



Western Power Distribution Stakeholder Workshop:

Bristol

1st February 2018

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1 | INTRODUCTION

On 1 February 2018, WPD hosted the third of a series of six stakeholder workshops, held in locations across its region. The workshop took place at Gloucestershire Country Cricket Club in Bristol.

The purpose of the workshop was to seek feedback from WPD's key stakeholders on a range of proposed actions relating to: the company's current performance; key changes in the energy industry; influencing the company's developing Business Plan; and the impact of the anticipated transition to a DSO. WPD also invited Citizens Advice to present an independent workshop on methods of engagement.

EQ Communications (EQ) was appointed as a specialist stakeholder engagement consultancy to independently facilitate the stakeholder workshop on behalf of WPD and neutrally report back on the outputs.



Each of the workshop sessions began with a short presentation from members of the WPD team or Citizens Advice, followed by roundtable discussions. The roundtable discussions were facilitated by trained EQ facilitators and stakeholders' comments were captured by EQ scribes. In addition, there was a Q & A session where stakeholders were invited to ask senior personnel at WPD questions. After lunch, there were three 'surgery' sessions: Losses and Innovation, Connections and Distributed Generation, and Social Obligations (including Fuel Poverty). The full agenda for the workshop can be found on slide 17 of the presentation, which can be found here: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

Where possible, verbatim quotes have been noted by the scribes, along with key themes and areas of consensus. Comments are not attributed to individuals to ensure that all stakeholders could speak as candidly as possible. In some cases, individual tables did not answer all the questions. Where this is the case, the table has not been included in that section of the report.

Over the course of the workshop, stakeholders were asked to vote on a number of electronic voting questions, using the individual tablets provided on their tables. Where relevant, these results will be displayed alongside qualitative feedback from the discussions (please note that in some instances, results do not sum to exactly 100%: this may be due to computer rounding or multiple responses).

This report is a recording of the outputs from the stakeholder workshop. A copy of the presentation given by WPD can be found here: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

2 | EXECUTIVE SUMMARY

The workshop was split into four discussion sessions. The first, second and fourth sessions began with an introductory presentation given by a senior WPD representative, and the third session was introduced independently by a member of Citizens Advice. All presentations were followed by roundtable discussions, with stakeholders then able to give further, quantitative feedback by voting electronically. The four areas for discussion, are outlined below, along with a summary of the key points raised:

SESSION 1: WPD'S CURRENT RIIO-ED1 PERFORMANCE

Following an introduction to WPD by Alison Sleightholm, the first workshop discussion session was introduced by Eleanor Sturges, Planning & Regulation and Special Projects Manager. The purpose of the presentation was to give an overview of WPD's current performance within the current RIIO-ED1 framework (2015–2023) and outline how it was adapting to change. Of a possible 76 outputs, Eleanor highlighted gains and achievements in safety, reliability, connections, customer satisfaction and social obligations.

Eleanor concluded by discussing several emerging 'key changes' that had not been anticipated when the current Business Plan was agreed in 2013: WPD's role as a Distribution System Operator; Alternative Connections Offers; Electric Vehicles; Changes in Flood Risk Planning; and Cyber Security.

The presentation given by Eleanor can be found here (slides 20–33): [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

The key points captured in this session are shown below:

- Stakeholders had a wide range of priorities but all wanted to find out how WPD's plans for the future would affect their own areas of interest.
- Social responsibility was a big area of interest, and WPD's work on fuel poverty and stakeholder engagement was praised.
- The transition to DSO was widely viewed as a massive change, and there was broad support for the move. Delegates were divided on whether the DSO transition ought to have its own output category.
- Many stakeholders from across the spectrum held up connections and continuity of supply as key areas of concern.
- Most participants agreed with the key changes that WPD proposed, but many identified key changes they thought were missing.
- Flood Risk Planning was low on the agenda for most participants.
- There was widespread concern over Cyber Security, seen as a multi-faceted issue encompassing both the risk of a cyber-attack and customers' personal data.
- Electric vehicles were widely seen as a complex issue, affecting categories and outputs including Environment, Innovation, Connections and DSO. There was a desire for more information in this area.

SESSION 2: LOOKING AHEAD TO RIIO-ED2

This session began with a presentation given by Alison Sleightholm, Regulatory & Government Affairs Manager. Alison explained the changing focus from outputs to outcomes in RIIO2-ED2, and outlined the core outcomes that WPD believe stakeholders want them to deliver. After introducing the key components of WPD's Business Plan, she outlined the areas currently shaped by stakeholders and asked whether this influence could go even further in RIIO-ED2.

The presentation given by Alison can be found here (slides 45–56): [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

The key points captured in this session are shown below:

- Stakeholders acknowledged the need to balance customers' desire for the lowest possible bills with investment to future-proof the network.
- Electric vehicles were identified as a specific area in which urgent development and future-proofing was needed.
- There was a general feeling that greater awareness of the Priority Services Register (PSR) was needed.
- There was debate over the level of influence that end users could wield over outcomes. Some participants argued that they lacked the necessary knowledge and interest, while others felt the company should offer them the opportunity to get involved.
- Outputs and Innovation were seen as parts of the Business Plan where end users may have something to contribute: in the electronic voting 32.7% said they would like to be very involved in outputs and 29.6 % were keen to be very involved innovations, with no participants unwilling to contribute at all.
- There was very reduced interest in Financing, Uncertainty Mechanisms and Data Assurance: only 3.8% wanted to be very involved in Financing, with 17.3% not wanting to be involved at all. Uncertainty Mechanisms also found only 3.8% wanting to be very involved, while just 1.9% wanted to be very involved in Data Assurance.



SESSION 3: ENGAGING WITH CUSTOMERS AND THE ROLE OF CUSTOMER PANELS

The third session of the morning was an independent workshop introduced by Victoria Pryker of Citizens Advice. She began by discussing the importance of proactive engagement and the different levels of influence that stakeholders and customers could potentially exert over a company's business activities. She also explained the role of Customer Challenge Panels, describing their purpose, remit and level of decision-making power, and seeking feedback on how the current model could be adapted in the future.

The presentation given by Citizens Advice can be found on the presentation (slides 67–74). [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

The key points captured in this session are shown below:

- Most participants felt positively about Customer Challenge Panels.
- Many felt it was difficult for the panels to be truly representative, but some ideas were put forward regarding widening participation.
- Some suggested that separate panels could be set up to focus on particular areas.
- There was general consensus that panel members should be remunerated in some way to avoid excluding less affluent customers.
- It was agreed that the role of the panel was to scrutinise WPD's plans and convey customer concerns..
- There was debate over how much influence the panels should have. Some stakeholders disagreed with the concept of a private company delegating power to its customers, while others argued that if the panel had no power, it was an empty exercise.
- The current level of power wielded by the customer panels was felt to be about right – 63.9% of delegates felt that WPD should have a regular advisory or challenge panel when writing its next Business Plan, and 70% said it should do so when delivering the Plan.
- The majority of voters opted to give customer panels 'quite a bit' of weight, with 43.8% choosing that option compared with 29.2% who felt they should give it 'a lot' of weight.

SESSION 4: TRANSITIONING TO A DISTRIBUTION SYSTEMS OPERATOR

Nigel Turvey, Network Strategy & Innovation Manager, introduced Session 4, explaining the changing role of energy networks and what the transition to a DSO might mean for different customer groups, in particular large energy users, distributed energy providers, smart technology providers, local communities, and vulnerable customers. He concluded by discussing how vulnerable customers could benefit from a smart future, giving the example of the 'last gasp' feature on SMETS2. Following the presentations, there was a short Q & A, during which Nigel answered questions from the floor.

The presentation given by Nigel can be found here (slides 80–94). [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

Due to time constraints, there was no discussion after the Q&A.

AFTERNOON SURGERIES

After lunch, stakeholders were asked to participate in one of three informal afternoon surgeries. The subjects for discussion were:

- Losses and Innovation, hosted by Paul Jewell;
- Connections and Distributed Generation, hosted by Tim Hughes;
- Social Obligations (including Fuel Poverty), hosted by Karen McCalman.

These surgeries included presentations on the topics and gave stakeholders an opportunity to ask the three presenters questions. The presentations given at the surgeries can be found here:

- Losses and Innovation: [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Afternoon-surgery-presentation-Innovation-and-Loss.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Afternoon-surgery-presentation-Innovation-and-Loss.aspx)
- Connections and Distributed Generation: [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Stakeholder-Events-2018-Connections-breakout.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Stakeholder-Events-2018-Connections-breakout.aspx)
- Social Obligations (including Fuel Poverty): [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Afternoon-surgery-presentation-Social-obligations.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Afternoon-surgery-presentation-Social-obligations.aspx)

WORKSHOP FEEDBACK

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

- 38% of attendees who filled out a feedback form told us that they found the workshop to be 'very interesting' and 62% said they found it to be 'interesting'. No one told us they found the workshop to be 'not interesting'.
- 100% of attendees agreed or strongly agreed that we covered the right topics on the day.



