



Western Power Distribution Stakeholder Workshop:

Cornwall

30th January 2018

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1 | INTRODUCTION

On 30th January 2018, WPD hosted the first of a series of six stakeholder workshops, held in locations across its region. The workshop took place at the St Mellion Hotel in St Mellion, Cornwall.

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.

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:

- There was consensus that WPD had captured the right 'key changes', although some felt that the changes were already outmoded, and that WPD needed to be more proactive in facilitating innovation in a rapidly changing network.
- Stakeholders did not reach consensus over the transition to DSO: some felt it could remain under the Environment category, while others felt the scale of the output was too large and complex and needed its own category.
- On cyber security, some stakeholders petitioned for the creation of a new category called 'Security' which would include cyber security and land rights, and others felt the issue was so urgent that it needed its own category.
- Many stakeholders proposed new categories that fell within a broader reach of 'technology', with ideas such as 'Technology & Innovation', 'Future Networks' and 'Future Technologies'.
- Participants suggested a measurable output of improved education on electric vehicles and charging points, and 'recovery time' was suggested as an output for cyber security.
- A majority of voters opted for new, measurable outputs immediately on every key change except Flood Risk Planning.

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 debated whether there was scope for them to influence RIIO-ED2, and what the role of experts should be in complex areas that require very specific education and training.
- Stakeholders expressed concern that the RIIO-ED2 outcomes were missing targets for environmental issues, decarbonisation and sustainability.
- Some felt that end users' influence could evolve as they become more engaged in managing their own energy through smart technology, with many favouring influence on outputs, innovation, incentives and financing.
- This was reflected in the electronic voting, with outputs, incentives, innovation and financing all scoring highly as areas where stakeholders would like to have influence.
- Most participants expressed doubt that stakeholders would have enough knowledge on subjects such as business performance, data assurance and uncertainty mechanisms to have a steer, and this was borne out in the electronic voting, where 24.3% said they would not like any input on data assurance, and 13.5% stating they did not want a say on uncertainty mechanisms.



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:

- The majority of stakeholders were enthusiastic about the idea of Customer Challenge Panels.
- There was consensus that panels should include end users as well as experts,
- Participants agreed that customer influence was important, but that managing expectations of how far that influence could go would be vital; panels would need to know where they could enact genuine change from the outset.
- This was borne out in the electronic voting, where customer negotiation, consultation and research powers were popular in both the delivery and writing of the next business plan, but citizens' power garnered 0% of the vote.

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 resources, 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)

The key points captured in this session are shown below:

- There was general consensus that WPD had captured the key customer segments affected by DSO operations, although some questioned WPD's decision to only include top and low-end customers and leave out those in the middle, such as small enterprises and retailers.
- Voting electronically, the majority of stakeholders thought they had a good understanding of the impacts of DSO transition on large energy users. When asked to rate this out of a maximum of 10, the aggregated score was 7.1. On distributed generation and storage providers, they rated this 7.4; and on smart technology providers, this was rated as 7.1.
- Some stakeholders expressed concern that WPD were not going to get involved in storage or commercial aggregation.
- Participants also worried that smart metering and special tariffs might leave some vulnerable customers behind; there was consensus that WPD must provide additional support and education to minimise the effects of DSO transition on these customers.
- While stakeholders were keen to discuss the impacts of DSO transition on communities and vulnerable customers, the electronic voting results showed that participants' general understanding of the impact that the DSO transition would have on these sectors was low: local communities received an average score of 3.7 and vulnerable customers scored only 3.2.

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

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:

- 59% of attendees who filled out a feedback form told us that they found the workshop to be 'very interesting' and 41% said they found it to be 'interesting'. No one told us they found the workshop to be 'not interesting'.
- 93% of attendees agreed or strongly agreed that we covered the right topics on the day.

