



Western Power Distribution Local Investment Workshops

South West

September 2020

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1 | OVERVIEW

In September 2020, WPD's distribution managers hosted a series of three workshops to gather feedback from its stakeholders across the company's South West region. Owing to the circumstances regarding Covid-19, the workshops were held online using the Zoom platform, rather than in person.

Most of the workshop attendees represented local authorities, although other parties involved in the growth agenda, such as renewable companies, community energy groups and universities, were also in attendance. The feedback from all three workshops has been collated and summarised in this report.

Each workshop covered a different geographic area within the South West region, as follows:

Devon and Plymouth	8 September 2020
Somerset, Mendip and Bristol	9 September 2020
West Cornwall and Bodmin	22 September 2020

This workshop series, which gave stakeholders the opportunity to get involved in WPD's RIIO-ED2 Business Plan development, was designed with a number of objectives in mind. In addition to virtually 'meeting' their distribution manager and local teams, stakeholders were able to find out about WPD, its challenges and planned local investment, and discuss network constraints and capacity issues. WPD, meanwhile, aimed to further its understanding of local growth agendas, including Local Energy Plans, and to collect information on stakeholders' ambitions around electric vehicle charging, heat pumps and other low-carbon technologies (LCTs). The company also used the workshops as an opportunity to explain its Future Energy Scenarios, share best practice and obtain feedback on any other areas of interest for stakeholders.

The workshop was split into three sessions:

- Introducing WPD
- Supporting the Growth Agenda
- Supporting the Transition to Net Zero

Each session began with a PowerPoint presentation given by a local distribution manager or WPD staff member to provide attendees with an overview of the topic in question. Each presentation was followed by a discussion in a breakout room, aimed at gathering targeted feedback from stakeholders.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and to take notes of the comments made by stakeholders. Comments have not been attributed to individuals to ensure that all stakeholders were able to speak as candidly as possible.

2 | EXECUTIVE SUMMARY

Each workshop session opened with a presentation by a WPD representative, which was followed by group discussions in breakout rooms designed to elicit stakeholder feedback. In addition to discussing the topic covered during the presentation, stakeholders were asked to feed back on a number of outputs falling under six priority areas identified by stakeholders at previous engagement events in order to inform WPD's RIIO-ED2 Business Plan. The six priority areas are detailed below and the individual outputs listed under these categories can be found in Appendix 2 of this document.

- Network reliability
- Network resilience (to severe weather)
- Connections
- Community energy
- Whole system approach to achieve Net Zero
- Innovation and new services

This report contains summaries of the findings from the breakout discussions, as well as verbatim comments and written feedback from stakeholders.

SESSION ONE: INTRODUCING WPD

- A large number of stakeholders were keen to discuss Net Zero and innovation. There was also an interest in community energy at all three events.
- Most stakeholders reported that, in their experience, decarbonisation and the green recovery remained priorities. However, it was also recognised that there were certain challenges associated with the Covid-19 pandemic, including uncertainty for businesses and the increased importance of network reliability given the rise in homeworking.
- It was felt that WPD could support the green recovery by improving communication around funding opportunities and local network plans, engaging with local authorities and educating consumers, among other things.
- Stakeholders generally welcomed the outputs linked to cable undergrounding, but some questioned whether the company's outage targets could be more ambitious. The company was advised to present its outputs in clear language and to produce KPIs.

SESSION TWO: SUPPORTING THE GROWTH AGENDA

- Almost half of survey respondents (46%) described their experience of DFES engagement as 'good' or 'very good', while 35% felt 'neutral' on the matter. The vast majority (85%) indicated that they were willing to engage more with WPD.
- Stakeholders detailed their local growth plans, which incorporated new developments, zero-carbon homes, EV charge points, community energy projects and renewable energy schemes.
- The largest proportion of survey respondents (41%) expected their growth plans to be impacted by Covid-19, while 27% were not sure, indicating relatively high levels of uncertainty in the wake of the pandemic.
- Stakeholders felt that WPD could further support community energy groups by improving its communication around opportunities to connect and available funding. Stakeholders welcomed the introduction of dedicated WPD Community Engineers with local expertise.

SESSION THREE: SUPPORTING THE TRANSITION TO NET ZERO

- Most survey respondents (86%) reported that their local authority had set a Net Zero target date and declared a climate emergency. Stakeholders' goals tended to be ambitious, with a large number of organisations targeting Net Zero by 2030, ahead of the UK government's 2050 target.
- EV charging featured heavily in stakeholders' plans for LCT roll-out, with organisations intending to transition company fleets or install charge points or hubs. Heat pumps were also being considered in new builds and retrofits. Although hydrogen was seen by some as a solution for large vehicles and storage, plans were more nebulous and long-term.
- Stakeholders felt that WPD's ideas portal could ensure joined-up planning in the energy sector, promote collaboration and enable shared learning. However, it was felt that WPD could improve its communication, for example, by tailoring its approach to different stakeholder groups, using accessible language and maintaining ongoing dialogue with stakeholders.

WRITTEN FEEDBACK

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

- 97% of attendees who filled out a feedback form told us that they found the workshop either 'very interesting' or 'interesting'.
- 54% of stakeholders 'strongly agreed' that they had had an opportunity to make points and ask questions, while 32% 'agreed'.
- 82% 'agreed' or 'strongly agreed' that the right topics were discussed on the day.
- 61% thought EQ Communications' facilitation was 'very good', with 39% opting for 'good'.
- 89% felt the online format for the day worked either 'very well' or 'well'.

3 | ATTENDEES

A total of 65 stakeholders attended the three South West workshops, representing 38 organisations. The organisations represented at the workshops are shown below:

- 361 Community Energy
- All Wind UK Ltd
- Bath and North East Somerset Council
- Bath and West Community Energy
- Bristol City Council
- Cornwall Council
- Devon County Council
- East Devon District Council
- Evans Energy Ltd
- Exeter City Council
- Federation of Small Businesses
- Green Nation
- Homes England
- Independent property consultant
- Isles of Scilly Community Venture
- Mendip District Council
- Mid Devon District Council
- North Devon Council
- North Somerset Council
- Plymouth City Council
- Regen
- Somerset Climate Action Network
- Somerset Community Energy
- Somerset County Council
- Somerset West and Taunton Council
- South Gloucestershire Council
- South Hams District Council
- South Somerset District Council
- Stephens Scown
- Teignbridge Council
- The Heat Project
- Torridge District Council
- Totnes Renewable Energy Society
- University of Bristol
- University of Exeter
- University of Manchester
- Wadebridge Renewable Energy Network
- West Devon Borough Council

4 | SESSION ONE: INTRODUCING WPD

The first presentation of the day outlined WPD's role as a Distribution Network Operator (DNO), the implications of its transition to Distribution System Operator (DSO) and its approach to working on a regional level. In addition to outlining the business planning process, the presenters updated stakeholders on WPD's response to Covid-19.

Stakeholders were also asked to give feedback on WPD's draft outputs on network reliability and resilience, which included a 12-hour target for restoring customer supply, the installation of flood defences and the reduction of tree-related faults.

At the three South West events, most stakeholders seemed to prioritise Net Zero and innovation, regardless of sector. For many councillors, their interest in LCTs stemmed from their local Net Zero targets. Grid constraints and capacity issues were often raised in this regard. Stakeholders were keen to discuss various aspects of EV roll-out, including lead times for projects, support for EV infrastructure and national and regional strategies for EV charging. Community energy was another area of interest that spanned all three events. Some had plans to develop zero-carbon homes, and others were interested in reducing electricity costs for homes and supporting fuel poor customers.

At all three events, stakeholders commented that decarbonisation and the green recovery had come to the fore in the wake of Covid-19. One stakeholder reported that innovation projects, such as a council wind turbine in Cornwall, were still going ahead. Another council had resolved to expedite EV roll-out in light of the impact of air pollution on health, and it was reported that Extinction Rebellion protests in Bristol had kept environmental issues high on the agenda. However, there were also a number of challenges associated with the pandemic, such as business uncertainty.

Stakeholders warned that the rise in homeworking would increase the need for network reliability, while the drive towards decarbonisation would increase demand. It was felt that WPD could do plenty to support organisations in the green recovery, such as improving communication around funding opportunities and local network plans, engaging with actors in the low-carbon economy and local authorities, and educating consumers. WPD was also called on to provide sufficient grid capacity for LCTs and support retrofits.

There was general agreement that the outputs around network reliability and resilience covered the correct areas. Stakeholders were in favour of undergrounding cables and welcomed the output to divert or underground overhead lines that are adjacent to or cross school playing areas. Attendees were keen to work with WPD on activities that foster local resilience, such as tree planting and flood protection. Some felt that the 12-hour target for restoring power could be more ambitious, although others pointed out that any improvements would come at a cost. It was also questioned whether the target to restore 85% of customers within one hour went far enough.

WPD was advised to future-proof the network for EV charge points as part of its resilience approach and to consider using storage to improve reliability. Stakeholders argued for the outputs to be written in plain English and felt that they should be realistic. Moreover, several attendees advised the company to set measurable KPIs. Stakeholders also called on WPD to improve its communication with communities on potential curtailments. In that regard, it was felt that the company should collaborate with other DNOs to ensure reliability and address capacity constraints.

1. WHY HAVE YOU ATTENDED TODAY?

“We are looking at the possibility of generating electricity from the council premises. We want to find out when the lead times are, what capacity is, etc.”

Stakeholder, Devon and Plymouth

“I am from the Totnes Renewable Energy Society. My interest is network constraints and capacity issues, so the challenges you guys are facing, really.”

Stakeholder, Devon and Plymouth

“I am a senior regeneration officer from North Devon Council. I am here to find out about lead times, etc., for EV charging as I will be going forward with that in the next few weeks.”

Stakeholder, Devon and Plymouth

“I work in parking, so I’m interested in charging stations and installing them in our car parks.”

Stakeholder, Devon and Plymouth

“I’m on the climate change and planning committee. I’ve been to previous useful events and it’s great to see the priorities reflected here after inputting on that.”

Stakeholder, Devon and Plymouth

“We’re developing our Local Plan, so we’re interested in ensuring network reliance and capacity for it, which is from 2020 to 2040. There’s a lot of interest around meeting that Net Zero agenda and LCTs.”

