



Western Power Distribution Online Stakeholder Workshop Report

June / July 2020

1: OVERVIEW

In February and March 2020, WPD held its annual workshops where stakeholders were given the opportunity to provide feedback on WPD’s priorities and commitments for their emerging RIIO-ED2 Business Plan. Following the in-person events, the materials were uploaded onto WPD’s website and stakeholders were able to give their feedback online. The consultation period was open from 10 June to 17 July 2020. In total, 82 stakeholders engaged with the consultation and 18 detailed responses were received across the different topics. These came from a variety of different stakeholder groups.

The online consultation was promoted via email, as well as through social media channels including WPD’s corporate Twitter account. A series of videos were available to give stakeholders the context and information needed to be able to respond. This included an overview of the RIIO-ED2 business planning process as well as an introduction to each of the topic areas available for discussion.

For each topic area stakeholders were asked to rank a series of existing priorities in order of importance. These priorities had already been identified at past stakeholder engagement events. Stakeholders were given three ‘votes’ with the ability to spread the votes across different priorities or allocate them to the same one. Stakeholders were then asked to suggest new priorities that they felt were missing under each topic area. Finally, stakeholders were asked to propose commitments against each of the priorities.

This report summarises the feedback received via the online consultation.

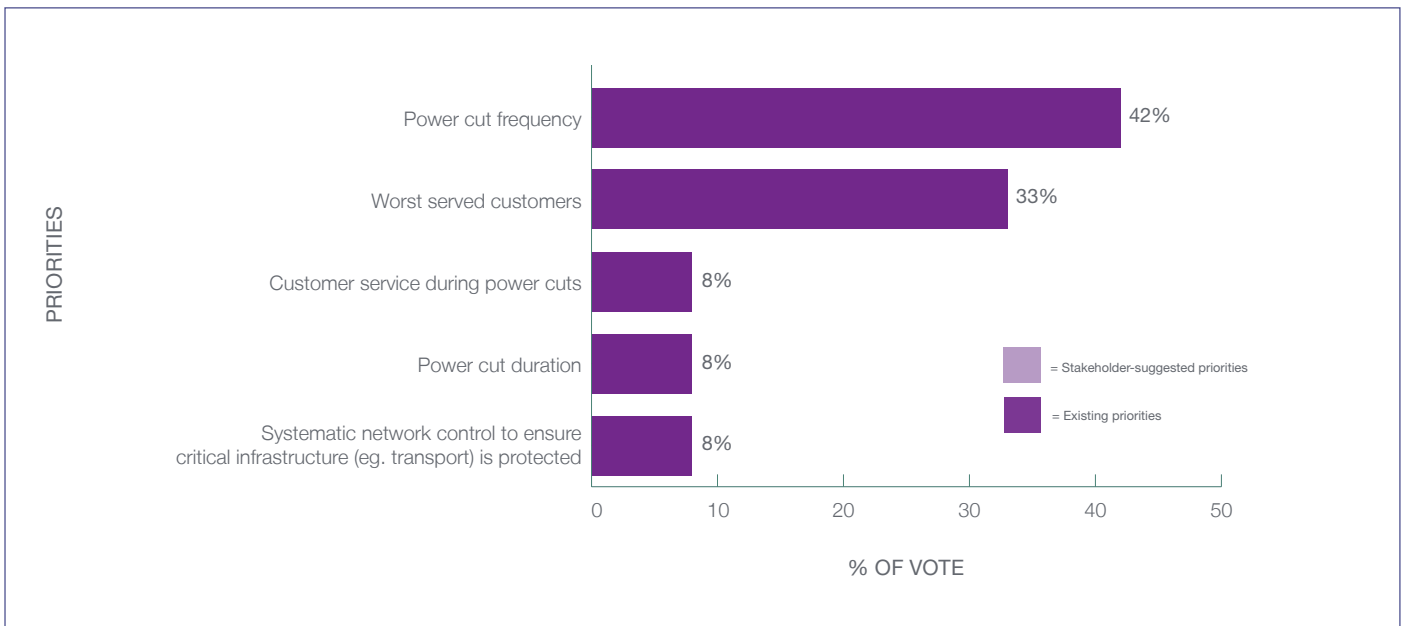
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2: ONLINE CONSULTATION FEEDBACK

The feedback provided by stakeholders on the priorities and commitments has been recorded below under each of the 11 topic areas. The consultation format for the final three topics (connections, workforce resilience, and safety and health) was slightly different as they were run as separate sessions in the afternoon at the in-person events. The feedback recorded below for these topic areas reflects the different structure.

