

## AGENDA - WPD Customer Panel Meeting

**9.30 am arrival, 10.00am start. Tuesday 20 Feb 2018**  
*Birmingham Depot, Long Acre, Birmingham B7 5JJ*

<b>09.30 – 10.00</b>	<b>Closed member session*</b>	Optional
<b>10.00 – 10.05</b>	<b>Welcome &amp; introductions</b>	All
<b>10.05 – 11.15</b>	<b>WPD Performance update 2017/18</b>	Alison Sleightholm
	<b>Strategic Priority: Environment &amp; Sustainability</b>	Paul Jewell
<b>11.15 – 12.00</b>	<b>Workforce Renewal</b>	Beverley Dwyer
<b>12.00 – 12.10</b>	<b>Actions from the September meeting (And Codes of Practice review)</b>	Karen McCalman
<b>12:10 – 13.00</b>	<b>2018 Stakeholder workshops</b>	Alison Sleightholm
<b>13.00 – 14.00</b>	<b>Lunch</b>	
<b>14.00 – 15.00</b>	Split session. Choice of the following:	
	<b>A: Connections</b>	
	- DUoS charging for connected customers	Alison Sleightholm
	- Application forms – any more comments?	
	<b>B: Social Obligations</b>	
	- Setting challenging targets for consumer vulnerability outputs	Karen McCalman
	- Crisis Packs – review outcome	

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

### 2018 meeting dates:

Wednesday 20 June 2018	- Stoke NOTE DATE CHANGE
Thursday 27 September 2018	- Derby
Thursday 13 December 2018	- Worcester

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**WPD Customer Panel**

Birmingham Depot

Tuesday 20 February 2018

# Today

- 10.05 Update on our performance  
Alison Sleightholm (Regulatory & Government Affairs Manager)
- Strategic Priority: Environment & Sustainability  
(Paul Jewell, Policy Manager)
- 11.15 Workforce renewal  
Beverley Dwyer (Employee Relations Manager)
- 12.00 Actions from last meeting & future agenda items  
Karen McCalman (Social Obligations Officer)
- 12.10 January Workshops  
Alison Sleightholm (Regulatory & Government Affairs Manager)
- 13.00 Lunch
- 14.00 Split session:
- A: Connections & business customers
  - B: Social obligations



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## **Performance Update**

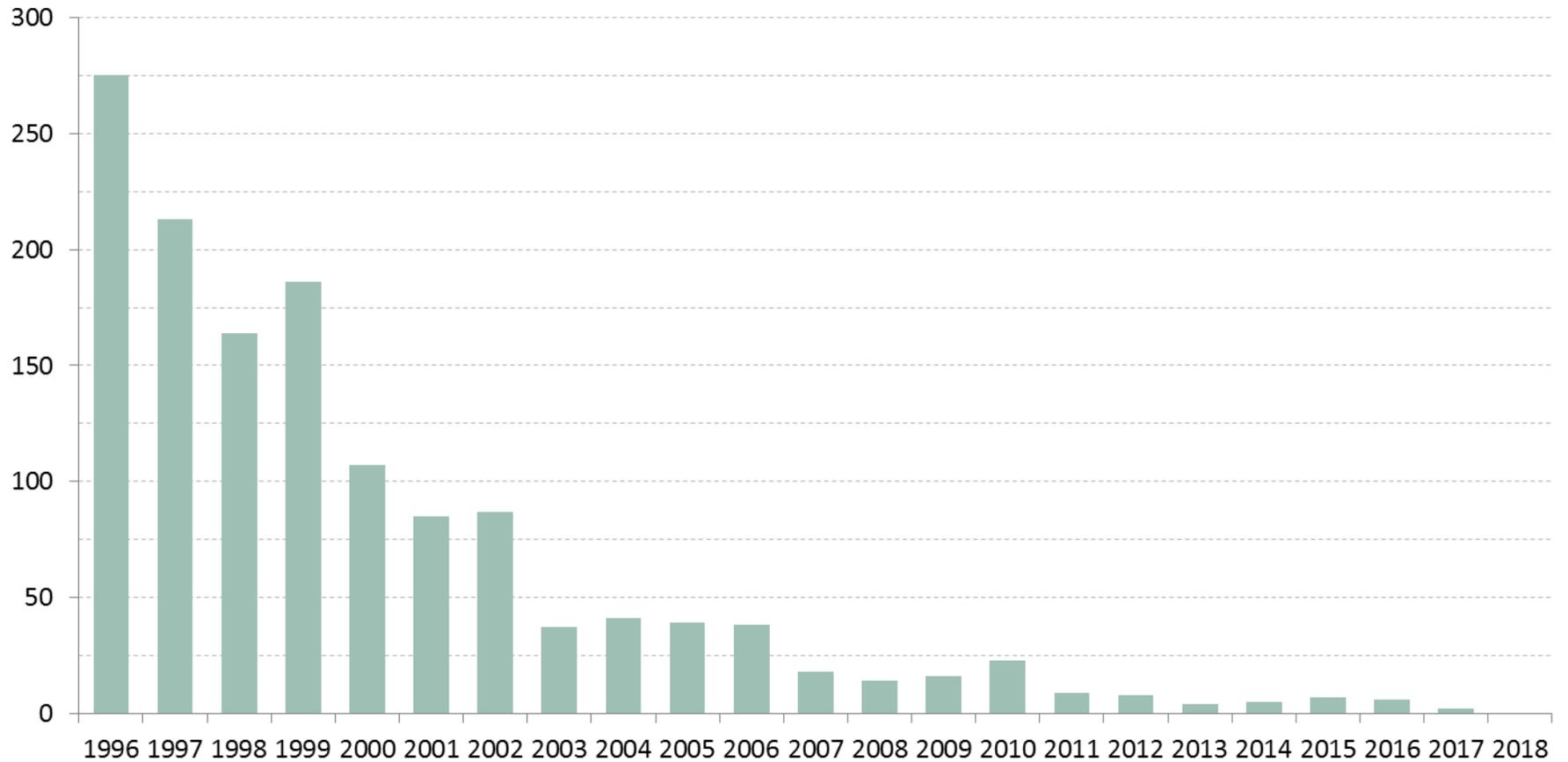
Tuesday 20 February 2018

Alison Sleightholm

Regulatory & Government Affairs Manager

# Safety – lost time accidents

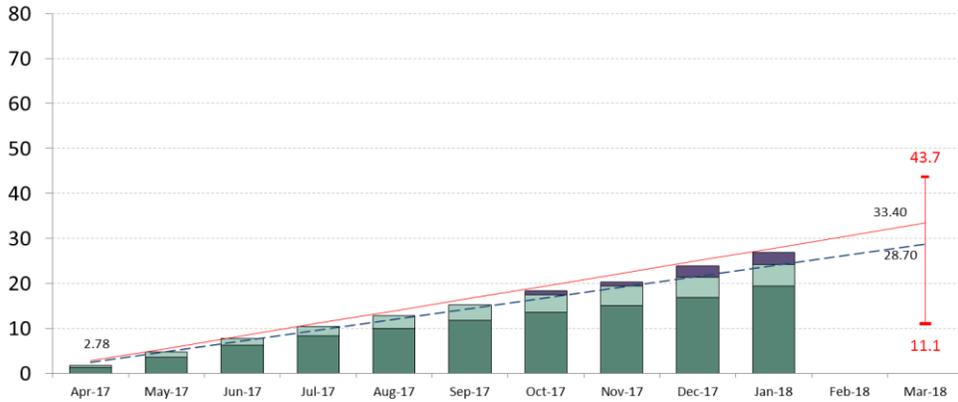
No. of accidents



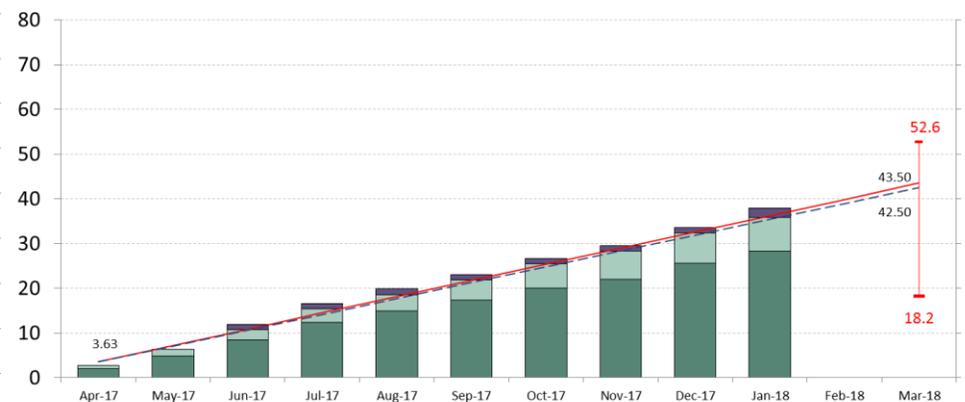
January 2018

# Reliability – Customer Minutes Lost

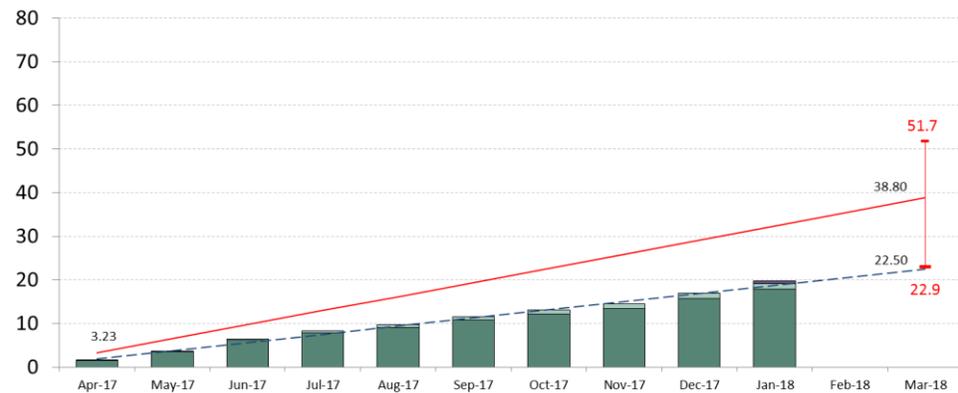
## WPD South Wales – CMLs per customer



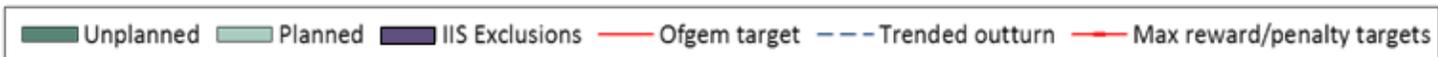
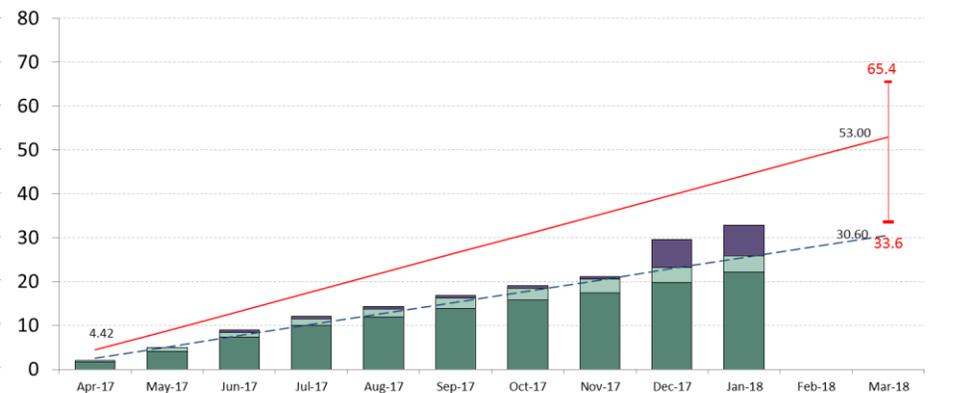
## WPD South West – CMLs per customer