Stakeholder, Somerset, Mendip and Bristol

“We are intending to build zero-carbon housing. We have plans for 50 houses. I would like to know the impact and how we can develop that.”

Stakeholder, Somerset, Mendip and Bristol

“I’m a solar developer. My interests are with solar projects and also battery storage. I’m here to look at problems we could face with ongoing outages.”

Stakeholder, Somerset, Mendip and Bristol

“There are rural and urban aspects to be considered, and I would like to find out how we can access more flexibility and connections, with a community energy focus.”

Stakeholder, Somerset, Mendip and Bristol

“I’m aware of capacity issues on the network, so I’m interested in how we develop the local area energy plan, increasing renewables, increasing EV charging and how it all fits together.”

Stakeholder, Somerset, Mendip and Bristol

“I am working on small and large wind turbine projects in Cornwall and am interested in the application of SmartWire technology currently being deployed by National Grid and how that will fit with the distribution network.”

Stakeholder, West Cornwall and Bodmin

“I want to access eco-funding for people, so I’m interested to find out if any more funding is available, from a fuel poverty perspective.”

Stakeholder, West Cornwall and Bodmin

“I’m a consultant and work to get housing schemes functioning. I’m interested in minimising the operating costs for houses and want to see how WPD can help.”

Stakeholder, West Cornwall and Bodmin

“I’m the general manager for the Isles of Scilly Community Venture, which has a broad renewable energy strategy. We want to find out how we can support the low-carbon transition and help reduce energy costs for residents.”

Stakeholder, West Cornwall and Bodmin

“I’m a lecturer at the University of Exeter and want to find out about the challenges and opportunities involved with low-carbon technologies.”

Stakeholder, West Cornwall and Bodmin

2. WHAT HAS CHANGED FOR YOU IN LIGHT OF COVID-19 THAT WE NEED TO CONSIDER? AND HOW CAN WE SUPPORT YOU WITH THE GREEN RECOVERY?

“The main thing is that we’re going through a bit of a feast as there is money coming out of government. It may seem a bit rushed, but there is money for low-carbon projects – mainly around retrofits rather than renewables.” **Stakeholder, Devon and Plymouth**

“Plymouth is looking at the economy and employment and taking advantage of having the green agenda as part of the recovery programme.” **Stakeholder, Devon and Plymouth**

“Retrofitting is reducing the upgrade cost for WPD. It’s difficult to quantify and be confident about. We need every bit of money we can find, so WPD could look into that and work with organisations.” **Stakeholder, Devon and Plymouth**

“While things are tough financially at the moment, our council still wants to transition towards clean energy and EVs as quickly as possible. This is particularly important with the link between Covid-19 deaths and air pollution. If WPD could continue to provide its current level of support and engagement, that would be perfect.” **Stakeholder, Somerset, Mendip and Bristol**

“There could actually be an increase in demand in some areas due to Covid-19, as we’ve been seeing a lot more initiatives relating to decarbonising heat since March. It would be great to know more detailed information about how WPD plans to expand its local networks so that we could plan around it.” **Stakeholder, Somerset, Mendip and Bristol**

“The momentum to go green has dropped off. Covid has stalled progress and enthusiasm. Businesses don’t even know if they’ll be here in 12 months’ time.” **Stakeholder, Somerset, Mendip and Bristol**

“Work on site for new developments has been impacted, rules and safety protocols have changed, and work patterns have changed. There has actually been more time to think about it, so I’ve found it to be more prevalent in people’s minds. Community energy is of more interest to people now.” **Stakeholder, Somerset, Mendip and Bristol**

“There have been big gatherings in Bristol, such as Extinction Rebellion protests, and this has kept the need for LCTs at the forefront of people’s minds. Problems with energy will affect more people now, as most are working from home in some capacity.” **Stakeholder, Somerset, Mendip and Bristol**

“University energy consumption fell by 40% during lockdown and is now at around 10% lower than normal.” **Stakeholder, Somerset, Mendip and Bristol**

“At the council, we think that increasing renewables and the work on the climate emergency and the green recovery is part of the process after dealing with Covid. So, it is at the forefront of leaders’ minds, but we know there are capacity issues on the network, so how do we overcome those barriers and challenges to put the green recovery at the forefront? And how can the grid underpin that?” **Stakeholder, Somerset, Mendip and Bristol**

“We have furloughed a lot of staff, and getting over the fear factor has been big. Domestic customers are wary about it, but commercial activity hasn’t really changed.” **Stakeholder, West Cornwall and Bodmin**

“Educating your clients would help, although I appreciate the nature of your business has changed and there are fewer domestic visits now. Sensible advice to ease confusion when dealing with customers [would be useful].” **Stakeholder, West Cornwall and Bodmin**

“Our planning projects in Cornwall have continued at quite a pace and need to do so. Any delays have come from legislation, but things are still moving forward at a practical level.” **Stakeholder, West Cornwall and Bodmin**

“I would agree that a good pipeline of innovation projects is still moving forward across Cornwall. The one that really stands out to me is the council’s wind turbine, which has just gone live today. WPD was able to put in place all of the grid assets for us in the spring and early summer, despite the lockdown. Everything has gone smoothly with that.” **Stakeholder, West Cornwall and Bodmin**

“My former colleagues at the council working in housing have been extremely busy recently, as demand for housing has hugely increased and this has put pressure on the parties involved.” **Stakeholder, West Cornwall and Bodmin**

3. WHAT ARE YOUR THOUGHTS ON THE OUTPUTS STAKEHOLDERS HAVE SUGGESTED WE DELIVER AROUND NETWORK RELIABILITY AND RESILIENCE?

“About resilience, when you’re digging up the road, are you future-proofing that for EV charging points? Also, in Plymouth we’re doing lots of tree planting. As a council, how can we work with the utilities to make sure that we’re not making problems for the future?”
Stakeholder, Devon and Plymouth

“We’re producing a climate adaptation strategy. It’s good to see a targeted strategy such as undergrounding lines in school playgrounds.”
Stakeholder, Devon and Plymouth

“We are looking at all the things here that are trying to make the current distribution network more resilient. What are the thoughts and possibilities around power storage?”
Stakeholder, Devon and Plymouth

“I know that you have certain schemes going on in terms of flexibility services. They have an impact on community energy. We are looking at batteries because we’re working on a housing development going on a single grid. It is you guys doing the flexibility services down there. We want to know the guarantee for these flexibility schemes.”
Stakeholder, Devon and Plymouth

“Flood protection is a big thing for us though, especially looking into the future with sea levels rising.”
Stakeholder, Devon and Plymouth

“Is there a tough enough target? In my mind, I don’t think I’ve been able to ever get back online in one hour. So, is it realistic?”
Stakeholder, Devon and Plymouth

“I’m looking at the priorities and I don’t understand them as there’s too much jargon.”
Stakeholder, Devon and Plymouth

“WPD should change the priority so it says in ED2 there should be fewer power cuts rather than will as we can’t promise.”
Stakeholder, Devon and Plymouth

“Are there any KPIs that can be put in place to encourage WPD to reduce curtailments and to provide the best community benefit? I feel that WPD’s communication with communities about potential curtailments could be better.”
Stakeholder, Somerset, Mendip and Bristol

“WPD could introduce a KPI focusing on the ratio between maintenance time and curtailment time. Does WPD collate this information and could it be published?”
Stakeholder, Somerset, Mendip and Bristol

“I’m very much keen to see overhead lines being put underground, especially in new developments.”
Stakeholder, Somerset, Mendip and Bristol

“In terms of delivering future growth, where there are capacity constraints now, they should be addressed, particularly in Yeovil. I don’t know how you engage with SSE, the neighbouring DNO. They should both be responsible for the network. Work jointly with other DNOs to ensure there is reliability.”
Stakeholder, Somerset, Mendip and Bristol

“12 hours does seem a long time to repair a power outage.”
Stakeholder, Somerset, Mendip and Bristol

“Street lighting faults ordinarily would have taken 15 to 20 days to repair and those weren’t done during Covid. If we are talking about resilience, there wasn’t a great deal on street lighting.”
Stakeholder, Somerset, Mendip and Bristol

“My concern is finding capacity, particularly with 11 kV in Cornwall. The reliability and resilience outputs do seem fine to me, though.”
Stakeholder, West Cornwall and Bodmin

5 | SESSION TWO: SUPPORTING THE GROWTH AGENDA

The presenters outlined WPD's Distribution Future Energy Scenarios (DFES) and its approach to engagement and explained some of the company's draft outputs around community energy and connections. During the subsequent breakout room discussions, stakeholders were asked to give details of their own local growth plans and consider WPD's approach to supporting the growth agenda.

A large proportion of survey respondents (42%) had taken part in DFES planning, and the majority (85%) were willing to engage more with the company. The largest proportion (35%) described their experience of DFES engagement as 'neutral', although almost half (46%) characterised their experience as either 'very good' or 'good'. Stakeholders approved of the proactive and open discussions allowed for by DFES and the focus on local information, although the company was called on to engage with local authorities at an earlier stage in the planning process.

A number of stakeholders felt that WPD could improve its DFES engagement by taking into account growth linked to electric transport and heating, rather than focusing on growth linked to developments. WPD was also advised to engage with a wider range of organisations, such as community energy groups, businesses, landlord forums and the climate change hub. In addition, the company was advised to collaborate with other DNOs to ensure consistent cross-border engagement.

New housing was planned for areas such as Taunton, Plymouth and Scilly. A government white paper was expected to provide policies and requirements that would further guide councils' growth plans. Minimising carbon emissions seemed to play a key role in these plans. For example, some councils, such as Somerset West and Taunton Council, were looking into zero-carbon houses, and North Somerset Council was considering introducing EV charge point requirements for new developments.