NETWORK RELIABILITY

EXISTING PRIORITIES



NEW PRIORITIES

“The ability for the network to enable the deployment of renewable and low carbon systems is essential. Whilst the network needs to be resilient it may be possible to allow for lower reliability in certain areas of the network in conjunction with other decentralised systems. The whole system approach for energy, heat and transport is key.”

“My priorities would place power quality in second place due to quality issues causing disruption to the water and wastewater treatment processes control equipment.”

COMMITMENTS

“Work closely with those businesses worst affected by repeated power quality issues and offer advice on what can be done by WPD and the customer to keep their business operating without interruption.”

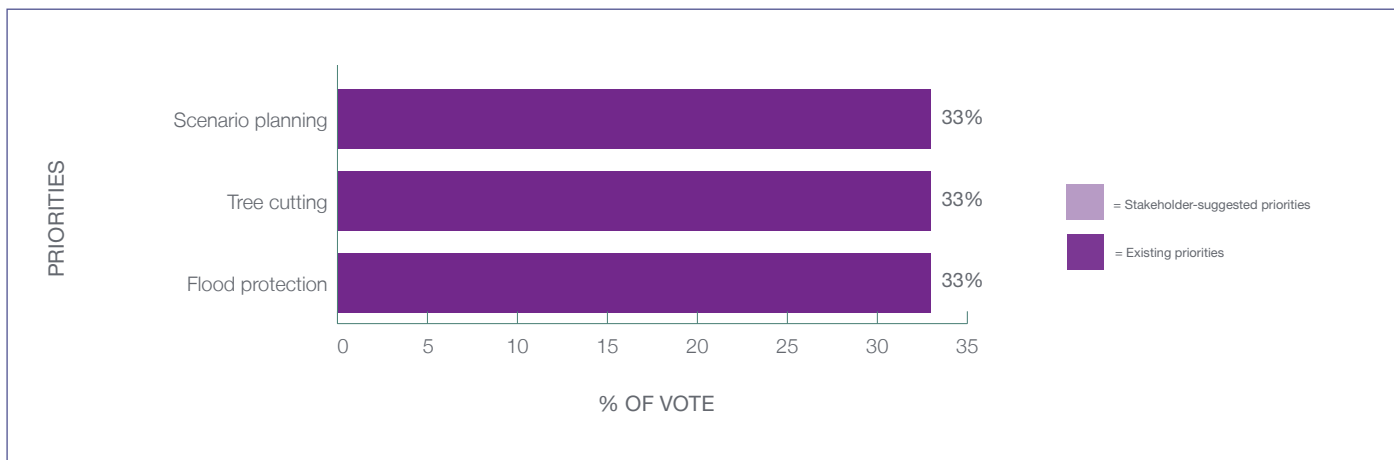
“High reliability to critical customers, however work with other solutions to enable lower reliability issues caused by increased deployment of renewables to be mitigated.”

“Reduce length and frequency of power cuts. Should short interruptions be avoided by local protection (e.g. UPS)?”

“Severe weather resilience.”

NETWORK RESILIENCE

EXISTING PRIORITIES



NEW PRIORITIES

“Whole life cost approach when determining if undergrounding of cables should be done at point of reinforcement etc.”

“Your own slide says that lightning strikes are expected to get worse. Is the design specification future proof?”

COMMITMENTS

“Develop the network so that it is resilient to the more extreme weather associated with climate change.”

“What percentage of the strategic tree-cutting required is 2947 km?”

