed Commitments – Existing Priorities	
PRIORITY 1: LOW-CARBON TECHNOLOGY	# MENTIONS
a). Provide more information on future forecasts to support solar sites to co-locate with battery storage	1

ICE Plan: Proposed Commitments – Existing Priorities	
PRIORITY 2: NETWORK CAPACITY ALLOCATION AND RESERVATION	# MENTIONS
a). Continue to allocate capacity for a limited period of time	1
b). Continue to offer connections agreements with staged payments	1
c). Encourage the development of consortiums	1
d). Develop a consistent approach between DNOs and IDNOs	1

## CONNECTIONS (AFTERNOON SESSION)

ICE Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: AVAILABILITY OF INFORMATION</b>	<b># MENTIONS</b>
a). Ensure that information about the connections process is clear and simple for customers without technical backgrounds, especially regarding heat pumps	2
b). Produce an 11kV capacity map	1
c). Provide more information at the preliminary stage on what is viable at an EV charge point location	1
d). Provide more information on anticipated demand and grid constraints	1
e). Provide greater transparency on what type of generator is holding capacity to help promote the sustainability agenda	1
f). Promote the legal tracking tool and how to access it	1

ICE Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: TRANSITION TO DSO</b>	<b># MENTIONS</b>
No proposed commitments were raised in relation to this priority.	

ICE Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: COMMUNICATION</b>	<b># MENTIONS</b>
a). Hold a series of connections workshops at a local level for customers, using local case studies	2
b). Develop clear information / guides for small developers, planning consultants and customers to support them through the application process	2
c). Provide a named contact during the connections process	1
d). Educate the 11kV planners	1
e). Ensure that messaging is consistent across different regions	1
f). Deliver more video conferences	1
g). Collaborate with other professional bodies to help communicate with customers	1
h). Consider collaborating to set up an online forum or community	1
i). Provide local authorities with the contact details of planners to engage with on planning applications	1

ICE Plan: Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: COMPETITION IN CONNECTIONS</b>	<b># MENTIONS</b>
a). Keep the cost of connections low	1
b). Increase the amount of contestable connections available	1
c). Engage with ICPs to share best practice even on non-contestable works	1

## CONNECTIONS (AFTERNOON SESSION)

### ICE PLAN: PROPOSED COMMITMENTS – NEW PRIORITIES

The table below sets out the commitments proposed by stakeholders for the new priorities during the discussions. It includes a recap of the number of workshops at which the new priority was voted on or raised. It also includes the number of workshops at which each corresponding commitment was raised.