## WPD East Midlands – CMLs per customer

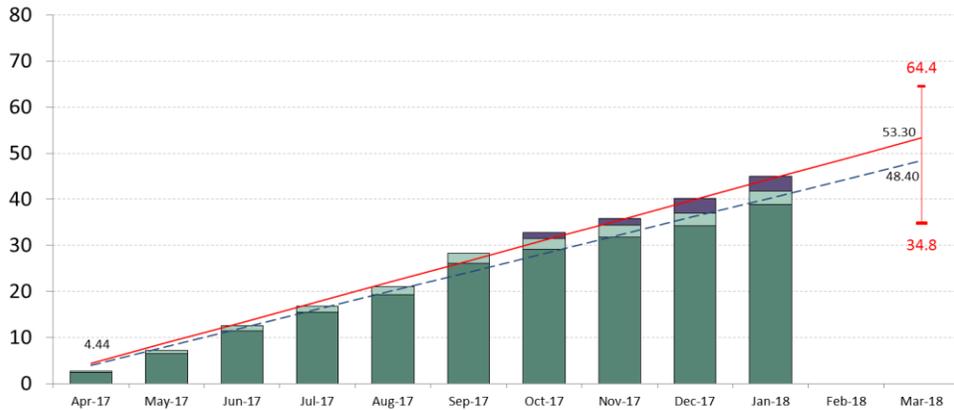


## WPD West Midlands – CMLs per customer

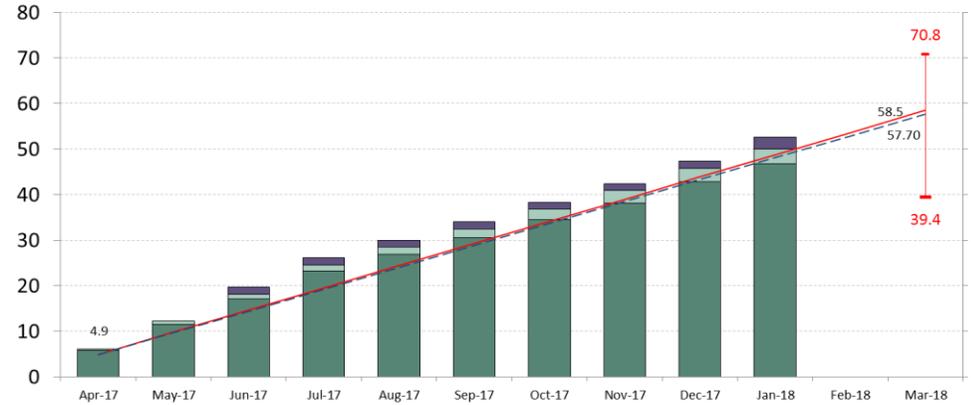


# Reliability – Customer Interruptions

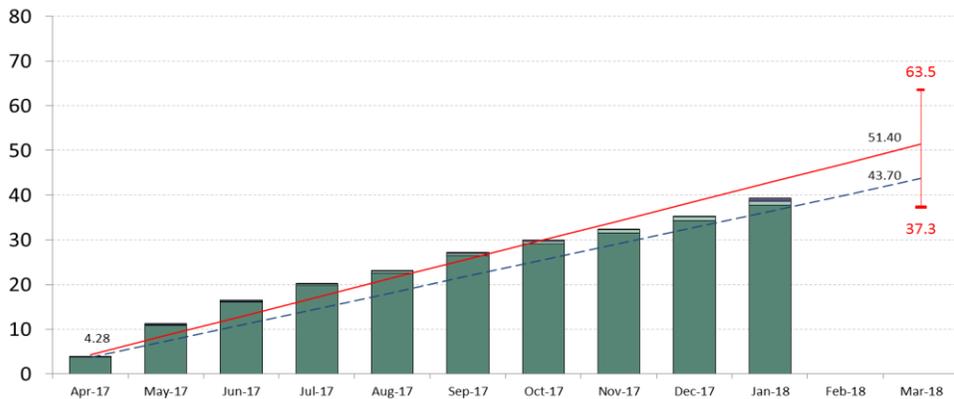
## WPD South Wales – CIs per 100 customers



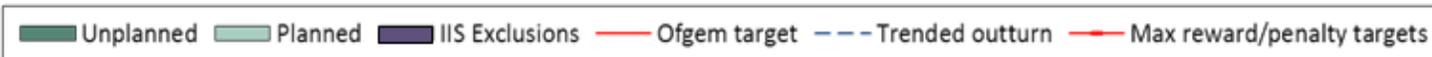
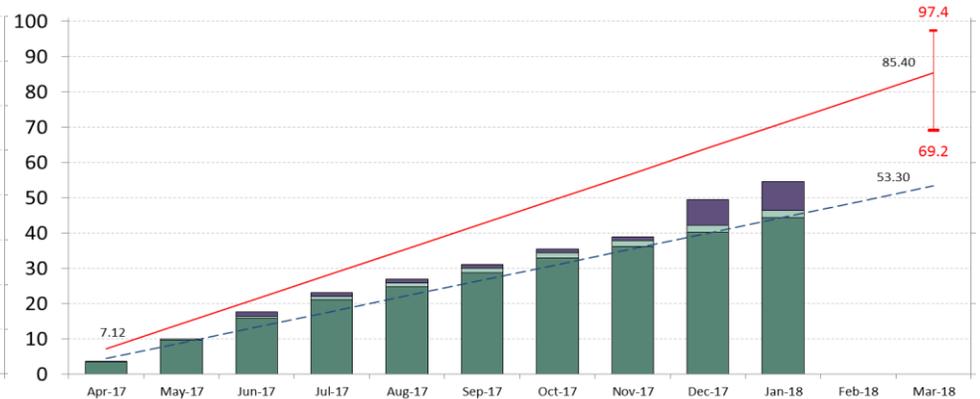
## WPD South West – CIs per 100 customers



## WPD East Midlands – CIs per 100 customers



## WPD West Midlands – CIs per 100 customers



# Potential IIS outturn 2017/18

	WPD South West		WPD South Wales		WPD East Midlands		WPD West Midlands	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2017/18	58.5	43.5	53.3	33.4	51.4	38.8	85.4	53.1
Potential IIS Outturn 2017/18	57.7	42.5	48.4	28.7	43.7	22.5	53.3	30.6
Potential % Out Performance	1.4%	2.4%	9.1%	14.1%	15.0%	42.1%	37.6%	42.3%
*Potential reward (£m†)	0.79		2.71		18.63		19.84	

Updated up to 31/01/2018

\*Subject to Ofgem audit

†At 2017/18 prices

Excludes Exceptional Events

# Reliability – ‘Target 60’

1 Hour Restoration Rate	WPD Company	West & Wales	Midlands
Year ended 31 March 1999		51.9%	47.6%
Year ended 31 March 2001		57.6%	38.3%
Year ended 31 March 2002		74.9%	39.2%
Year ended 31 March 2004		82.0%	47.9%
Year ended 31 March 2006		85.8%	59.1%
Year ended 31 March 2007		84.6%	54.9%
Year ended 31 March 2008		85.5%	61.9%
Year ended 31 March 2009		86.3%	61.9%
Year ended 31 March 2010		85.7%	65.8%
Year ended 31 March 2011		86.9%	62.6%
Year ended 31 March 2012	80.7%	86.6%	78.8%
Year ended 31 March 2013	86.7%	85.7%	87.1%
Year ended 31 March 2014	88.7%	83.6%	90.7%
Year ended 31 March 2015	89.6%	86.1%	91.3%
Year ended 31 March 2016	89.2%	85.9%	90.7%
Year ended 31 March 2017	89.2%	86.2%	90.6%
Year to date (up to end January 2018)	<b>88.4%</b>	<b>85.6%</b>	<b>89.9%</b>

# Contact Centre performance

2017/18 Reg year to date (to January 2018)

## Inbound

Service	Total calls	Average speed of response
General enquiries	147,686	1.53 seconds
No supply	772,437	
<b>Calls to 105 (included above)</b>		<b>282,483 (36.57% of total no supply calls)</b>

## Outbound – Proactive

	Total call backs	Total to vulnerable customers
During fault	69,231	57,800
When ETR changes (Estimated Time of Restoration)	65,097	16,162
Post fault	265,177	67,799
<b>Total</b>	<b>399,505</b>	<b>141,761</b>
<b>Total proactive text messages sent</b>		<b>508,705</b>

# Priority Service Register data cleanse

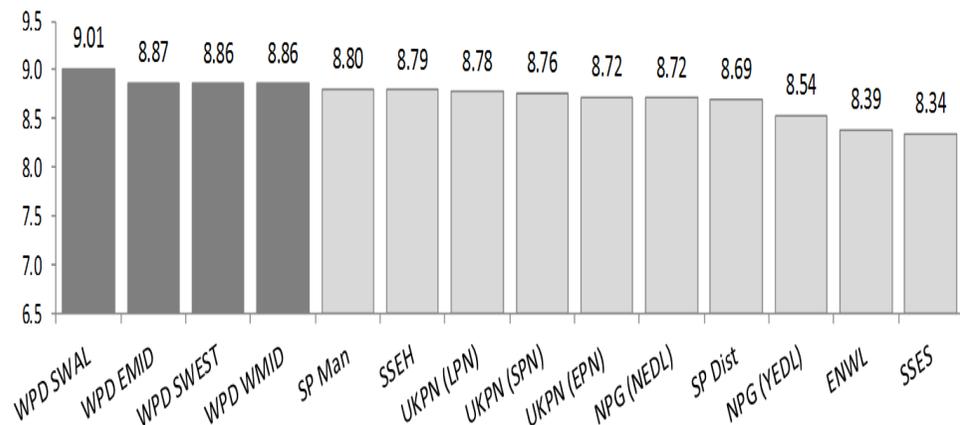
*2017 regulatory year to date (to January 2018)*

<b>Total attempted contact</b>	<b>851,312</b>
<b>% success rate</b>	<b>36%</b>
<i>Records updated/amended</i>	<i>59%</i>
<i>Existing records confirmed</i>	<i>8%</i>
<i>Customers removed from PSR</i>	<i>22%</i>
<i>Automatic removal of &gt;3 year old records</i>	<i>TBC</i> <i>(returned letters currently being collated)</i>
<b>Total onward referrals (fuel poverty and fire service)</b>	<b>11,581</b>

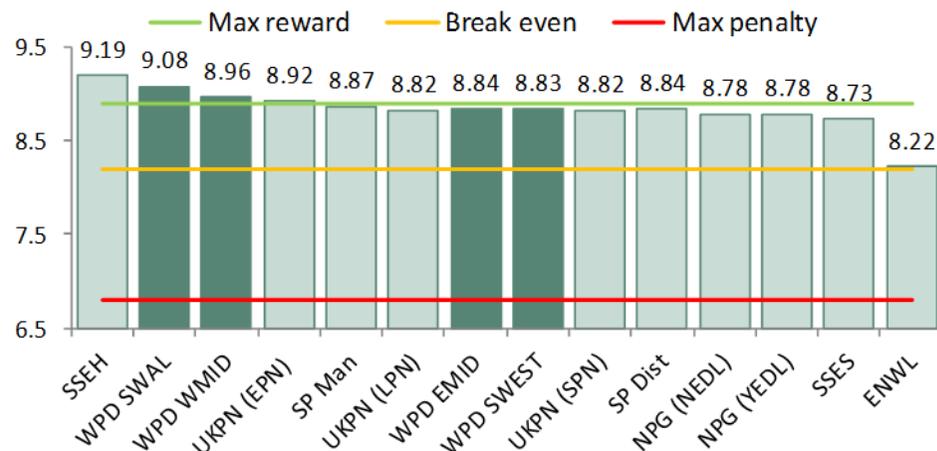
# Broad Measure Survey

2017/18 regulatory year to date (December 2017)