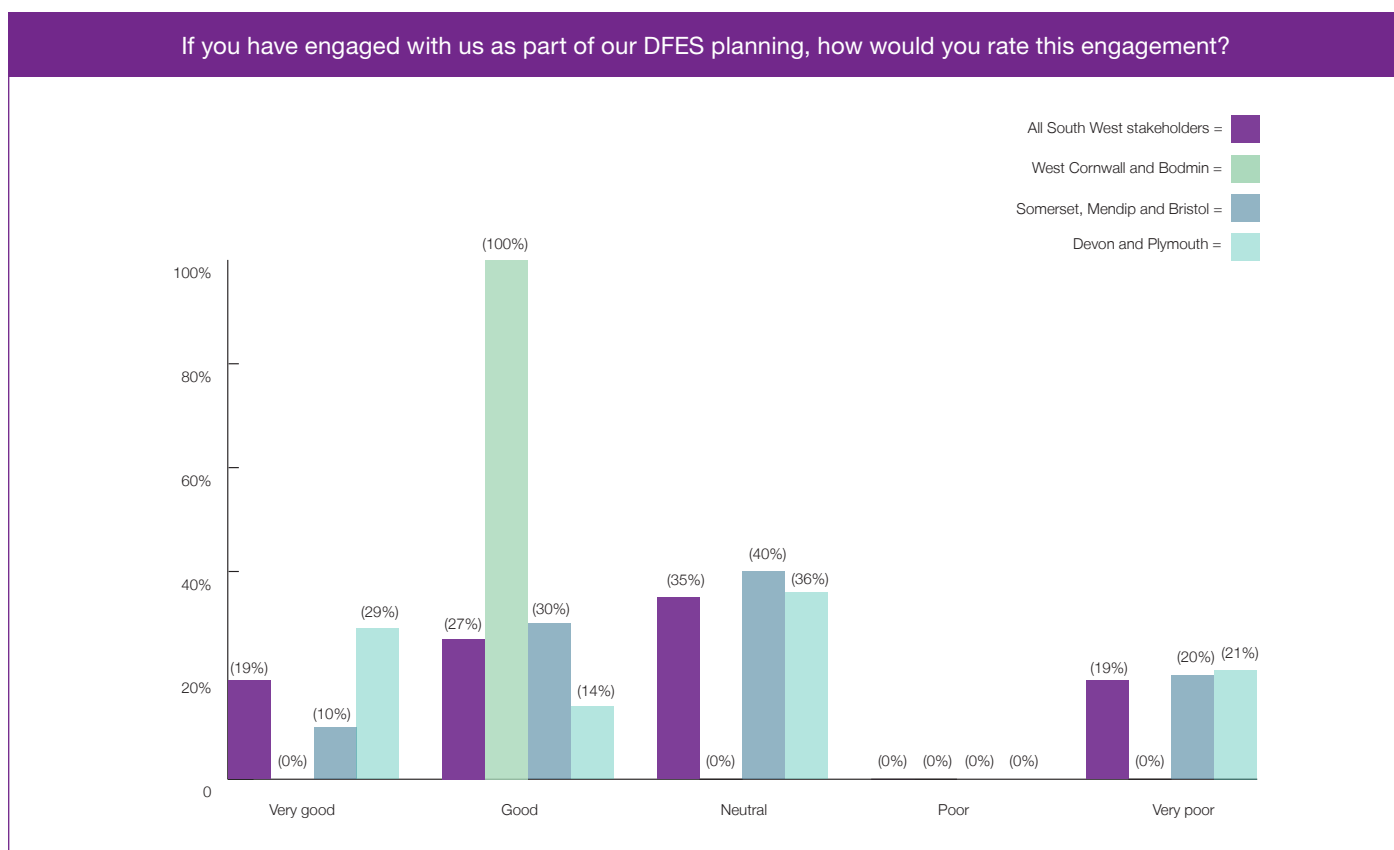
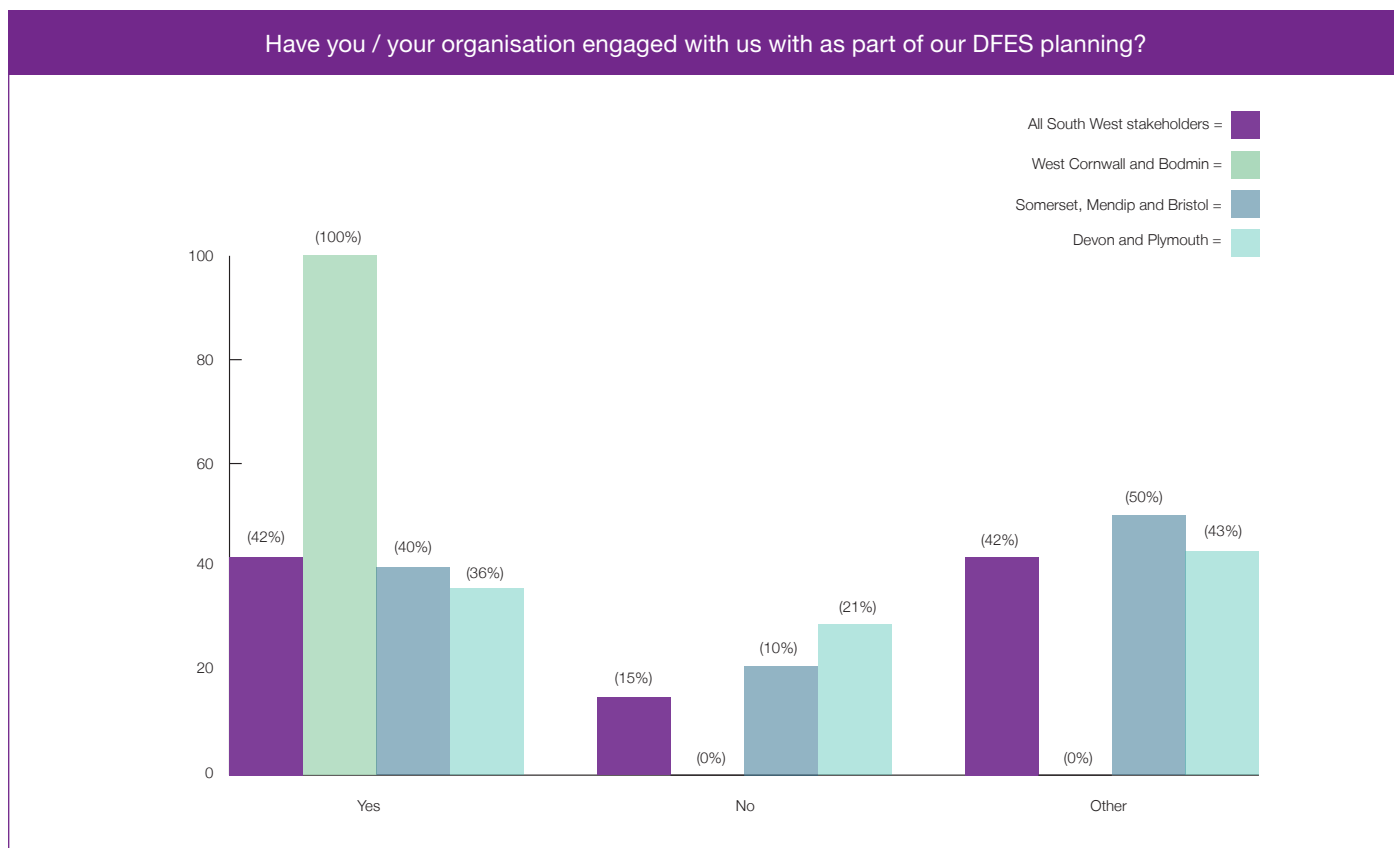
At all three events, stakeholders framed community energy projects and renewable energy schemes as part of planned growth. There was widespread interest in engaging more closely with WPD on proposed locations for schemes, which would then feed into local plans. Stakeholders explained that grid capacity was vital for their growth plans, particularly in light of the green recovery.

Across the events in the South West region, almost a third of survey respondents (27%) reported that they were 'not sure' whether Covid-19 would result in delays to volumes of planned developments. During the discussion, the Federation of Small Businesses highlighted the impact of the uncertainty on business. The largest proportion of survey respondents (41%) felt that their growth plans would be affected. Some councils reported delays to projects over lockdown, and others expected long-term changes in working patterns to impact planning.

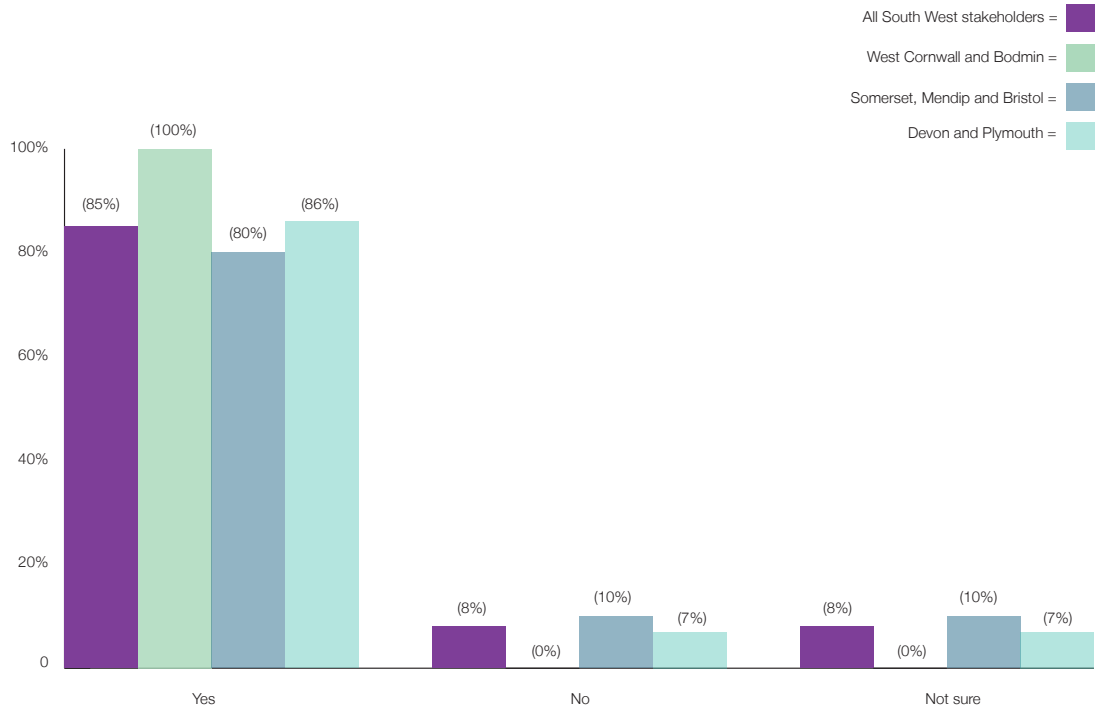
There was widespread agreement that community energy groups would play an important role in future. Schemes were expected to support local Net Zero ambitions and help households in fuel poverty. There was consensus that a WPD Community Engineer would benefit community groups by providing local knowledge, and stakeholders advised the company to raise awareness of the role and ensure that groups can easily connect with their local Community Engineer online.

