



Serving the Midlands, South West and Wales

Session 3:

Your priorities – what do you want us to deliver?

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IDENTIFYING YOUR PRIORITIES

Leaving the framework to one side for a moment, lets start with a blank piece of paper...

What are your priority areas?

- Before we build specific, measurable commitments we first need to understand **your** priorities
- Your feedback over the last couple of years has informed an initial list of priority areas
 - Priorities change over time
 - New priorities emerge

What activities should we focus on?

- Having established the areas of importance, **what activities should we focus on?**
- These will determine the **commitments** we make

PRIORITIES CHANGE OVER TIME

2011/12

Highest	'Future proofed' equipment replacement
	Low carbon innovation
	Power cuts
	Severe weather/emergencies
High	Guaranteed standards for power cuts
	Flooding
	Oil and gas leaks
	Worst served customers
	Undergrounding overhead lines in Areas of Outstanding Natural Beauty
Medium	Customer communication methods
	New connections service
	New connections communication methods
	Definition of a 'worst served' customer
	Habitats and species
	Metal theft

2017/18

Keeping the lights on (incl. emergency resilience)
Smart networks
Environment and sustainability
Workforce renewal skills & training
Vulnerability (to power cuts)
Government legislation & policy
Affordability
Connections
Safety education
Fuel poverty
Customer information & data
Customer awareness

Emerged since RIIO-ED1 Plan was agreed	Importance (out of 10)
Cyber Security	8.2
Electric Vehicles	7.9
Transition to Distribution System Operator	7.2
Changes in flood risk planning	7.0
Alternative connections offers	7.0

THE AIM OF THIS SESSION

We want to know:

1. Have we identified the right priority areas? Are any missing?
2. Which priority areas are most important to you?
3. Taking your highest priority areas, what activities do you want us to focus on?

Priority area →

Activities →

Connections:

- speed of connection,
- timeliness,
- a range of connections options,
- pre-application information (e.g. capacity),
- full service online,
- service/communication throughout the process

Customer service:

- types of contact,
- quality of contact,
- complaints management,
- provision of information,
- website,
- social media,
- accessibility of information

Network reliability:

- number of interruptions,
- the duration of power cuts,
- 'worst served' extremes,
- power quality (dips/flicker)

PRIORITY AREAS TO CONSIDER

A. Network reliability

- Day-to-day power cuts
- **Currently on average customers experience one power cut every two years for 26 minutes**
- Example activity areas to consider:
 - *the number of interruptions, the duration of power cuts, 'worst served' extremes, power quality (dips/flicker)*



B. Network resilience (to severe weather)

- Preventing power cuts in severe weather
- **In the last 12 months there were 10 exceptional events across our licences areas. 338,786 customers impacted**
- Example activity areas to consider:
 - *protecting the network (e.g. tree clearance, flood defence)*



C. Cyber resilience

- Defences against malicious cyber attacks. Significant increase in attacks and impact (e.g. Wannacry)
- **WPD is enhancing cyber defences**
- Example activity areas to consider:
 - *protecting network operations, protecting information about the network, protecting information about customers (e.g. smart meter data)*

PRIORITY AREAS TO CONSIDER

D. Build a smart network (DSO)

- Energy use, generation and storage is changing. We must facilitate a smarter energy system that can flexibly meet the changing needs of users
- **WPD has developed a DSO strategy and Active Network Management**
- Example activity areas to consider:
 - *managing changing power flows at a local level, managing distributed generation/storage, accommodating demand growth e.g. from electric vehicles, developing flexibility solutions/markets*

E. Innovation and new services

- Developing and testing new ways of working
- **WPD continues to have a comprehensive innovation programme**
- Example activity areas to consider:
 - *improving operational efficiency, developing whole energy system solutions, collaborative work, learning from others, deployment of benefits*

F. Whole systems approach

- Greater co-ordination across energy vectors (electricity, gas, fuel)
- **WPD is involved with ENA Open Networks project looking at whole electricity system coordination**
- Example activity areas to consider:
 - *whole electricity system coordination, whole regulated systems coordination, whole energy systems coordination, coordinated planning, operational processes, data management*



PRIORITY AREAS TO CONSIDER

G. Electric vehicles

- Providing the network capacity for EV charging
- **In 2018 there were over 7,000 EV chargers on the WPD network. EVs predicted to grow from 28,000 to nearly 3 million by 2030**
- Example activity areas to consider:
 - *types of charging (slow/fast charging), locations of connecting to the distribution network, customer charging behaviour, managing network impact of clustering, large-scale charging stations*



H. Environment

- The impact of WPD's activity on the environment
- **WPD is making improvements during ED1 (e.g. beat business carbon footprint target by 13% in 2017/18)**
- Example activity areas to consider:
 - *business carbon footprint, vehicle emissions, harmful leaks from equipment (oil and SF₆ gas), network losses, undergrounding in areas of outstanding natural beauty*