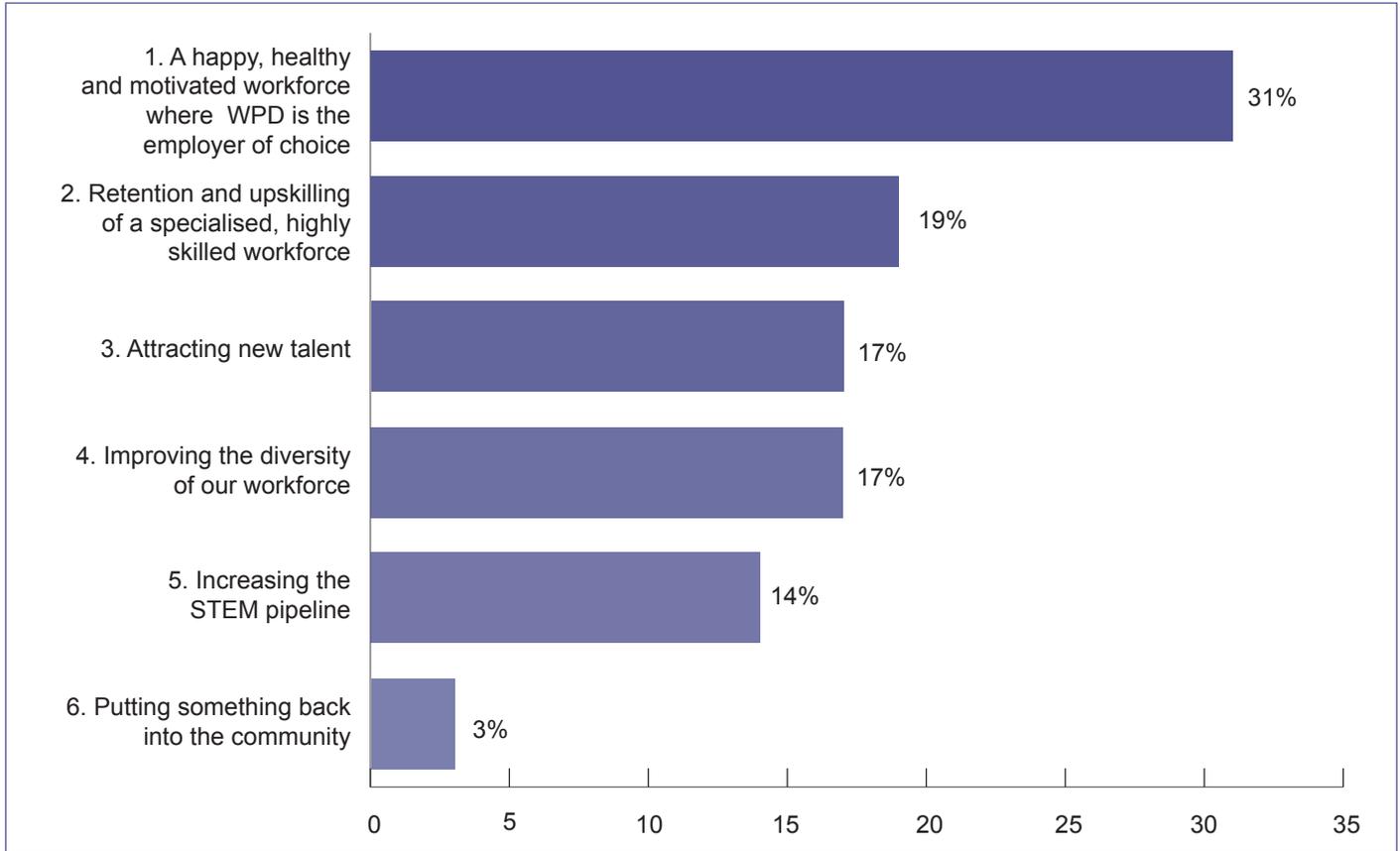
PROPOSED COMMITMENTS		
Flexible connections (voted on in 1 workshop)	No commitments recorded	N/A
Early engagement with planners (voted on in 2 workshops)	No commitments recorded	N/A
Acceptance period for generation (voted on in 1 workshop)	Consider a longer acceptance period for generation schemes	1
Links to planning system (voted on in 1 workshop)	No commitments recorded	N/A
11kV capacity map (voted on in 1 workshop)	No commitments recorded	N/A
Work with developers to facilitate their adaption of heat pump technology (voted on in 1 workshop)	No commitments recorded	N/A



## 13 | WORKFORCE RESILIENCE (AFTERNOON SESSION)

### EXISTING PRIORITIES

The graph below ranks the existing priorities for this topic area in order of their importance to stakeholders.



### NEW PRIORITIES – NOT VOTED ON

The table below lists the new priorities suggested during the discussions but not voted on. It includes the number of workshops at which the priority was raised.

NEW PRIORITIES NOT VOTED ON	# MENTIONS
1. Managing the size of the workforce to accommodate potential energy grid scenarios in future	1
2. Ensuring staff are properly equipped for their role	1

**PROPOSED COMMITMENTS – EXISTING PRIORITIES**

The tables below set out the commitments proposed by stakeholders for the existing priorities during the discussions. It includes the number of workshops at which the priority was raised.

Proposed Commitments – Existing Priorities	
<b>PRIORITY 1: A HAPPY, HEALTHY AND MOTIVATED WORKFORCE WHERE WPD IS THE EMPLOYER OF CHOICE</b>	<b># MENTIONS</b>
a). Provide flexible working packages and other incentives that suit the whole working demographic including sabbaticals, TOIL and flexible retirement plans	5
b). Create an age-inclusive environment that accommodates different working practices between generations	3
c). Provide emotional support to build trust among staff	3
d). Embrace and support modern working practices to create a modern office dynamic	2
e). Foster a culture of respect between the different skill sets within the business	1
f). Provide stronger middle management training to help bridge staff with senior management	1
g). Deliver workshop-style events for internal staff members	1
h). Communicate via company website / intranet	1
i). Embrace the emergence of working from home	1
j). Educate workforce on the adoption of new working methods, to ensure continuity from process-driven to data-driven working	1
k). Champion senior management from minority backgrounds	1