It was felt that WPD could support community energy projects by taking into account their social and environmental benefits when allocating grid capacity. Other suggestions centred on communication, for example, the company was asked to provide information on opportunities to connect through surgeries and discussions, and to act as a bridge between councils and community energy groups. There was agreement that community groups faced funding barriers, and WPD was advised to support groups in accessing funding. It was also felt that WPD could provide data for smaller connections.

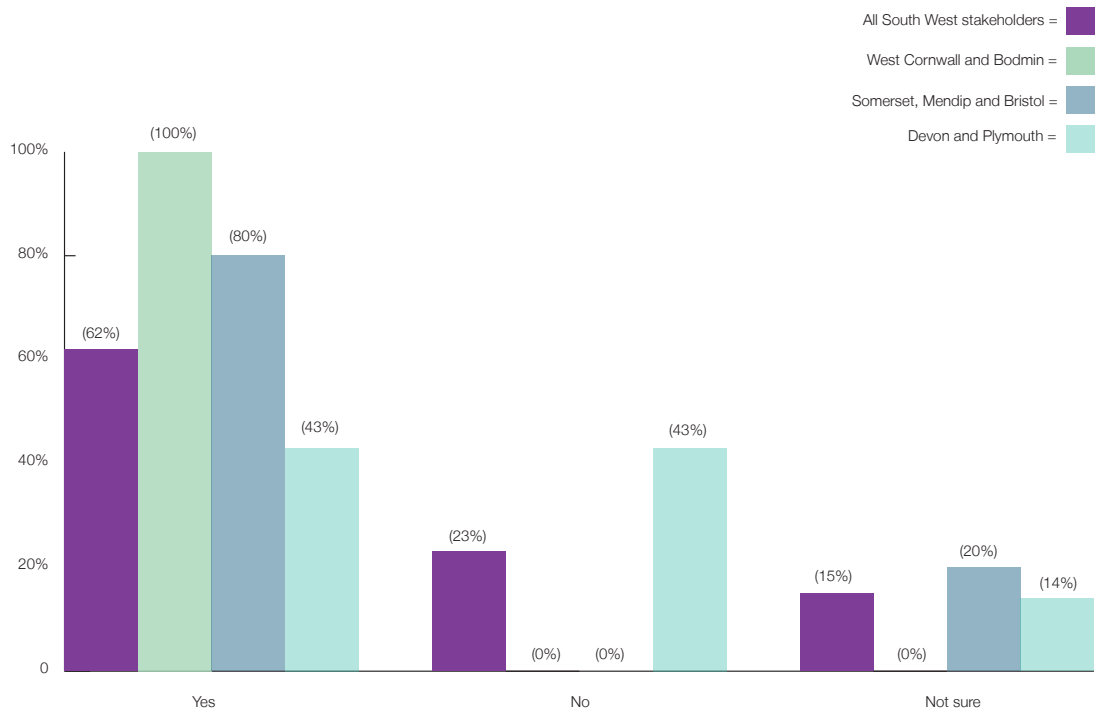
1A. DO YOU AGREE WITH OUR APPROACH TO DFES ENGAGEMENT? IS THERE MORE WE SHOULD BE DOING?



Would you be willing to engage with us more?



Have you heard of our Energy Data Hub?



“I’m not sure housing and population growth are a major driver of electricity growth. I’m assuming that growth will come from electrification of transport and heating.” **361 Community Energy**

“I appreciate that you are talking to local authorities, but that is probably on an officer level. I didn’t know whether you would be able to do a presentation for members so that you have a wider engagement.”
West Devon Borough Council

“I think we found it all very useful. We had an open conversation.” **Plymouth City Council**

“The nature of the discussions are proactive and welcoming when engaging with strategic planning. The basis for the conversations are good too and, as I mentioned, right now there’s a significant risk in the uncertainty regarding what we can deliver.”
South Hams District Council

“I think it’s the right way to start with the local granular information because the variation, even across a relatively contained part of the country, is quite stark. That fine grain of information, things like where housing is planned and where employment is planned, it helps build a better picture.”

South Gloucestershire Council

“What sort of planning goes into heat pumps, for example, and how responsive can WPD be around this in terms of DFES and future planning? So many people are off the grid, and with the electrification of heating, can we ensure there won’t be any constraints if there’s a big uptake?” **University of Exeter**

“WPD should be looking to engage with local authorities at an earlier stage, particularly during phases when planning applications, plot allocation schemes and structural plans are being drawn up. This will show WPD where areas of growth will be earlier on and ensure that power can be supplied to these developments.” **Independent property consultant**

1B. ARE THERE ANY OTHER STAKEHOLDERS WHICH WPD SHOULD BE ENGAGING WITH?

“More needs to be done to engage outside of local authorities. You need to try and identify other parties to engage with, e.g. community energy groups. Business voices are important too.”
Bath and West Community Energy

“Plymouth Council did work with passive housing in the social housing arena and there is scope for WPD to have long-term renewable energy discussion.”
North Devon Council

“25% of housing in North Devon is in the private renting sector. 361 Energy work with them, so WPD should engage with them as local authorities are restricted. Torridge housing [department] set up a landlords’ forum and WPD could engage with such forums.” **North Devon Council**

“WPD should engage with the Local Government Association and look at the climate change hub.”
North Devon Council

“Our largest town is in SSEN’s patch, so I would like to know how WPD is coordinating its engagement in order to join the dots.” **Mendip District Council**

“Traditionally, we only consult with DNOs on a need-to-know basis. It’s not very proactive and is always more reactive. The contact at events like these is important. It creates links between us and interested parties.” **Federation of Small Businesses**

“Is WPD talking to Celtic Sea about its floating offshore wind project? They have an incredibly exciting 800 MW wind farm that they hope to have up and running by the end of the decade.” **Cornwall Council**

2A. WHAT ARE YOUR GROWTH PLANS (INDUSTRIAL, COMMERCIAL, DOMESTIC)?

“We’ve put together a series of policies that require private developers to try and find a way to get carbon neutral, which includes using renewable technologies. We have had some pushback from housing developers, but we are trying to see how far we can go.” **Cornwall Council**

“We have lots of plans within Bristol. On the community side, we have projects in the pipeline around large-scale and ground mount solar, and longer-term outlooks in terms of bringing offshore windfarms for the future.” **Stephens Scown**

“Our largest development will be Firepool in Taunton. We want to see EV chargers in that. It will be commercial as well as housing. Obviously, with the housing development in West Somerset, we’re looking at ground source heat pumps as well and retrofitting our properties too.”
Somerset West and Taunton Council

“One of the actions in our climate plan is to prepare a detailed energy strategy for Devon, looking at the geography of where that could go, so that would be useful to WPD, who are already involved in the project. It’s about knowing where that distribution could go, which will then go into local plans.”
Devon County Council

“We have a new local plan for 2023, which is our next five years. You should read the government white paper, as it is a strong indication of where we’re going, even though it’s not finalised.”
Mid Devon District Council

“There is lots of uncertainty regarding future growth at the university, but we want to better understand how consumption will evolve, and speaking / involving WPD would inject some realism into local debates.” **University of Bristol**

“We’re in touch with the Somerset councils about a potential joint venture. We’re equally in touch with Glastonbury, which is endeavouring to plan a major reinvestment in renewable energy because it’s been given a significant grant for its green cities programme.” **Somerset Climate Action Network**

“One of the things we are looking to roll out is mandatory requirements for electric vehicle charge points for a new development, which the national government consulted on last year and may become a mandatory requirement anyway.”
North Somerset Council

“There are lots of new housing development plans in and around Plymouth in South Devon’s local authorities.” **Independent property consultant**

“Firstly, we are in the midst of trying to work out the broad areas where we can place wind turbines in Cornwall, which is a challenge due to potential network constraints and additional costs. We are also looking to build more houses and want to be engaged as early as possible. We’re just waiting to see what firm policies emerge out of the government’s white paper on housing.” **Cornwall Council**

“I’m worried that as renewable schemes grow, generators in Cornwall will have to turn their equipment off because their excess energy will cause the grid to overload in Somerset. More battery storage would be a good solution.” **All Wind UK Ltd**

“There needs to be a huge increase in capacity on the grid in order to meet our generation demands, which we will have to increase tenfold as per our climate emergency pledges. I’m worried that WPD is viewing the expected growth in demand as linear rather than exponential. This could hold us back.”
Bath and North East Somerset Council