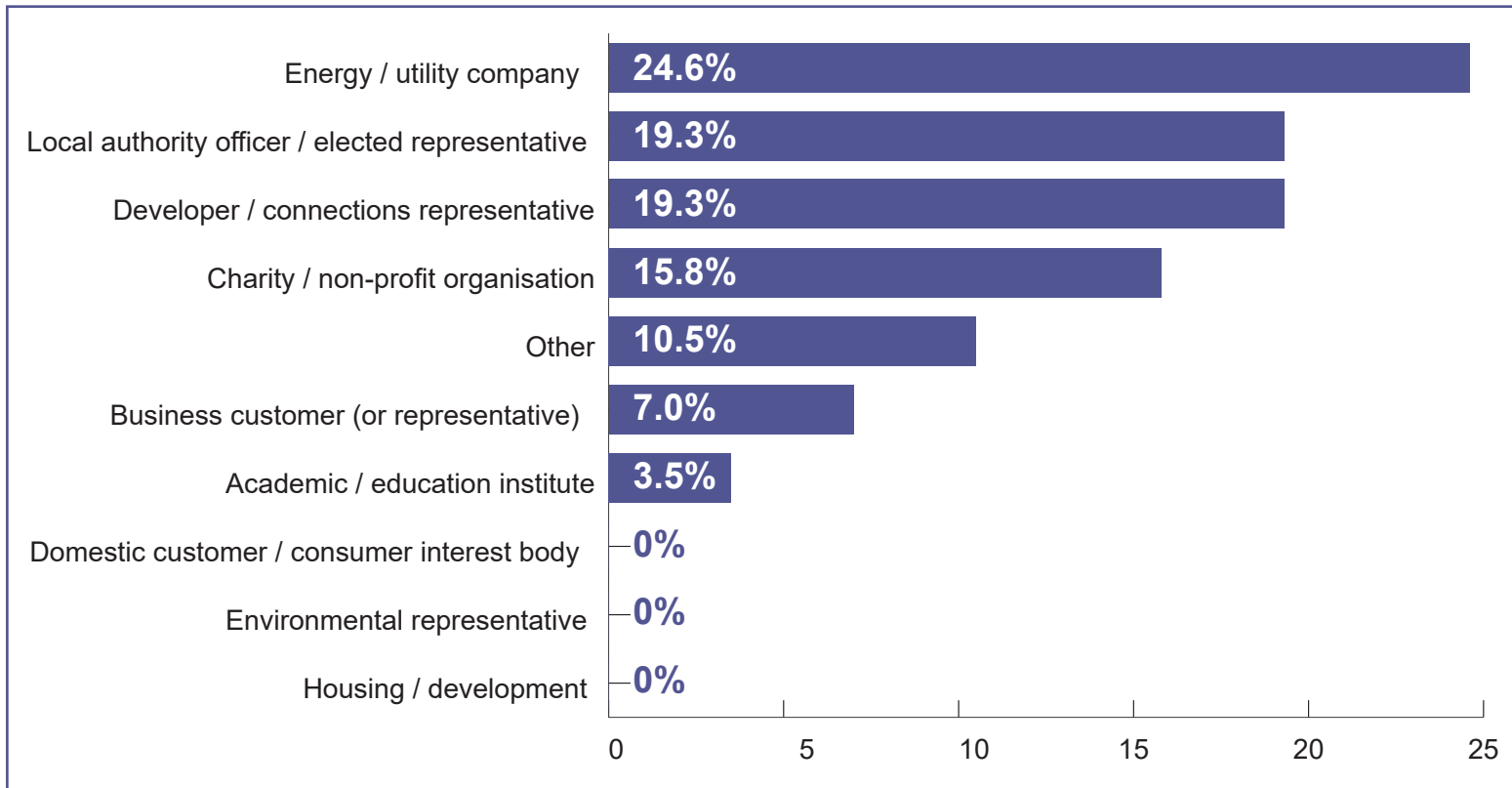
3 | ATTENDEES

A total of 52 stakeholders attended the workshop, representing the following organisations:

- Atkins
- Avon Local Councils Association (ALCA)
- Avon Wildlife Trust
- Bristol City Council
- Brush Transformers Limited
- BSR Energy
- Burnett Industrial Limited
- Caplor Energy
- Centre for Sustainable Energy
- Christchurch Borough Council
- Citizens Advice
- Combe Hay Parish Council
- Devon County Council
- Dodington Parish Council
- ECS
- EDF Energy
- Edge Power
- Electron
- Gloucester & District Citizens Advice
- Gorsley and Kilcot Parish Council
- Green Frog Connect
- Herefordshire & Worcestershire Chamber of Commerce
- Hermes Energy Services
- IQA Operations Group Ltd
- Low Carbon Hub
- Lucy Electric
- National Grid
- North Somerset Council
- REG Power Management
- RS Renewables Ltd
- RSK Group plc
- S&C Electric UK Holdings Ltd
- SGN
- Smarter Grid Solutions
- SP Energy Networks
- Scottish & Southern Electricity Networks
- South West TUC
- University of Bath
- University of Bristol
- University of the West of England
- Wessex Water
- West of England Combined Authority and LEP
- Yate Town Council



Stakeholders were asked to vote electronically to identify their stakeholder type.
The results were as follows:



4 | WORKSHOP ONE: WPD'S CURRENT PERFORMANCE

Summary of the discussion

- Attendees' priorities varied according to the various groups they represented, with the unifying theme being stakeholders wanting to find out how WPD's plans for the future would affect their own areas of interest.
- Social responsibility attracted much interest, with widespread praise for WPD's work on fuel poverty and stakeholder engagement.
- The transition to DSO was widely viewed as a massive change, which demanded co-operation between the various bodies involved. There was broad support for the move.
- Delegates were divided on whether the DSO transition ought to have its own output category. Most agreed that the change impacted several, if not all, of the current categories, but some worried that a new DSO category might be seen as the solution to everything.
- Connections and continuity of supply were key concerns for stakeholders from across the spectrum, from parish councillors to energy / utility companies.
- The majority of stakeholders agreed with the key changes that had been proposed (DSO, Alternative Connections Offers, Flood Risk Planning and Cyber Security), but many identified key changes they thought were missing, ranging from weather-proofing the system to ecological issues arising from the Hinckley power plant development.
- Despite weather-proofing being suggested as a missing key change by some delegates, flood risk planning was low on the agenda for most, with 57.4% of delegates voting it the lowest level of urgency out of the three levels available.
- Delegates from across the spectrum expressed concern over cyber security, with general recognition that this was a multi-faceted issue encompassing both the risk of a cyber-attack on WPD's IT system, and the company's handling of customers' personal data.
- The electronic voting illustrated the strength of this concern, with 72.2% of participants saying the issue required new measurable outputs immediately.
- Electric vehicles was acknowledged as a complex issue with the potential to impact on the Environment, Innovations, Connections and DSO output areas. Uncertainty over how the technology would develop drove a desire for more information in this area.
- This was borne out in the electronic voting, where 58.8% of delegates indicated electric vehicles required new measurable outputs immediately.



1. WHAT ARE THE MAIN PRIORITY AREAS FOR YOU?

Summary:

- Stakeholders identified a wide range of priorities, reflecting both the breadth of WPD's operations and the various groups and interests represented by participants.
- Social responsibility was an area of interest for stakeholders from across the spectrum – as might be expected, this was a key focus for charity / voluntary sector representatives, but also for some councillors and business and developer / connections representatives.
- There was praise from across the spectrum for WPD's work on fuel poverty and stakeholder engagement.
- Connections was another area that interested participants from various backgrounds, as was battery installation and storage.
- Parish councillors were primarily interested in connections, service, resilience and infrastructure, and the ways in which these affected their constituents.
- Connections and continuity of supply were also a priority for some developer / connections representatives, infrastructure / engineering representatives and energy / utility companies, who stressed how vital reliable connections were to their own organisations.
- The transition to DSO attracted much attention, with a fair number of participants expressing support for the move. Developer / connections representatives agreed the transition would be massive for distributors and stressed the need for co-operative and innovative working between the various bodies.
- Renewables and distributed generation was a priority for some stakeholders.
- The future of electric cars was raised as a potentially complex issue.

Verbatim comments:

"Our primary interest is supply and fuel poverty and issues of customers."

Charity / voluntary sector representative

"Social obligations – I think it's increasingly not just to do with how you deal with fuel poverty."

Developer / connections representative

"Our main thing is dealing with high-voltage power lines going across our estate, I'm here to talk about the issue of cutting down trees." **Parish councillor**

"I am interested in general in the approach WPD take to stakeholder engagement because they have a very good reputation for it." **Energy / utility company**

"My interest is that I'm trying to get more renewable distribution installation on our site. Also the complicated issue of adequately connecting electric vehicles." **Local authority representative**

"Accessibility to the PSR is key to our organisation. WPD's engagement makes it easy as it makes sure the right people are on it."

Charity / voluntary sector representative

"You power a huge chunk of our patch, we've got thousands of connections so your reliability key."

Energy / utility company

"Our main interest is in resilience of your network, mostly just making sure we do have electricity all the time." **Parish councillor**

"My interest is the DSO aspect. In my view, reporting is limited. We always hear the same thing: we want innovative solutions. For most business models, it doesn't fit."

Infrastructure / engineering representative

"I attend these events to understand WPD's transition to a DSO, and how they're best utilising any capacity on the market where we can seek high voltage, good connections to build our generation plants."

Developer / connections representative

"WPD are one of the most ethical companies I've ever come across." **Domestic consumer**

"You should be congratulated on the way you've communicated with regard to complaints."

Business representative

2. HAVE WE CAPTURED THE RIGHT KEY CHANGES THAT HAVE OCCURRED SINCE 2013 – ARE ANY MISSING?

Summary:

- There was little disagreement over the key changes that had been proposed, but participants identified several other areas as missing.
- Participants from various backgrounds wanted more information on the level of power outages, with one parish councillor arguing that the term 'power cut' was misleading.
- 'Weather-proofing Infrastructure' was identified by several stakeholders as a missing key change, with changing weather patterns raising the importance of this issue. An electrical engineering expert wanted to see an output relating to 'Protecting Substations from Flood Risk', while another stakeholder was surprised wind and rain were not included on the list.
- Smart metering was identified by many as a problematic area, plagued by a lack of clear communication and misrepresentation from competing energy suppliers.
- Many felt that connections offers were not being delivered cheaply or quickly enough. One business representative put forward an idea from UK Power Networks regarding allowing trading of capacity.
- There was a fair degree of interest in electric vehicles and a desire for more information in this area.
- There was interest in ecological issues that have arisen since 2013 due to the Hinkley Point Power Plant development.
- One parish councillor queried whether the introduction of a smarter network would lead to cables being more vulnerable to theft.