## WORKFORCE RESILIENCE (AFTERNOON SESSION)

Proposed Commitments – Existing Priorities	
<b>PRIORITY 2: RETENTION AND UPSKILLING OF A SPECIALISED, HIGHLY SKILLED WORKFORCE</b>	<b># MENTIONS</b>
a). Provide clear, whole-career and personalised development pathways for staff that enable progression through WPD	4
b). Equip managers with skills to empower other staff and implement personal development programmes	4
c). Develop a flexible, resilient workforce prepared for new roles and ways of working in the future	3
d). Support staff in diversifying their own skills	2
e). Ensure staff development strategies also apply to non-skilled members of WPD	1
f). Build understanding at management level of a more transient working culture	1
g). Demonstrate the benefits that longer-term experience can provide staff and the business	1
h). Use internal communications to promote the range of roles within the business to break down silos	1
i). Develop people's roles so they don't constantly move about within the business	1
j). Resource external managerial expertise	1
k). Ensure managers brought from outside the business do not alienate the workforce	1
l). Create shadowing opportunities to upskill less senior staff	1
m). Consider the wider roll-out of a bonus scheme	1
n). Provide support for staff relocated to new offices	1
o). Train all staff on soft skills to increase worker resilience	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 3: ATTRACTING NEW TALENT</b>	<b># MENTIONS</b>
a). Improve outreach to schools and children considered to be non-academic	4
b). Evaluate how WPD reaches out to younger people ready for employment	3
c). Provide opportunities to people who have not attended university and embrace mature apprentices	2
d). Work with Higher Education Institutions to deliver more enriching and tailored degrees, and provide bursaries	2
e). Improve perceptions of DNOs as an industry	2
f). Consider diversifying available talent pools	1
g). Take a holistic view of attracting talent	1
h). Offer significant and long-term development incentives for new talent	1
i). Identify relevant transferable skills among staff made redundant by other company closures and offer them employment	1
j). Consider reaching out to military and service personnel	1
k). Offer a more 'hands on' experience at career fairs	1
l). Use the existing workforce to better promote WPD and drive recruitment	1
m). Offer four-wheel drive training	1
n). Consider localised social media campaigns to attract applicants	1

## WORKFORCE RESILIENCE (AFTERNOON SESSION)

Proposed Commitments – Existing Priorities	
<b>PRIORITY 4: IMPROVING THE DIVERSITY OF OUR WORKFORCE</b>	<b># MENTIONS</b>
a). Develop a diversity strategy that is long-term and reflects wider demographic changes	2
b). Improve gender diversity in senior management, and more widely through WPD	2
c). Engage with schools to recruit a diverse workforce in future	1
d). Aim to achieve an accreditation for a national diversity and inclusion standard	1
e). Consider whether educational qualification requirements are creating a barrier to having a more diverse workforce	1
f). Build in geographical diversity across England and Wales through the apprenticeship programme	1
g). Create meaningful schemes to improve racial diversity	1
h). Promote minority representative groups within WPD internally and externally	1
i). Work closer with minority advocacy groups such as Stonewall	1
j). Re-position WPD towards non-traditional audiences (i.e. non-male)	1
k). Ensure the transsexual community is represented as part of LGBT+ strategy	1
l). Review and develop an LGBT+ policy that can be implemented locally	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 5: INCREASING THE STEM PIPELINE</b>	<b># MENTIONS</b>
a). Support recruits through sponsorship and academic training during apprenticeships	2
b). Build stronger links with schools to shape curricula, attract younger talent and generate interest in industry	2
c). Broaden the apprenticeship programme to include non-engineering roles	1
d). Use apprentices to help engage with young people and inform their curriculum choices	1
e). Review recruitment collateral to change perceptions that WPD requires high attainment	1

Proposed Commitments – Existing Priorities	
<b>PRIORITY 6: PUTTING SOMETHING BACK INTO THE COMMUNITY</b>	<b># MENTIONS</b>
a). Explore community outreach opportunities	1
b). Build flexibility within staff to react and support communities during crises	1

## 14 | 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 had heard.

All stakeholders who participated in the workshop cited a range of benefits associated with digitalisation. It was commented in Cornwall that greater and more granular knowledge of the network could bring benefits for customers in vulnerable situations, with stakeholders in Swansea adding that information could be shared with the emergency services and local authorities in emergencies.

Those in Bristol, Birmingham, Nottingham and Milton Keynes saw the advantages that data on capacity and constraints could bring for individual connections customers as well as housing developers and local authorities in enabling them to plan effectively. In Nottingham and Bristol, it was added that this data could also help to facilitate the roll-out of EV charging.

A number of benefits for WPD were discussed, mostly relating to how data can help ensure that WPD runs the network more efficiently. In both Nottingham and Milton Keynes, it was noted that increased digitalisation was essential in helping to facilitate flexibility services, which would mitigate the need to reinforce the network. It was also commented in Milton Keynes that efficiency would be improved as WPD would have more knowledge on the health of its assets.

In Cornwall, Bristol and Milton Keynes, the point was made that data security is of paramount importance for customers, some of whom would not feel comfortable allowing WPD to access their data. It was felt that there was a need for WPD to reassure customers that their data would not be used for reasons that go beyond bringing benefits for customers and should not be shared with other companies who may use it to make profits. It was suggested in Nottingham that the data WPD derives should be made available to customers on request and it was added in Birmingham that all data should be anonymised to ensure that information on customers remains private. In addition, it was felt that WPD should do everything possible to ensure customers' data is stored safely, with the suggestion made in Milton Keynes that the company should instruct a third-party specialist to advise on this. It was also felt that WPD should learn from other sectors, including financial services and the healthcare system, regarding how to handle large amounts of data.