I. Workforce resilience

- Having sufficient staff, with the right skills
- **WPD has a wide range of recruitment approaches from apprenticeships to specialist graduates**
- Example activity areas to consider:
 - *age demographics of existing workforce, increasing demand for technical skills, longer-term predictions, approaches to attracting the right staff, cross-company coordination, national training schools*



PRIORITY AREAS TO CONSIDER

J. Vulnerable customers (to supply failure)

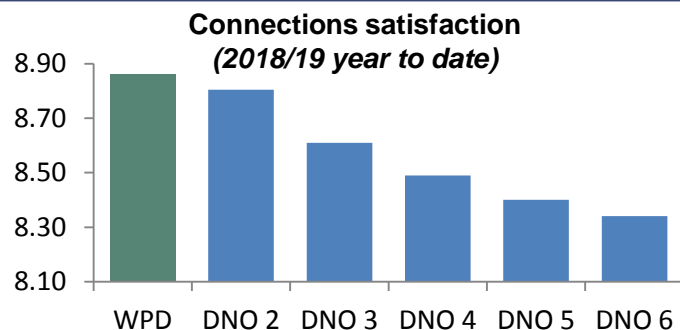
- Protecting and supporting those at greatest risk during power cuts,
- **We currently hold a Priority Service Register of 1.7 million customers. In 2017/18 we contacted 955,664 to provide advice and support**
- Example activity areas to consider:
 - *electrical medical dependencies, the elderly and disabled, those in temporary vulnerable situations (e.g. recent hospital discharge or new born baby), additional services, different means of communicating*



K. Affordability

- We must deliver value for money at a fair and reasonable cost
- **WPD is delivering £7.1bn of Investment for 27p per day**
- Example activity areas to consider:
 - *cost pressures for increases to bills, acting in the long-term public interest, delivering a transformation of the electricity system, customers appetite for bills to increase, vulnerable customers*

L. Connections



- Connecting new homes/businesses/generation to the network
- **WPD per year: 50,000+ quotes and 20,000+ connections**
- Example activity areas to consider:
 - *speed of connection, timeliness, a range of connections options; pre-application information (e.g. capacity); full service online; service/communication throughout the process*

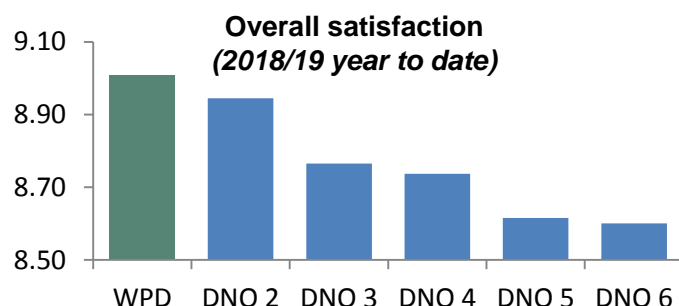
PRIORITY AREAS TO CONSIDER

M. Fuel poverty

- Helping those in fuel poverty
- **In 2017/18 WPD supported 15,229 fuel poor customers to directly save £5.4 million a year**
- Example activity areas to consider:
 - *using PSR contacts to identify those in fuel poverty, establishing partnership support networks, funding of assistance schemes, outreach work, links to health and local authority services*



N. Customer service



- How we deal with customers
- **Number one DNO in Ofgem's measure for seven consecutive years**
- Areas to consider:
 - *types of contact, quality of contact, complaints management, provision of information, website, social media, accessibility of information*

TABLE DISCUSSION

1. Have we identified the right priority areas? Are any missing?
2. Which priority areas are most important to you?
3. Taking your highest priority areas, what activities do you want us to focus on?

Priority area →			
Activities →	Connections: <ul style="list-style-type: none">– <i>speed of connection,</i>– <i>timeliness,</i>– <i>a range of connections options;</i>– <i>pre-application information (e.g. capacity);</i>– <i>full service online;</i>– <i>service/communication throughout the process</i>	Customer service: <ul style="list-style-type: none">– <i>types of contact,</i>– <i>quality of contact,</i>– <i>complaints management,</i>– <i>provision of information,</i>– <i>website,</i>– <i>social media,</i>– <i>accessibility of information</i>	Network reliability: <ul style="list-style-type: none">– <i>number of interruptions,</i>– <i>the duration of power cuts,</i>– <i>‘worst served’ extremes,</i>– <i>power quality (dips/flicker)</i>



ELECTRONIC VOTE 4:

On a scale of 1-10 how important is the following priority area to you (for WPD to address)?

1

Not at all

10

Extremely

- | | |
|---|-------------------------|
| A. Network reliability | H. Environment |
| B. Network resilience (to weather extremes) | I. Workforce resilience |
| C. Cyber resilience | J. Vulnerable customers |
| D. Build a smart network (DSO) | K. Affordability |
| E. Innovation and new services | L. Connections |
| F. Whole systems approach | M. Fuel poverty |
| G. Electric vehicles | N. Customer service |