Verbatim comments:

"I want an output of the number of times people are having power outs as opposed to the number of people that are getting power cuts."

Local authority representative

"You should never use the word 'power cut'. That is a deliberate action to reduce demand. It's an outage."

Parish councillor

"I would have expected something on weather-proofing of the infrastructure. Why aren't you making it more reliable?"

Energy / utility company

There's an awful lot of misrepresentation from these energy suppliers – it's not a scam, but I know of cases where people have been encouraged to change to a particular supplier because they would get a free smart meter, but they didn't receive one."

Business representative

"I welcome the idea of alternative connection offers. But my main issue with WPD is that your budgets are way out and you don't deliver on time."

Developer / connections representative

"Electrical and environmentally friendly transport is being pushed in my region. Midlands Connect, for example. It would be interesting to break down the stats a bit more and provide a bit more of a local approach."

Business representative

"For me, it's all about the Hinkley connection. We're interested in how that will be delivered and whether it will be ecologically friendly."

Charity / voluntary sector representative

"Back in 2013, there was concern over metal theft. Will the introduction of smarter network technology lead to physical vulnerability? With a dumb network, if you hacksaw into it, it bites back. What technology supports it?"

Parish councillor



3. ARE THE SIX OUTPUT CATEGORIES APPROPRIATE FOR THE FUTURE, AND WHERE DO THE 'KEY CHANGES' SIT WITHIN THESE CATEGORIES?

Summary:

- Participants were divided over whether the six categories were appropriate for the future. Many felt that the main areas were covered and provided enough flexibility for the future. Others, however, argued that new categories would be needed to keep up with the pace of change.
- Suggestions for new categories included: 'Resilience', 'Future Networks', 'Cyber Security', 'DSO', 'R&D', 'Technology' and 'Upping Your Game'.
- Some stakeholders voiced reservations over the concept of categorising key changes in this way: some warned that it risked over-simplifying complex issues, and many saw individual key changes as straddling more than one category.
- The transition to DSO provoked much discussion. Many stakeholders felt it should have its own separate category, as it represents such a huge change. Some stakeholders, though, worried that a DSO category would be seen as a catch-all for all kinds of disparate issues.
- Others stressed how closely DSO was related to areas such as Smarter Networks / Innovation or Decarbonisation, and felt it should sit in one or more of these.
- There was widespread concern over cyber security. Stakeholders pointed out that this was an issue with various aspects, including WPD's handling of customers' personal data and the risk of a cyber-attack on the DNO's IT system.
- There was much debate over where cyber security should sit. Of the existing categories, 2.67 tables saw it as a Reliability issue, while a large contingent, 2.17, thought it should sit under Safety. Others argued it was primarily a Social Obligation, while several stakeholders suggested it was such an important and fast-moving key change that it needed its own category.
- Stakeholders from a range of backgrounds felt that Alternative Connections should be categorised under Connections rather than Environment, and 3.75 tables placed it under Connections, compared with just 1.25 who thought it was primarily an Environment issue.
- The vast majority felt that flood risk belonged under Reliability, although some pointed out that flood risk could also fall under a Future Networks category.
- Electric vehicles elicited a great deal of discussion. Whilst the majority of tables placed it within the Environment category, there were many dissenting voices arguing that they had more to do with Innovation, Connections or the transition to DSO. The future development of electric vehicles was seen as uncertain, which for some delegates meant it demanded its own category.



During the discussion, stakeholders were asked to state their preference for where the key changes should sit under the existing output categories – or whether new categories should be created. The aggregated results across all of the tables were as follows:

Smarter System	1.00		1.00		0.50
EVs	1.00				
Decarbonisation	1.00				
DSO	1.25		3.50	2.00	1.00
Innovation / Smarter Network	1.25		2.00		
Security					1.00
Social Obligations	0.50			1.75	0.67
Customer satisfaction			1.00		0.67
Connections	0.50			3.75	0.17
Environment	3.50		1.00	1.25	0.17
Reliability		10.00	1.50		2.67
Safety				0.25	2.17
	EVs	FLOOD RISK	DSO	ALTERNATIVE CONNECTIONS	CYBER SECURITY

Verbatim comments:

"You need something more focused on forward planning. The period you're dealing with is so long that you need something about change or innovation. Perhaps DSO should go there?"

Business representative

"I did wonder whether the DSO should have its own objective, and if it should be explained to people what that is and why you're doing it. It's such a big change in the system."

Developer / connections representative

"More priority should be given to cyber security. Make it a separate thing. If someone can crack into department defence for nuclear codes, what else might happen?"

Local authority representative

"There's also the issue of smart networks holding personal information, cyber security is not just about stealing power."

Charity / Voluntary Sector Representative

"Cyber security will mean different things to different people, for example, network security, data security, data."

Developer / connections representative

"Alternative connections in environment, obviously you've made a strategic decision to put that there, have you? I'd move it over to connections."

Developer / connections representative

"Electric vehicles are more to do with innovation, and it needs to be assessed."

Business representative

"Electric vehicles are still to do with the environment, and it's too uncertain. There may be alternative ways of powering a car that may not be lithium."

Local authority representative

"I wonder how the whole vehicle thing will evolve. A future model might be that you might not own your own car, one would come to you when you need it. It could be a completely different world and all this could be obsolete. Stranded investment is a concern. We need to make sure we're not spending on infrastructure that's not needed, or at least make sure we're doing all this as cheaply as possible."

Energy / utility company

"There needs to be some thought on electric vehicle charging points."

Academic

"From your point of view electric vehicles are an environmental thing, but not from a customer's point of view. As soon as I start using my electric vehicle it's no longer an environmental issue, it's a functional thing."

Energy / utility company

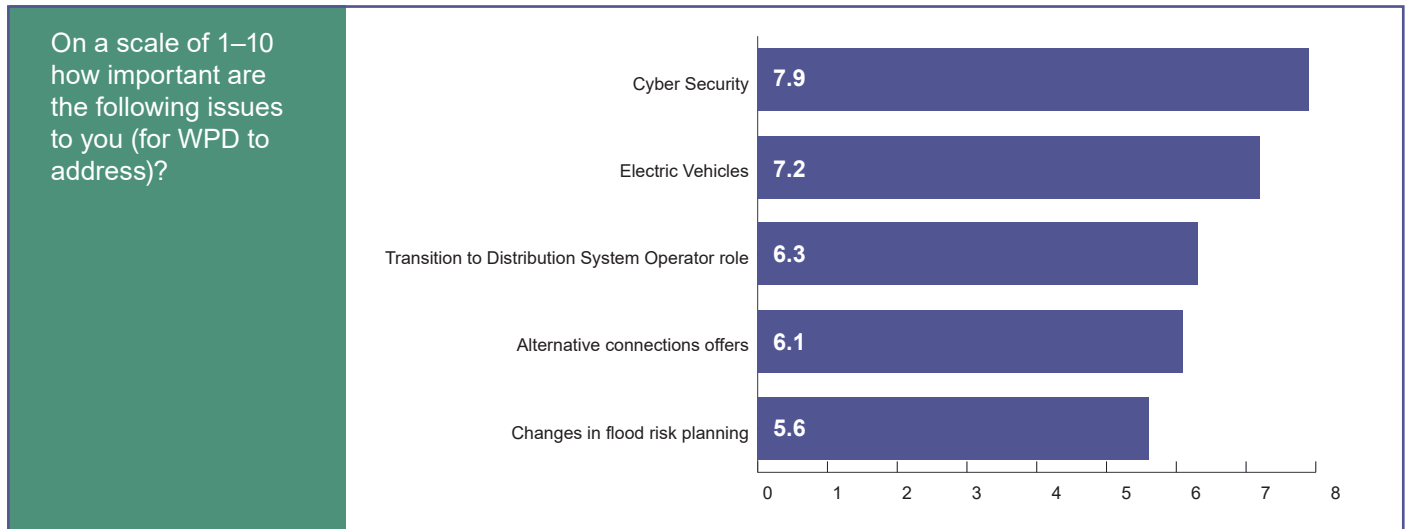
"Given the potential impact of electric vehicles on the network, it should be its own category."

Energy / utility company



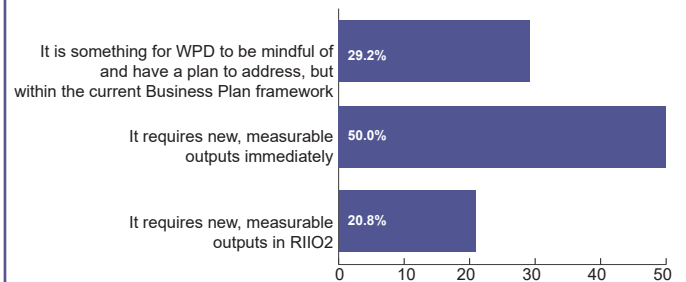
Electronic Voting

At the end of the session, stakeholders were asked to vote electronically on a number of issues relating to the discussions.

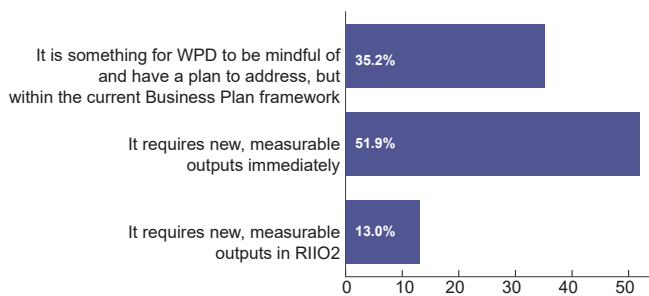


IN TERMS OF BUSINESS PLAN OUTPUTS, HOW SHOULD WPD ADDRESS THE FOLLOWING ISSUES...?