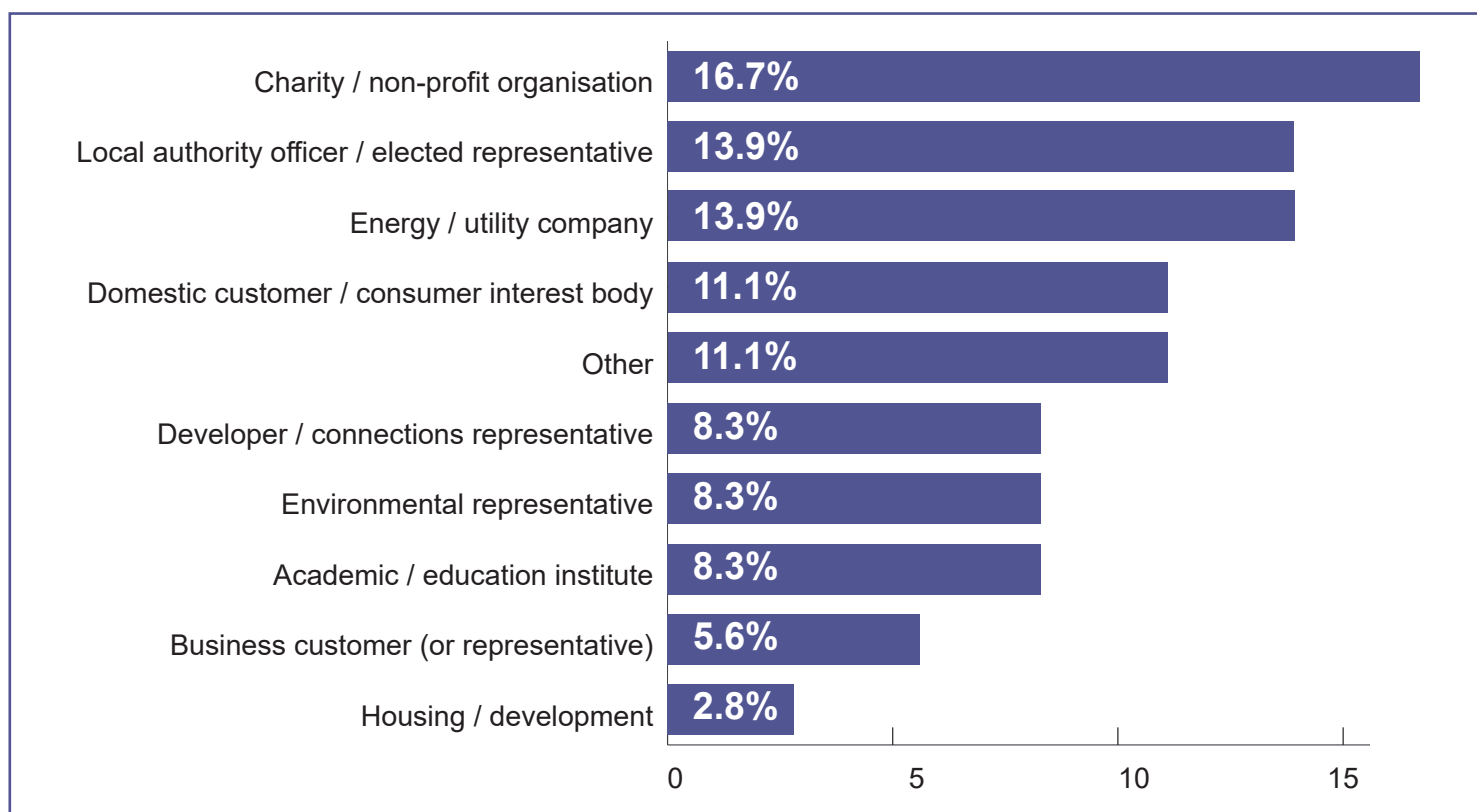


3 | ATTENDEES

The workshop was attended by a total of 45 stakeholders, representing 28 different organisations. There was a fairly even split, with every category of stakeholder having some representation. Most widely represented were charity/voluntary organisations which were represented by 17% of attending stakeholders, followed by energy/utilities and local authorities which each represented 14% of stakeholders.

- 361 Energy
- Amey
- Burns & McDonnell
- Citizens Advice
- Cornwall Chamber of Commerce
- Cornwall Council
- Cornwall Environmental Consultants Ltd
- CPRE Cornwall
- Environment Agency
- Ethical Power
- Falmouth Town Council
- Happy Energy Solutions Ltd
- Kea Parish Council
- Kier
- Lanteglos-by-Fowey Parish Council
- Linkinhorne Parish Council
- National Energy Action
- Plymouth City Council
- Plymouth Energy Community
- Prospect
- Regen
- Royal Cornwall Hospitals NHS Trust
- Simply Blue Energy
- South West Water
- Stephens Scown LLP
- Tamar Valley AONB
- UK Power Reserve Ltd
- University of Exeter

Stakeholders were asked to vote electronically to identify the type of stakeholder they represent. The results were as follows:





4 | WORKSHOP ONE: WPD'S CURRENT PERFORMANCE

Summary of the discussion

- The overarching priority for stakeholders was to make sure that their plans for the future were aligned with WPD's.
- Most stakeholders agreed that WPD had captured the right key changes: the transition to DSO; Alternative Connections Offers; Electric Vehicles; Changes in Flood Risk Planning; and Cyber Security. Some, however, felt strongly that the changes were already dated, and that WPD needed to be much more proactive and transparent in integrating new technologies into a rapidly changing network.
- Many stakeholders did not feel that the six output categories (Safety, Environment, Customer Satisfaction, Reliability, Connections and Social Obligations) were appropriate for the future, while others felt that the current categories were too tactical, and did not give WPD the ability to be flexible or strategic when responding to change.
- The most commonly suggested new category fell under a broader umbrella of technology, with suggestions such as Technology and Innovation, Future Networks, and Storage and Innovation.
- Stakeholders felt a measure of urgency on the issue of cyber security: some argued for the creation of a new category called Security, which would include Cyber Security and Land Rights, whereas others were split over whether to place cyber security under Reliability, Customer Satisfaction, or Safety, and some felt that the issue of cyber security was so urgent that it needed its own category.
- Stakeholders were split over the DSO Role: some felt it still belonged under Environment, while others felt the output was simply too large, complex and multifarious to be contained there and therefore needed its own category.
- There was consensus that there needs to be a measurable output of improved education around the use of electric vehicles and charging points, and 'recovery time' was suggested as a deliverable output for Cyber Security.
- In terms of Business Plan outputs, a majority of voters opted for new, measurable outputs immediately on every key change save flood risk planning.
- As before, the key change that most stakeholders voted for immediate outputs on was cyber security, with 67.6%; the next most urgent was electric vehicles, with 62.9%.



1. WHAT ARE THE MAIN PRIORITY AREAS FOR YOU?

Summary:

- An overarching priority for stakeholders was to ensure that their plans for the future are aligned with WPD's.
- Stakeholders from across the spectrum were interested in community energy projects.
- Perhaps unsurprisingly, where there was divergence, stakeholders' priorities tended to reflect the groups and interests they represented.
- Stakeholders from local authorities and parish councils thought that WPD needed to prioritise wider customer understanding of resilience and interruptions, urging more engagement with the public on infrastructure and the age of network.
- Others from local councils were concerned with growth, infrastructure and capacity, and their impact on the provision of new housing.
- Stakeholders representing environmental groups prioritised the protection of national parks and green methods to deal with flood risk.
- Stakeholders representing energy and utilities and the academic sector tended to prioritise smart systems, connections, innovation and disruptive technologies.
- Those representing the business community were concerned with continuity and supply resilience.
- Stakeholders from the charity and voluntary sector prioritised stakeholder engagement, the methods by which their voices were built into WPD's plans, and how innovation could be harnessed to alleviate fuel poverty.

Verbatim comments:

"I'm here to see what is important to WPD, to make sure that our priorities are aligned."

Energy / utility company

"We're very interested in how we can bring about community energy projects – we're interested in innovation projects around storage and how we can help vulnerable customers – it's part of our business model where we can use any profit to help fund our community projects." **Environmental representative**

"Electric vehicles; smart systems; we have a lot of knowledge in our university that we think would be useful to work with WPD. It's a good way of creating case studies for our students, and training our students. We're involved in pilot systems for community energy companies." **Academic**

"For me it's the awareness of people about the infrastructure. There are 70-year-old cables and unless there's communication, people don't know that failures can happen." **Local authority representative**

"I'm interested in the protection of national parks, there are some funds available to us that we haven't gathered yet but perhaps we can start accessing them. I'm interested in price control payment." **Environmental representative**

"I'm trying to increase the amount of affordable housing. There are a couple of sites where we have capacity issues – we can't get power to them so we have to reduce the amount of affordable housing to make the schemes more viable."

Local authority representative

"Our primary role is looking at infrastructure support and growth, mapping out future plans to 2034."