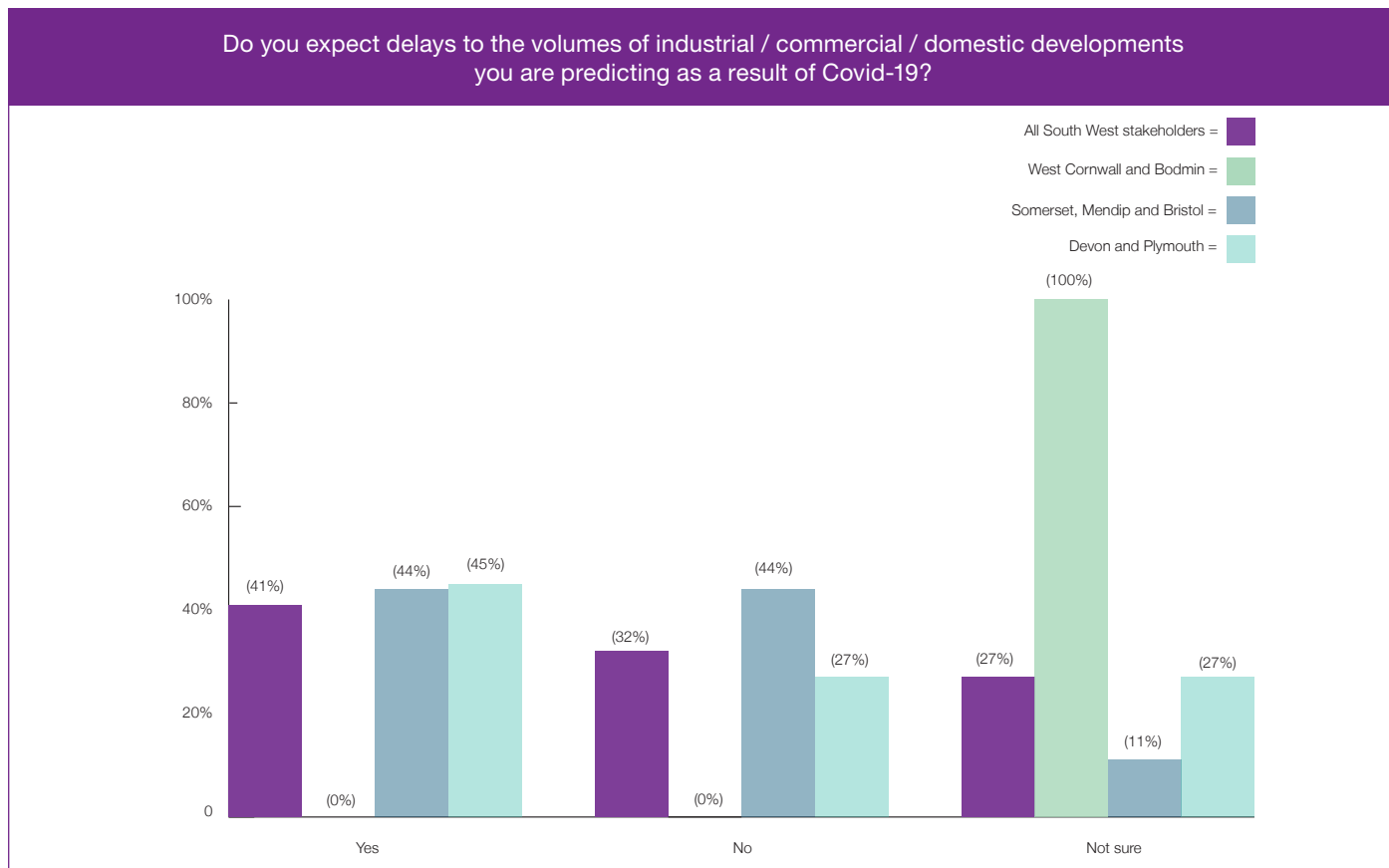
“We’re completing a development plan document containing planning policies that encourage renewable schemes across the county and we need to bring WPD in further.” **Cornwall Council**

“The council on Scilly has a new local plan which is going through consultation. Allocations have been made for new housing, but none have yet been made for large renewable projects. Sites for these projects need to be identified in the next five years.”
Isles of Scilly Community Venture

“We’re looking at zero-carbon houses, and quite a large number of them, too. We’re looking at about 4,000 on the housing waiting list for our area.”
Somerset West and Taunton Council

“We have a proposed development in my ward (circa 300 dwellings) and we are working with a zero-carbon energy group to ensure all dwellings are carbon-free from day one.” **Bristol City Council**

2B. DO YOU EXPECT DELAYS TO THE VOLUMES YOU ARE PREDICTING AS A RESULT OF COVID-19?



“Changes in both domestic patterns and working patterns will impact planning in North Devon.”

North Devon Council

“Lots more people are working from home and the escalation in the housing market and property is buoyant, so plans for development schemes will be brought forward if there are plans for new housing in the area.” **Torrige District Council**

“Work has not stopped due to Covid and it’s getting busier than ever.” **Bath and West Community Energy**

“Things are picking up again, but applications haven’t slowed down. Housing projections may change with the white paper.” **Cornwall Council**

“We’re in limbo. The focus right now is just getting through this. There is very little recruitment and growth plans are on hold. More confidence is needed before any decisions are made. We will be looking towards 2021, as nobody is showing their hand right now.” **Federation of Small Businesses**

“1,000+ homes are being built with renewable heating, and energy performance will further be improved to achieve Net Zero performance. Regarding our retrofit programme, there are delays with contractors (on furlough) so we’re now looking at new strategies in case we go into another lockdown.” **Cornwall Council**

3. WHAT ARE YOUR THOUGHTS ON THE OUTPUTS STAKEHOLDERS HAVE SUGGESTED WE DELIVER AROUND CONNECTIONS AND COMMUNITY ENERGY?

“I think communication is a big thing we have at the moment, in terms of making sure we are connecting to the right people. I think the planning and grid connection and local councillors targets all being connected together would be great.”

Stakeholder, Somerset, Mendip and Bristol

“I think you mentioned previously about data. I think it's good what WPD are doing with transparency of data projects. Currently, I believe that you provide data on all your assets one megawatt upwards. There is a suggestion that this goes down to 30 kW, more for local energy so that we can see where most of the energy comes out from the smaller connection.”

Stakeholder, Devon and Plymouth

“What we are seeing in our area is that WPD are technology agnostic. Someone applies for a connection and they will give them that connection. Unfortunately, some of these fossil fuel generators are getting a connection. How can you plan when the WPD trajectory isn't lenient with renewable energy?”

Stakeholder, Somerset, Mendip and Bristol

4A. WHAT ROLE DO YOU THINK COMMUNITY ENERGY GROUPS CAN PLAY IN THE FUTURE? IS THERE ANYTHING MORE WE COULD DO TO SUPPORT IT?

“Many people don't have the engineering knowledge to lead community energy projects but do have the vision. We can then highlight key barriers. It is insinuated, but we need some sort of acknowledgement for the community benefit that a project can have so that we can make the business case, like developers do. Of course, WPD must allocate grid capacity fairly, but there must be some social value calculation brought in there rather than just financial calculations.”

Stakeholder, Devon and Plymouth

“Groups have a lack of funding at the start of projects, so they are at a disadvantage to others in this respect. They feel way down the list in terms of connections.”

Stakeholder, West Cornwall and Bodmin

“We have always found a mismatch between local authority plans and network capacity. For example, we found a couple of sites in the clay country in Cornwall, but they could not be connected. This early engagement and communications are something that need to be continued.”

Stakeholder, West Cornwall and Bodmin

“You've got your innovation fund. I don't know whether community energy groups bid into that. It needs to be a competitive process, with maybe more support for accessing that funding. If there's grid capacity, community groups will take it up. If you can contact them, that's great.”

Stakeholder, Devon and Plymouth

“It's about identifying the pinch points and where there are opportunities to connect to the network.”

Stakeholder, Somerset, Mendip and Bristol

“There might be the requirement for some small renewables per parish, i.e. community-owned infrastructure, over the next ten years. I'd like to see how WPD could help that process so that community energy groups know where they can put a wind turbine, for example. Surgeries would be useful, if we could discuss it at the local level.”

Stakeholder, Devon and Plymouth

“We really are interested in flexibility services – anything to give us more economic stability as we work on a small budget. WPD need to be a bridge between the councils and community energy groups.”

Stakeholder, Devon and Plymouth

“I believe community energy has a significant role to play in meeting our Net Zero targets. Also, there are opportunities to work with community energy groups doing investment funds, which can then lead to retrofitting in fuel poverty households, so the benefits are far-reaching in my opinion.”

Stakeholder, Somerset, Mendip and Bristol

“In Wadebridge, we have done community engagement for peer-to-peer trading in the community through our community energy groups. It’s in its infancy, but with modern technology, we feel that it is viable. We want to be able to make best use of surplus energy within our community.”

Stakeholder, West Cornwall and Bodmin

“We would like to work with local communities to be able to sell the energy we make to the local communities through an energy model. You can do this through substations, as long as the demand and generation are both on the same substation. We are also working with a Community Land Trust and putting a mini grid in our community.”

Stakeholder, Devon and Plymouth

4B. STAKEHOLDERS SUGGESTED WE COULD HAVE A DEDICATED COMMUNITY ENGINEER IN EACH OF OUR LICENCE AREAS – WOULD YOU SUPPORT THIS?

“I think that is a good idea as it gives us a better connection with you guys, especially as we move together. Things should be moving forward quicker. WPD are integral for getting things moving.”

Stakeholder, Devon and Plymouth

“North Devon covers huge and varied geographical area so there must be genuine local knowledge. When discussing bringing forward large solar projects, there are difficulties because the location is rural.”

Stakeholder, Devon and Plymouth

“We want a simple link online to find the right local person.”

Stakeholder, Devon and Plymouth

“WPD should raise awareness at a council level too.”

Stakeholder, Devon and Plymouth

“It saves time all round if we can talk through plans. We need to talk to landowners about long-term plans and more network information and input from WPD is vital. There is increasing demand for community-owned assets / solutions for climate emergencies.”

Stakeholder, Somerset, Mendip and Bristol

6 | SESSION THREE: SUPPORTING THE TRANSITION TO NET ZERO

The third presentation outlined WPD's efforts to support the transition to Net Zero, including the use of low-carbon technologies (LCTs), such as electric vehicles and heat pumps, as well as efforts to minimise losses.

During the breakout discussions, stakeholders were asked about their organisation's targets for Net Zero and plans for LCTs. They were also asked to feed back on some of WPD's draft outputs around Net Zero and innovation.

The majority of survey respondents (86%) indicated that their local authority had set a target date for reaching Net Zero and declared a climate emergency. In general, organisations seemed to have set their sights higher than the UK's 2050 Net Zero target, with a large number of stakeholders reporting a target of 2030 across the South West workshops. Although these aims were ambitious and challenging, attendees explained that they wanted to set an example and there was clearly a will for urgent action. Stakeholders felt that it was important for WPD to support their local goals, even where they differ from government targets.

A number of councils had declared a climate emergency but were yet to finalise their targets and strategies for renewable energy. However, EVs featured in a number of existing and planned projects. Some organisations, such as Cornwall Council and the University of Bristol, already had EVs in their fleet or had plans to introduce them. Somerset County Council reported that it was compiling an EV charging strategy for Somerset, and the Isles of Scilly Community Venture described a charging point installation project, which was also linked to a carpooling scheme. However, several stakeholders reported that electric buses and lorries were not viable solutions, particularly in rural areas. Car park charging or hub charging seemed to play a role in a number of plans.

Stakeholders reported different applications for heat pumps, including in council housing (Cornwall Council), new builds (University of Bristol) and community projects (Plymouth City Council). There were also aspirations to carry out retrofits, and Bath and West Community Energy reported that it had received funding for a heat pump feasibility study. Local authorities in Devon referred to hydrogen as a possible solution for powering refuse vehicles, and Bath and West Community Energy noted that hydrogen had potential as a storage solution. However, interest seemed largely speculative at this stage, and it was felt that any benefits of hydrogen would be seen in the long term. A number of organisations, including Devon County Council and South Somerset District Council, highlighted the importance of storage. Other planned renewable projects involved PV and wind energy, and biomethane was also mentioned.