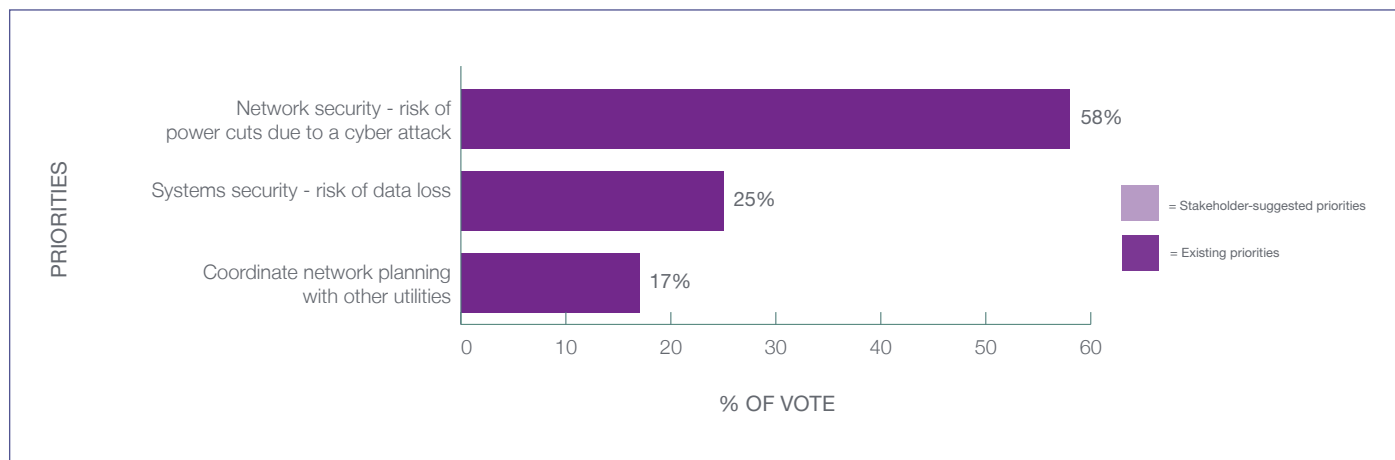
“Keep the trees cut back from the power cables.”

“Is lightning more frequent or more severe with climate change?”

“How many more sub-stations require flood defences?”

CYBER RESILIENCE

EXISTING PRIORITIES



NEW PRIORITIES

No new priorities were recorded for this topic.

COMMITMENTS

“Prevent the disruption of the network from cyber attack whilst still enabling data to be accessible and shared.”

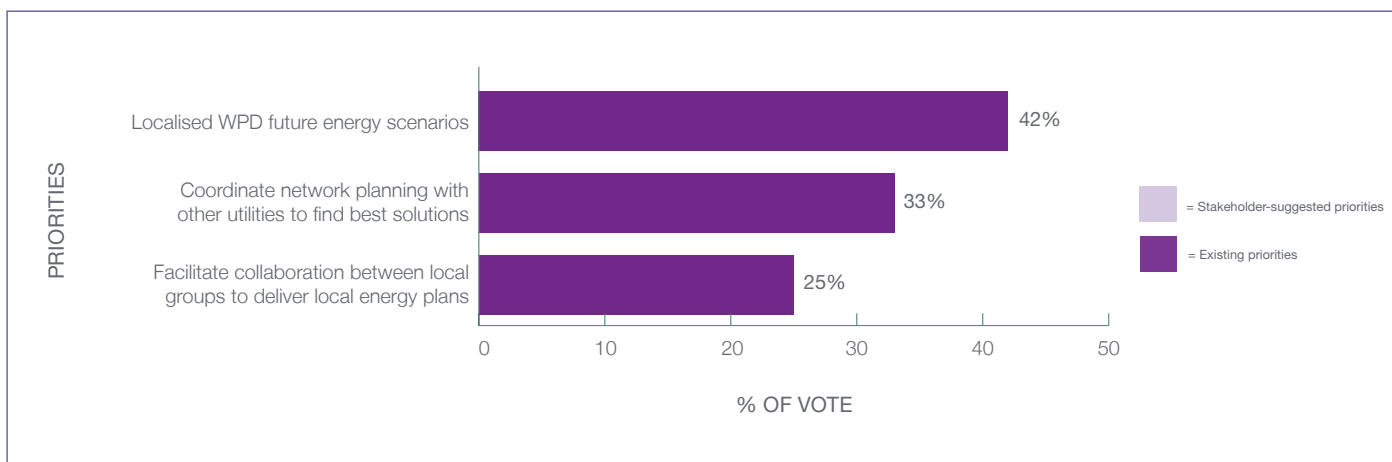
“Is cyber resilience tested by friendly third parties?”