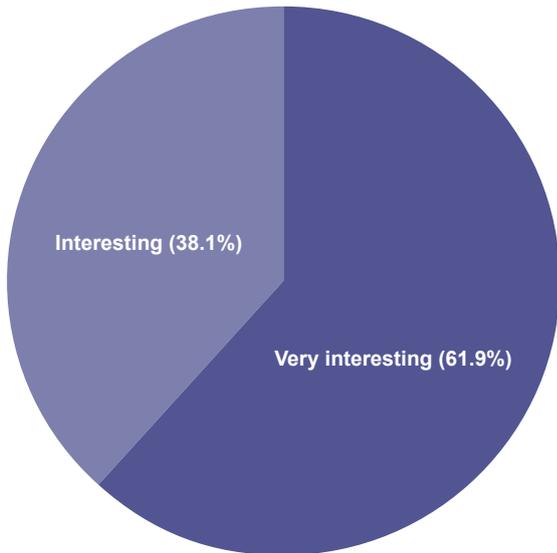
It was noted in Birmingham that collaboration with DNOs and other third parties would be needed to standardise data so it brings real benefits for customers. It was also felt there should be a hierarchy of data that is made available for certain parties, ranging from the very high level to the more granular and complex.



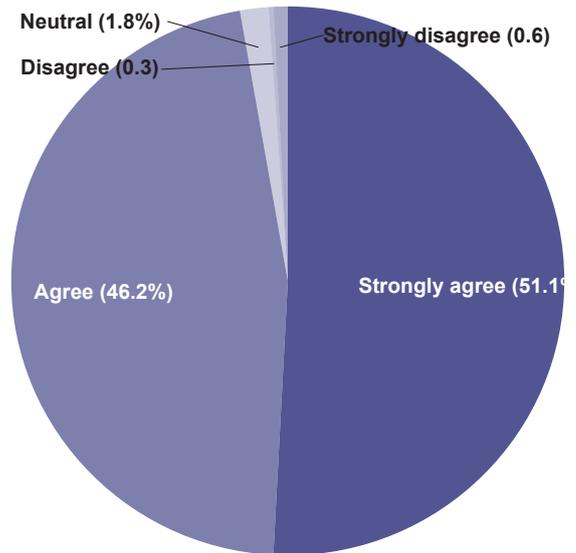
## APPENDIX 1 | WORKSHOP FEEDBACK

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:



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



“Good mix of attendees to bring out different views.”

“Very lively debate.”

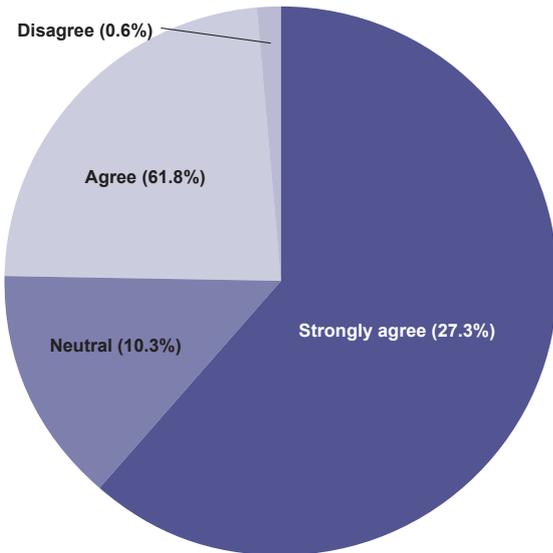
“Plenty of time and everyone had a voice.”

“All points taken into consideration.”

“The WPD staff listened and gave good feedback in their answers.”



Did we cover the right topics on the day?



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

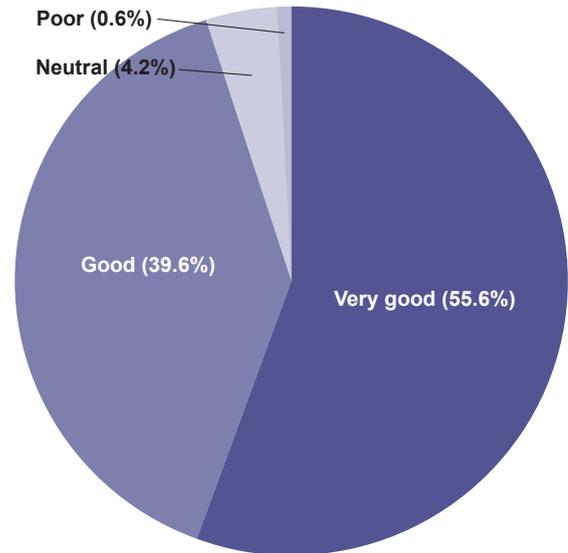
“Would have been good to include more on innovation.”