There was general agreement across the South West that WPD's Net Zero and innovation outputs addressed the right issues. Stakeholders felt that the company's new ideas portal could help to establish a cohesive approach to energy planning, facilitate communication between public and private bodies and promote shared learning. A number of stakeholders stressed that certain aspects of their growth plans hinged on identifying and accessing network capacity, and it was felt that, with a whole system approach, the scorecard system could be an effective way of enhancing transparency of connections.

Stakeholders generally supported the output around annual engagement with stakeholders, particularly given the fast-moving nature of innovation. However, some stakeholders were in favour of more frequent meetings and focused consultations, stressing the importance of ongoing dialogue. WPD was advised to tailor its communication to different audiences, given that renewable project planners, housing developers and local residents have different needs and levels of understanding. With this in mind, stakeholders suggested that the company explain or avoid complex terminology where needed and ensure that its reports are accessible to a wide readership.

1A. WHAT ARE YOUR TARGETS FOR NET ZERO?

“The council target is 2030.” **Devon County Council**

“Our target is 2030, but it’s going to be a struggle.”
South Hams District Council

“Devon County Council are including the supply chain in their target. The caveat was that no one knows how to do that, and it may be through offsetting. We hope to see others follow suit.” **Devon County Council**

“Our Net Zero is 2025, but no longer than 2030.”
North Devon Council

“There’s no specific Net Zero internally for Regen. I think 2025 is ambitious but I like ambition. I think resources is the biggest challenge.” **Regen**

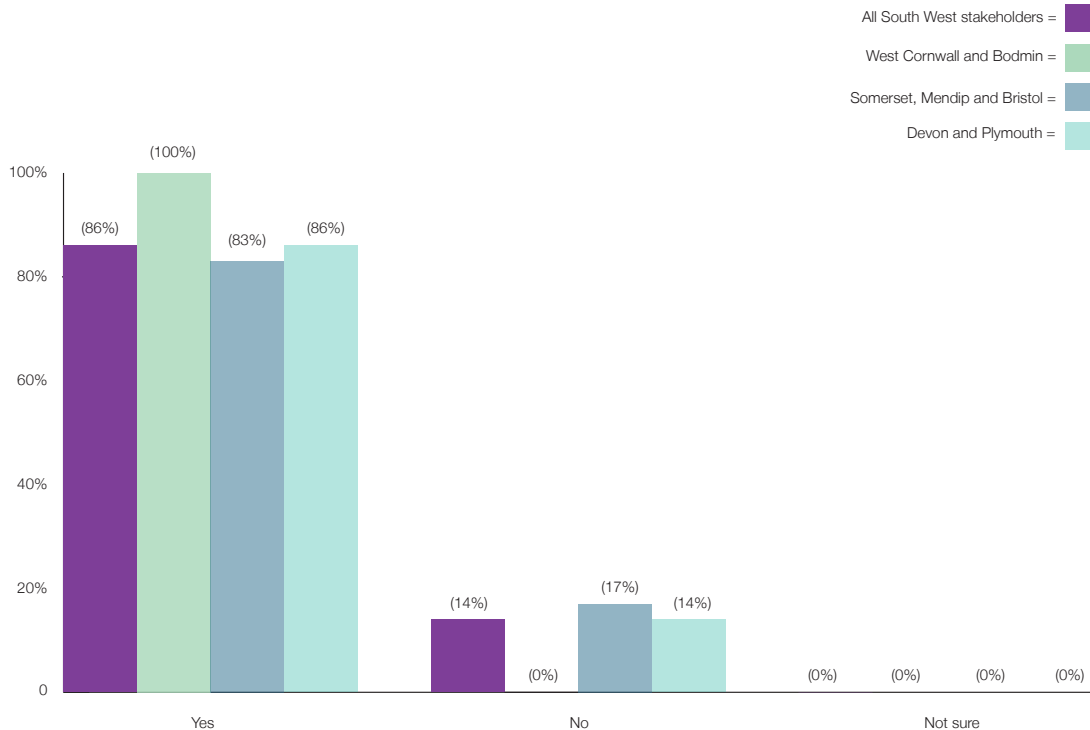
“We’ve nailed our colours to the mast – 2030 is our aim.” **Somerset West and Taunton Council**

“2030, although this is very much an aspiration.”
University of Bristol

“Targets for decarbonisation have been strengthened and we have been putting more into the wider curriculum. More action will be taken and we will be switching over to renewables on campus. We have annual carbon reduction targets, which are currently 2% per year. The new targets will go further, including subsidised local services, support for cycling and waste reduction initiatives.” **University of Exeter**

“Our target is 2030, while the government target is 2050. WPD seems to be leaning more towards the government target, which could cause us problems. We know what needs to be upgraded in our area in order to meet our targets and worry that WPD’s expectations are not in line with ours.”
Bath and North East Somerset Council

Has your local authority set a target date for reaching Net Zero?



1B. HAS YOUR ORGANISATION DECLARED A CLIMATE EMERGENCY?

“Bath and North East Somerset Council has declared a climate emergency and would like to achieve 100% clean energy by 2030.”

Bath and North East Somerset Council

“We were one of the first to declare, but I’m not sure a plan has been finalised or what it specifically entails. Bristol aims to be carbon neutral by 2030, but this is ambitious.” **Bristol City Council**

“We have also declared a climate emergency in North Somerset, but do not have the hard targets like Bath and North East Somerset Council does, particularly in relation to renewable energy usage.”

Bath and North East Somerset Council

“We declared in January 2019 and established an action plan that July. We have an aspiration to achieve carbon neutrality by 2030, but this is very ambitious though.” **Cornwall Council**

2A. WHAT LOW-CARBON TECHNOLOGIES ARE YOU PLANNING TO USE AND HOW / WHEN WILL YOU BE ROLLING THESE OUT? (E.G. HEAT PUMPS, BATTERY STORAGE, ELECTRIC FLEETS, ETC.)

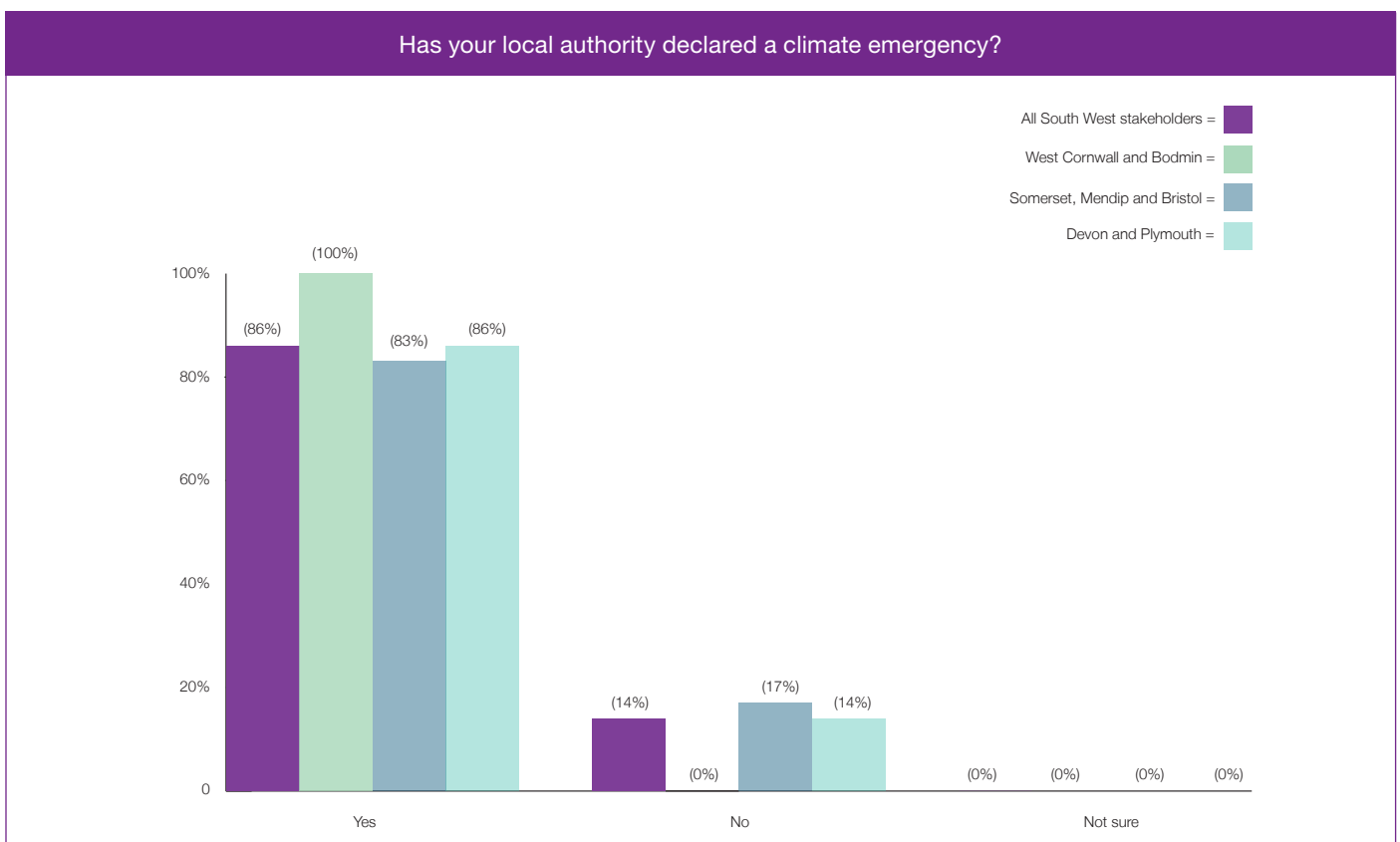
“We have a lot of PV farm installations coming up.”