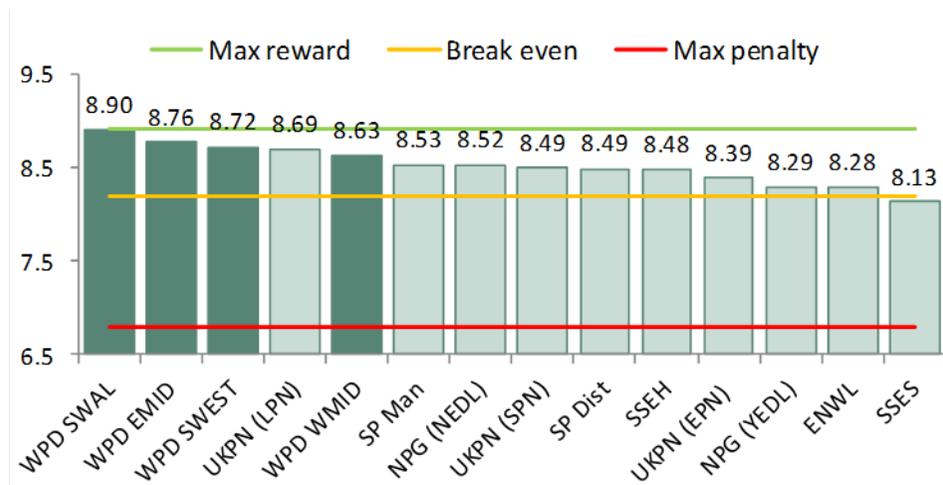
## Overall



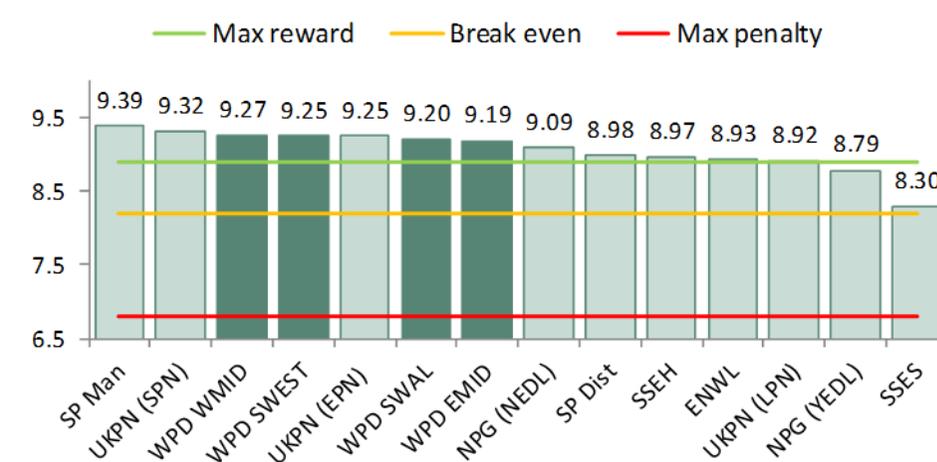
## Interruptions



## Connections



## General Enquiries



# On track revenues

## By licence

	Total on-track reward/penalty		Breakdown			
	Amount	% of maximum	Power cuts*	*Including the following unsuccessful calls penalty	Connections	General Enquiries
<b>WPD South Wales</b>	<b>£2.11</b>	<b>100%</b>	<b>£0.67</b>	<b>-£0.02</b>	<b>£0.97</b>	<b>£0.43</b>
<b>WPD East Midlands</b>	<b>£3.82</b>	<b>86%</b>	<b>£1.17</b>	<b>-£0.02</b>	<b>£1.71</b>	<b>£0.86</b>
<b>WPD South West</b>	<b>£2.63</b>	<b>85%</b>	<b>£0.82</b>	<b>-£0.03</b>	<b>£1.12</b>	<b>£0.65</b>
UK Power Networks plc (LPN)	£2.72	82%	£0.88	-£0.01	£1.15	£0.65
<b>WPD West Midlands</b>	<b>£3.60</b>	<b>81%</b>	<b>£1.33</b>	<b>-£0.03</b>	<b>£1.34</b>	<b>£0.86</b>
SSE Hydro	£1.55	70%	£0.67	-£0.04	£0.43	£0.43
SP Manweb	£2.63	70%	£0.99	-£0.06	£0.84	£0.76
UK Power Networks plc (SPN)	£2.28	66%	£0.90	-£0.02	£0.70	£0.65
Northern Powergrid Northeast	£1.69	66%	£0.55	-£0.08	£0.58	£0.54
SP Distribution	£2.26	66%	£0.89	-£0.06	£0.69	£0.65
UK Power Networks plc (EPN)	£3.24	63%	£1.55	-£0.02	£0.66	£0.97
Northern Powergrid Yorkshire	£1.56	45%	£0.76	-£0.09	£0.22	£0.56
Electricity North West	£0.77	22%	-£0.10	-£0.12	£0.20	£0.65
SSE Southern	£1.00	22%	£1.00	-£0.06	-£0.12	£0.12

## By DNO group

<b>WPD</b>	<b>£12.15</b>	<b>86%</b>
UKPN	£8.24	69%
SP	£4.89	68%
NPG	£3.25	54%
SSE	£2.55	37%
ENW	£0.77	22%

# Ofgem/BEIS smart flexible energy plan

- In July the UK Government (Department for Business Energy & Industrial Strategy) published its response to the 'Smart Systems Call for Evidence', alongside a formal plan to support the transition to a smart flexible energy system
- There are three key areas for WPD:
  1. **Energy storage** – requirement to set out the connection processes for storage, whether stand alone or co-located with solar/other generation. Ofgem have also stated that they will not allow DNOs to own and operate storage unless it is a last resort
  2. **Use of Demand Side Response / non-network solutions** - requirement to look at these alternative solutions prior to all investment approvals and simplify the process for providing flexibility services
  3. **ENA "Open Networks" project** – strong focus on this project and expectation that transmission/distribution optimisation needs to be sorted by industry (ENA) and as an immediate priority. WPD chair this forum
- Cyber security also features highly. We should expect an increasing interest in the work that we undertake to mitigate the impact of cyber attacks

# Scrutiny of cost of energy and network returns

- In July Citizens Advice issued a report entitled “Energy Consumers’ Missing Billions” - it criticised Ofgem’s approach to price control reviews and claims that this has led to £7.5 billion of excess returns for network companies
- In October the Prime Minister announced plans for a domestic energy price cap
- Dieter Helm’s independent review of the cost of energy (across full energy system) has been published. Key recommendations relating to networks were:
  - Current RIIO review price caps are already being significantly outperformed (due to mistakes in the assumptions). Ofgem should consider action now
  - There should be no more periodic reviews in the current RIIO framework. Technical change is so fast that predicting costs eight–ten years hence is impractical
  - Government should establish an independent national system operator (NSO) and regional system operators (RSOs) in the public sector. They should, where practical, open up the various functions and enhancements to the networks to competitive auctions and, at the local level, invite bids for network enhancements, generation and storage, and demand-side response (DSR)
  - The separate generation, supply and distribution licences, at least at the local level, should be replaced by a simpler, single licence
  - As a result of all the above, Ofgem’s role should be significantly diminished

# Ofgem RII02 consultation

- In July 2017 Ofgem published an Open Letter consulting on the RII02 framework
- The overarching objective is that “*RII02 will ensure regulated network companies deliver value for money services that consumers want and need*” by:
  - Giving consumers a stronger voice in setting outputs, shaping and assessing business plans
  - Allowing companies to earn returns that are fair and represent good value for consumers
  - Incentivising companies to drive consumer value by proactively responding to changes in how networks are used and services are delivered
  - Using the regulatory framework and/or competition to drive innovation and efficiency
  - Simplifying the price controls by focusing on items of greatest value to consumers

# Ofgem consultation on Mid Period Review

- Ofgem’s RIIO price control framework allows for an MPR of outputs halfway through the price control
- The criteria is tightly defined to material changes in outputs due to changes in Government policy
- Ofgem are consulting on three potential approaches:

## Approach 1 - Whether to implement an MPR as currently defined

- Ofgem outline the following 7 potential issues:

Electric Vehicles	Implementation of the European Clean Energy Package	Whole System Outcomes and DSO	
National Flood Resilience Review	Black Start	Smart Meters	Resilience of Networks and Information Systems

- Ofgem’s initial assessment is that all of these issues are currently **outside** of the scope of an MPR

## Approach 2 - Whether to implement an MPR with a small extension of scope (rail electrification)

- Ofgem identify £96m of cost in the WPD Business Plan associated with rail electrification
- Ofgem recognise that the issue is **not** within the scope of the ED-MPR.
- They are seeking views from stakeholders on “the merits of a small extension of the ED-MPR scope...enabling us to consider material changes to discrete projects with clearly defined deliverables, driven by clear changes in government policy”

## Approach 3 - Whether to implement an MPR with a significant extension of scope

- Stakeholders have also identified a number of issues that fall outside of the MPR:

Financial performance	Incentive performance and design	How key financial metrics are set (Cost of Equity)
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- Ofgem are consulting on a significant extension of scope but note “the MPR is not an opportunity to carry out a mini price review”

# Any questions?

- Either, on what you have heard today
- Or, for example:
  - Recent MP engagement
- Anything else?

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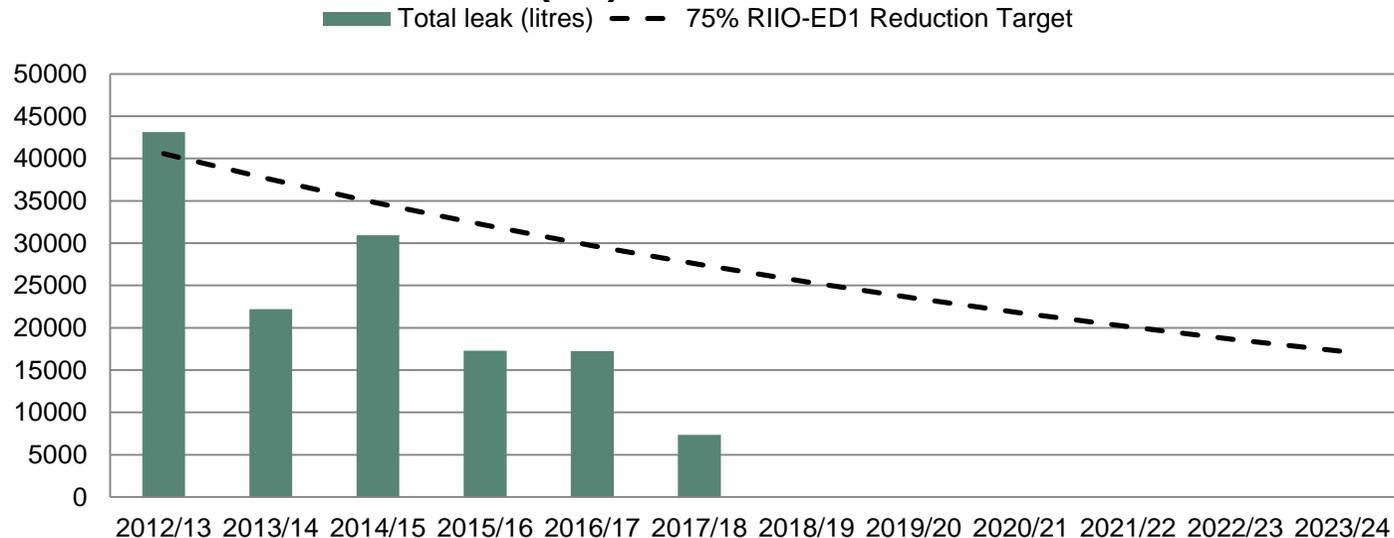
**Focus on a Strategic Priority:  
Environment & Sustainability**

**Paul Jewell, Policy Manager**

# Fluid Filled Cable Leaks

- Some older high voltage cable designs use insulating oil as part of their construction
- We set a stretch target of a 75% reduction during RIIO-ED1
- We have added Perflourocarbon Tracer (PFT) to oil in cables. This allows leaks to be pinpointed and repaired quicker than other methods