Local authority representative

"I'm particularly interested in flood risk, looking to more strategically collaborate with WPD for the sake of the environment." **Environmental representative**

"The priority for me is continuity, and supply resilience." **Business representative**

"I'm interested in how WPD talks to stakeholders and builds your views into its plans."

Charity / voluntary sector representative

"I'm from a national fuel poverty charity, in the technology department trialling new technologies. Priority areas – very interested in innovation and social obligations."

Charity / voluntary sector representative

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

Summary:

- Most stakeholders agreed the right key changes had been captured.
- However, some felt strongly that the changes were already dated, and that WPD needed to be much more proactive and transparent in integrating new technologies into a rapidly changing network.
- Other participants felt that key changes were missing for storage and smart meters.
- Those stakeholders representing environmental organisations suggested a biodiversity key change, and more specific targets for electric vehicle use by WPD staff.

Verbatim comments:

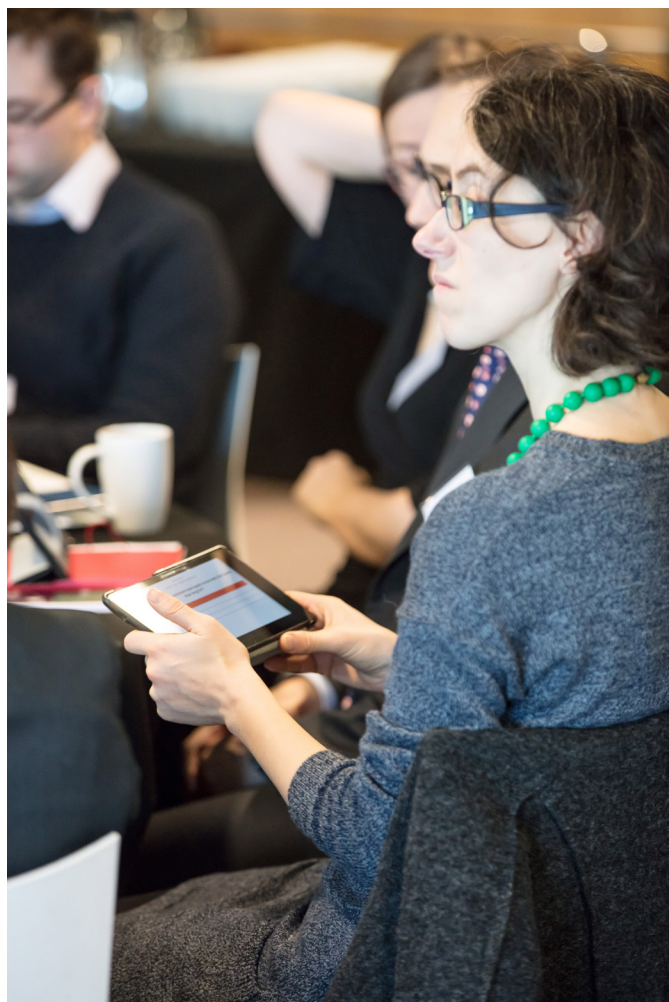
“I think they are dated; the system is changing so quickly. There is scrutiny on the money that networks make so you need to make transparency more of a priority.” **Academic**

“For me the key changes you’ve got aren’t wrong but there is an urgency that is missing. For me, as a generator, you’ve got an industry moving at pace but you’re not able to react quickly enough; you’re simply reactive. If you can be more proactive in that innovation area, you won’t just be chasing the tail of innovation.” **Energy / utility company**

“Storage is a very big area that we should be looking at.” **Local authority representative**

“I’d like to see more about how WPD are going to be able to tap into information coming out of smart metering. The system is based on smart responses and I would have thought the main information given to that is from smart metering. Perhaps expand it and make it a separate key change.”
Environmental representative

“In the environment category, I’d like to see something to address biodiversity in WPD’s estate and operations and in their targets and commitments. Thinking about electric vehicles under the environment category, for example, do WPD have a policy of securing electric vehicles for use by staff?”
Environmental representative





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

Summary:

- Many stakeholders did not feel that the six output categories were appropriate for the future. It was added that the categories were too tactical, and did not give WPD the ability to be flexible or strategic.
- The most commonly suggested new category fell under a broader umbrella of technology, with suggestions such as Technology and Innovation, Future Networks, and Storage and Innovation.
- Stakeholders agreed that this new 'Technology' category could include the DSO Role, Alternative Connections Offers, and Electric Vehicles under its remit.
- A majority felt that Flood Risk belonged under Reliability.
- Stakeholders were split over DSO Role: some felt it still belonged under Environment, while others felt the output was simply too large, complex and multifarious to be contained there and needed its own category, and others were in favour of including it as an output within several categories.
- Others argued for the creation of a new category called Security, which would include cyber security and land rights, whereas others were split over whether to place cyber security under Reliability, Connections, or a new 'technology' category.
- Some, however, felt the issue of cyber security was so urgent that it needed its own category.
- The placement of Electric Vehicles divided opinion: within the existing categories, most tables nominated them to remain under Environment, followed by Social, then Reliability and Customer; while in the new categories, 1.25 of tables put them under a "Technology / Innovation" category, and 0.5 under Storage & Innovation.

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:

	Safety	Reliability	Environment	Connections	Customer Satisfaction	Social Obligations	Security	Tech / Innovation	Storage & Innovation	Future Networks	DSO
EV's		0.25	3.25	1.00	0.25	0.50		1.25	0.50		
FLOOD RISK		6.00									
DSO			2.00					1.00		1.00	1.00
ALTERNATIVE CONNECTIONS			2.00	3.00	1.00						
CYBER SECURITY		1.50		0.50			1.00	1.00			

Verbatim comments:

“Technology should be a new category.”
Charity / voluntary sector representative

“The categories are very tactical – is there an underlying business strategy as a company – what is your strategy towards climate change, or future technologies, EV? What fundamentally is the company looking at in the next 5–10 years?”
Academic

“Cyber security should come under a broader security heading.” **Environmental representative**

“Things are moving so fast that a 10-year plan isn't realistic. It needs to be 5 year or 10 year with 3-year reviews. Cyber security could change in 3 weeks! So cyber security needs its own category.”
Parish councillor

“Cyber security sits between safety and reliability.”
Business representative

“There's a link with future technologies; as you move to them, you need to adapt them to ensure that they're secure and address cyber vulnerability as you bring that new technology in.” **Energy / utility company**

“The changes in flood risk planning isn't the right term to be using there... we should put 'future resilience' into our new category: Future Networks.”
Energy / utility company