North Devon Council

“We are not going to achieve our ambitions without wind.” **Bath and North East Somerset Council**

“In the report from the Department for Business, Energy & Industrial Strategy about heat, they seemed keen on heat pumps, which is why we’re going down that road. We have small amounts of carbon project money and we have put in bids through funds. We would hope that we do carry out deep retrofits of all buildings within our estate by 2030, so getting 20-25 buildings to Net Zero.” **Devon County Council**

“The biggest problem is the rural area, which is why for us we can say 2030 is an aspiration. Electric dustcarts are only available for urban areas.” **South Hams District Council**



“In terms of large vehicles, we are following the Committee on Climate Change scenario for 2050, as it is fully costed. They’re advocating hydrogen for HGVs and off-road machinery because a lot of machinery is run at high revs while stationary, so the power is needed by the refuse vehicles when stationary. They’re much smaller and for frequent trips, so for more rural districts, the focus will be hydrogen.” **Devon County Council**

“In Devon, we need strategically placed storage that could be managed by a DSO or a private or public sector initiative. The importance of ensuring WPD are involved with that can’t be overstated. We need to know what we can do really.” **Devon County Council**

“We would like to investigate replacing our refuse lorries soon. I think at this stage replacing them with EV lorries is three times more expensive, so not in our budget. We are also interested in diesel lorries being converted into hydrogen. North Devon should produce their own energy, store it, and sell it on by WPD to local users. I think that is the way we should move but how quickly we get there is questionable. The biggest area is in the computer room, in the servers. They create a massive amount of heat, which we are not using, so we’re thinking of a way that we can generate that back into the building.” **North Devon Council**

“We’re looking at solar panels, heat exchange, etc.” **West Devon Borough Council**

“With trialling the heat pumps, there’s a difference between new build and retrofitting. It’s likely to be acquired through new regulations, maybe next year, but from our planning point of view we’ll be pushing heat pumps.” **Plymouth City Council**

“We are approaching heat pumps from a community energy angle. EV plus heat pumps, for efficiency, is our focus. It’s site-specific, so with a newer build we’d look at straight heat pump solutions.” **Plymouth City Council**

“On batteries, it’s on our mind, but it’s hard to make a business case for it. In front of the meter it’s even harder. More generally speaking, councils like certainty, and batteries are moving so fast, which causes fear.” **South Hams District Council**

“We’d like battery storage for our village hall, as we have EV units.” **Totnes Renewable Energy Society**

“We are exploring a new environment centre, formerly known as a recycling centre, which needs to take into consideration the wider green infrastructure so there will be a need to replace street cleansing vehicles with electric ones.” **Torrige District Council**

“We are looking into EV chargers across our car parks. We are also looking into opportunities to put in solar canopies in the car parks. We are looking to upgrade our own vehicle fleets as well. The nature of our topography means that EV wouldn’t work. Some of the EV buses can’t climb the hills, so we are trying to look at reviewing other methods.”

Bath and North East Somerset Council

“We have got the DC Share project we are working on with WPD in Taunton. Also, we’re looking at EV chargers in our car parks.”

Somerset West and Taunton Council

“We have invested in battery storage and are in the process of investing in another battery site. I think it’s important to understand where battery storage can be located within the district.”

South Somerset District Council

“There is a subset of our organisation who are looking into role of hydrogen, although we see it as a storage medium / long-distance transport medium with potential links into the gas network, so we don’t think hydrogen will solve the problem by 2030. It would be more of a 2045 option.”

Bath and West Community Energy

“We have EVs in the fleet as maintenance vehicles but providing a clean air solution within the city has been a big driver.” **University of Bristol**

“EVs are very interesting to us and the introduction of Bristol and Bath congestion charges have been a big factor in our interest in them. The cost to transfer to an EV fleet, however, was extortionate.”

Federation of Small Businesses

“I would like to talk to somebody at WPD about heat pumps. We have received some funding for a feasibility study which straddles SSE, with a focus on rural areas.” **Bath and West Community Energy**

“We’re putting together an EV charging strategy for Somerset, working with district council partners, which is almost finished. Hopefully, that will feed into the local area energy plan. In terms of our estate, we’re looking at upgrading to heat pumps, providing a suitable and fully insulated building, and increasing renewables on site and on Somerset County Council’s land. We’re looking at new builds and the new design of schools. We’re also looking into incorporating heat pumps, so a range of things.”
Somerset County Council

“We are starting to try and work with our property services team to look at what we can do better on our existing estate and our existing assets around schools. We have got an ambitious new schools building and improvement strategy. We will be looking at things like installing renewables, but will be led by what comes out of the study we have just commissioned.”
South Gloucestershire Council

“There was an ambition to roll out on-street charging, but I think that was decided it wasn’t the best way to go for an awful lot of reasons and we are concentrating a little more on hub charging and car park charging.”
South Gloucestershire Council

“Solar is our main priority, but there’s a growing interest in EVs.”
Wadebridge Renewable Energy Network

“We are transitioning some of our fleet over to EVs and are getting involved in a biomethane project.”
Cornwall Council

“We are building and / or buying council housing that use air source heat pumps.”
Cornwall Council

“The EV project on the Isles of Scilly is creating a network of 30 charging points. This network will include 10 dedicated chargers for 10 vehicles as part of a carpooling scheme that will be accessible to the public.”
Isles of Scilly Community Venture

“We’re looking at retrofit rather than generation, which is challenging. Smart systems seem to be very important. Anything that WPD can do to help us navigate this complex system would be helpful, such as communication and talking at events like these, for example, so that WPD can get a strategic view over the next ten years, and we can develop our plan alongside WPD’s.”
361 Community Energy

“In terms of looking to achieve this mainly via efficiency – we have lots of leaky / very old buildings in our portfolio – HVAC systems are key. We have hot water on heat pumps now. Reducing the amount of energy across services is key. Decarbonisation of heat is important, and heat pumps are being used in new builds.”
University of Bristol

2B. DO YOU PREDICT ANY DELAYS TO THE ADOPTION OF LCTS AS A RESULT OF THE COVID-19 PANDEMIC?

“I think we are finding delays because we’ve had to put a lot of officers off their normal tasks and into Covid-related things. However, we are getting more participation to our meetings because people are working from home.”
West Devon Borough Council

“I don’t expect any huge delays, as there is a large appetite to roll out low-carbon technologies in Bath as quickly as possible.”
Bath and North East Somerset Council

3. WHAT ARE YOUR THOUGHTS ON THE OUTPUTS STAKEHOLDERS HAVE SUGGESTED WE DELIVER IN RELATION TO NET ZERO AND INNOVATION? DO THESE SEEM RIGHT?

“I think annually would be useful, but obviously where councils have got ongoing projects, perhaps earlier engagement is better.”

Stakeholder, Devon and Plymouth

“I like the idea of the new ideas platform. There’s been a problem in the past with new ideas not being accessible to others. WPD could use it to link up public and private bodies.”

Stakeholder, Somerset, Mendip and Bristol

“I support annual engagement, as our expectations are changing on an annual basis due to the rate of technological developments. We’re always trying to assess how deliverable our plans are.”

Stakeholder, Somerset, Mendip and Bristol

“It is definitely worth making those relationships when looking to roll out more EV infrastructure.”

Stakeholder, Somerset, Mendip and Bristol

“I think what you’ve got there is a feedback loop and quite a positive, iterative way to go forward. I think it will help build capacity on both sides as well, which is really a positive.”

Stakeholder, Somerset, Mendip and Bristol

“I think that they look pretty positive and progressive. WPD are one of the more progressive DNOs and provide easy-to-understand information to stakeholders. However, we need better communications going forward.”

Stakeholder, West Cornwall and Bodmin

“The ideas portal could play a role with getting stakeholders talking to each other and this would help to play a role in establishing the joined-up and coherent national energy policy that this country is crying out for.”

Stakeholder, West Cornwall and Bodmin

“The ideas portal should be more accessible on a wider level. Others need to be able to make comments on project ideas, meaning that stakeholders can build on each other’s ideas.”

Stakeholder, West Cornwall and Bodmin

“Would it be possible to put together an ‘idiot’s guide to distribution networks’ for local planners? For example, renewable project planners and housing developers will have different needs and I’m wondering how WPD plans to find a way to bridge the gap between them.”

Stakeholder, Somerset, Mendip and Bristol

“WPD needs to work on an education piece to help local residents see how everything fits together in the big picture with community energy schemes, renewable projects and more.”

Stakeholder, Somerset, Mendip and Bristol

“When disseminating the innovation outputs, the reports are very technical. Is there a way to synthesise these innovation outputs so that they can be accessible to a wider audience?”

Stakeholder, Somerset, Mendip and Bristol

“The headline for us is whether the capacity is there. I would look to shift the focus ever so slightly in that direction.”

Stakeholder, Somerset, Mendip and Bristol

“If we are trying to look at a scorecard, we need a whole systems approach for transparency of that particular connections area. So, ensure developers and everything are working together. More work could be done around flexibility and allowing that connection queue to be more transparent.”

Stakeholder, Somerset, Mendip and Bristol

“More frequent online / virtual meetings to stay engaged and be kept informed.”

Stakeholder, West Cornwall and Bodmin

“More focused consultations which are less generic. Have shorter meetings but a narrower subject matter.”

Stakeholder, West Cornwall and Bodmin

“I would like to see developers being pushed to use up-to-date data for heat pumps. It would be good to liaise further on this.”