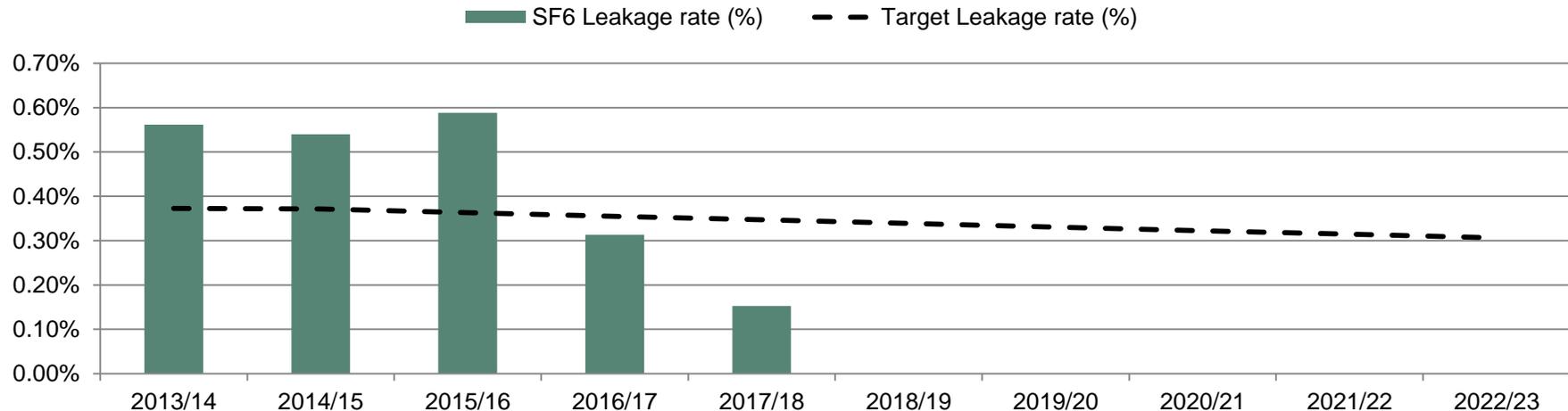
## Fluid filled (oil) cable leaks - WPD Total



# Sulphur Hexafluoride SF<sub>6</sub>

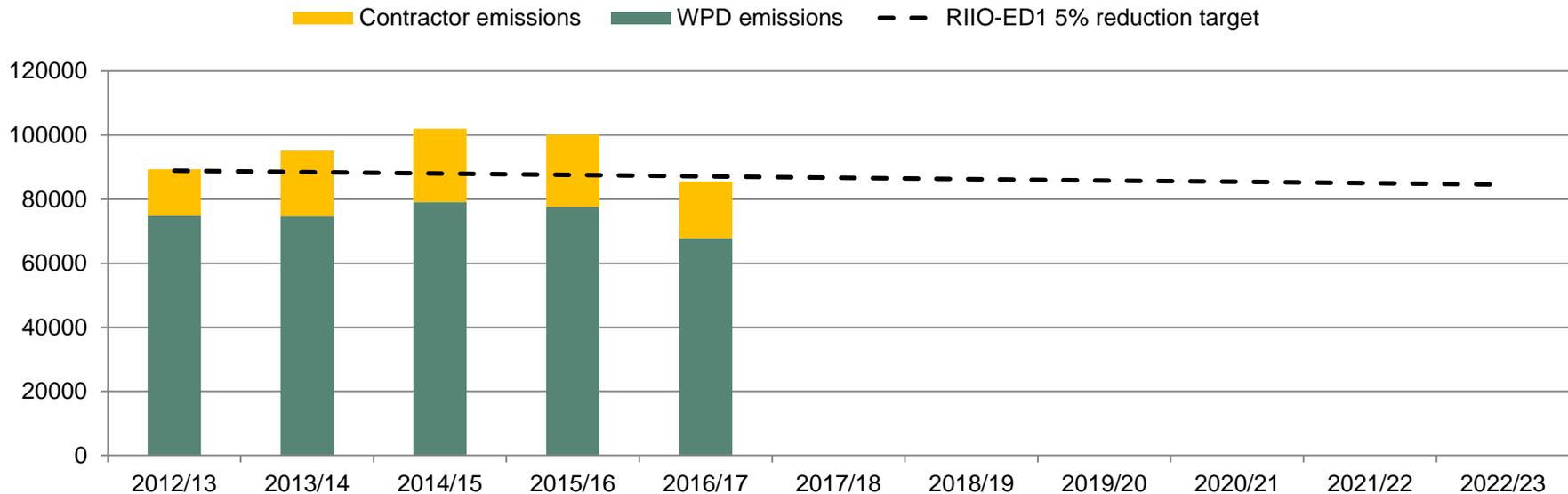
- SF6 is an excellent electrical insulant, but is also a potent greenhouse gas
- We have recently purchased SF6 detection cameras for each of our major projects teams to help them detect gas leaks, and also confirm that repair works have been successful

**SF<sub>6</sub> leakage rate v ED1 Target  
WPD Total**



# Carbon Footprint

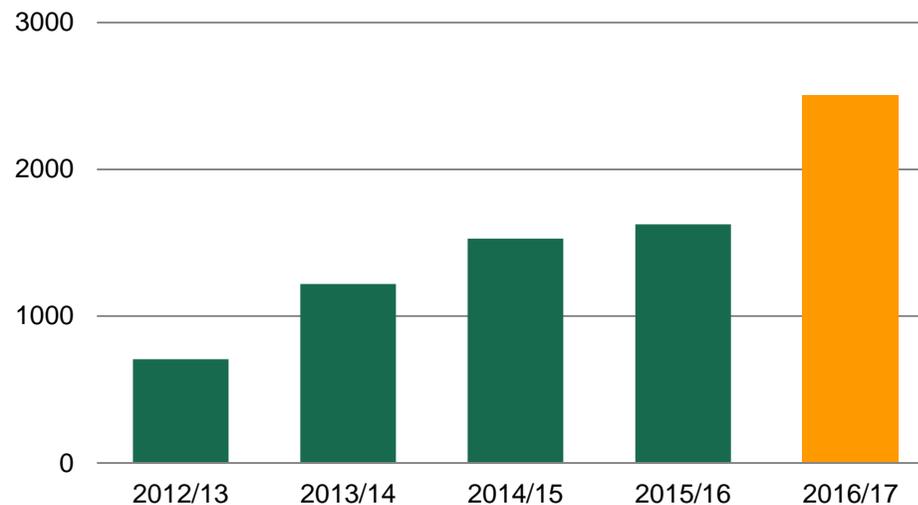
- All our new or refurbished depots are rated as “good” or “excellent” using the BREAM energy efficiency rating scheme
- We have installed LED lighting in our main offices, other offices will be updated this year.



# Waste to Landfill

- We now recycle more of our waste at depots
- In addition to this, some mixed waste is also split and managed by our waste contractor to improve the volume of recycling..
- This target does not include road excavations, scrap plant and cables, all of which are recycled.

**Tonnage of waste recovered (non-landfill)**



# Electric Nation

- The world's largest EV trial (500-700 participants)
- Involving all types of plug in vehicles (PHEV/EV)
- 3 year project (2016-2019)
- Proving the benefits of smart EV charging for both customers and local power networks



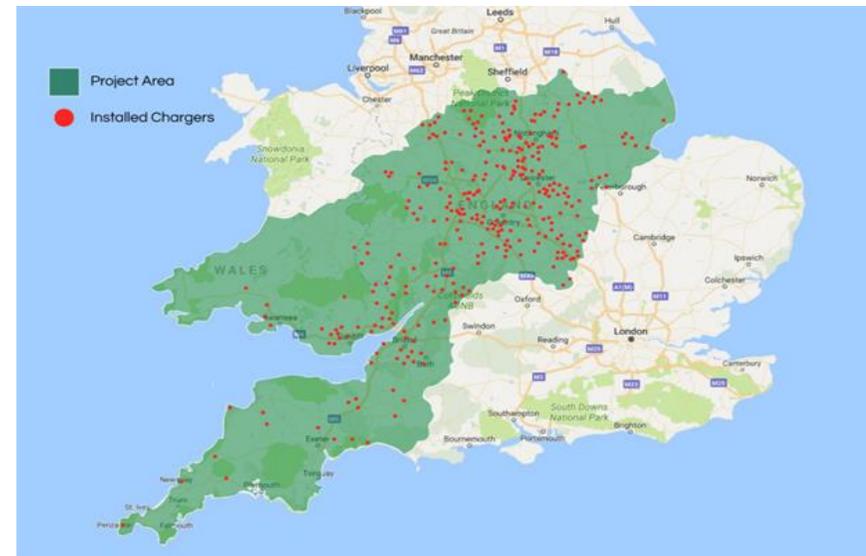
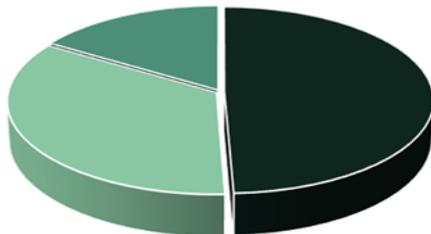
COLLABORATION PARTNERS



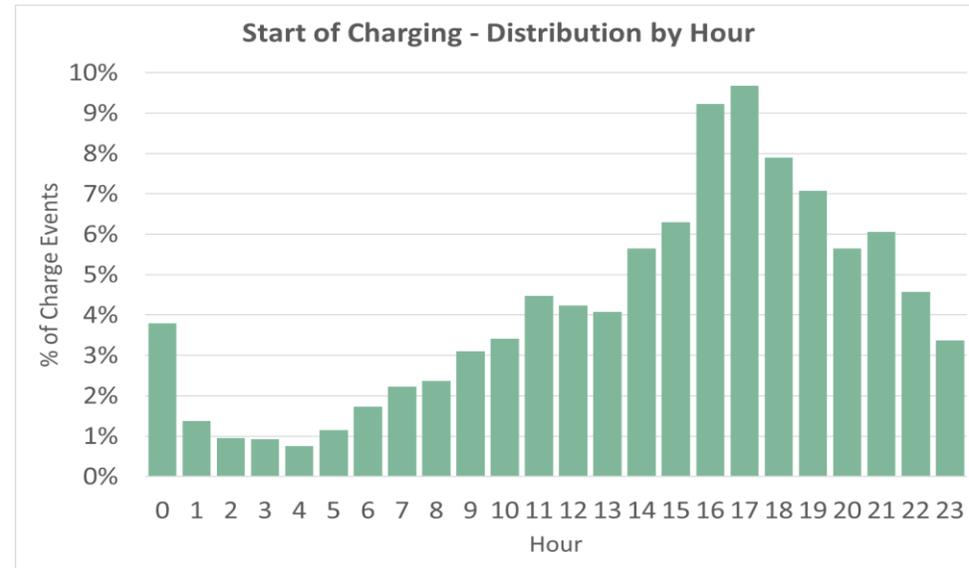
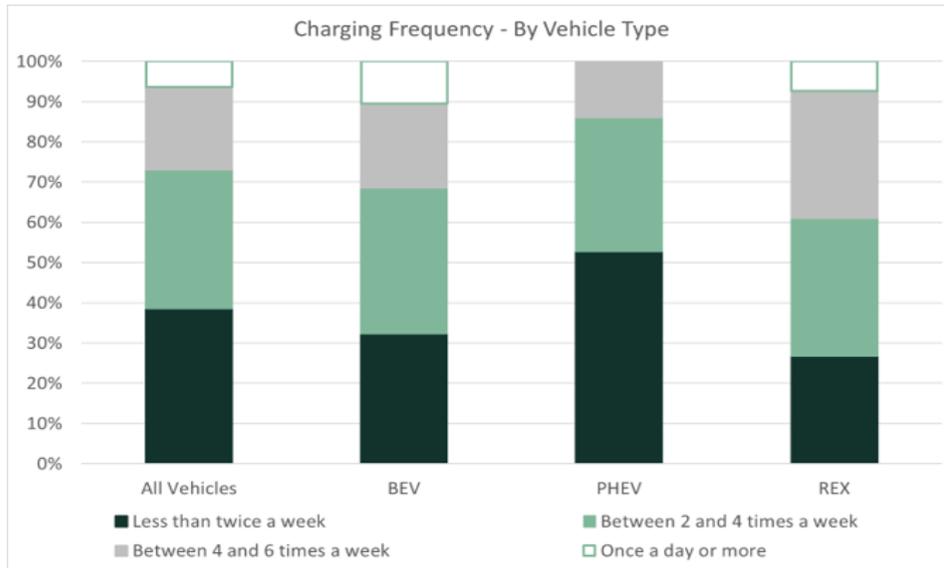
# Progress to Date

- 410 chargers (and counting) installed throughout WPD's licence areas
- 700 target participants reached in Jan 2018, 3 months ahead of schedule
- 40 different makes/models of EV
- Over 5,500 charging events captured already leading to 66,452 hours of charging data

- Electric only (BEV)
- Plug in Hybrid Electric Vehicle (PHEV)
- Range extender (REX)



# Customer Behaviour



- Very few people plug in every day, or even most days
- The majority is less than 4 times a week
- PHEV drivers (so far) appear to charge less frequently

- Peak of charging events occurring in the early evening
- Some charging begins at night – mainly using timers (plug-in is earlier)
- Some charging begins in the middle of the day