“The DSO role has repercussions on so many things that WPD does – it will potentially become a market facilitator – so I wonder whether it should be a new category, or whether there should be something around the DSO role in each category.”
Charity / voluntary sector representative

“DSO role will be overarching, so we might need an umbrella category.” **Business representative**

“I think the environment section is a very important area but it depends if DSO fits within it. I think you can almost argue that DSO is more than just environmental, it's about how you run the network, it's not just about renewables, it's about heating, it's about everything.”
Charity / voluntary sector representative

“‘Electric vehicles’ is another funny one – I don't think it should sit in environment; if anything, it should sit in connections, because at the moment it can be a challenge to even create a connection for someone with an electric vehicle, and there's the challenge of local authorities wanting several connections in the area.” **Charity / voluntary sector representative**

“I would put electric vehicles in technology but personally don't think the labels are that important. It's about whether we actually do it.”
Local authority representative

“On connection offers and alternative connections – we don't see much discussion about what you're going to be offering and what we can use in the future in terms of alternative connection offers. It colours our business decisions. So I would suggest a new topic under 'connections' – future technology.”
Developer / connections representative



4. WHAT TYPES OF OUTPUT WOULD YOU LIKE TO SEE DELIVERED IN EACH OF THESE AREAS?

Summary:

- Transparency was an important principle for stakeholders, with suggestions to add 'expanding grid capacity' and 'flexibility' as outputs under the connections category.
- In a similar vein, an output added under the DSO role category involved understanding WPD's constraints and goals to create greater transparency.
- Recovery time was suggested as a deliverable output for Cyber Security.
- There was consensus that there needs to be a measurable output of improved education around the use of electric vehicles and charging points, and there were suggestions of WPD working with suppliers to install charging points.
- Other stakeholders suggested the expansion of grid capacity as an output under Connections.
- Some participants felt a measurable output that converted innovation investment into business ventures was needed.

Verbatim comments:

"It's about understanding WPD's problems with the network from a developer's point of view. It's understanding that and seeing what you're doing to unlock it. As developers, we could help with that. It's transparency; we'd love to have the transparency."

Developer / connections representative

"There should be something around where the network is constrained in terms of fragility – some areas are more difficult than others to connect. It would go in connections or reliability. For a company like mine, it's about finding the places that you can connect into, and we're limited by the grid or network. So 'expanding grid capacity'."

Energy / utility company

"The cyber security – you mentioned the output and how you'd measure that. Something I've seen across the whole energy sector – the chance of being attacked is significant for energy in the UK. What we are looking at is not the ability to thwart the attack, as it will definitely happen, but more about how quickly WPD can recover. So it's about resilience."

Energy / utility company

"People need to be better educated about electric cars. I think WPD has a responsibility to make sure people are educated."

Local authority representative

"Education about how people use electricity with new technologies could come in – you could engage with community groups and broaden the education programme that's already in. Also, bring it in to schools." **Charity / voluntary sector representative**

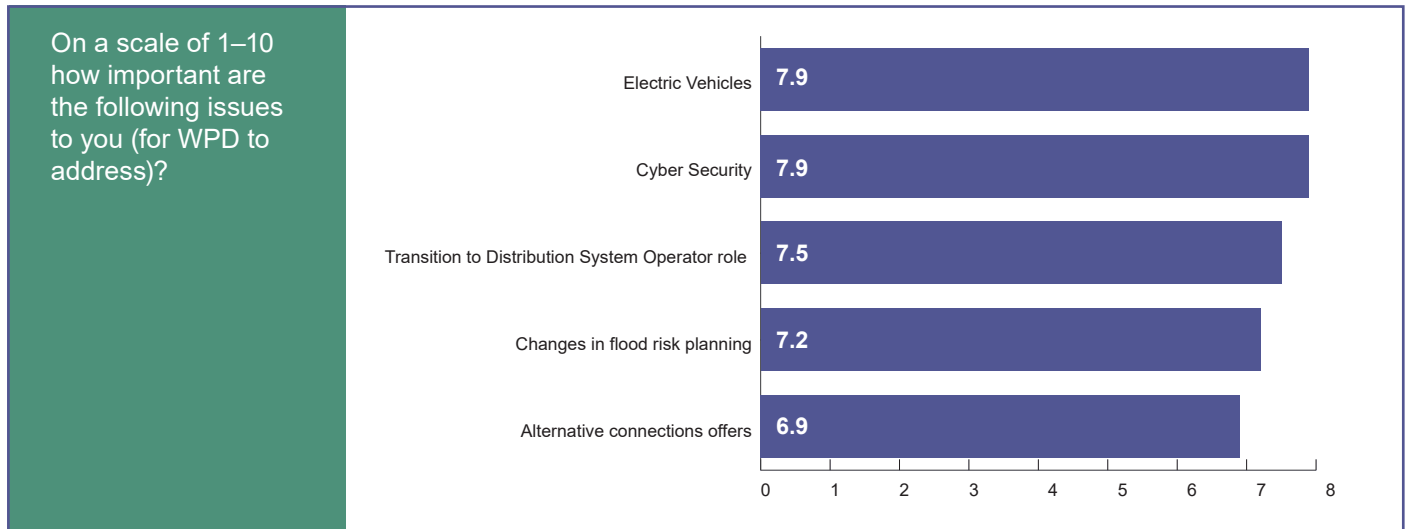
"The suppliers need to know that they have a responsibility working with WPD to achieve this many EV charging points." **Environmental representative**

"I wonder if there should be more of a measure in converting the innovation investment programmes into 'business-as-usual'. There is a stack of pilots, tests and programmes, but they are rarely translated into everyday business... this shouldn't wait until ED2." **Housing representative**

"We've got seven years of really interesting innovation just sitting there waiting for someone to pick it up. I wonder if there should be a priority in translating this into business ventures. There should be a measurement to ensure that the intended outcomes of these innovative technologies actually happens." **Housing representative**

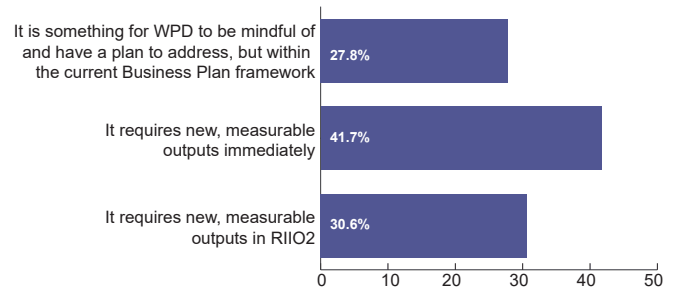
Electronic Voting

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

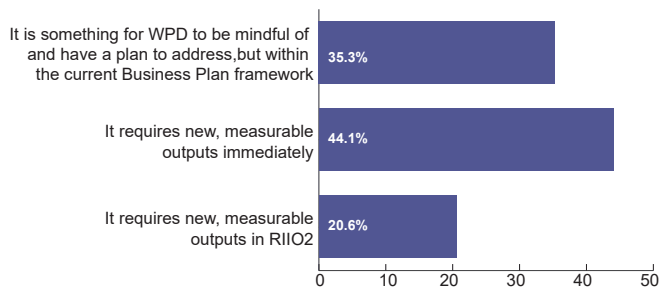


IN TERMS OF BUSINESS PLAN OUTPUTS, HOW SHOULD WPD ADDRESS THE FOLLOWING ISSUES...?