“Employee sufficient resource to protect our service delivery.”

“Security against cyber attack.”

WHOLE SYSTEM APPROACH TO ACHIEVE NET ZERO

EXISTING PRIORITIES



NEW PRIORITIES

“This is a fundamental approach and needs to be prioritised.”

“Local action particularly important.”

COMMITMENTS

“Be open to working with novel solutions that enable multiple energy vectors to be used to deliver power, heat or transport.”

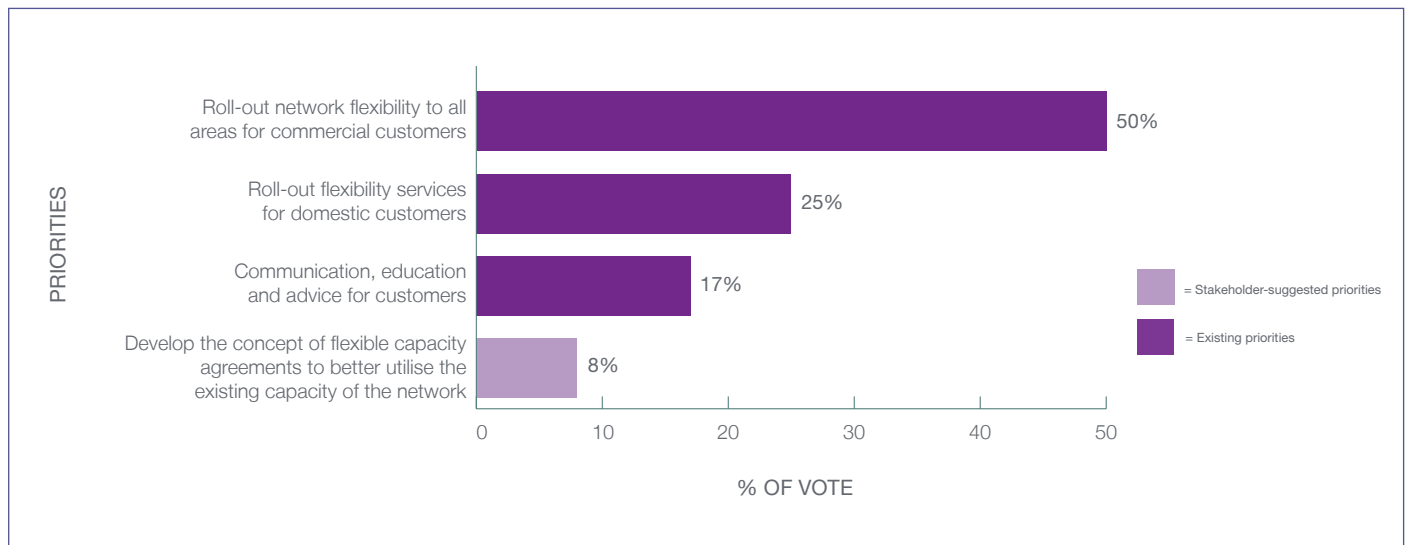
“Compared to domestic gas boilers, heat pumps appear to be far too noisy or far too big for current houses without extensive modifications. How is this change going to be achieved?”

“Have shared and agreed priorities across all stakeholders and WPD to ensure a systematic and consistent approach is taken to reduce to net zero.”

“Joined up learning.”

INNOVATION AND NEW SERVICES

EXISTING PRIORITIES



NEW PRIORITIES

No new priorities were recorded for this topic.