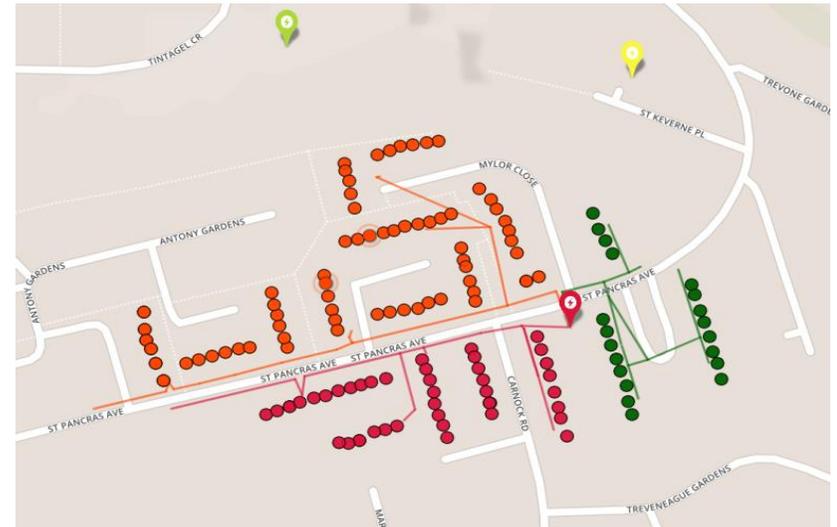
# Vehicle To Grid (V2G)

- What is it?
  - Charging equipment that allows an EV to act as a small scale generator
  - Could provide an additional source of flexibility – benefits for decentralising generation and increasing use of renewables
- Electric Nation will be testing a single phase domestic scale V2G charger late 2017/early 2018
- Aim to get a pilot scale customer deployment mid 2018 to investigate potential benefits of domestic V2G to distribution networks
  - Voltage support
  - Thermal/Load management
- Customers could benefit from V2G
  - Supplying special power services to the electricity network & grid
  - Generating income to offset cost of EV ownership



# Network Assessment Tool

- A modelling tool that can assess:
  - Likelihood of overload and voltage excursion
  - Range of scenarios
    - EV uptake / time
    - Usage characteristics
    - Consumer car choices
- Two main areas:
  - Network-wide overview
  - Detailed analysis and solution guidance





Alternative Fuelled Commercial Vehicles

# Why Hydrogen?

- Its effective as a low carbon fuel solution
- It's a realistic alternative to electric vehicles, particularly for <3.5T fleet operators
- Whilst Hydrogen production facilities in the UK is presently limited and expensive, Swansea University in conjunction with WPD are developing a more cost effective fuelling centre that could well compliment large commercial fleet operators

# Hydrogen & Diesel Mix Fuelled Vehicles

- WPD has commissioned two diesel and hydrogen mix fuelled 3.5T Ford Transits vans
- The fuelling and performance monitoring of the two vehicles will be conducted in partnership with Swansea University
- The two vehicles will be used as conventional craftsman vehicles and will be available 24/7 for routine and fault works

# Electric Commercial Vehicles

- WPD currently operate 3 Renault Kangoo ZE commercial vehicles
- They are suitable sized vehicles for site and customer visits
- Low carbon friendly but restricted by only achieving a 60mile travel range. Therefore not suitable as a 24/7 operational vehicles

# Electric Vehicles cont.

- Vehicle options continually changing
- Renault Kangoo ZE H2 currently being assessed which is an EV with a 26kW hydrogen range extender - Renault claim a doubling of the 60 mile range
- In late 2018 we expect a 33kW generation of ZE H2 with an expected range of 140 miles plus
- WPD has installed electric car charging points across the business to promote EV use by employees for business and private car use

# Questions for the Panel?

- Do you have any other suggestions on improving either our
  - Carbon footprint?
  - Waste to landfill?
- What are your thoughts on our Electric Nation and Vehicle to Grid projects?
- Do you support our efforts to trial hydrogen and hydrogen/diesel fuels for our vehicles?
- Should we be doing more – what's missing?

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Beverley Dwyer

Employee Relations Manager

20 February 2018

# Employee Relations Team

- ER Team consists of 21 employees – a mix of full and part-time
- Team consists of:
  - 6 Employee Relations Officers
  - 1 Recruitment Adviser
  - 13 Employee Relations Assistants
- Based in 4 Locations one in each Licence Area – the main hub is in Avonbank, Bristol

# AGENDA -Workforce Planning

- Where are we now?
- How the business is changing?
- What does the business need from this change?
- How do we plan for the future to accommodate this change?
- Are there any other considerations?

# Where are we now?

- At 31 January 2018 we have 6663 employees
- The Distribution Business employs 6335 employees in roles ranging from non skilled craft attendants to highly trained engineers
- The remainder of our employees are employed in other areas of the business – mainly support functions including Finance, Resources and External Affairs, and DSO Technology Support

- Currently much of our recruitment - arising from retirements, resignations etc. is filled from within
- Our external recruitment tends to centre on:
  - Apprentice intake
  - Planning and Design Traineeships
  - Engineering Apprentices
  - Graduates

- Other external recruitment relates to ad hoc Contact Centre Advisers positions, Corporate roles and support roles.
- Turnover rates are low at 4.07% for the 12 month period, ending December 2017, but we do anticipate a continuing loss of employees retiring, as the work force continues to age.

# How the business is changing

➤ In recent years and going forward we have and will see changes in the management and operation of the electricity distribution network brought about by:

- an increase in generation connected to the distribution network

- An increase in embedded generation

- Smart Grid Technology

- Smart Metering

- Smart Networks

- Low Carbon Networks

- The requirement of integrated operational and IT Systems

- The changes outlined above require greater IT input, more automation and telecommunications to deal with the vast amount of data that in turn needs to be analysed and understood in order to operate a continuing effective reliable network
- Not only do we need the physical assets to facilitate this changing environment, but also the human capability
- We also anticipate a more diverse workforce - we strive to employ more females into what has predominantly been a male dominated environment.

# What does the business need from this change?

- The effect that this changing business has in terms of how we operate, requires new levels and types of skills in addition to those “traditional” skills that have served to operate an effective and efficient network to date.
- We will need to be able to accurately forecast demand for electricity by our customers and whereas previously this was monitored by the National Grid we will now be responsible for forecasting and moving load around the network which will involve a much more commercial approach to our business

- This in turn will require a new range of skills in addition to the skill base already in place
- Our craftspeople, technicians and network designers will need to up-skill
- We will need more graduates and technical staff to develop and fill roles as we lose our experienced engineers
- We will need commercially astute managers competent in drawing up contracts and legal documentation

- We will also need employees with skills who can develop and understand the integrated systems required in the digital world, and also to manage the threat of hackers who may try to bring our systems down

# How do we plan for the future to accommodate this change?

- From a recruitment point of view, we work with business leaders to identify gaps in our skill base
- We work closely with our Training Team to support selection and recruitment of employees who have these identified skills sets or who can be developed
- We continue our ongoing succession planning arrangements
- We have already made a change to our structure in the ER team by centralising all recruitment activity under a newly appointed Recruitment Adviser

- We continue to work with colleges and universities to attract bright highly skilled graduates and technical people
- We continue to keep and forge relationships with organisations such as WISE – Women in Science and Technology and Change 100 - an award winning scheme to promote disabled under graduates and graduates in line with our strategic aim to have a more diverse work force
- Continue to promote WPD through social media as a “great place to work” – resulting in attracting highly motivated people with the skills we need

- Continue to appoint apprentices and trainees on an annual basis and in line with our commitment to Ofgem
- Continue to work with the Trade Unions colleagues in taking the business forward to this next exciting phase.

# Other Considerations

- Gender Pay Gap Reporting
- General Data Protection Regulations
- Brexit
- Ofgem



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## **Actions from the September meeting**

Karen McCalman

Social Obligations Officer

# Actions from Sept 2017 Customer Panel

Action	Update
1. A skills planning session will be arranged	✓ Workforce renewal is on the agenda today
2. Draft 18 month plan to be drawn up and circulated	✓ Circulated – additions welcome
3 Members to pick something from each meeting to feed into spotlight report as the meetings are held, e.g. black start, workforce renewal	➤ Ongoing - Members to email DM
4. A session on target setting will be included during the February meeting	✓ Social Obligations session to include this
5. KM to follow up with KT on best practice with respect to partners and the Health sector	✓ KM liaising with KT
6. Air Liquide project to be covered at the February Social Obligations Surgery	✓ KM to cover this afternoon
7. WPD to consider message for customers about the panel from a customer in the next power for life – NJ	✓ Power for life included a Stakeholder section
8. Panel members to email NJ with any comments on the new connection application forms	✓ Comments passed to Mark Shaw and changes fed back to those who made them
9. Crisis Pack review	✓ Feedback received and proposed new items to be discussed during SO Surgery

# Future agenda items – Points from Panel

- Which Strategic Priority should we focus on next time?

Strategic Priorities are:

- Keeping the lights on
- Smart networks (becoming a DSO)
- Environment & sustainability
- Workforce renewal skills and training
- Vulnerability (to power cuts)
- Government legislation/policy
- Affordability
- Customer information and data
- Customer awareness

# Future agenda items – Points from Panel

- Other agenda items?
  - Look at the cost benefit of the support programmes WPD deliver for vulnerable customers (one for the surgery session?)
  - Progress with the enabling works for Hinkley C and how that will benefit the network from Cornwall out through Bristol
  - HS2
  - Cyber Security
  - Anything else?
- 18 month planner has been created – member suggestions for content welcome



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## **January Workshops**

Alison Sleightholm

Regulatory & Government Affairs Manager

# WPD's 2018 stakeholder workshops

## ▪ Format

- This is part of an enduring annual programme of engagement – over 50% return attendees each year
- Strike a balance between reporting on performance we have delivered and consulting on forward looking priorities and plans
- Typical structure to each workshop is:
  - Short senior manager presentations (c.15min)
  - Facilitated roundtable discussions (c.25min)
  - Electronic voting (c.5min)

## ▪ Attendees

- 250 attended, covering every segment of our customer base (incl. domestic customers, businesses, local authorities, utilities, developers, environmental groups, vulnerable customer organisations, universities, smart network companies)
- Stakeholders mixed on every table to ensure balanced views/debate



# January Workshops – the agenda

<b>Introduction to WPD</b>
<b><i>Session 1:</i></b> <b>WPD's current RIIO-ED1 performance</b>
<b><i>Session 2:</i></b> <b>Looking ahead to RIIO-ED2</b>
<b><i>Session 3:</i></b> <b>Transitioning to a DSO (<i>What this means for customers, in particular the vulnerable</i>)</b>
<b><i>Session 4:</i></b> <b>Choice of specific surgeries: Connections, Social Obligations, Losses &amp; Innovation</b>

- We continue to give stakeholders an opportunity to influence change and shape our plans, not just receive broadcast information (risk of 'talking shop')

# Results and suggested actions

## Session 1: WPD's current RIIO-ED1 performance

### WPD session:

- Are the output areas still appropriate?
- What is changing and will this require new outputs in the future?

### Key feedback:

- Awaiting qualitative reports but initial feedback suggests that stakeholders would like to see an output category relating to "DSO/future networks"

On a scale of 1-10 how important is the following issue to you (for WPD to address)?	Importance out of 10
Cyber Security	8.234
Electric Vehicles	7.912
Transition to Distribution System Operator role	7.153
Changes in flood risk planning	7.046
Alternative connections offers	7.040

Do the following areas require new business plan commitments immediately (rather than in next business plan period)?	Yes
Cyber Security	69%
Electric Vehicles	69%
Alternative connections offers	60%
Transition to Distribution System Operator role	51%
Changes in flood risk planning	33%

### Proposed actions:

- WP's RIIO-ED2 Business Plan will add a new output category for "DSO/future networks"
- WPD will create four new Business Plan output commitments for the following areas and will report on progress in our next business plan commitments report:
  - Cyber Security  
*TBC – e.g. Compliance with all UK legislation, data protection services and processes in place to ensure systems remain resilient to cyber threats*
  - Electric Vehicles  
*TBC – e.g. Commitment to roll-out learnings from WPD's Electric nation innovation scheme to business-as-usual as quickly as possible*
  - Alternative Connections Offers  
*TBC – currently being drafted following further consultation at WPD's Connections Customer Steering Group*  
*E.g. [x]% of new connections schemes provided with an alternative, flexible offers*
  - DSO transition  
*TBC – currently being drafted following further consultation at WPD's Connections Customer Steering Group*  
*E.g. [xx] GW of additional capacity made available / £[x] reinforcement deferred by rolling our flexible network solutions and active network management*

# Session 2: Looking ahead to RIIO-ED2

## WPD session:

- What outcomes would you like us to achieve?
- What areas are stakeholders able to influence?