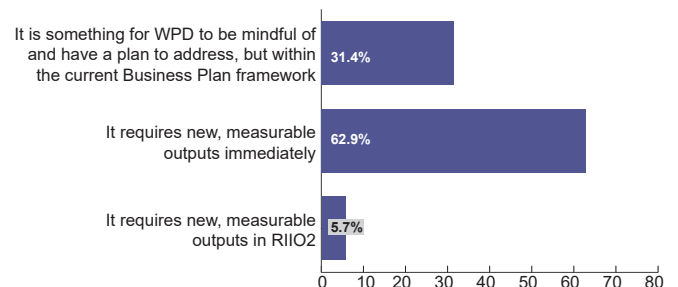
... Transition to Distribution System Operator role?



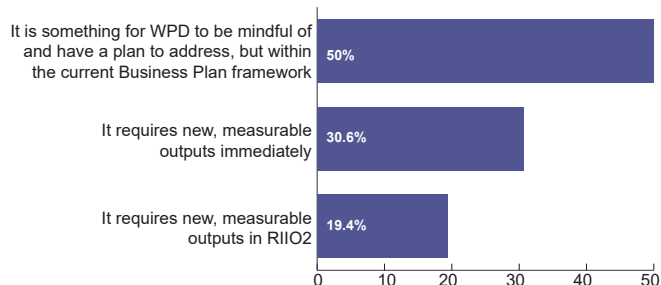
... Alternative connections offers



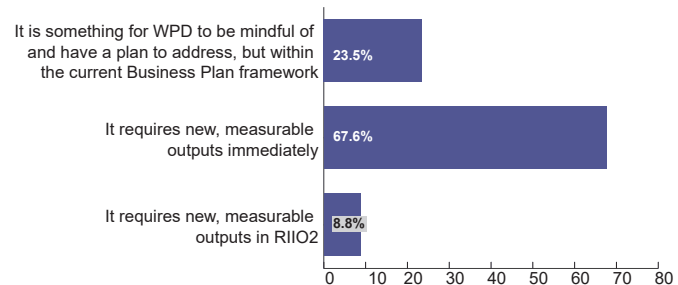
... Electric Vehicles



... Changes in flood risk planning



... Cyber security



5 | WORKSHOP TWO: LOOKING AHEAD TO RIIO-ED2

Summary of the discussion

- There was a general view among stakeholders that the RIIO-ED2 outcomes were missing specific targets relating to environmental issues, decarbonisation and sustainability.
- Alongside discussion around the specific areas of influence open to stakeholders in RIIO-ED2, many discussed the concept of influence itself: how much weight it should be given, its usefulness, and the role of experts in areas that are complex and require very specific training.
- Stakeholders pointed out that end users' influence could grow as they become more involved in managing their own energy through smart technology, positing influence on outputs, innovation, incentives and financing as possible, even desirable.
- This was borne out in the electronic voting, with outputs and incentives scoring highly as areas where stakeholders would like to have influence.
- However, on subjects such as business performance, data assurance and uncertainty mechanisms, the extent to which end users have enough knowledge to give meaningful input was debated.
- Stakeholders from the academic and environmental sectors felt strongly they would like a steer on issues that fall under innovation, such as distribution, supply, smart systems, efficiency, emissions and environmental policy.
- Many pointed out that they would like to see an expenditure comparison across the DNOs.

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

Summary:

- There was some concern among stakeholders that the outcomes were missing specific targets relating to environmental issues, decarbonisation and sustainability.
- Participants also discussed the vulnerable customers outcome, with some wondering if focusing on vulnerable customers could produce an imbalanced approach in terms of the needs of WPD's other customers.
- Stakeholders felt strongly that unless WPD's outcomes were totally aligned with the regulator and with government policy, it would be difficult to achieve anything meaningful.

Verbatim comments:

"What's missing is anything around being clean, sustainable, green – unless it's implied elsewhere. Given the ambition on the two-degree climate targets, it warrants a separate outcome."

Charity / voluntary sector representative

"When it says 'all customers in vulnerable situations supported' – say there's a million people, one of which is in a vulnerable situation – that swings the whole support of the network for one, so how is it balanced? Is it related to hospitals, or infrastructure, or people who can't be in their home, or something like that? Because it could drive the business plan."

Energy / utility company

"The problem is following Ofgem; every day there's another paper/guidance/obstacle... it's a constant moving target! We need to know that the DNOs are aligned with the regulator and the government otherwise no one will be happy and no one's goals will be met."

Housing representative

"The industry I work in is governed by government policy, WPD is a key link in how that happens, if you aren't completely in tune with these policies, that is a big issue. How can we meet the government demands if WPD aren't on the same page?"

Energy / utility company

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

Summary:

- Alongside discussion around the specific areas of influence open to stakeholders in RIIO-ED2, many were not sure of how much weight stakeholder influence should be given, its usefulness, and the role of experts in areas that are complex and require very specific training.
- Stakeholders pointed out that end users' influence could grow as they become more involved in managing their own energy through smart technology.
- However, on subjects such as business performance and uncertainty mechanisms, the extent to which end users have enough knowledge to give meaningful input was debated.
- The question of appropriate knowledge arose across many of the discussions, with many agreeing that while they would like to have the opportunity to contribute to all areas, they questioned the weight that should be given to their opinions given that no one can be an expert in all fields.
- Some stakeholders expressed concern that there was a danger of some special interests having too much influence.