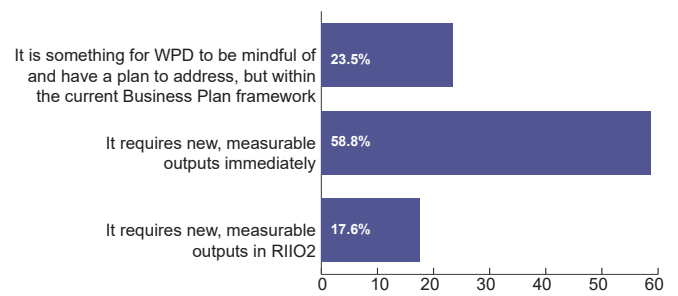
... Transition to Distribution System Operator role?



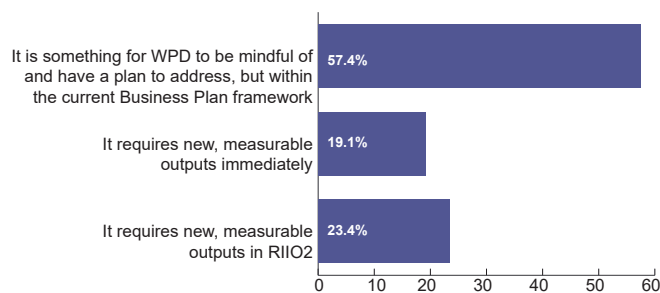
... Alternative connections offers



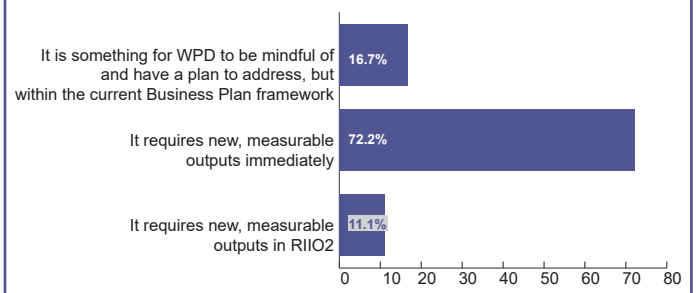
... Electric Vehicles



... Changes in flood risk planning



... Cyber security



5 | WORKSHOP TWO: LOOKING AHEAD TO RIIO-ED2

Summary of the discussion

- Stakeholders from across the spectrum acknowledged that customers' desire for the lowest possible bills was a competing objective in terms of funding investment to future-proof the network, and many emphasised the need to balance these objectives and communicate this clearly to end users.
- Electric vehicles was identified as a particular area in which future-proofing was needed, though uncertainty over what form this development might take raised concerns over potential stranded investment and its impact on bills.
- There was a general feeling that greater efforts were needed to raise awareness of the PSR in order to support vulnerable customers.
- There was much debate over the level of influence that end users could or should have on outcomes. Some participants argued they would lack both the necessary knowledge and interest, while others felt it was incumbent on the company to offer them the opportunity to get involved. Many predicted that the advent of smart meters would usher in a new generation of more engaged consumers with more to offer in terms of influence.
- In terms of the areas where end users and groups representing them could offer input, outputs and innovation were seen as parts of the business plan where non-specialists may have something to contribute.
- Stakeholders indicated that they would only seek a low level of involvement in financing, uncertainty mechanisms and data assurance.
- Business performance, efficiency and benchmarking were also viewed as concerns for the company or for Ofgem, scoring an average of 4.3.
- Participants from various backgrounds suggested that sustainability and decarbonisation were examples that WPD had missed in terms of where stakeholders could have input to offer.



1. WHAT OUTCOMES WOULD YOU LIKE US TO ACHIEVE IN RIIO-ED2?

Summary:

- Participants in general acknowledged the tension between the outcomes of ‘the lowest possible bills’, and a ‘future-proof’ network requiring investment. Some stakeholders made the point that WPD needed to communicate clearly regarding the need to balance these objectives.
- Electric vehicles was raised as an area where careful planning could be needed to avoid unnecessary expense in the future. A scenario was envisaged where concentrations of electric vehicles could overload cables in the ground, and it was pointed out that the cost of putting in thicker cable in the first instance was negligible compared with digging them up later. Some suggested that when new developments were going in, this would be the time to future-proof.
- One participant made the point that WPD enabling a shift to electric vehicles in urban areas would cut pollution and prevent early deaths, and argued that these health benefits should be afforded as much importance as the low-carbon outcome.
- One participant pointed out that keeping abreast of national and regional policy was key to effective planning – for example, if a city were planning to put in a zero emissions zone, WPD would need to know about it in order to invest wisely.
- Regarding support for customers in vulnerable situations, stakeholders felt that there needed to be greater awareness of the PSR, which could be achieved through better signposting and collaboration with organisations such as food banks.

Verbatim comments:

“You need to not be kidding people that they can have electricity at the lowest possible price, but still make the investment that you need for future-proofing.”

Developer / connections representative

“I can see a situation where you get concentrations of electric vehicles in particular areas, which could throw up a situation in which the pattern of load on the cables in the ground completely changes. I’ve a nasty suspicion that increased local load will show up loads of joint boxes that have been working until now, but the increased load will make them literally blow up.”

Domestic consumer

“Dealing with pollution is about people not dying early. The DNO enabling something that has such huge health benefits is as important as the low-carbon outcome.”

Developer / connections representative

“It doesn’t cost a lot to future-proof in the beginning. It’s probably only about 5% more to put in a bigger cable. But to dig it up and put a new one in – that costs an absolute fortune.”

Local authority representative

“You must make sure everyone knows about the PSR and that help is available. Communicate as far as you can.”

Local authority representative

“Think of key people who could signpost people towards the PSR. There’s an overlap with food banks.”

Parish councillor



2. WHAT INPUT/INFLUENCE CAN YOU HAVE – HAVE WE MISSED ANY EXAMPLES?

Summary:

- In addition to discussion of the specific areas of influence open to stakeholders in RIIO-ED2, there was much debate over the degree to which end users should be consulted.
- Many stakeholders questioned whether end users would have enough knowledge to make meaningful contributions, while others questioned how many end users would actually be interested in getting involved.
- Others argued that even if end users currently lacked both the requisite enthusiasm and knowledge, this could change as millennial end users got to grips with a new generation of technology.
- One stakeholder argued there was no point consulting end users from poorer estates, claiming people in these areas would not see improvements to their system in any case.
- Decarbonisation and sustainability were identified as missed examples by several participants – not only by charity / voluntary sector representatives, but also academics, developers / connection representatives and energy / utility companies.

Verbatim comments:

“A lot of the people in local areas have major problems, and the last thing they want to do is to be asked stupid questions.” **Parish councillor**

“There’s no point in talking to a representative group from an estate – if you can’t have a two-tier electricity system; someone from a poorer estate doesn’t have electric charging points. You daren’t put it into words – we’re going to improve the system there but not here, you can’t discuss it with the people involved. You also daren’t discuss it anywhere else, because the newspapers will hear of it.” **Parish councillor**

“You’ve got to think about millennials – they ask very different questions.”
Infrastructure / engineering representative

“You need to think about how you engage with end users in the future because traditionally they haven’t been interested in these things but if we engage them they will be.” **Business representative**

“Who do you consider to be special interest and industry participants? Is it wide enough? In the past, community energy wasn’t on the radar but now it is, so where does it fit in now?”

Developer / connections representative

“Decarbonisation is a big one for me. It doesn’t currently go far enough in terms of decarbonisation.”
Academic

“I wonder if we could include clean, safe and secure. People are starting to equate cleanness and safety.”
Developer / connections representative

“The sustainability agenda has definitely grown, whether it is environmental or economic.”
Developer / connections representative



Outputs

Summary:

- It was generally agreed that end users should have the chance to be involved in outputs, but for that to happen, WPD would need to make the effort to educate those who were interested.

Verbatim comments:

“There is a role going forward for educating consumers and businesses about how WPD works. This can also cover innovation and incentives too.”

Business representative

“They’re paying the money so they should have a say about what’s happening, but in order for that to happen, they need to become informed stakeholders. When we discuss these things as informed stakeholders, we should be YouTubing them and putting them out there.”

Infrastructure / engineering representative

“You must give the opportunity. Tell them where to find out more. Maybe people who come to find out more will come up with original ideas.” **Parish councillor**



Incentives

Summary:

- Participants were divided on whether all end users should be given a say on incentives. Charity / voluntary sector representatives argued that all groups should be involved. An academic disagreed, voicing the view that opening the issue out to all end users would enable consumer bodies, specialist interest parties and consumer bodies to exert undue influence.

Verbatim comments:

“I think it’s something all groups should be involved in.” **Charity / voluntary sector representative**

“By saying, ‘yes, everyone can vote on that’, it’ll be like the referendum, you will get a lot of false information from those vested interest companies that want end users to think in a certain way.” **Academic**

“Would the National Trust be a ‘specialist interest party’? Those specialist interests aren’t necessarily negative.” **Academic**

“You have to be careful not to upset customers. Many people are not unreasonable.” **Parish councillor**

“I’d probably only want to get involved indirectly with expenditure. I’d only want to do it through incentives, and if that leads to increased expenditure, that’s fine.” **Parish councillor**

“We can’t bucket all incentives together, it’s about inviting the right stakeholders to the right conversations.” **Energy / utility company**

Innovation

Summary:

- Innovation was seen by many as an area where specialist interest parties and expert stakeholders could have influence.
- A business representative put forward universities and charities as organisations that could contribute in this area, while a local authority representative suggested that fuel poverty groups and sustainable energy groups could also provide valuable input.
- Opinion was divided on whether end users could have much influence in this area. Some felt that end users were not informed enough to provide useful input, but others felt that consultation with end users was needed, particularly with regard to electric vehicles and feedback on smart meters.
- Some stakeholders argued that end users and consumer bodies should be kept informed about innovation, even if they weren't able to exert much influence.
- A couple of stakeholders raised the idea of end users as 'pro-sumers', suggesting that the advent of smart technology heralded a new era in terms of the way end users interact with DSOs.