“The topics covered were current, but we also had the opportunity to discuss other topics we thought could be included in ED2.”

“A balance of topics involving stakeholders.”

“Topics were well thought-out.”

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



“Very good at chairing the table.”

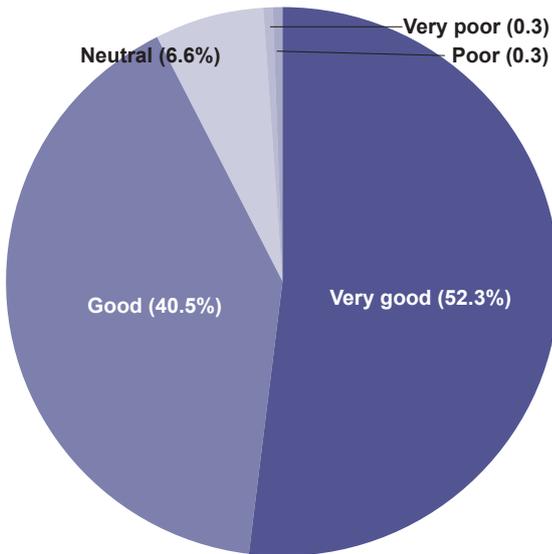
“Kept a good balance of views.”

“Good balance between directed and open questions and engagement. Well done.”

“Excellent level of understanding of issues and grasp of comments.”

“Very good input from facilitators.”

What did you think of the venue?



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.”

“Generally I’m really impressed by WPD engagement (and customer service as a customer!) Looking forward to continued leadership from WPD.”

“Excellent, really enjoyed the event and thought it very worthwhile – greatly encouraged about the overall commitment to a zero carbon Britain in the room.”

“Well-organised. Useful to have WPD staff available to discuss points raised. Nice to see senior management involvement.”

“Excellent worthwhile event that should be a model for other organisations. Process has evolved and kept pace with changes in political and social environment.”

“Overall, having seen how other regulated companies go about their price review periods, this is by far the most collaborative, innovative and encompassing engagement and business planning process.”



## APPENDIX 2 | ATTENDEES

A total of 393 stakeholders attended the workshop, representing 267 organisations. The organisations represented on the day are shown below.

- 361 Energy CIC
- Aardvark EM Ltd
- ABB Power Grids UK Ltd
- Accent
- Accenture
- ACL Planning & Development
- Act on Energy
- AgilityEco Services
- Amey
- Ampleon
- Arcadis
- Ashfield District Council
- Aston University
- Auriga Services
- Avant Homes
- Avon Fire & Rescue Service
- Avon Local Councils Association
- Babcock
- Bassetlaw District Council
- Bathford Parish Council
- Beat the Cold
- Bentley Systems
- Birmingham Airport
- Birmingham City Council
- Birmingham Energy Advisory Service
- Blaenau Gwent County Borough Council
- Bolsover District Council
- BP Chargemaster
- BRE National Solar Centre
- Bridgend County Borough Council
- Bristol City Council
- Bristol Water
- British Red Cross
- Broxtowe Borough Council
- Brush Transformers Ltd
- Bude-Stratton Town Council
- Budock Parish Council
- Business West
- Cadent
- Camelford Town Council
- Cannock Chase Council
- Cardiff Council
- Care & Repair
- Carmarthenshire County Council
- Centre for Sustainable Energy
- Centrica plc
- Ceredigion County Council
- Chacewater Energy Group
- Chacewater Parish Council
- Charnwood Borough Council
- Cherwell District Council
- Citizens Advice
- City and County of Swansea Council
- CLA
- CoGen
- Combe Fields Parish Council
- Combe Hay Parish Council
- Corby Borough Council
- Cornwall College
- Cornwall Green Party
- Cornwall Local Energy Market
- Costock Parish Council
- Cotgrave Town Council
- Coventry City Council
- Coventry University
- Darlton Parish Council
- Daventry District Council
- Deerhurst Parish Council
- Department for Digital, Culture, Media & Sport
- Devon County Council
- Dingle Brothers Systems Ltd
- Distribution Cable Jointing Ltd
- Dodington Parish Council
- Drivenergy Ltd
- Dunham with Ragnall, Fledborough and East Bridgford Parish Council
- e.on
- e.park
- EA Technology
- Eaton Electrical Products Ltd