Verbatim comments:

"You can have an opinion but do you have the knowledge to scrutinise? Some are informed and some aren't." **Parish councillor** with agreement from **Energy / utility company**

"We'd like to have the opportunity to contribute to all of them, but the value of that contribution will vary." **Environmental representative**

"Is there any threat of having too wide an influence? Could vested interest influence policy decisions along their own lines rather than what's best for stakeholders, for example?" **Business representative**

"I think end users will become more tech savvy and their influence in this respect will be bigger than expected." **Energy / utility company**

"You've just got to be careful that you don't have group thinking. Have a wide group of experts rather than focusing on people who all do the same thing." **Charity / voluntary sector representative**

"I think there's still a role in society for the experts. Sometimes people have to be brave and make the right decision and push them through. When you see a doctor you don't get other patients to fill out a survey of what the treatment should be. We can have opinions on things but ultimately we want the experts to make the hard decisions." **Local authority representative**



Outputs

Summary:

- It was agreed that all stakeholders could influence outputs.

Incentives

Summary:

- Incentives were not widely discussed, although industry participants felt they were best placed to influence here, while others from the voluntary sector felt all stakeholders could have a steer in this area.

Verbatim comments:

“Incentivisation as well is part of it, because ultimately unless it's a KPI that's related to what these developers do, it doesn't drive change in a way. Perhaps industry specialists suggesting KPIs.”
Energy / utility company

“The stakeholders should have an influence on how things are incentivised – I think all people on the chart should have an influence on incentives.”
Charity / voluntary sector representative

“In the environment category, I'd like to see something to address biodiversity in WPD's estate and operations and in their targets and commitments. Thinking about electric vehicles under the environment category, for example, do WPD have a policy of securing electric vehicles for use by staff?”
Environmental representative

Uncertainty Mechanisms

Summary:

- Uncertainty was not widely discussed, but where it was, stakeholders were split: some felt every stakeholder bar end users could have an input, and others felt it was only for experts.

Verbatim comments:

“Everyone except end users should have an input on uncertainty mechanisms.”
Charity / voluntary sector representative

“Only experts should speak on uncertainty mechanisms.” **Local authority representative**

Innovation

Summary:

- Stakeholders felt that industry participants and special interests such as community energy groups would be well placed to influence innovation in RIIO-ED2.
- Others pointed out that since end users ultimately drive innovation, they could also have influence here.
- Stakeholders from the academic and environmental sectors felt strongly they would like a steer on issues that would fall under innovation, such as distribution, supply, smart systems, efficiency, emissions and environmental policy.

Verbatim comments:

“Sometimes the need for innovation comes from the end user: everyone should be able to contribute to innovation.” **Environmental representative**

“Lots of energy groups have ideas on innovation: there's Wren, Weighbridge.”
Business representative

“I want to influence all aspects of energy generation, distribution, supply, smart systems.” **Academic**

“I want to see you making the network work harder – not having so many losses – making it as efficient as possible.” **Environmental representative**

“I'm interested in influencing environmental policy. Cutting down trees to improve supply – this is not okay. You could learn from environmental experts about where to replant.” **Academic**



Expenditure

Summary:

- Some felt that end users should have a view on expenditure, while others suggested that while they would want input insofar as it might affect their bills, they wouldn't necessarily have the expertise to go any further.
- Many pointed out that they would like to see an expenditure comparison across the DNOs.
- Some stated that the ratio of funding invested in future proofing and technology should be discussed with expert shareholders and specialists.

Verbatim comments:

"We ask end users about council tax, what's the difference? If you ask them if they want a 10% increase or decrease in expenditure, they'd want to have an input." **Parish councillor**

"When it comes to bills, end users should have an influence." **Business representative**

"How connections are charged is interesting to everybody, you can't say any one title is exclusively for one group. Bits of each one are important to everyone." **Parish councillor**

"What ratio of funding you put into future proofing and technology should be discussed with expert shareholders, specialists." **Academic**

"How much things cost WPD and how it compares to other networks' costs is something we would like to have an influence on."
Charity / voluntary sector representative



Financing

Summary:

- Many stated that this was an area for high-level influence only, with some suggesting profits and returns were internal issues for a private company.
- However, others argued that dividends and revenues to shareholders should be placed under wider public scrutiny.

Verbatim comments:

"How much you profit and how much you put into future is more of an internal decision."

Charity / voluntary sector representative

"Profit margin is one that you can set internally – but the dividends and salaries that are paid out should be under public scrutiny."

Local authority representative

"I think that if it's a private company, then it's up to you where you get your money from. If we have an opinion contrary to that then we should nationalise it."

Local authority representative

Data assurance

Summary:

- Many participants queried the need for end user input, and some expert stakeholders and industry participants stated explicitly that they would not like to have an influence in this area.

Verbatim comments:

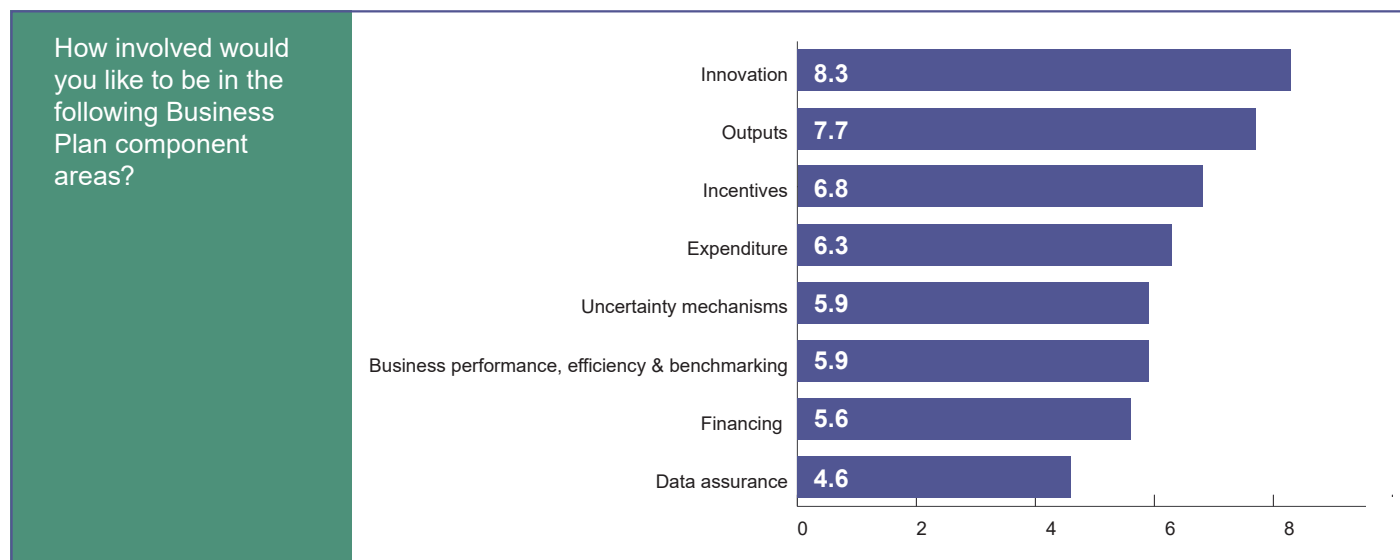
"If I were to query a category for end user it would be data assurance, it's about how investors assess how it's going, but it doesn't impact the end user."