COMMITMENTS

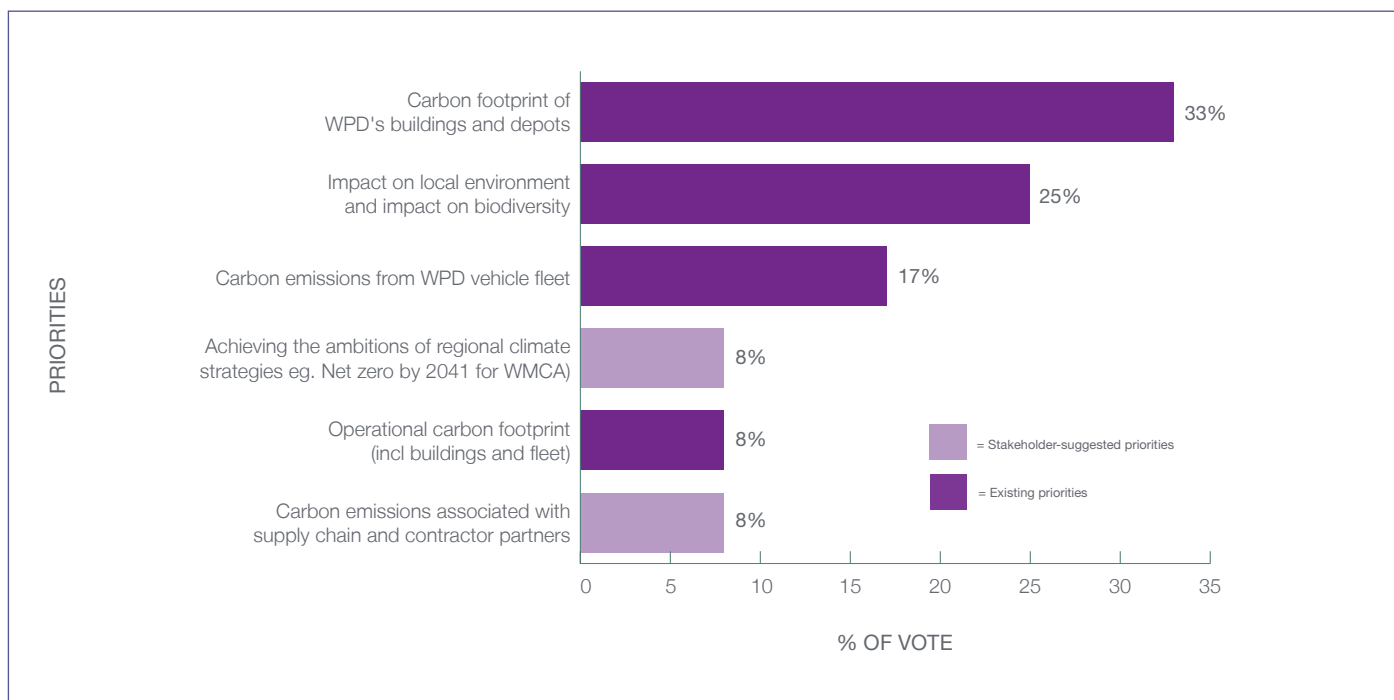
“Continue to support innovation in how customers engage with the network.”

“Innovation through collaboration ensures all stakeholders benefit.”

“Can innovation compensate for increased dependence on electricity? It seems the answer is no. For example, what is the electricity consumption of a quiet domestic heat pump (replacing a gas boiler)? At the limits of innovation, how much flexibility is required (commercial and domestic) to enable the electricity supply network to cope?”

ENVIRONMENT

EXISTING PRIORITIES



NEW PRIORITIES

“WPD should rightfully address how its operations contribute to climate change and how it will meet the ambitions of the regional net zero agenda.”

COMMITMENTS

“To commit to be net zero by at least 2041.”