Verbatim comments:

"Expert stakeholders and specialist parties [could influence this area], but end users can't really help with innovation: they're not informed enough."

Energy / utility company

"Fuel poverty groups and sustainable energy groups are very important."

Local authority representative

"I work with universities, charities and more; you could be engaging more with these types of organisation."

Business representative

"Electric vehicles – you have to consult with customers, so I disagree that end users shouldn't be involved."

Energy / utility company

"End users could give feedback on smart meters."

Charity / voluntary sector representative

"End users – we talk about pro-sumers, and that's the whole view on smart technology in areas, within a comprehensive DSO model. When people get this new knowledge, selling energy through a market, people will be changing how they interact with DSOs."

Infrastructure / engineering representative



Expenditure

Summary:

- This was another area that many stakeholders thought was best left to expert stakeholders and specialists, with consumer bodies suggested as the best group to represent the interests of end users.

Verbatim comments:

“End users are not informed enough to make decisions, so feedback is in areas they don’t understand the impact of, whereas consumer bodies have the necessary information – we shouldn’t expect end users to be ‘rational superheroes’.”

Developer / connections representative

“If we’re influencing the outputs, we shouldn’t need to influence the expenditure; if the outputs are in line, then the expenditure (and many other areas) should simply reflect that.”

Local authority representative

“The other challenge is that some of these things are very future facing. If it’s not impacting me now, will I feel as strongly about that? Probably not. That’s why we need multiple specialist perspectives, to have forward-thinking policies.”

Developer / connections representative

“Perhaps a third party could gather consumer views with a market survey, for instance?”

Parish councillor

“Maybe the expert stakeholders can come to the fore at events like this? However, it would be beneficial to have a range of opinions involved rather than just interested parties.”

Business representative



Financing

Summary:

- Many, particularly energy / utility companies, argued that financing was an internal matter for the company, and that what mattered to end users was outputs.
- Others, councillors in particular, felt that end users deserve to know the impact of company finances on their bills.
- Energy / utility companies countered that the average end user would fail to appreciate the strategic nature of financing, and that cutting salaries and benefits to company personnel might cut bills in the short-term, but at the expense of the long-term health of the company and its ability to deliver its objectives.

Verbatim comments:

“Financing is not the business of expert stakeholders. As long as spending isn’t too much, it doesn’t have an impact.”

Infrastructure / engineering representative

“Your outputs should be guiding your finance and expenditure.”

Local authority representative

“Financing is very specialist. I think there is an element of consumer interest in expenditure, showing how the impact in the bill changes according to WPD actions.”

Energy / utility company

“I’ve looked at your accounts and I think you’re earning excessive returns on capital. It would be very useful for us stakeholders to see how each of the different DNOs are performing. I’d suspect you’d probably be at the top in terms of returns.”

Parish councillor

“Financing is a very strategic thing. There has been pressure to limit salaries and close pension schemes to give a quick win to customers, but this costs us in the long run. If you talk to the average person, he or she will say stop the company cars, and so on, but then we can’t retain the best staff.”

Energy / utility company

“Education on financing could be important.”

Business representative

“People from my company would have views on financing. WPD could potentially ask SGN for their views on financing.”

Energy / utility company

Uncertainty Mechanisms

Summary:

- There was little discussion of uncertainty mechanisms, but those who mentioned them were in agreement that the end user could provide little valuable input here.
- One stakeholder pointed out that it was difficult to influence unexpected events.

Verbatim comments:

“Even within the industry it would have to be so specialist, the end user won’t understand.”

Energy / utility company

“Uncertainty should be spread across most of the groups, but not really end users or the consumer panel.” **Parish councillor**

“By definition you can’t have a voice on uncertainty mechanisms. These are unknown unknowns. I can’t influence or have a view on what might happen.”

Parish councillor

Data assurance

Summary:

- There was little enthusiasm from participants for having any influence on data assurance. Some saw it as Ofgem’s role, while others viewed it as dependent on company policy.

Verbatim comments:

“Essentially, anyone involved in the chain can have an influence on data assurance.”

Business representative

“It’s hard because if we had all that data, we wouldn’t be able to know if that is working, meeting targets. I don’t know whether it would have to be volunteer individuals.” **Academic**

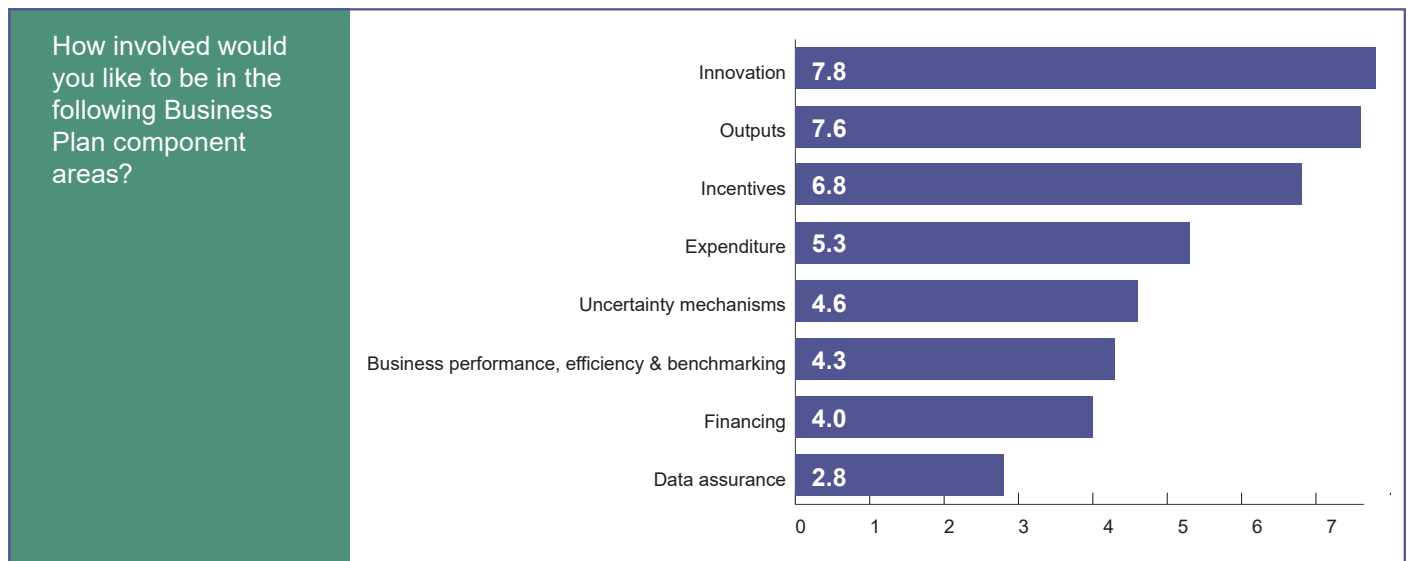
“I would be able to have an opinion. I think it’s Ofgem’s role.” **Business representative**

“Data assurance depends on the company policy. It doesn’t matter what I think. Consultation is clearly pointless in some areas.” **Parish councillor**



Electronic Voting

At the end of the session, stakeholders were asked to vote electronically to provide some quantitative data to support the workshop discussions.



6 | WORKSHOP THREE: ENGAGING WITH CUSTOMERS AND THE ROLE OF CUSTOMER PANELS

Summary of the discussion

- Customer Challenge Panels were seen as a good idea by most participants.
- Many felt it was difficult for the panels to be truly representative as WPD played a role in the selection and only a certain type of person would put themselves forward.
- There was acknowledgement that different types of customers and different regions had different needs, and it was suggested that separate panels could be set up to focus on particular areas.
- There was general consensus that panel members should be remunerated in some way for their time to avoid excluding less affluent customers.
- Stakeholders felt it was the role of the panel to scrutinise WPD's plans and explain customer concerns to the company.
- There was disagreement over how much influence the panels should wield. Some stakeholders found the idea of a private company delegating power to its customers problematic, while others argued that if the panel was powerless to act, there was little point in it and little incentive for people to join it.
- Most participants felt that the customer panels currently have about the right level of power, with electronic voting showing 63.9% of delegates felt WPD should have a regular advisory or challenge panel when writing its next Business Plan, and 70% saying it should do so when delivering the Plan.
- When asked how much weight WPD should give the voice of its customer panel, the most popular option was 'quite a bit', with 43.8%, compared with 29.2% who felt they should give it 'a lot' of weight.



1. CUSTOMER CHALLENGE PANELS MIGHT PLAY AN EVEN GREATER ROLE IN THE NEXT ROUND OF ENERGY NETWORKS' BUSINESS PLANNING. WHAT ARE YOUR VIEWS ON THIS CONSIDERING THE VARIOUS OPTIONS OF CUSTOMER ENGAGEMENT THAT EXIST?

Summary:

- There was much enthusiasm for the concept of customer panels. Most participants agreed with the view that customers had the right to have a say and felt that this kind of consultation could only be a good thing.
- One stakeholder who was a member of a customer panel had only good things to say about his experiences in this area.
- However, many voiced concern about how representative these panels could really be. In particular, it was felt that the panels would not be a good way to reach those in fuel poverty, who would be unlikely to be engaged.

Verbatim comments:

"The panel has a real influence on the way WPD carries out its business. When I joined I thought it was a bit of window dressing, but that's turned out not to be the case. I'm very happy with the way it's run."
Domestic consumer

"They're a good measure of customer complaints. WPD has a very strong brand in the area: you're seen as good guys. Other DNOs have had a poor brand name. It gives a broader view of what people think of you."
Energy / utility company

"I think it's a good idea because that way opportunities that WPD hasn't thought of are brought to the table."
Infrastructure / engineering representative

"It's about democracy. Don't customers have a right to a say?" **Developer / connections representative**

"I initially have more concern than optimism. How can a small group be representative?"
Business representative

"There's one drawback with a selected panel. If you are not careful, you have a self-perpetuating oligarchy of the great and the good. People think they know what's best for consumers, but they don't. It's a million miles away from real-life experiences."
Local authority representative

"I think that panels are principally a good idea... but I guess that when we come back to fuel poverty, we're still not getting to people who need [to make their opinions known], as they are not engaged."
Business representative



2. HOW DO YOU THINK CUSTOMER CHALLENGE PANELS SHOULD BE DESIGNED AND RUN?

Purpose of the Panels

Summary:

- It was generally agreed that the purpose of the panels was to scrutinise WPD's Business Plan and make sure the consumer was involved.
- More cynically, a parish councillor implied they could be viewed as simply a PR exercise for WPD, which wasn't obliged to take any notice of what the panel had to say.