## ATTENDEES

- EDF
- Electricity North West
- Elmeridge Cable Engineering
- Emersons Green Town Council
- Energy and Utilities Alliance
- Energy Assets Networks
- Energy Capital
- Energy Confidence with Phil Beardmore
- Energy Saving Trust
- Energy Systems Catapult
- Epperstone Parish Council
- ESC Ltd
- Forest of Dean District Council
- Freedom Group
- Fundamentals Ltd
- GE Grid Solutions
- Gedling Borough Council
- Geldards LLP
- Gloucester City Council
- GMP Contracting Services Ltd
- Gower AONB
- Granby cum Sutton Parish Council
- Greater South East Energy Hub
- Green Frog Power
- Green Nation
- Hanham Abbots Parish Council
- Happy Energy Solutions Ltd
- Harborough District Council
- Hayle Climate Action Group
- Headway
- High Peak Borough Council Alliance
- Hinton Blewett Parish Council
- Hoare Lea LLP
- Hockley Heath Parish Council
- IBECCS Ltd
- IBM
- Imerys Minerals Limited
- Inframan
- innogy Renewables UK
- Jacobs Engineering
- Johnson & Phillips Capacitors Ltd
- Joint Emergency Services Group
- Joint Protective Services Command for Bedfordshire, Cambridgeshire and Hertfordshire
- Joint Radio Company
- KB Services
- Keele University
- Kensa Contracting Ltd
- Keynsham Town Council
- Kier
- Landmark Associates
- Lickey & Blackwell Parish Council
- Lincolnshire County Council
- Long Ashton Parish Council
- Lucy Electric
- Major Energy Users Council
- Malvern Hills District Council
- Marches Energy Agency
- Michelmores LLP
- Mid Devon District Council
- Midland Metro
- Milton Keynes Council
- Morrison Utility Services
- Moulsoe Parish Council
- Mr Electric
- National Energy Action
- National Grid
- National Police Estates Group
- National Trust
- Nempnett Thrubwell Parish Council
- Network Rail
- NIE Networks
- Nortech
- North and South Wheatley Parish Council
- North Bristol NHS Trust
- North Somerset Council
- North Warwickshire Citizens Advice
- North West Leicestershire District Council
- Northampton Borough Council
- Norton Manor Camp
- Nottingham City Council - Marches LEP
- Nottingham City Transport Ltd
- NSN Electrical Ltd
- Open University
- Oxfordshire County Council
- Papplewick Parish Council
- Pembrokeshire County Council
- Piparia Consulting Ltd