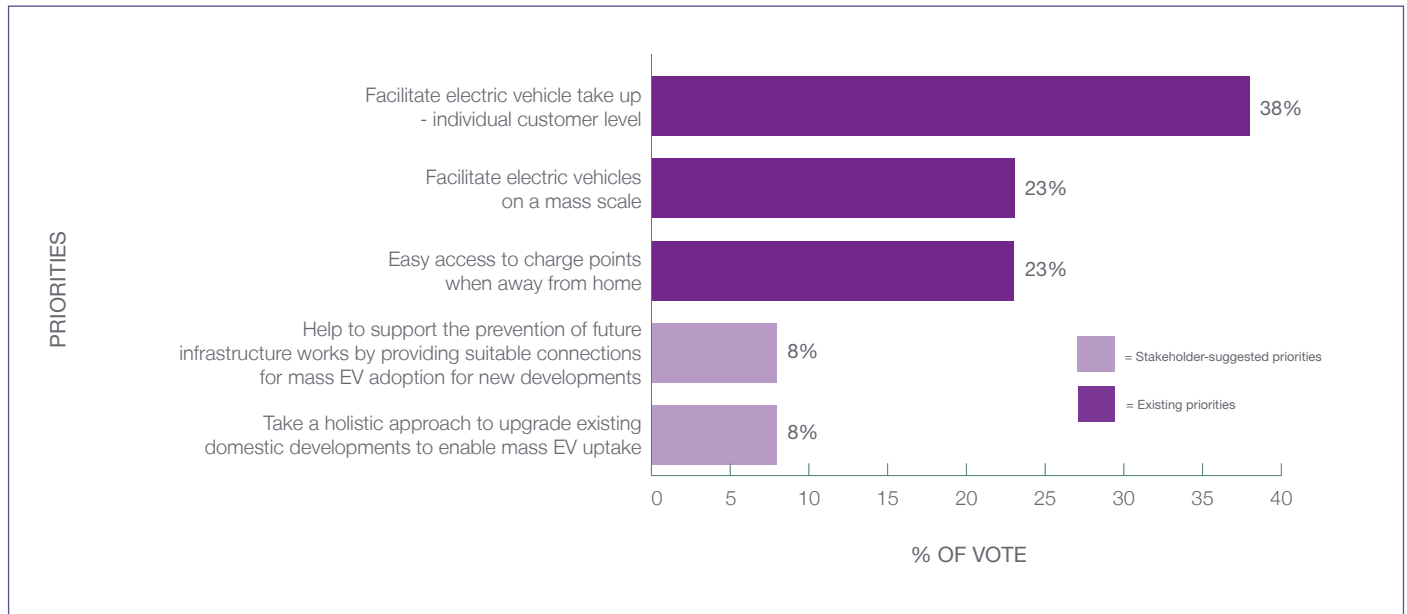
“Lower carbon fleet emissions.”

“WPD has an opportunity to be a pathfinder or test bed to prove that the reduction in carbon dependency is feasible. How much of the 74% energy use for gas can electricity provide instead? This knowledge needs to be shared.”

“Continue to make the network safer by moving to a non-fluid system and by increasing the opportunities for undergrounding the network in protected areas - AONBs & National Parks.”

ELECTRIC VEHICLES

EXISTING PRIORITIES



NEW PRIORITIES

No new priorities were recorded for this topic.

COMMITMENTS

“To enable all vehicles to be alternatively fuelled by 2041.”

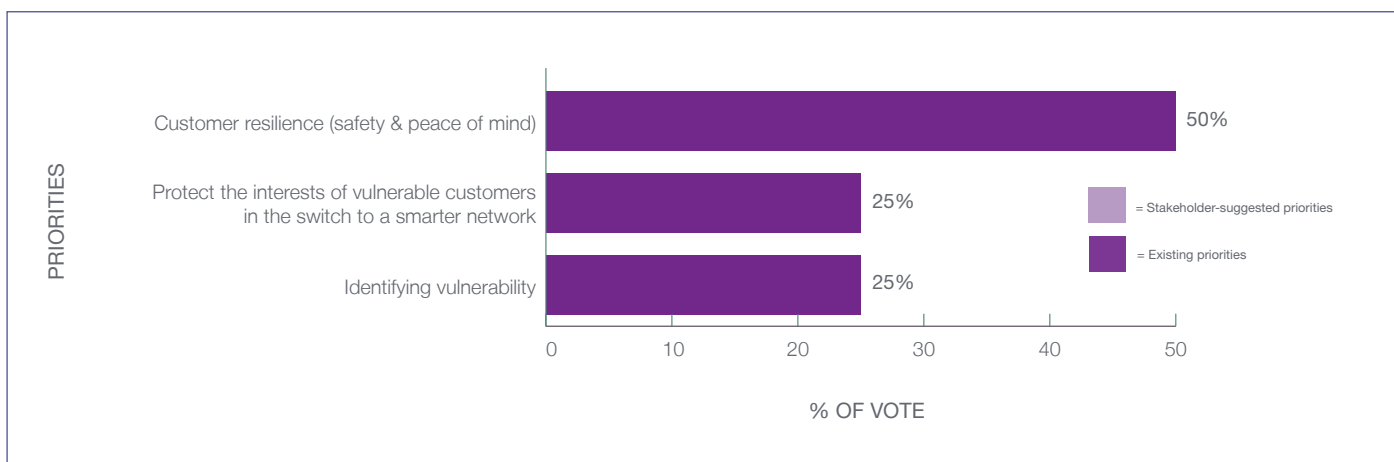
“Easier to buy, use and charge.”