Verbatim comments:

"A consumer challenge panel is there to assess how we have performed. They would scrutinise your Business Plan and give that back to Ofgem. They're there to make sure the consumer is involved. They're assessing the Business Plan and whether or not they have considered the views of everyone present."
Developer / connections representative

"Without it, it's very hard to demonstrate that independent assurance." **Energy / utility company**

"If you have to do it for PR reasons, it's an overhead – you don't have to take any notice of what people say."
Parish councillor



Panel Membership

Summary:

- Stakeholders agreed that the membership of the panels needed to be representative of WPD's customers and encompass a broad range of people.
- There was general agreement that both experts and laypeople should be on the panels.
- A lack of young people on the panels was acknowledged as an issue.
- Approaching universities was suggested as a way to tackle this, as was approaching larger employers.
- 10–15 members was suggested as an ideal size for a panel.

Verbatim comments:

"Do it on a demographical basis. Pick out of a group who put themselves forward and assess if they're representative."

Charity / voluntary sector representative

"Broad range. People that smelt steel and people that toast bread." **Academic**

"If you do it via residency/tenancy associations, you have got to consult residents. Go out to talk to people and maybe hold open surgeries."

Local authority representative

"You've got a problem with the younger ones who might be in more junior positions and might have a problem escaping for a day." **Domestic consumer**

"There are lots of great universities. Could you involve people there? It could be part of CV-building too."

Developer / connections representative

"I think you should be approaching larger employers and asking them to encourage their younger employees to attend." **Business representative**

"There should be no less than 10 and no more than 15. Anything bigger is unmanageable, anything smaller doesn't get enough representatives."

Business representative

"It would be good to have engineers and people who are involved in delivering the network involved."

Infrastructure / engineering representative

Panel Meetings

Summary:

- There was general agreement that members should be paid for attending meetings – at least, reimbursed for travel expenses, otherwise those who could not afford to travel would be excluded.
- Three months was viewed as a sensible interval between meetings.
- Some suggested that technology could enable meetings to be held virtually.

Verbatim comments:

"You get a less representative sample of people if you don't pay them. Forty people is the minimum to have any sort of representation."

Charity/voluntary Sector Representative

"I think that travel expenses should definitely be covered. Otherwise you're going to remove people that can't afford to travel. Same for food. You've got to be made to feel valued." **Parish Councillor**

"Three months is a reasonable interval [between meetings]. Everybody is fairly busy."

Domestic consumer

"Does it have to be a physical panel, rather than virtual, so do it from a distance? So with the technology and webinars we have now?"

Local authority representative

Remit of the Panels

Summary:

- It was suggested that there could be different panels to represent different interest groups.
- The differing needs of various regions were acknowledged, and part of customer panels' remit could be to cater to these regional needs.

Verbatim comments:

"If you established what the group's remit is, you'd expect members with expertise in that topic, for example, vulnerable customers would be an area where you need people who work with vulnerable customers to be the core people. It's difficult I know, you don't want thirty people on the panel."

Energy / utility company

"You could have separate groups for separate interest groups." **Infrastructure / engineering representative**

"Consult and negotiate." **Academic**

"Ofgem do need to establish some sort of overarching terms of reference that is consistent with what WPD is doing with their group and what other DNOs are doing. The priorities might be different here or in the South West compared to other parts of their network, so those customer panels do need to respect what is important in each particular region."

Energy / utility company



Output of the Panels

Summary:

- Stakeholders believed the role of the panel was to represent the views of customers who may not be able to represent themselves.
- It was suggested that it needed to be a two-way relationship between WPD and the panels, with the panel commenting on WPD's plans and WPD seeking the panel's input.
- A panel member gave an example of an idea from the panel that had been adopted.

Verbatim comments:

"You've got to find someone who has the ability to gather those opinions and express them in a way that the people might not be able to express themselves. Someone who can really accurately represent those who would have difficulty representing themselves." **Parish councillor**

"It has to be a two-way thing – WPD says this is what we want you to do, but then the panel should be able to explain what they are concerned about and what they want to address. The priority areas for them may be something WPD doesn't want to talk about."

Business representative

"It could be a panel you consult then decide whether to take it on board or not. At the other end is almost an adjunct board that could, for example, qualify the Business Plan. So if WPD comes back with an eight-tier Business Plan and the board qualifies it, it wouldn't look good because it would be very clear what the groups weren't happy with."

Developer / connections representative

"Fluorescent stickers with the contact number for if you lose power, that idea came from the customer panel." **Domestic consumer**

Decision-Making Power of the Panels

Summary:

- A business representative questioned how a private company accountable to its shareholders could delegate power to its customers.
- An academic countered that if the panel could only listen and was powerless to act, there wasn't much point in it.
- Business representatives suggested the panels must be allowed to have some real influence in order to persuade people to give up their time to be panel members.

Verbatim comments:

"If you have shareholders you're accountable to, it's difficult to see how you delegate power to customers."
Energy / utility company

"There should be some requirement that WPD has to take notice of what that panel says, and either do something or come up with a clear statement of why they won't." **Business representative**

"But it can't just be a group that says 'we're listening' but then doesn't act." **Academic**

"You need to ensure that the people on the panel feel like they have enough influence to commit to doing it – so influence back into their field or are able to act on decisions." **Business representative**

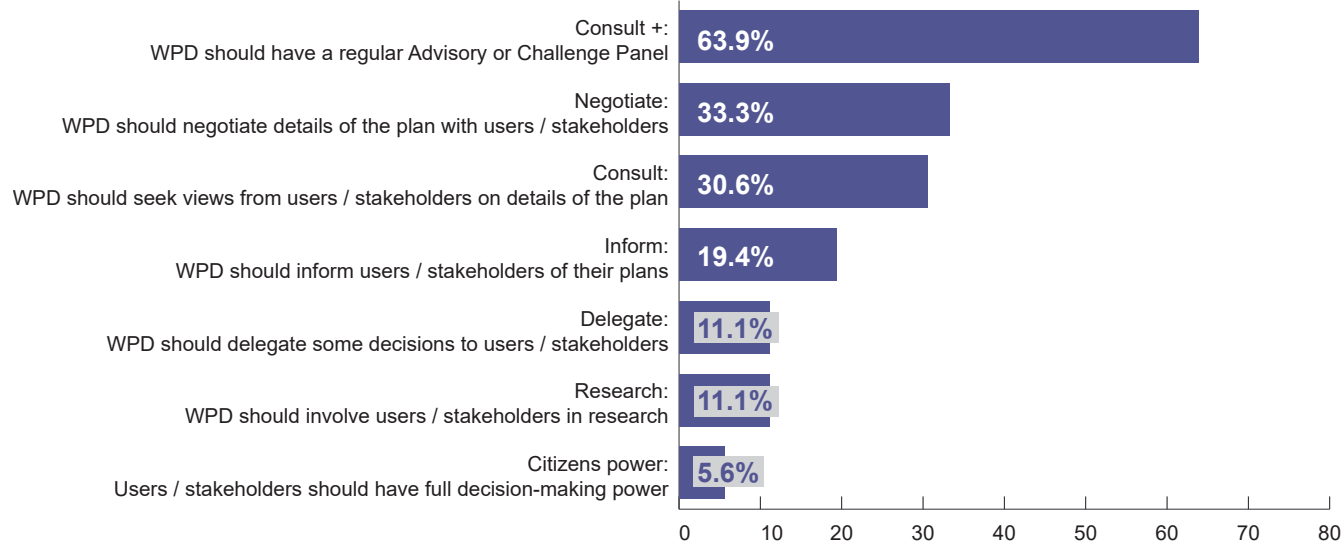
"It's more the expectation with a KPI attached rather than power per se, because shareholders aren't going to be happy about giving them power but customers have expectations." **Local authority representative**



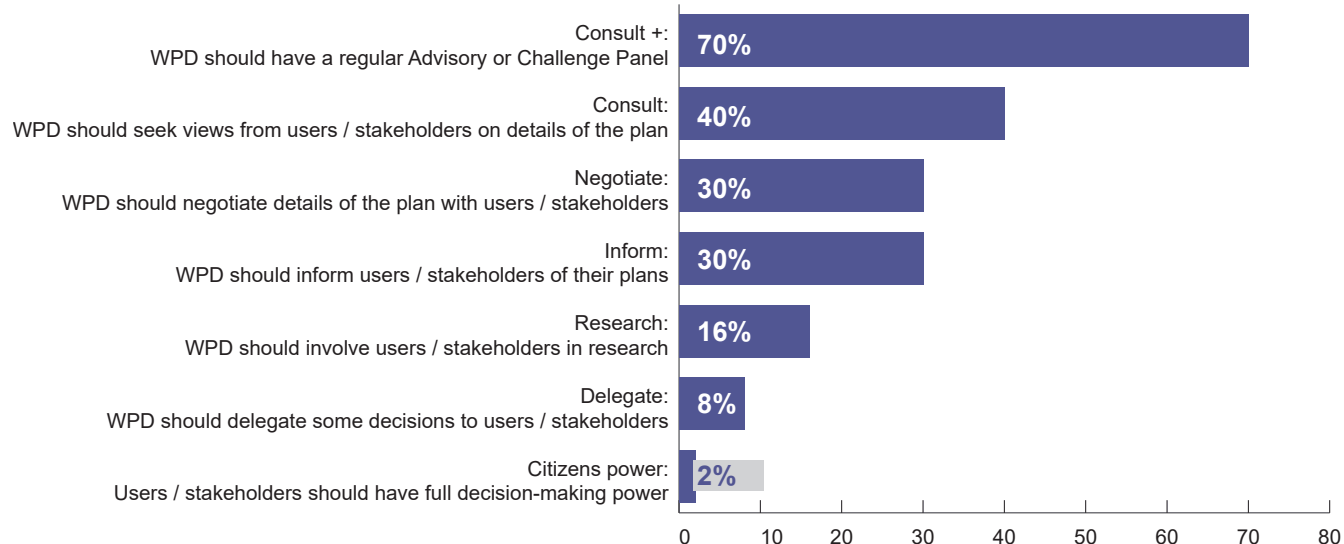
Electronic Voting

At the end of the session, stakeholders were asked to vote electronically to provide some quantitative data to support the workshop discussions.