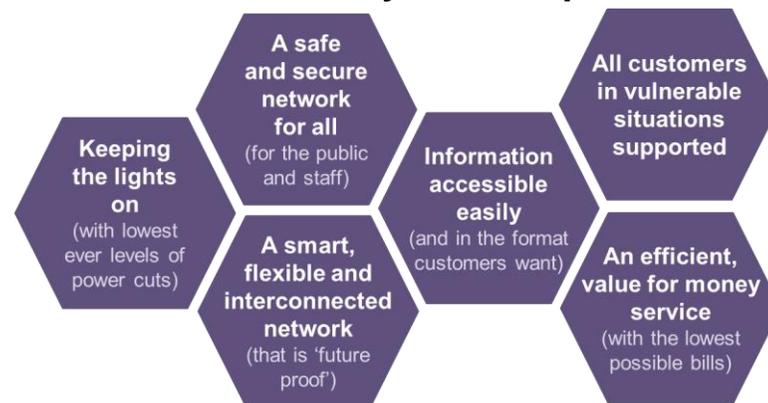
## Key feedback:

- Stakeholders endorsed WPD's proposed outcome areas – awaiting qualitative reports for any suggestions for additions

How involved would like to be in the following Business Plan component areas?	Importance out of 10
Outputs	7.456
Incentives	6.698
Innovation	7.931
Expenditure	5.238
Financing	3.765
Uncertainty mechanisms	4.954
Business performance, efficiency & benchmarking	4.767
Data assurance	3.539

## Proposed actions:

- WPD's RIIO-ED2 Business Plan will be structured to achieve the following 6 outcomes. Our next stage of consultation will seek to identify draft outputs to achieve these



- WPD will significantly broaden the components of our Business Plan that stakeholders can influence in RIIO-ED2 (from primarily only 'outputs' in RIIO-ED1)

Outputs; Incentives; Innovation	Stakeholders fully consulted and able to fully influence all aspects (e.g. involved in making proposals, suggesting mechanisms and building commitments from scratch)
Expenditure; Uncertainty mechanisms; Business performance, efficiency & benchmarking	Stakeholders informed about proposals and given the opportunity to influence but in the terms most appropriate to their knowledge (e.g. consulted on 'bill impacts' in relation to expenditure)
Financing; data assurance	Remains Ofgem only, but stakeholders informed

# Session 2: Looking ahead to RII0-ED2

## Citizens Advice session:

- The most effective engagement mechanisms for business planning & what power stakeholders are given

## Key feedback:

	Total responses	%
<b>When writing the next Business Plan, what level of power should users/ stakeholders be given by WPD?</b>		
Research: WPD should involve users/ stakeholders in research	47	21.9%
Inform: WPD should inform users/stakeholders of their plans	52	24.2%
<b>Consult: WPD should seek views from users/ stakeholders on details of the plan</b>	<b>81</b>	<b>37.7%</b>
<b>Consult +: WPD should have a regular Advisory or Challenge Panel</b>	<b>136</b>	<b>63.3%</b>
Negotiate: WPD should negotiate the details of the plan with users/ stakeholders	69	32.1%
Delegate: WPD should delegate some decisions to users / stakeholders	26	12.1%
Citizens power: Users / stakeholders should have full decision-making power	5	2.3%
<b>How much weight should WPD give to the voice of its Customer Panel? (pick one answer)</b>		
None	0	0.0%
Very little: views are heard but are not that important	1	0.5%
Some	43	20.0%
<b>Quite a bit</b>	<b>91</b>	<b>42.3%</b>
A lot: their views are amongst the most important	80	37.2%

## Proposed actions:

- WPD's existing Customer Panel largely follows the format of a Consumer Challenge Panel proposed by Citizens Advice. We will seek to test the appropriateness of giving members more 'negotiation' and 'delegate' power and will report on the outcome of areas where decision making has been delegated entirely to these stakeholders

# Session 3: Transitioning from a Distribution Network Operator to a Distribution System Operator

## WPD session:

- WPD's updated DSO transition plan
- Key impacts/opportunities for different customer groups
- Opportunities to support vulnerable customers

## Key feedback:

- Awaiting qualitative reports but provisionally: there is more to do for WPD to better communicate the benefits/impacts of DSO for all customers groups, but in particular local communities and vulnerable customers

How well do you understand the impacts of the DSO transition for the following customer group?	Out of 10
Large Energy Users	5.975
Distributed Generation and Storage Providers	5.965
Smart Technology Providers	5.737
Local Communities	4.515
Vulnerable Customers	3.914

## Proposed actions:

9. WPD will deliver a programme of Community Energy events focussing on practical case studies to better explain the impacts on customers of our DSO operations
10. Actively promote opportunities to communities to participate in WPD's DSO/flexibility innovation schemes e.g. ENTIRE
11. We will produce three animation videos on:
  - The shift to DSO
  - The role of flexibility
  - How we are facilitating the shift to electric vehicles
12. WPD will produce two webinars aimed at community and local energy stakeholders on: 1) DSO and the role of flexibility; 2) How we are facilitating the shift to electric vehicles

# Session 3: Transitioning from a Distribution Network Operator to a Distribution System Operator

## Key feedback:

If we receive a power cut alert from a smart meter when should we contact a vulnerable customer?	
Immediately – regardless of the time of day	8%
Between 8am-8pm only	0%
Enable customers to select from a list of predetermined options e.g. Choice of four time windows (8am-8pm; 7am-9pm; 6am-10pm; or anytime 24/7)	30%
Enable customers to fully customise their own call preference times, including differences for weekends vs weekdays for example	62%

## Proposed actions:

13. WPD will modify our customer service systems to realise benefits from the new smart meter data – including enabling customers to customise the times of day that they receive proactive power cut alerts

# Social obligations surgery

## Key actions in response to feedback:

- Continue with existing Power Up & Affordable Warmth projects
- Continue with cost benefit formula (Project £ < Customer savings) – do not set average saving targets
- Continue to survey customers to confirm value of projects

### Power Up

- Endorsed Power up targets (20% no successful contact; 85% to achieve positive outcome)
- Target for all customers to be contacted within 3 weeks to be shortened

### Power Up Health

- If pilot is successful roll out across all licence areas, but add referrals as a new stream to existing PU/AW schemes
- Engage additional Oxygen providers and Kidney Dialysis providers

### Affordable Warmth

- Endorsed continued use of social indicator mapping to expand existing customer base and target hot spots
- 1250 customers in 6 months is Max target – potentially extend projects by 1-2 months if targets increased

### Horizon Scan & Social indicator mapping

- Consider doing more frequently 18month instead of 2 years
- We will produce E learner for partners to explain the PSR and how to register customers as a referral partner
- We will update website to make social indicator mapping more user friendly
- Host workshop for all agencies of Horizon scan to promote innovative use of WPD's social indicator data, launch a new 'innovation fund' and share WPD's new E learner

# January Workshops – Citizen’s Advice

- At our recent round of workshops Citizen’s advice presented on customer engagement
- They suggested we could delegate more power to this Customer Panel
- They reported that the Regulator says
  - Ofgem “requires companies to engage more effectively with their customers”
  - Ofgem wants to give “consumers a stronger voice in setting outputs, shaping and assessing business plans”
  - “companies should take decisions about how best to understand and respond to the needs of their customers; and companies may wish to explore a range of techniques”

# Citizen's Advice suggestions – panel activity

1. **Should we delegate more decisions to the Customer Panel?**
2. **Should the Customer Panel have full decision-making power?**
3. **Do you want more of a 'blank piece of paper'?**
4. **Or – a more formal voting process where we consult on our plans but give you the material and background information**





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**Social Obligations**

**Afternoon surgery**



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# **Social Obligations Session**

**Crisis pack review**

**Karen McCalman**

# Background

- Our current pack was created with panel members and reviewed by the panel two years ago
- It currently contains
  - Hat, gloves, socks
  - Flask
  - Reusable hand warmer (branded)
  - Torch and batteries
  - Foil blanket
  - Power cut advice leaflet
- The panel was consulted again in September 2017
- Today we want to review your comments and agree pack items going forward



# Other Network's items

WPD	WWU	SPEN	SSE	ENW
Hat	Hat		Beanie hat	Hat
Gloves	Gloves			Gloves
Socks				
Flask	Thermal Mug			Flask AND mug
Torch/batteries		Wind Up Torch	Wind up solar torch	Torch
Reusable hand warmer	Single Use Hand Warmers	Hand warmer	Hand warmer	
Foil blanket			Foil blanket	
Branded bag				
Advice leaflet	Advice and Info leaflet			
	<b>Blanket</b>	<b>Blanket</b>		<b>Blanket</b>
	<b>Hot Water Bottle</b>			
	<b>Thermometer</b>		<b>Room thermometer</b>	
	<b>Survey</b>			
		<b>Analogue Phone</b>	<b>Analogue phone</b>	<b>Analogue phone</b>
			<b>Glow stick</b>	
			<b>Fridge magnet</b>	<b>Fridge magnet</b>
				<b>Pad and pen</b>

# Breakdown of costs – total per pack £12.56

ITEM	COST	COMMENTS
Hat	£1.36	No longer branded
Gloves	£1.50	
Socks	£1.75	Thermal – good quality
Flask	£3.75	Most expensive item – could reduce cost with travel mug but is this our USP?
Torch/batteries	£1.75	Can be fiddly to insert batteries – consider wind up?
Reusable hand warmer	£1.39	Do people really reuse it? Consider single use
Foil blanket	£0.75	Wonder if these are used – but cheap
Branded bag	£0.31	Plastic bag – should we use cotton?

# Panel feedback during/after September meeting

- Remove the foil blanket
- Remove renewable hand warmer
- Add: bigger gloves or mittens,
- Add: small first aid kit (plasters and micropore),
- Add: whistle to attract attention if they have fallen
- Add: a manual can opener
- "Credit card" or key fob with contact details
- Analogue phone could be optional, refer web site for details

# Testing new products

	Pro's	Con's
Mobile phone power bank – is plug in as no solar or wind up ones are compatible with the latest smart phones	Small, easy to use, familiar ports can be charged either from mains or a computer, portable, light, branded	<ul style="list-style-type: none"> <li>▪ Low capacity (2000 mAh)</li> <li>▪ Won't hold charge over time if unused</li> <li>▪ Charging could be fire risk if left</li> <li>▪ Easily lost</li> <li>▪ Smart phone/USB only</li> </ul>
Wind Up Torch	Easy to use, long lasting, could illuminate line of sight well Holds charge really well Could press on knee/table if hands don't work	Poor build quality, potentially traps skin and noise is irritating
Blanket	Warm	Bulky, costly, everyone has one
WPD Credit card – Magnetic Version	Can be put on fridge or kept in purse/wallet Could glow in the dark	Easily forgotten about Many fridges are integrated
WPD Credit card /key fob – Non magnetic	Good quality - plastic coated so should last	If power cut is at night - need to find purse wallet in the dark to find card?