“Easy access on motorways/A roads.”

“Why should local authorities declaring climate change give them priority? If business and private users must use EV, there must be charging available at home, at work and to facilitate longer journeys (e.g. using motorways and major roads) and to remote areas of the country. How does the domestic user cope with having several cars to charge?”

VULNERABILITY AND FUEL POVERTY

EXISTING PRIORITIES



NEW PRIORITIES

“Like many types of changes, this will cause sudden increases in costs to some consumers who perhaps may not seem vulnerable beforehand but become so with the change.”

COMMITMENTS

“To assist with reducing the number of people in fuel poverty in the region, through supporting whole life least cost approaches to network development.”

“Enhance ability to highlight vulnerable.”

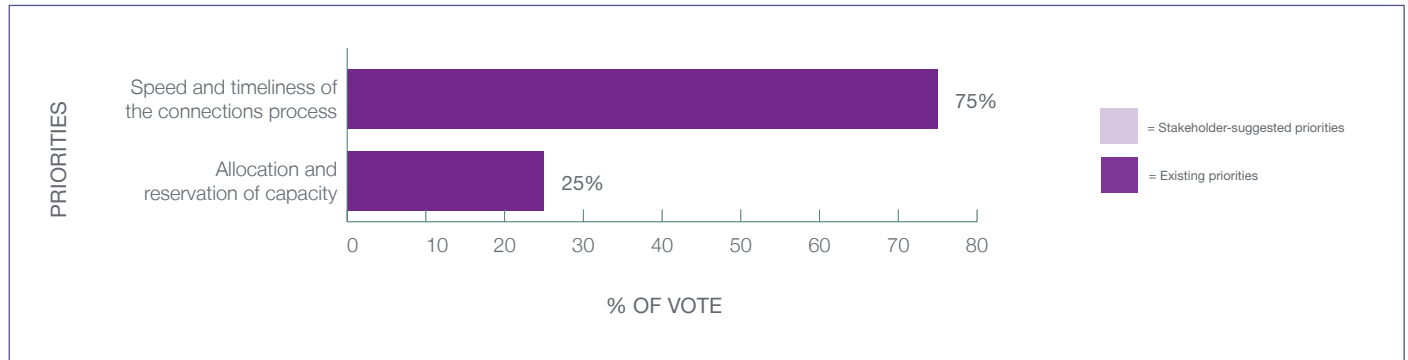
“Who will become less vulnerable with the changes to EV and low carbon? Who will be become more vulnerable? Will the 1.9 million increase, decrease or change?”

“Identifying vulnerable customers.”

TOPIC SPECIFIC SURGERY: CONNECTIONS

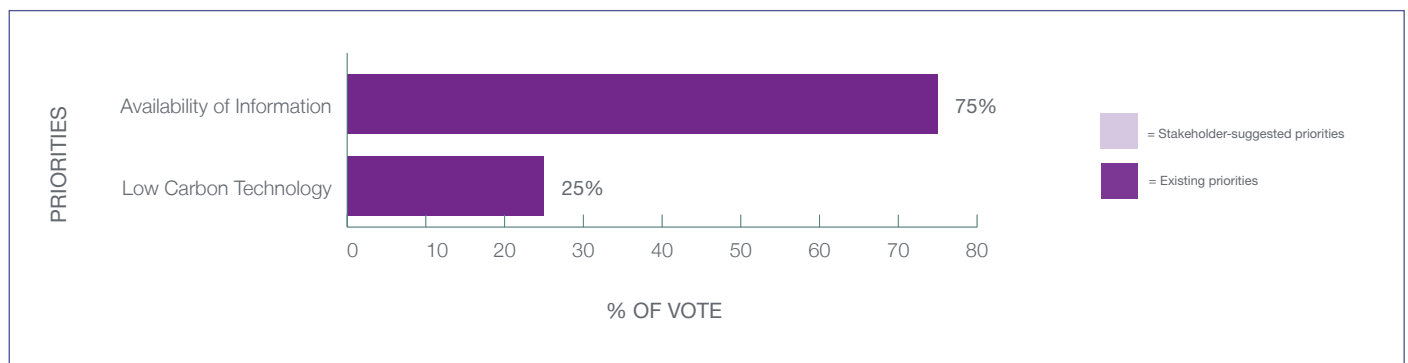
WHICH OF THE FOLLOWING PRIORITIES IS MOST IMPORTANT TO YOU?