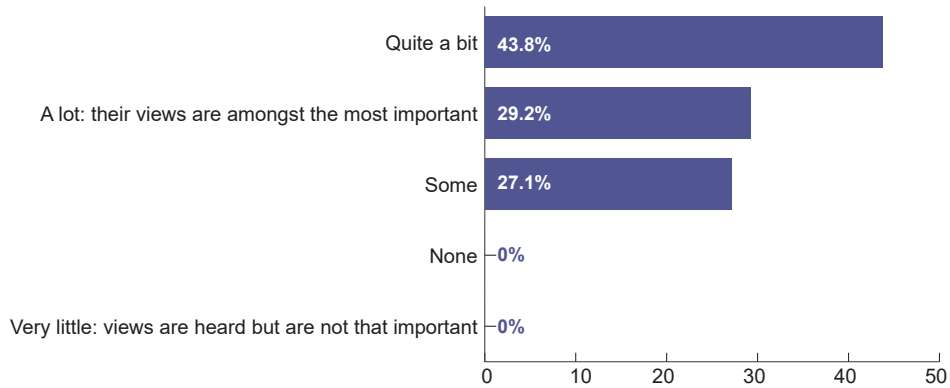
When writing the next Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



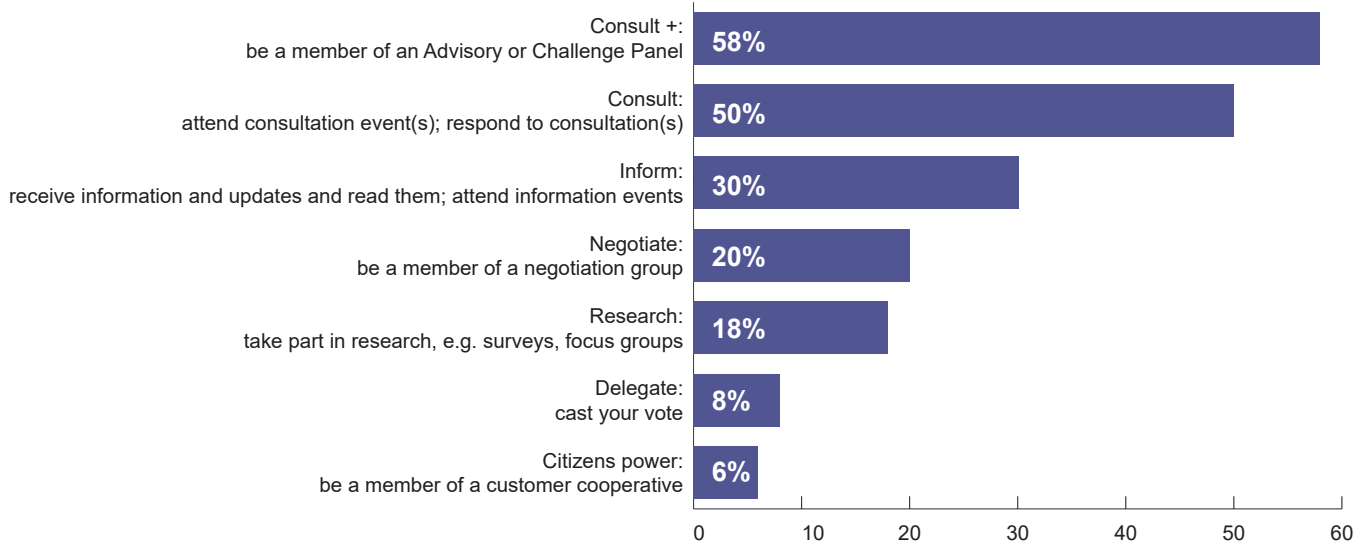
During the delivery of the Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



How much weight should WPD give to the voice of its Customer Panel? (pick one answer)

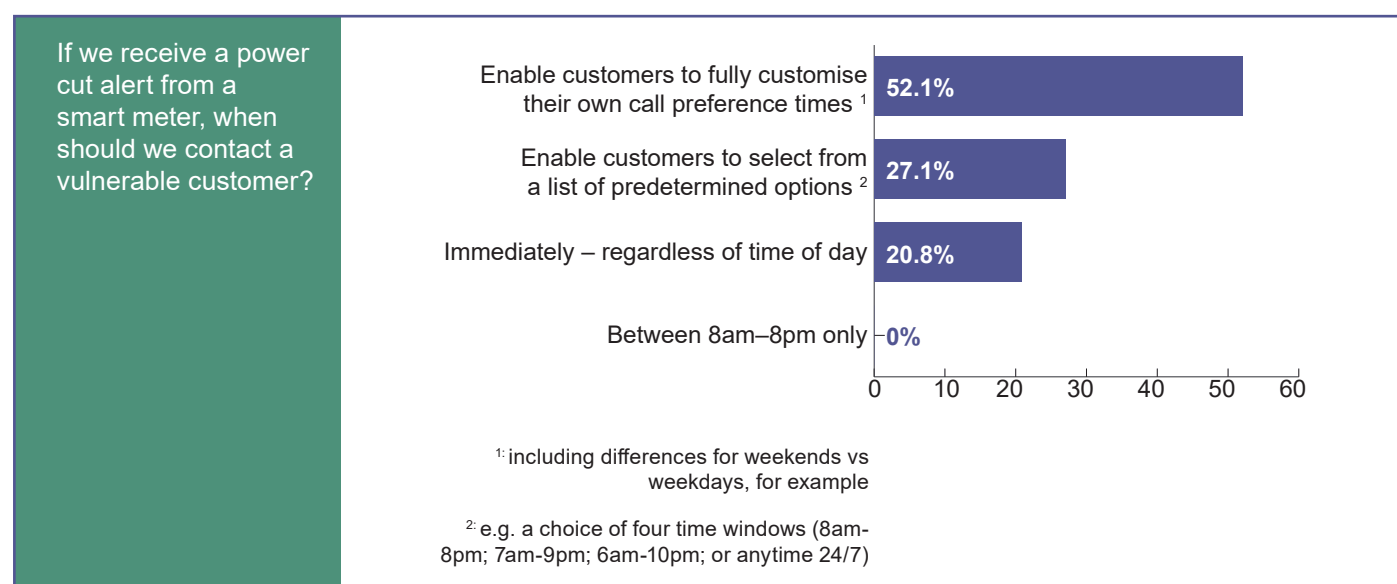
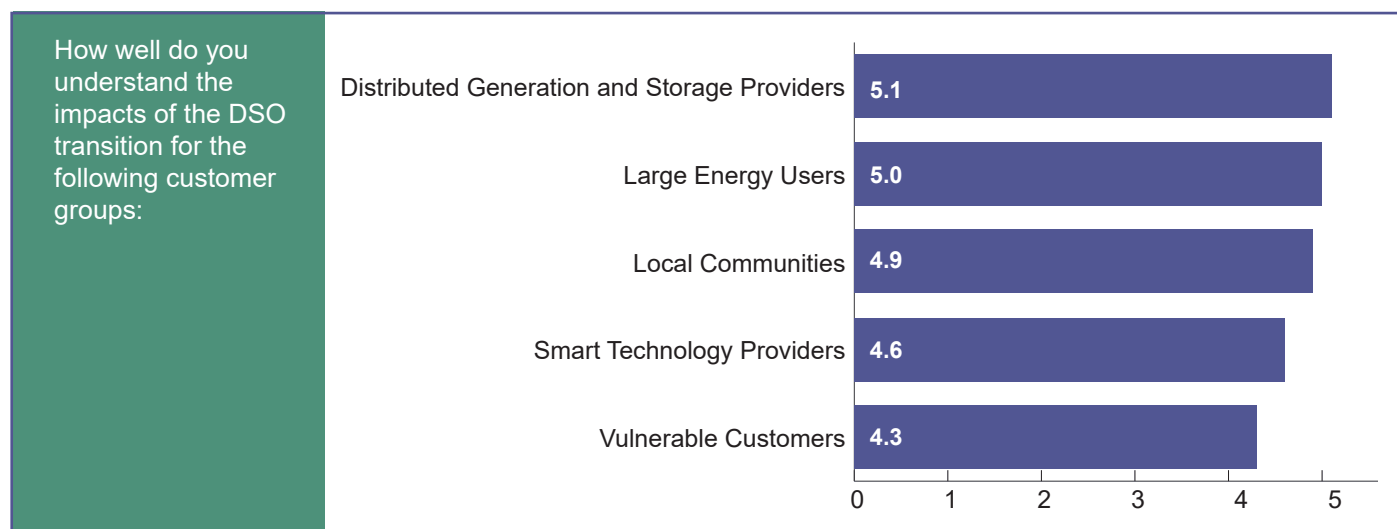


On what level would you be willing to engage with WPD on their next Business Plan? (multiple responses possible)



Electronic Voting

At the end of the session, stakeholders voted electronically on their understanding of the impacts of the DSO transition for different customer groups. The results were as follows:



7 | WORKSHOP FOUR: TRANSITIONING TO A DSO

Due to time constraints, this session comprised a Q&A rather than a discussion session. The presentation was given by Nigel Turvey, who then took questions from the floor.