# Testing new products

	Pros	Cons
<b>Thermal Mug</b>	Good build and strong	Won't keep water/drink hot for as long as flask, less capacity
<b>Hot Water Bottle &amp; Cover</b>	As expected	Potentially fiddly and risk of scalding ?
<b>Hand Warmers- small</b>	As previous- except potential to have logo/writing on	Writing may be too small to be useful How much heat do they hold and for how long?
<b>Wristbands/ glow sticks</b>	Bright, somewhat practical for seeing arms	Colours too florescent, suited to a club, buttons too hard to press, poor build quality
<b>Heat Pack Large</b>	Appears to be more useful would hold more heat and could be used to warm a bed or keep larger body area warm not just hands. Foldable, good quality and branding	Easily accidentally activated Only stays hot for 30 minutes with 20 minutes of decreasing warmth
<b>Room Thermometer</b>	Good - can be positioned using sticker or magnet	Easily lost or ripped Doesn't actually help them keep warm – just be aware of temperature

# Our Proposal

ITEM	COST	COMMENTS
Hat	£1.36	No longer branded
Gloves/mittens	£1.50 existing £3.00 new	Examining fingerless glove/mittens but they are costly – are they worth it (no complaints to date)
Socks	£1.75	Thermal – good quality
Flask	£3.75	Most expensive item – could reduce cost with travel mug but is this our USP?
Wind up torch	£1.37	<b>Benefits outweigh cons Batteries in other torches too fiddly/tricky &amp; not good for storage</b>
Larger heat pad	£2.15	<b>Do people really reuse it? Consider single use?</b>
Key fob	£0.40	
Branded cotton shopper bag	£0.99	<b>Better for the environment, reusable (Boxes are throw away and more expensive)</b>

# Our Proposal





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## **Setting challenging targets**

**Karen McCalman**

# Background

- The partners who run our social obligations projects all work to our targets, for example:
  - Four Power up! projects - target to reach 8000 customers
  - New Duke of Edinburgh project aiming to sign up 600 PSR customers
- In last year's SECV submission WPD came first for the sixth consecutive year **with a score of 8.53/10**
- We still take on board feedback from Ofgem, the Panel and the independent assessors, SIA who audit our Social Obligations submission.
- **Last year we were challenged to ensure we set challenging stretching targets for all projects**

# YOUR INPUT – SETTING CHALLENGING TARGETS

## POWER UP

- Receive referrals from WPD (identified via our PSR)
- All partner agencies capable of delivering six key interventions but have individual areas of expertise
- Outcome recorded for every referral
- Operate cost effectively Cost per referral < saving for customer
- Work with one lead partner
- Number of 'local services/schemes' to support delivery



### Current targets:

- Every successful referral has a measurable outcome & every referral is reported on
- All referrals should be phoned within three weeks
- At least 80% of cases partners should make successful contact with the customer
- 85% of referrals should result in customers receiving advice on one or more interventions

### Questions

- **Are these targets covering the right service areas – is there anything missing?**
- **Are the targets sufficiently challenging? Should they be revised?**
- **Should we set targets for the average savings to be achieved per customer?**

# YOUR INPUT – SETTING CHALLENGING TARGETS

## POWER UP HEALTH **\*new\***

- Launched December 2017
- New fuel poverty referral programme in partnership with Air Liquide and Centre for Sustainable Energy
- South West only
- Any customer taking receipt of an oxygen concentrator in our region who are on pre payment meters and/ or who are unable to afford their energy bills will be:
  - Signed up to WPD’s Priority Service Register
  - Offered practical support measures to help reduce the cost of their energy, which they critically depend on for medical needs



### Current targets:

- Current target is minimal as this is a pilot:
  - 250 Referrals in 6 months

### Questions

- **Is our approach to target setting fair at this stage?**
- **If the pilot is successful should we roll this scheme out across all licence areas?**
  - **What targets should we introduce?**
  - **Should we include the same targets as the other ‘Power Up’ targets?**
- **Should we target other oxygen providers to join the scheme?**

# YOUR INPUT – SETTING CHALLENGING TARGETS

## AFFORDABLE WARMTH

- Four fuel poverty projects identifying and engaging hard to reach customers via a range of relevant frontline services
- Customers provided with practical fuel poverty support measures and referred back to WPD's PSR
- No specific targets set on cost savings for customers but projects must each cost benefit (requiring savings c.£75-£110 depending on the scheme)



### Current targets:

	Target reach	Target PSR referrals
2014/15 - Pilot Warm Zones project (1 area)	665 customers	300 referrals
2015/16 - Replicated to become BAU (1 area)	946 customers	450 referrals
2016/17 - All licence areas covered (all 4 areas)	4,000 customers	2,000 referrals
2017/18 - All licence areas covered (all 4 areas)	5,000 customers	2,500 referrals

### Questions

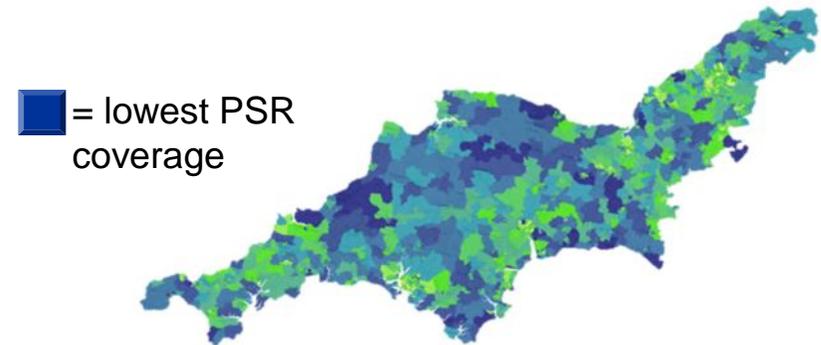
- Are there additional service areas we should set targets for?
- Are the existing targets sufficiently challenging? Should they be revised?
- Should we set targets for the average savings to be achieved per customer?

# YOUR INPUT – WPD’S ‘HORIZON SCAN’ NEXT STEPS

- **‘Horizon Scan’** (to identify existing local partners) first conducted 2015 & identified 177 fuel poverty outreach schemes
- Updated in December 2017 and broadened to include potential PSR referral partners, as well as fuel poverty schemes
  - 159 charities and local authorities identified
  - 55 completed an in depth survey about the services they offer
  - We will cross check agencies against our social indicator mapping to explore potential new projects
- **‘Social Indicator Mapping of vulnerability’** (to identify geographic areas where vulnerability is highest) updated every 2 years (following your feedback)
- Combines WPD network and PSR data with 41 sources, on benefits, disability, health and socio-demographic s
- Enables us to target areas of greatest need, address most prevalent issues and work with most appropriate agencies

## Steps taken to date

- Social indicator data “open sourced” online
- Interactive map (easier to interrogate data) in development
- PSR E-learner for agencies in development



## Questions

- **Should we: send all agencies our referral partner e learner?**
- **Publish the list of agencies on our website alongside our social indicator mapping?**
- **Continue to update this information every two years?**
- **Host workshops for the identified partners (e.g. one in S.West/S.Wales; one in Midlands) to promote availability of social indicator mapping, invite new partnership ideas/innovations?**
- **Launch another innovation competition to target worst hotspot areas?**
- **If so how much should we spend?**

<b>WPD CUSTOMER PANEL</b>		 <b>WESTERN POWER DISTRIBUTION</b> <i>Serving the Midlands, South West and Wales</i>
Last revised : 26.02.18	<b>Meeting Minutes</b>	Notes by: Gary Dooher

<b>Date</b>	20.02.18	
<b>Time</b>	10.00-15.00	
<b>Venue</b>	WPD Birmingham Office	
<b>Attendees</b>	<b>HC</b> – Hugh Conway, MEV <b>JS</b> – Jim Spriggs, British Red Cross <b>MA</b> - Mari Arthur, Sustain Wales <b>CD</b> - Claire Differ, Coventry Citizens Advice <b>SG</b> - Sean Gauton, University of Nottingham <b>JG</b> - Jo Giles, Cadent <b>IA</b> - Ian King, Warwickshire Police <b>GM</b> - Gabby Mallett, National Energy Foundation <b>DM</b> - Duncan McCombie, YES Energy Solutions <b>DP</b> - Daksha Piparia, Independent consultant <b>DR</b> - Dave Ratcliffe, Devon and Cornwall Business Council <b>ASp</b> - Alex Spreadbury, B&Q <b>CT</b> - Cathy Tibbles, Whitwick Parish Council <b>KT</b> - Kate Trenouth, Citizens Advice <b>MW</b> - Mike Whittingham, Customer representative <b>DW</b> - Debbie Wright, British Gas <b>LP</b> - Lydia Pymm, Severn Trent Water	<b>WPD:</b> <b>AS</b> - Alison Sleightholm <b>PJ</b> - Paul Jewell <b>BD</b> - Beverley Dwyer <b>KM</b> - Karen McCalman <b>GD</b> - Gary Dooher
<b>Apologies</b>	<b>AW</b> – Alex Wilkes, WPD <b>NJ</b> – Nicki Johnson, WPD	

## 1. Alison Sleightholm (AS) – Welcome

## 2. Alison Sleightholm (AS) – WPD Performance Update

AS updated the panel on the business plan outputs and performance against them in 2016/17.

### Reliability

DM queried the improvements compared to last year. AS explained that there had been big improvements in the South West and South Wales regions, due to investment. HC stated that he felt data should be broken down by individual substations. AS explained it would be difficult because there are 200,000 substations and up to 600 primary substations, and this is the reason why WPD use averages.

### Contact Centre Performance

AS discussed the volume of Contact Centre outbound calls and explained WPD are becoming more proactive, and will continue to do so, as Smart Meters increase. LP praised WPD's text message service which prompted discussion regarding the different communication channels WPD currently use, such as webchat and twitter. DM asked if it was easy to transfer from one method to another and maintain the same conversation. AS explained that due to the Contact Centre handling all the different communication methods the customer could swap between

the communication channels at any time with ease, and all the services are available 24 hours, 7 days a week.

#### Ofgem Consultation

AS discussed RII02 and explained that WPD will consult stakeholders for the next business plan, and the next regulatory period starts in 2023. The group discussed potential changes to the electricity network, such as nationalisation and AS explained the achievements which have taken place since privatisation. LP made comparisons with the water industry, and the potential cost to nationalise Water would be £1billion.

HC queried what stage the Ofgem consultation is currently at and AS explained the process. Although the initial consultation had closed there would be further opportunities to respond and influence the decisions made by Ofgem.

HC asked for an update on progress regarding Distribution System Operators. AS confirmed WPD published the updated DSO plan and strategy in December 2017, highlighting the stakeholder engagement undertaken and the changes made based on the consultation, including the addition of a new DSO Manager and DSO department.

HC asked whether government and other influences could affect our plans and AS responded that although the future is unclear, WPD will be proactive to address changes and continue to demonstrate that WPD is best placed to operate as a DSO.

Electric vehicles and the infrastructure needed for charging points was discussed and AS confirmed WPD adapts to changing needs and circumstances, as it has done with renewable technology.

### **3. Paul Jewell (PJ) – Strategic Priority: Environment and Sustainability**

#### Fluid Filled Cable Leaks

PJ discussed the complexities of fluid filled cable leaks, whilst explaining targets were in place to reduce cable leaks by repairing them with a perfluorocarbon tracer that pinpoints leaks. LP queried a rise in 2014/15 in regards to the oil leak bar chart. PJ explained one particular incident that had been difficult to find and repair had caused the spike.

HC queried why the oil cables are still in use if they are leaking, and PJ explained WPD no longer install fluid-filled cables and there is a programme in place to replace them at end of life or where leaks occur, so eventually all of the fluid filled cables would be replaced.

DM questioned if the oil used was a fossil fuel and PJ confirmed it was a mineral oil. DM asked if WPD are reviewing other oils that may be more environmentally friendly to which PJ explained we are not, as the oil needs to be able to insulate and the programme to replace with non-oil filled cables as they come to the end of life, is the better option.

#### Sulphur Hexafluoride SF6

PJ explained WPD and all other DNO's use this gas because it is a good insulator and it means the use of mineral oil in the switchgear isn't needed and therefore, reduces fire hazards, although it is far more pollutant than CO2. PJ explained it is company policy to remove substation equipment that leaks three times and equipment in public places if it leaks once.

HC queried whether other DNO's also publish their data and PJ explained this is an Ofgem requirement for all DNOs. MA asked if there was a plan to move away from SF6 and PJ replied that research is being carried out into alternative gasses.

MA asked if this was a priority for WPD. PJ explained it is, however the process is not a quick one. Testing other gases characteristics, how they perform, and safety are essential before anything can be approved to be used. GM asked what happens to the gas once removed, and PJ stated that the gas is disposed following the correct procedures, and the metal from switchgear is recycled.

#### Carbon Footprint

PJ explained the complexities of reducing our Carbon Footprint and how WPD have struggled to achieve the set target of reducing carbon footprint by 5%. HC queried whether the data includes transport and PJ explained that the data covers all running costs of buildings, vehicles, the helicopters and everything else WPD uses. GM asks whether it would make sense to measure this per KW person. PJ replied that WPD also do this, and office by office, where for example the Distribution Manager in Birmingham, West Midlands would be compared to those in the South West.