Charity / voluntary sector representative

"I don't want an opportunity to feed back and influence data assurance." **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.



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

Summary of the discussion

- The vast majority of stakeholders responded very positively to the idea of Customer Challenge Panels.
- Stakeholders disagreed on the nature of experts on the panels: some felt that it was important to gather commentary from those who were not specialists in the field, and others felt opinion that wasn't knowledgeable would be unhelpful.
- There was general consensus that panels should include lay people as well as experts, with some suggestions for WPD to find their harshest critics, and others to work out the function of the panel and derive membership from there.
- It was agreed that a balance should be struck on giving participants financial rewards so as not to impede less affluent stakeholders from participating, while also ensuring participants' opinions weren't influenced with too generous a reward.
- Stakeholders were in agreement that customer influence was important, but that expectations of how far that influence could go would need to be managed, and customers would need to know what can and cannot be influenced by the panels from the outset.
- This was reflected in the electronic voting, where customer negotiation, consultation and research powers were favoured in both the delivery and writing of the next business plan, but citizens' power garnered 0% of the vote.
- Similarly, 38.9% of stakeholders felt that WPD should give a lot of weight to the views of its Customer Panel, and the same percentage again thought WPD should give quite a bit 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:

- The vast majority of stakeholders responded very positively to the idea of Customer Challenge Panels.
- Some cited the concept of a mandate to 'challenge', coupled with the selection of a broad swathe of stakeholders, as examples of good, ethical ways to engage.

Verbatim comments:

"It's great, a positive, proactive thing, the word 'challenge'." **Local authority representative**

"It's more ethical because you've got no competition." **Business representative, agreement from Local authority representative**



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

Purpose of the Panels

Summary:

- Stakeholders were split over how the topics for discussion should be chosen for the Customer Challenge Panels, with some saying they should be customer led, while others thought they should be predetermined by WPD.
- It was agreed that everyone can have an interest in any subject at different levels, but if the panel looks at technical subjects in depth, it would need experts who understand that topic.

Verbatim comments:

"I think customers should be included in deciding the topics for discussion... you need to understand what they want to discuss as opposed to trying to predetermine what categories they will be interested in." **Environmental representative**

"I agree that it's got to be done, but we are only told what you want to tell us today, but you pick the subjects to discuss. We don't know the full picture."
Academic



Panel Membership

Summary:

- The question of membership – who should populate the panels, and how they should be recruited – was the most widely discussed aspect of the roundtable session.
- Stakeholders disagreed on the nature of experts on the panels: some felt that it was important to gather commentary from those who were specialists in the field, and others felt opinion that wasn't knowledgeable would be unhelpful.
- There was general consensus that panels should include lay people as well as experts. Some stakeholders suggested that WPD should look to identify critics of their activities to ensure fairness. It was also suggested that function should be decided by stakeholder and the membership should then be decided.
- In order to get a spectrum of younger voices, some suggested appearing on a panel could be like work experience for university students.
- Stakeholders agreed that any panel must be independent, with some suggesting that there should be an independent monitor, such as Citizens Advice, to run the panels.
- The panel should have 15 or more members to ensure a broad range, but 40 would be too many.

Verbatim comments:

"It's nice to have a broad section of people to comment who aren't experts. Lots of predictions from experts in the last couple of years have been absolute rubbish. It's got to be a good thing." **Parish councillor**

"I think they can be really useful providing everyone attending has some level of knowledge. I could invite my granddad, he'd have an opinion but it wouldn't be worth much. They must have a level of knowledge before attending."

Charity / voluntary sector representative

"I guess you start with the function of that panel and then work out priority stakeholders, or a stakeholder representing a number of other stakeholders, which gives you the membership of that panel." **Energy / utility company**

"Surely you should look for your harshest critics and invite them! You need to hear from them."

Environmental representative

"It could be like some kind of work experience for university students." **Energy / utility company**

"It needs to be independent. Citizens Advice Bureau come at it with no commercial agenda, they're able to bring an impactful voice that is constructive with no ulterior motives. WPD need this!"

Energy / utility company

"It's just about doing it intelligently. Those industry people – despite essentially being lobbyists – are still an important voice. It can't be so narrow that you're excluding the issues and ideas of business and industry experts (as these voices are vital), but you need to just stay aware of their hidden agendas."

Academic

"Balance is important, you don't want it loaded one way or the other way to generate debate and challenge." **Energy / utility company**

"Not just lay people, subject matter experts, etc. Five is far too few, 40 is bonkers."

Local authority representative



Panel Meetings

Summary:

- Stakeholders were split over the idea of remuneration: some felt it was important not to pay contributors, while others said it was important to put a monetary value on their input.
- It was agreed that a balance should be struck on rewarding participants so as not to impede less affluent stakeholders from participating, while also ensuring participants' opinions weren't influenced with too generous a reward.
- Some suggested a combination of roundtable meetings and online discussion to ensure participation did not become onerous.

Verbatim comments:

"It's important they don't get paid."
Local authority representative

"If it's 10 weeks on the trot it needs rewards, but if it's a one-off then maybe just travel expenses but no other reward." **Parish councillor**

"If you paid me, I'd go on the customer panel. Why shouldn't you pay for peoples' advice, if they have relevant skills and advice to give? A lot of people give up their time voluntarily." **Parish councillor**

"When it's once a year it's pretty easy to come along, but if it's every few months, it's a pain to have to travel that much, so maybe a combination of roundtable meetings and online would be best."

Charity / voluntary sector representative

"If people are aware of what's on the site and able to read it, they would be more equipped to go to the meeting. Maybe give people information before the meeting." **Environmental representative**

Remit of the Panels

Summary:

- It was suggested that there could be different panels to look at different subject areas.