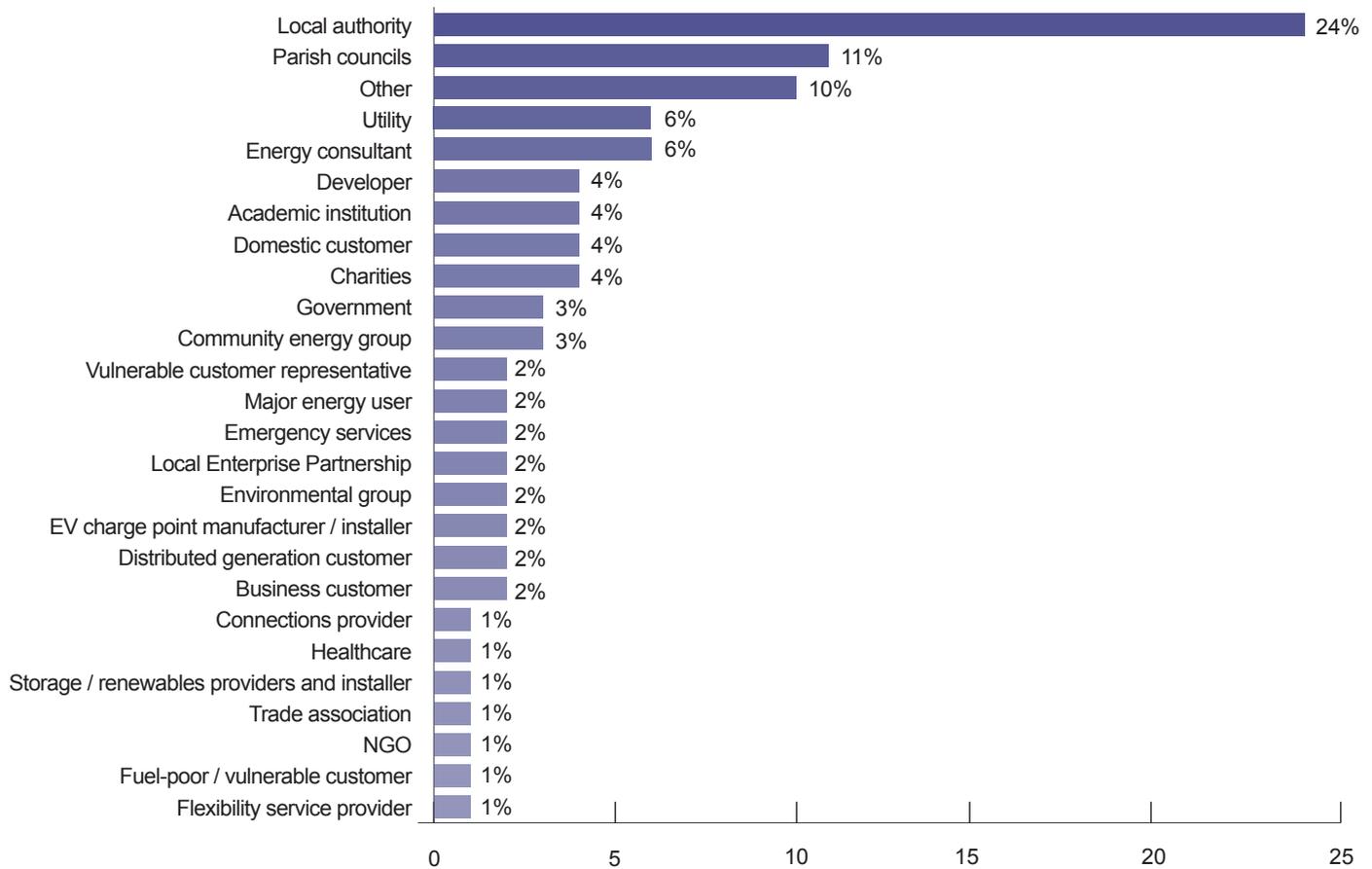
## ATTENDEES

- Pobl Group
- Power on Connections
- Push Energy Ltd
- RAF St Mawgan
- Redrow Homes Ltd
- Regen
- Rempstone Parish Council
- Rhondda Cynon Taf County Borough Council
- Riverside Advice
- RO Group
- Royal Mail
- RSK Group
- RTG Group
- Rutland County Council
- S&C Electric UK Holdings Limited
- Schneider Electric
- Scottish and Southern Electricity Networks
- Scribbilib Consultancy Ltd
- Sedgeberrow Sustainable and Manageable Energy
- Sedgemoor District Council
- Sembcorp Energy UK
- SenTec
- SGS College
- Shropshire Council
- Sia Partners
- Siemens
- Smarter Grid Solutions
- SMS PLC
- Solihull Metropolitan Borough Council
- Somerset County Council
- Somerset West and Taunton Council
- South Dartmoor Community Energy
- South East Midlands Local Enterprise Partnership
- South Gloucestershire Council
- South Hams District Council
- South Kesteven District Council
- South Leverton Parish Council
- South Wales Trunk Road Agent
- South West Energy Hub
- South West TUC
- Southam Town Council
- St. Just-in-Roseland Parish Council
- St. Modwen Properties
- Stadium MK
- Staffordshire County Council
- Staffordshire Moorlands District Council
- Stantec UK
- Stratford-on-Avon District Council
- SunGift Energy
- Swansea Bay University Health Board
- Swansea University
- Tamar Energy Community
- Taylor Wimpey North Midlands
- Technical & Development Services Ltd
- TEE Ltd
- Teignbridge District Council
- Tesla
- Thames Valley Local Resilience Forum
- The Green Party of England and Wales
- The National Energy Foundation
- The Resilience Centre Ltd
- The Schumacher Institute
- The University of Bristol
- Torfaen County Borough Council
- Torridge District Council
- Traffic Wales
- Transport for Wales
- Treveth Holdings LLP
- TriConnex
- Ubley Parish Council
- University of Birmingham
- University of Nottingham
- University of South Wales
- University of Warwick
- Upcott House
- Vale of Glamorgan Council
- Wadebridge Renewable Energy Network
- Wadebridge Town Council
- Wales & West Utilities
- Warm Wales
- Warwickshire Police
- Wattify Limited
- Wellow Parish Council
- Welsh Government
- Welsh Water
- Wessex Water
- West Bletchley Council
- West Devon Borough Council

## ATTENDEES

- West Illand Farm
- Westbury on Severn Parish Council
- Whitwick Parish Council
- William Andrews RE Consultant
- Wilson Bowden Developments
- Wilson Power Solutions
- Wiltshire Wildlife Community Energy
- Woburn Sands Town Council
- Worcestershire LEP
- WPD Customer Engagement Group
- Wychavon District Council
- Yate Town Council
- YES Energy Solutions

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



## APPENDIX 3 | METHODOLOGY

This section summarises the methodology used to record and analyse the data collected from WPD’s six stakeholder workshops, including how this data has been summarised in this report.