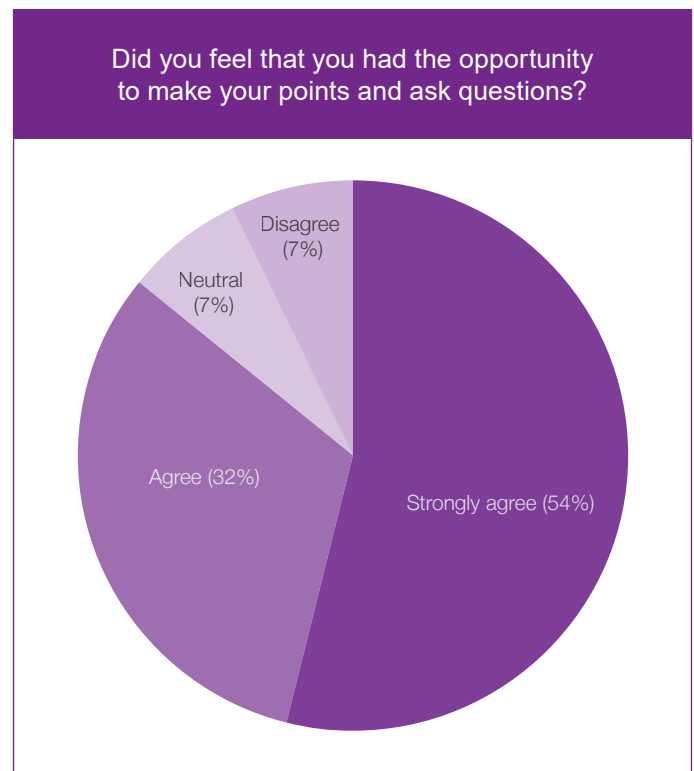
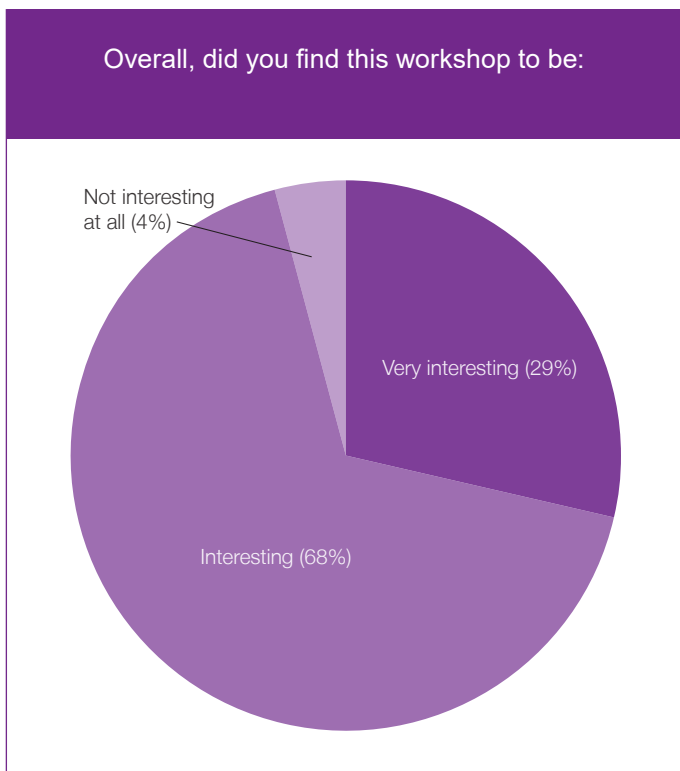
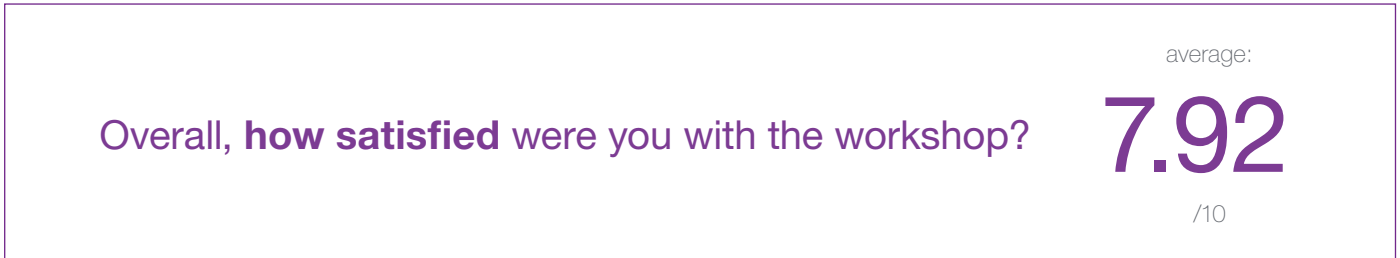
Stakeholder, West Cornwall and Bodmin

“Just a dialogue is enough. Monthly updates for customers, for example, allow us to raise the smaller things too. Email is easy and low cost.”

Stakeholder, West Cornwall and Bodmin

7 | APPENDIX 1: EVENT FEEDBACK

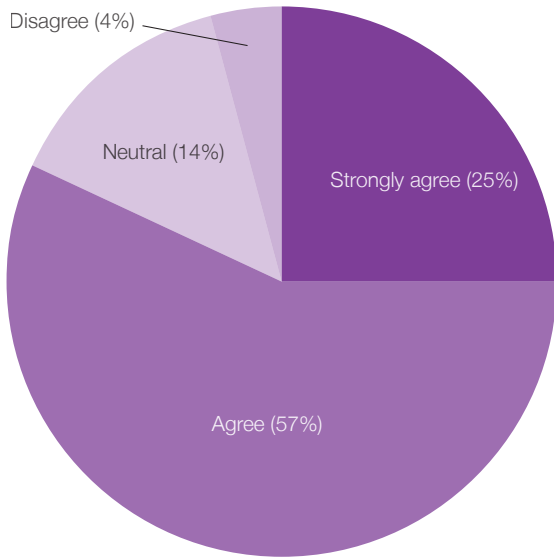
After the workshop, stakeholders were asked to complete a short feedback form. The feedback was as follows:



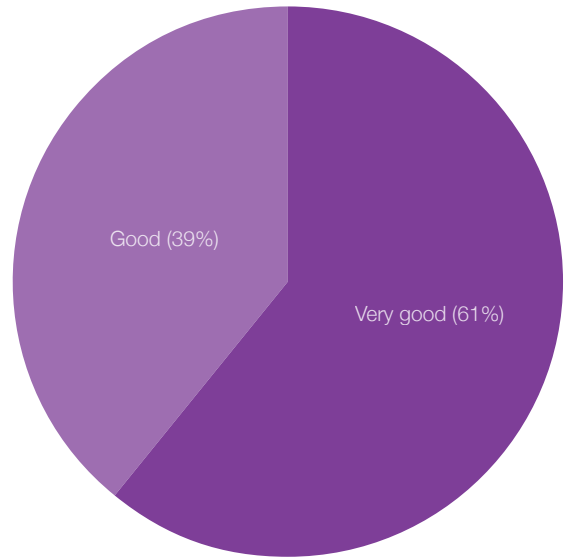
“A useful meeting to understand the work WPD are carrying out and future plans.”

“Excellent and informative.”

Did we cover the right topics for you on the day?

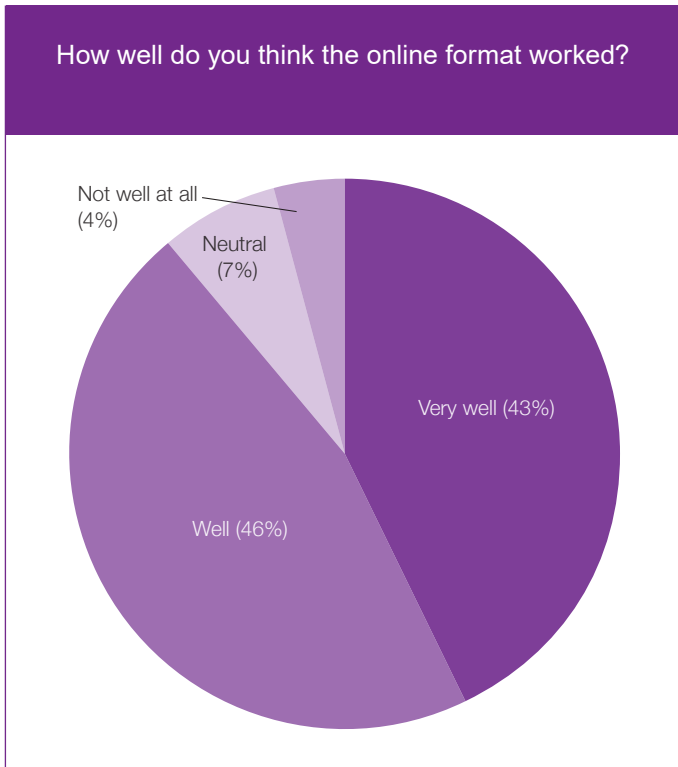


What did you think of the way the workshop was chaired by your facilitator?



“I would appreciate some examples of smarter energy solutions. I think WPD needs to actively engage with the development industry as there doesn't seem to be any representation from them at the workshop.”

“Some, but it was very high-level.”



“A lot easier to attend – keep doing [the sessions] online.”

“I welcome the return to face to face but online engagement works well in the meantime.”

8 | APPENDIX 2: OUTPUTS

NETWORK RELIABILITY & RESILIENCE

Volumes of faults will be no higher than in ED1 but in ED2 there will be a reduced impact on the customer.
Inspect, maintain and repair defects on our network in line with our policy.
Reduction of tree related faults on high voltage (HV) and extra high voltage (EHV) overhead networks due to use of LIDAR but in ED2 there will be a reduced impact on the customer.
Further improve our asset condition data to ensure we efficiently improve the health of our network.
Continue to focus on restoring supplies quickly and will continue to target achieving more than 85% of customers (that are not automatically restored) within one hour.
WPD will continue to focus on restoring customer supplies within 12 hours.
In ED2 we will complete a resilience clearance programme on the EHV network.
In ED2, we will continue to install further flood defences to reflect updated data from the Environment Agency.
Underground or divert overhead lines that are adjacent to or cross school playing areas.

CONNECTIONS & COMMUNITY ENERGY

Provide new connections quotations and energisation in line with customer requirements.
Provide our broadest range of pre-application information ever to support customers looking to connect to the network.
Engage with local authorities and local enterprise partnerships to understand their requirements for strategic investment in terms of changes in demand or network use.
Improve DNO/IDNO cross border working practices and promote competition in connections (to ensure that the consumer is best served under the process).
During ED2 the significance of Community Energy projects will be further enhanced, including the introduction of an annual call targeted especially at community groups and their representatives.
Have a dedicated Community Engineer in each of our licence areas.

NET ZERO & INNOVATION

Engagement with stakeholders on an annual basis to create refreshed Future Energy Scenarios.
Our popular annual innovation project ideas call will continue throughout ED2 with priorities set through stakeholder engagement. Our team of dedicated innovators will also scope and propose projects along with colleagues across the business.
A new interactive “ideas portal” will be developed aimed at staff, third parties, communities and other stakeholders where suggestions for new projects can be made.
Develop a balanced scorecard approach to identify the areas where flexible services will benefit the customer.
Ensure customers aiming to connect new LCTs (such as electric vehicle charge points) are engaged regularly, with new services and processes developed to respond to their needs and provide clarity on connections rules.