PJ explained to the group that a new building increases your carbon footprint regardless of how efficiently that building runs.

MA queried the current target to reduce WPD's carbon footprint, and PJ acknowledged it appears small, but actually is very challenging. ASp queried desk-to-desk conferences and PJ replied that WPD have rolled iPads out to staff, meaning this would be a good opportunity to reduce the carbon footprint by looking to have conference calls over the iPad.

#### Waste to Landfill

PJ highlighted that stakeholders wanted WPD targets to be more challenging, so they set higher targets in response, and acknowledged that provided recycling is easy, employees would follow the protocols. ASp asked why scrap plant and cables is excluded from the targets, and PJ explained that the metal is heavy and would make the figure appear inflated as it is measured in tonnes. GM stated it would be preferable if this was mapped and they could see WPD's total waste, taking into account the oil and asked whether WPD purchase recycled goods or materials. PJ answered that WPD purchases as much as they can, switchgear get cleaned and the entire industry uses recycled oil. Within WPD offices we use recycled paper and even waste from roads is recycled.

#### Electric Vehicles

PJ gave an overview of Electric Nation and progression to date. HC queried whether there are any charging points that WPD do not know about. PJ replied that installers should inform WPD of the installation but that not all do. IK asked about home point chargers and PJ replied explaining, increased electricity demand increase of losses on the network and that a redesign of the electricity infrastructure may be necessary to cope with demand. HD pointed out the potential of being overtaken by hydrogen, and PJ stated that there are great possibilities from hydrogen, and explained that WPD are trialling hydrogen and diesel hybrid vans. HC discussed the hydrogen network in Leeds and PJ explained that there is also one in Swansea where WPD are trialling the vans. HC asked if a member of the public wished to have a vehicle point what would they do. PJ explained the process.

### Customer Behaviour

MB asked about range, and whether WPD, would want customers to plug in every day. PJ stated that WPD has been monitoring charging behaviour via the Electric Nation Project and that most users do not need to charge every day. However, there are also ways to manage the charge via manufacturers or through charging points that will help to manage demand at peak times. PJ gave BMW i3 as an example of manufactures installing smart charge technology. PJ continued to explain that time will tell whether the supplier, the DNO or the vehicle manufacturer will have control over it.

There was a discussion around using electric vehicles as batteries to store and move electricity. GM asked how WPD planned for different scenarios and PJ explained we used government scenarios produced by BEIS.

### Hydrogen

PJ talked the group through hydrogen and why as an electricity network, it is useful to have an alternative fuel source. PJ continued stating our vans are often in areas without power to repair the network and having an electric vehicle would be counterintuitive. DM asked if these vehicles drive in a different way, PJ answered no. IC asked if there were any speed restrictions and PJ answered that some vehicles have restrictions based on the age and purpose of the vehicle. MA queried what would happen when more hydrogen points become available, which PJ confirmed, it is a market WPD would be interested in.

### Questions

PJ presented the panel with the following questions and invited them to answer via email:

- Do you have any other suggestions on improving either our
  - Carbon footprint?
  - Waste to landfill?
- What are your thoughts on our Electric Nation and Vehicle to Grid projects?
- Do you support our efforts to trial hydrogen and hydrogen/diesel fuels for our vehicles?
- Should we be doing more – what is missing?

## **4. Beverley Dwyer (BD) – Workforce Renewal**

Introduction from Beverly Dwyer who has worked in the industry for 43 years and in that time, seen a number of changes including nationalisation and privatisation.

### Where are we now?

BD provided an update of the organisation regarding employee roles and areas of the business.

HC queried the aging workforce and asked if workers are “hanging on in there”. BD stated that the usual retirement age was 65 for males and 60 for females, but many people are now leaving at 60 due to a good pension scheme in place.

DR asked if WPD have an age profile with a graph to show the youngsters rising to the 60+ group and if that shifts over time and whether WPD are planning around any gaps. BD confirmed WPD does monitor this and there is a ‘gap’ which we are working to address and have seen it lessen in the last couple of years. HC then asked whether graduates stay for a couple of years then leave, to which BD responded that WPD does lose a small number, but the majority stay, as we give them interesting things to do, and offer a great career path, and that

helps with staff retention. ASp questioned if WPD get many staff being “poached” BD replied that some people move on for other opportunities but there is no evidence of staff being poached. HC asked if WPD know why staff leave the business, BD replied, that WPD do not conduct exit interviews anymore, but we might look to introduce them in the future. BD stated there is a shortage of engineers currently and sometimes WPD needs to advertise vacancies for engineers. WPD does anticipate senior workers retiring and it is recognised that we must fill these positions.

#### How is the business changing?

There was a discussion around the diversity of the workforce and WPD are proactively looking at ways of increasing the diversity of the workforce.

ASp asked what WPD do to provide facilities for disabled people? BD confirmed all new buildings are designed to the required specification for disabilities.

#### What does the business need from this change?

HC asked if WPD take apprentices through university, BD confirmed WPD do and apprentices’ progress to an Electrical Technology Level 3 qualification and some will move into craft roles. Others will complete an additional training scheme and progress to HNC level. There are ways to progress, laterally as well as upward career paths. HC stated that if they are talented enough, WPD should encourage them.

#### How do we plan for the future to accommodate this change?

MA asked if WPD uses the traditional application form, BD explained that WPD do currently use traditional application forms but we are introducing internet based application forms, which will hide gender, name and address when the local manager receives them. DR asked if WPD offers placements such as a sandwich year to undergraduates, BD replied that WPD do not offer this, but offer work experience by other means, but will investigate this for the future. This prompted a follow up question from DR regarding sponsorship, BD replied that WPD do offer sponsorships.

Engaging with schoolchildren at a younger age was discussed, to encourage interest in maths and science from all ethnicities and gender rather than waiting for University students when traditionally the majority of those on engineering courses are white males. IK added that the police force fails to meet targets to employ woman and people from an ethnic background. BD discussed that WPD does not set targets on diversity, as the most important factor is to have a productive workforce.

The panel acknowledged the difficulty of attracting minorities to an industry with a reputation of white males. HC queried whether this was the case in other departments such as finance, BD explained that for some roles the applicants are predominantly female which includes Employee Relations with only one male employee on that team.

DM queried placing job advertisements on the vans, AS explained that this had been ruled out in the past due to safety concerns, but WPD do have very successful recruitment campaigns including the use of social media.

BD discussed gender pay gap, general data protection, Brexit, and Ofgem. MA queried whether there was a plan in place to reduce the pay difference between males and females. BD explained that there was a plan to reduce the gender pay gap but that it was not large. There is no inequality in pay for the same role but there are more male executives.

MA asked if data protection changes will have any impact on the PSR, BD explained that it would.

HC discussed the weaknesses from replacing experienced retirees with graduates, which BD agreed. DM then asked if WPD should be nervous about workers leaving for higher wages in locations such as London, BD stated that London has always been there and always will, but although it is a concern, WPD have made steps to address it.

## **5. Karen McCalman (KM) - Actions from September Meeting (And Codes of Practice Review)**

Karen discussed the actions from September 2017 and asked which strategic priority WPD should focus on, prompting members to make suggestions. DR stated that Cyber security was a high priority and in particular penetration testing, with the acknowledgment that the move to DSO will increase the exposure of WPD and others. KM confirmed this will included in a future panel session.

## **6. Alison Sleightholm (AS) – 2018 Stakeholder Workshops**

AS gave an overview with the promise of a more in depth review in June when all the results have been analysed. Over 250 stakeholders attended over two weeks who represented a wide range of stakeholders from bill payers to politicians.

### Session 2: looking ahead to RIIO-ED2

AS discussed key feedback, explaining the Citizen Advice session consulting on a 'Challenge panel' and potential to have the level of authority that Citizen Advice call 'Consult Plus'.

DM asked AS if it is the view that Ofgem will prescribe to what we need to have in place & how the panel will be structured? AS replied that Ofgem have had the same conversation with gas, and AS hoped it would not be prescriptive as WPD highly value the Customer Panel we have, however not all DNO's have our model so we will await the outcome to see how it affects us.

There was a discussion about paid panels and what the effect that may have. The panel felt that the model WPD is using is very effective and that it captures WPD's wide range of stakeholders. There is interest in what Citizen Advice recommend and the final decision taken by Ofgem AS confirmed she would continue to share this information with the panel.

## **7.1 Karen McCalman (KM) – Crisis Packs – review outcome**

There was a discussion on how we had progressed since the last meeting and what items had been investigated.

IK suggested adding a credit card contactless protector branded with the WPD logo and PSR details, and had a supplier he could recommend. The panel were supportive of this and WPD will now investigate.

The panel suggest that the credit card protector should supersede the key fob once that has been investigated.

DM Suggests adding the PSR number on the flask, KM to investigate.

The panel endorsed the purchase of wind up torches and continuing to include a flask. GM asked whether customers really use the pack and how? KM explained people use the packs differently, some people use packs as a backup for a power cut, but others use the useful items immediately and continually.

IK explained that some customers have a medical list with all their emergency details on it, and keep it in the fridge. CT has a supply of these and will send one to KM.

CD stated some limitations to hand warmers, such as people who have diabetes may not be aware of the dangers to them.

The panel agreed that foil blankets and hand warmers should be removed. Gloves should be kept and the alternatives were not suitable. IK asked if we include a contents and "how to use" list. KM replied that currently WPD do not but the panel felt this was a good idea that this should be pursued.

There was a discussion regarding thermal socks and if they should be included, the panel concluded they should. Duncan suggested providing socks without plastic fastener, as this is fiddly and difficult to remove. KM stated WPD will investigate alternatives or will discuss with the warehouse company to remove before collating the packs. IK suggested using plastic 'paper' clips as used in shirt packaging.

DP asked if there is any feedback from customers who receive the packs? KM explained only the organisations that distribute the packs have provided feedback .

GM asks, what the need is for them, as average power cuts are short. KM explained the reason behind crisis packs and the company commitment to distribute them. The feedback for the charity sector is that they are useful and we should continue to distribute these.

The panel endorsed the use of cotton bags over plastic.

MA suggested items should be locally manufactured, to limit negative impact on the environment. GM suspects items may be double the price. WPD will research items locally/ethically sourced and include where the costs are relative. GM suggested putting a hook in with the bag, so that the bag can be hooked to a door for easy accessibility. KM will investigate the hook.

JG queried the lack of analogue phones, KM said we keep them and give them out upon request but do not hand them out, as they do not seem to be needed.

Karen asked the panel whether we should investigate self-heating cans and rationing bags etc. but the group decided against this due to allergies and the issues such as scalding.

## **7.2 KM –Setting challenging targets for consumer vulnerability outputs**

Karen discussed how projects have been grown from pilots, progressed, and improved.

### Power Up!

KM began by describing the projects and existing targets. The panel discussed the contact timescale in detail. There was a consensus that the first contact being up to three weeks was too long.

DP asked about extending fuel poverty support to people who aren't on the PSR, KM explained that we never turn a customer away and non PSR customers do receive support - but the projects are focussed on those who are on the PSR and the correlation between PSR vulnerable and Fuel poverty vulnerable.

Karen discussed average saving and whether WPD should have an average saving model, for example, minimum of £2 saved for every £1 spent on the project. There was a group discussion which highlighted other benefits other than financial savings including health benefits. Currently the NHS doesn't have a recognised model to capture the health benefits and savings to the NHS achieved via a warm home. The group endorsed the current cost benefit model in place if the project saves more money for customers than it costs then it is of benefit.

Duncan suggests returning to previous power up customers and surveying to establish any health benefits. E.g. less doctor visits or hospital admissions.

## **8.0 Alison Sleightholm (AS) – Connections**

Dave Wornell and Simon Yeo presented the Distribution Charging Update to the panel & explained the ENA will host a conference call for all network companies to give a quarterly update on forecast network charges for each DNO licence area up to 2023. The panel were given details and invited to join the call.

The group briefly discussed Ofgem Charging Futures forum

The group were invited to join the WPD webinar which will provide an overview of DuoS Charges giving business customers more information about the networks portion of their electricity bill.

AS shared a copy of the Distribution Charging Overview document to the panel and discussed the contents. AS asked the panel for any feedback or any content updates or additions they would like to see in the future.