The purpose of the workshops was to identify and co-create the priorities of most importance to stakeholders under a series of topic areas, along with the commitments they wanted to see WPD deliver under each of these as part of its upcoming business plan.

At each workshop, there were facilitated table discussions with between five and nine stakeholders per table along with an independent facilitator to help guide the conversation and an independent scribe to take notes. A WPD representative was also present at each table to be able to answer any questions. At each of the workshops, there were an even number of tables, so each table of stakeholders was either in ‘Group A’ or ‘Group B’.

During the discussions, stakeholders were asked as a table to review, comment on and amend WPD’s existing priorities and to suggest commitments under each one. They were also encouraged to suggest new priorities and commitments. All priorities and commitments agreed on by the table were written down on a board by the table facilitator. Approximately halfway through the discussion session, the facilitators moved to a neighbouring table so that Group A stakeholders could review and build on Group B’s suggestions, and vice versa. Each table was also encouraged to suggest new priorities and commitments. Moreover, a scribe was on hand to note down stakeholders’ comments in order to provide context, evidence and further explanation.

There was a different board for each of the eight topic areas covered in the morning sessions. An example can be found in Appendix 4.

During the discussions, a representative of WPD noted down some of the commitments suggested by multiple tables. Following each discussion, the priorities, including newly suggested priorities, were voted on by stakeholders. In the case of the morning workshops this voting was done electronically, but in the afternoon sessions hard copy feedback forms were used to gather quantitative feedback.

### EXPLANATION OF THE TERMINOLOGY USED

Three different types of priorities were collected during the workshops, along with commitments under those priorities.

<p><b>Existing priorities</b></p>	<p>These were the priorities that had been previously identified for each topic area during previous stakeholder engagement events. Stakeholders were asked to review these priorities during the discussion sessions and to vote on them (electronically or via hard copy feedback form) at the end. The existing priorities were voted on at all six workshops. The results of the voting on the existing priorities has been included as a graph in each section above. They are ranked by vote share as a proportion of the total number of votes cast across all workshops per topic area.</p>
<p><b>New priorities (voted on)</b></p>	<p>Stakeholders were asked to suggest new priorities that they felt were missing under each topic area. These were noted down on facilitation boards. Some of these new priorities were added as voting options if they were raised by multiple tables and were related. In some instances, the same priority was raised (although the wording varied). These have been merged and the votes combined in this summary report. The results of the voting on the new priorities has been included as a separate graph in each section above. It also notes the number of events at which a new priority was raised and the number of times this new priority was taken to a vote (rather than not voted on – see below). The new priorities (voted on) are ranked by vote share as a proportion of the total number of votes cast for all new priorities per topic area.</p>
<p><b>New priorities (not voted on)</b></p>	<p>Stakeholders were asked to suggest any new priorities that they felt were missing under each topic area, and the table facilitators noted these down on the facilitation board. In some instances, the same priority was raised a number of times on multiple tables or at more than one workshop, although the wording varied. Where possible, these priorities have been merged and combined in this summary report. Not all of these priorities were voted on at every workshop. All new priorities have been included in the graph of new priorities which also references how many times each one was taken to a vote, if at all. The rest of these new priorities (not voted on) have been included in a table in each section above. The table also notes the number of events at which this new priority was raised.</p>
<p><b>Commitments</b></p>	<p>During the table discussions, stakeholders were asked to propose commitments for each new and existing priority under each of the topic areas. Every commitment raised on every table has been reported in each of the six individual workshop reports. For the summary report, similar commitments have been merged to avoid repetition. It should be noted that similar commitments were usually worded slightly differently, so best judgement has been used to summarise these in a way that accurately captures the point that different stakeholders were making. These workshops did not rank the commitments in the same way as the priorities. Instead, throughout the report, the number of ‘mentions’ each commitment had has been noted. This reflects the number of events at which a commitment was raised and helps to give an indication of weighting in terms of the commitments most frequently proposed by stakeholders.</p>

## APPENDIX 4 | FACILITATION BOARD

Facilitation boards were used to collect feedback during the discussion sessions. Each of the eight topic areas had its own facilitation board. The image below is an example of the facilitation board for network reliability.

NETWORK RELIABILITY	
Priorities	Commitments
	Make sure you address / Maintain focus on / Improve the amount of / Set a target for
Power cut frequency	
Power cut duration	
Worst served customers significantly higher than average number of power cuts	
Quality of supply e.g. short interruptions, flickers, dips	
Interconnectivity of the network more options to reconfigure the network during power cuts	
Overall health of network assets e.g. replacing and refurbishing aging assets sooner	
Customer service during power cuts	

— Would you add anything? —

Tables ..... & .....

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