(RIIO-ED2 BUSINESS PLAN)



WHICH OF THESE PRIORITY AREAS IS MOST IMPORTANT TO YOU?

(2020/2021 ICE WORKPLAN DEVELOPMENT)



PLEASE ADD ANY FURTHER INFORMATION OR FEEDBACK:

“As an RP delivering a variety of sites in the area we are constantly improving our Environmental standards and in the case of Clarion HG this is above the planning ‘must haves’. This creates a question for the strategic approach to the capacity and loadings and not simply providing more sub stations at the cost of a development that is providing anything up to 100% affordable housing.”

“The larger housebuilder led sites often have the most ‘take’ or booking of capacity - how are you ensuring that all sites are able to provide an environmental and reasonable solution - or are not disadvantaged because a larger housebuilder has already secured capacity.”

“Are you considering the loadings and capacity needs as new construction sites move to mostly electric provision for heating and hot water along with charging for cars and the like? If so what is the strategy around this and how is the capacity allocated in the region? We are seeing significant increased need than where H&HW was provided via gas means.”

“What changes are you making to assist with the increased capacity need for new developments that doesn’t simply pass this onto the development cost (e.g. new substations) and in particular where these are 100% affordable housing sites?”

TOPIC SPECIFIC SURGERY: SAFETY AND HEALTH

IS THERE ANYTHING THAT YOU THINK WE SHOULD CHANGE OR IS MISSING FROM THE LIST?

“Can these be simplified; many seem to overlap?”

“Consider safety in the emergency or outage situation.”

WHICH COMMITMENTS WOULD YOU LIKE US TO DELIVER UNDER THE PREVIOUS PRIORITY AREAS?

Half of all stakeholders voted for the commitment ‘share best practice on safety and health with our stakeholders’, while the other half opted for ‘provide training to deal with new equipment and systems’.

“With new innovations, increasing the use of EV, new heating systems and other electrical devices, the public at large will need education particularly about safety. As a specialist in the use of electrical equipment, health and safety of WPD employees should be business as usual but increase the future safety of other users by being a pathfinder user of EV and other equipment.”

TOPIC SPECIFIC SURGERY: WORKFORCE RESILIENCE

IS THERE ANYTHING THAT YOU THINK WE SHOULD CHANGE OR IS MISSING FROM THIS LIST?

“A workforce at each location to balance out the amount of work and not based on an ‘old model’.”

“Something about remuneration would be useful, as well as the total reward package.”

WHICH COMMITMENTS WOULD YOU LIKE US TO DELIVER UNDER THE PREVIOUS PRIORITY AREAS?

“Establish the skills and amount of work required; equip, educate and recruit the staff needed; motivate them and complete the programme of new work.”

“A happy, healthy and motivated workforce where WPD is the employer of choice.”

WHAT COMMITMENTS DO YOU WANT US TO DELIVER?

“Equal pay for equal skill and equal amount of work, irrespective of gender, diversity or inclusion. Some of these priorities imply that you must match the workforce to the general population as proportions on gender, etc.”

“To achieve the “happy and motivated workforce etc” look at the current model...does it really work?”

PLEASE ADD ANY FURTHER INFORMATION OR FEEDBACK:

“As an employer, WPD delivers on so many areas and is a great company to work for but it seems to fail to grasp the diversity of the workload across its four areas and that means a total imbalance of staff to work load and really for a forward thinking company it is a sad reflection that nine years on, this has not been addressed.”