8 | AFTERNOON SURGERIES

After lunch, stakeholders were asked to participate in one of three informal afternoon surgeries.

The subjects for discussion were:

- **Connections and Distributed Generation**, hosted by Tim Hughes;
- **Losses and Innovation**, hosted by Paul Jewell;
- **Social Obligations (including Fuel Poverty)**, hosted by Karen McCalman.

These surgeries included presentations on the topics and gave stakeholders an opportunity to ask the three presenters questions. The presentations given at the surgeries can be found here:

- Connections and Distributed Generation: [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Stakeholder-Events-2018-Connections-breakout.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Stakeholder-Events-2018-Connections-breakout.aspx)
- Losses and Innovation: [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Afternoon-surgery-presentation-Innovation-and-Loss.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Afternoon-surgery-presentation-Innovation-and-Loss.aspx)
- Social Obligations (including Fuel Poverty): [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Afternoon-surgery-presentation-Social-obligations.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Afternoon-surgery-presentation-Social-obligations.aspx)

SURGERY SESSION 1:

CONNECTIONS AND DISTRIBUTED GENERATION

TIM HUGHES

Key Themes and Issues Raised

- It would be good to have real-time maps showing restraints and capacity, so there is more accuracy when putting in an application.
- Participants would like to see application costs absorbed into project costs.
- One stakeholder requested that a contact point be added to network capacity maps so there is someone to speak to with real-time information and guidance.
- The request was made for Statement of Works information to be added to capacity maps.



SURGERY SESSION TWO: LOSSES AND INNOVATION

PAUL JEWELL

Key Themes and Issues Raised

- A stakeholder asked whether WPD have any idea how much is lost off the network (5%).
- A stakeholder asked if reactive and harmonic losses were monitored.
- A stakeholder presumed transformers were changed when repair was needed or losses detected.
- A stakeholder asked how much charge was required for an electric car.
- A stakeholder asked what the scope for avoiding reinforcement was if a heat pump was installed. Would retrofitting be an answer?
- A stakeholder asked if there was a way of coming up with an incentive for negative capacity.
- A stakeholder commented that an LV network could have multiple points connected which may work for WPD. It increases potential reliability, although it does increase the complexity.
- A stakeholder asked if WPD had considered feeding supply through sewer pipes.
- Stakeholders felt that a variable charging regime may be needed if the growth in electric vehicle sales continues.



SURGERY SESSION THREE:

SOCIAL OBLIGATIONS (INCLUDING VULNERABILITY & FUEL POVERTY)

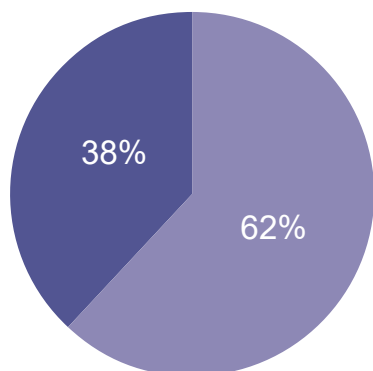
KAREN MCCALMAN

Key Themes and Issues Raised

- A stakeholder asked whether joining the PSR would enable a customer to get certain issues dealt with more quickly, for example, moving the meter in order to install a stairlift.
- It was suggested that more proactive education and information was needed for the general public so that they could help and empower vulnerable people in their sphere.
- A question arose over the impossibility of knowing whether the fuel poor savings per household were enough to lift people out of fuel poverty: should the next stage involve assessing whether there is a real, felt impact in this area?
- It was suggested that further improvement might be found in another metric: the fuel poverty gap, meaning the exact amount needed to take a person out of fuel poverty. WPD could then measure how much they've narrowed the gap over a period of time.
- The point was made that what is important to fuel-poor customers is: am I able to keep warm at a reasonable cost?
- A stakeholder expressed the view that the target of referrals being phoned within three weeks is too long.
- A stakeholder queried whether the three weeks was intended to be a maximum, with referrals being contacted before that date on average.
- A stakeholder asked whether there were different grades of referral.
- There was consensus that there should be a target measure of the average savings achieved per customer: it was more important to close the gap as a whole.
- It was suggested that WPD should analyse the partners' data with the research results: did they actually follow the advice? Did they make the saving?
- It was queried why the number of people on the PSR was so much higher in Wales compared with England.
- A stakeholder stated that it was a no-brainer to target other oxygen providers to join the Power Up Health scheme.
- A stakeholder wondered whether there was a connection between people on oxygen and those in fuel poverty.
- There was consensus that this is a good area to look at.
- It was suggested that the Affordability Warmth target reach could be informed by looking at general statistics on fuel poverty by region.
- It was felt there should be no higher targets for Average Savings.
- It was suggested that WPD could launch another innovation competition.
- It was emphasised that all targets of the Horizon Scan should be followed.
- WPD was advised not to make it Bristol Channel-centric.
- WPD was advised to spend as much as possible in this area.
- It was suggested that people who are authorised referrers to food banks would be highly suited to getting involved with referrals.
- It was suggested that WPD could widen awareness of PSR – through Parish Council AGMs, for example – could there be a simple, displayable kit that could share information about the PSR at these events?
- It was noted that the private renter sector accounts for a much lower percentage of referrals – it was seen as underrepresented, and the question was asked of how to gain access here. It was noted that this was a difficult part of the housing sector to approach.
- For the Open LV call, it was suggested that the closing date of 22 January was too early.

9 | WORKSHOP FEEDBACK

Overall, did you find the workshop to be:



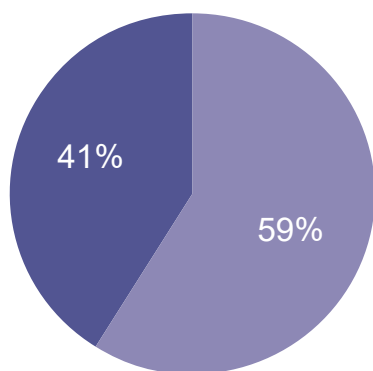
Very
interesting

Interesting

Not
interesting

No comments given

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



Strongly
agree

Agree

Disagree

Strongly
disagree

Round table discussions worked well
and encouraged debate.

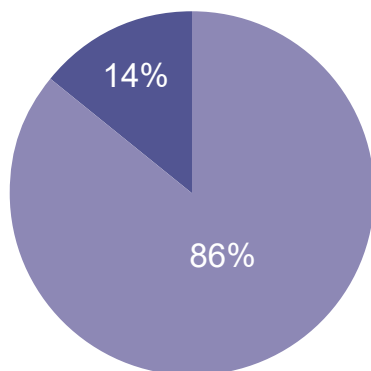
EQ Communications
were very good.

There was a really good
level of discussion.

Not always enough
time for discussion.

Good range of
topics covered.

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



Strongly
agree

Agree

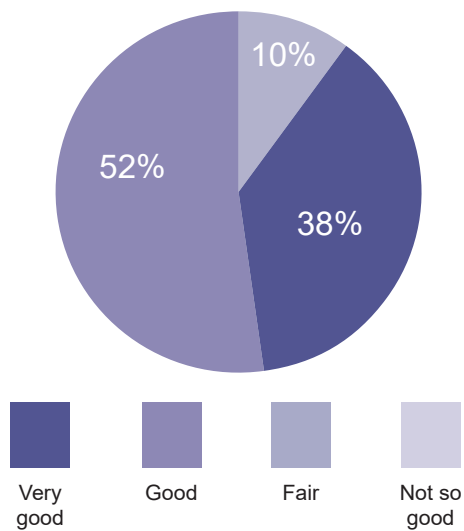
Disagree

Strongly
disagree

Topics were great but not enough
information to give informed decisions.

Transition to DSO is a large key subject
currently, looking forward to further strategy
information in the near future.

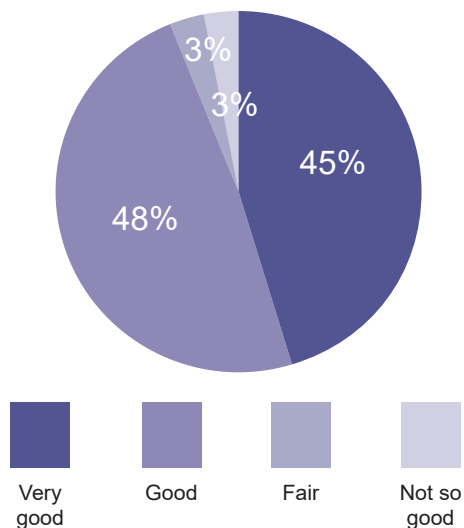
What did you think of the way the workshop had been facilitated?



Excellent tablet voting, and access to slides was very useful.

Very well organised, with good use of technology.

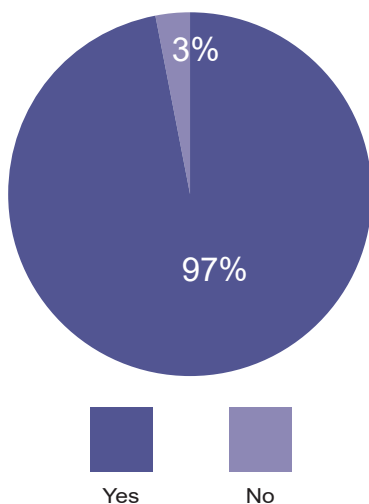
What did you think of the venue?



However, it was really quite under heated to the point that many delegates were complaining among themselves.

Screens too low to see whole slide.

Would you be interested in attending future workshops on this subject?



No comments given

Do you have any other comments?

Very interesting to see the type of things on the agenda for the next RIIO period.

Provides a role model for other industries!

Surprisingly interesting.