Verbatim comments:

"You could have different groups: an innovations group, a vulnerable people group, etc."
Parish councillor

Output of the Panels

Summary:

- Stakeholders took transparency of results and reports very seriously.
- Similarly, stakeholders discussed the ways in which change could be measured, such as the visible effect of the Panel's recommendations on the WPD board, for example.

Verbatim comments:

"It's in the records of any discussions or meetings, being verbatim and publishing results as far as you can. It's about transparency."

Energy / utility company

"I suppose it's how you measure change – where was the visible effect of the CCP in your board. You can link it to that." **Energy / utility company**

"How often do WPD give out the results of these meetings? Once they came out, then it would be a good time for a customer panel to have a meeting to discuss those results."

Environmental representative



Decision-Making Power of the Panels

Summary:

- There was general consensus that panels should aim for negotiation powers.
- Stakeholders were in agreement that customer panels were important, but that expectations of them would need to be managed; participating customers would need to know what can and cannot be influenced by the panels to tackle competing priorities.

Verbatim comments:

“They shouldn’t have the ultimate power but they should have negotiation power.”

Local authority representative

“You need to make sure you don’t give false expectations; you need to let them know what it is that can be influenced.” **Energy / utility company**

“One of the concerns is having competing priorities. Individual members might pull against each other. We need to make sure it’s restricted purely to guidance and advice.” **Business representative**

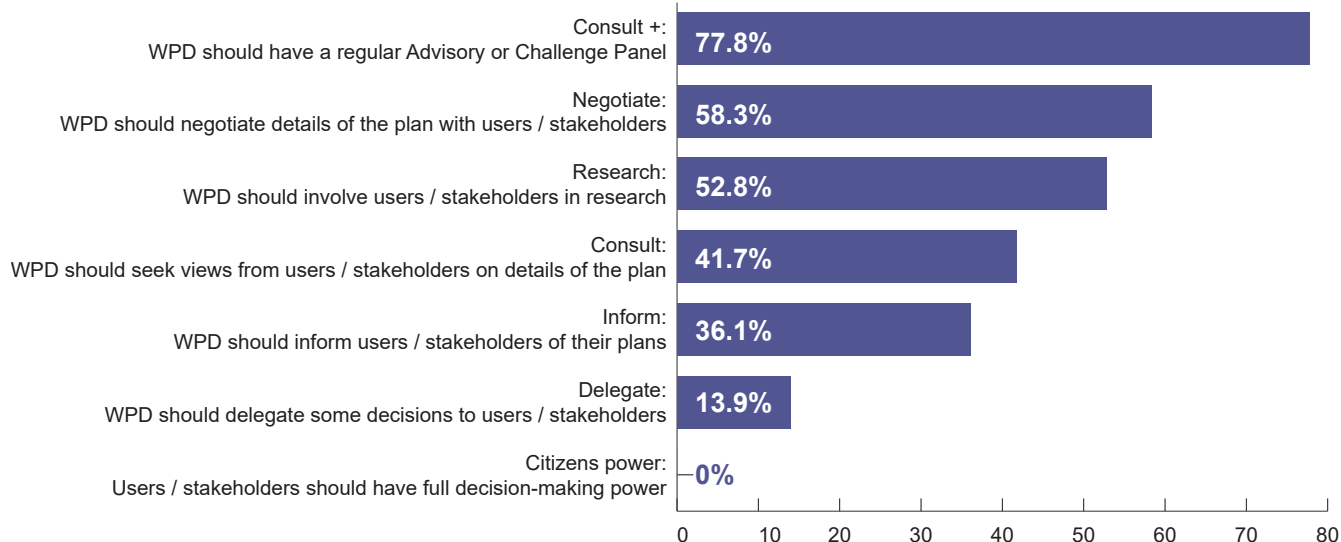
“It depends what the terms of reference are for that group – formative or reflexive – essentially defining its role – the outcomes would influence the behaviour of the company, so it’s not just a tick box exercise.” **Academic**



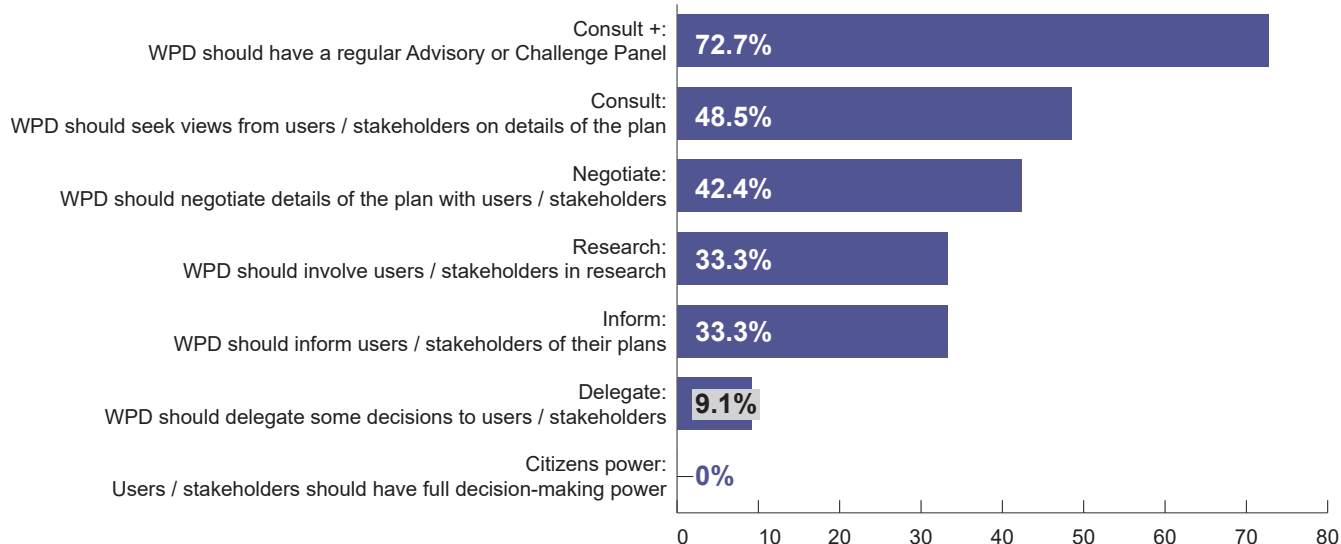
Electronic Voting

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

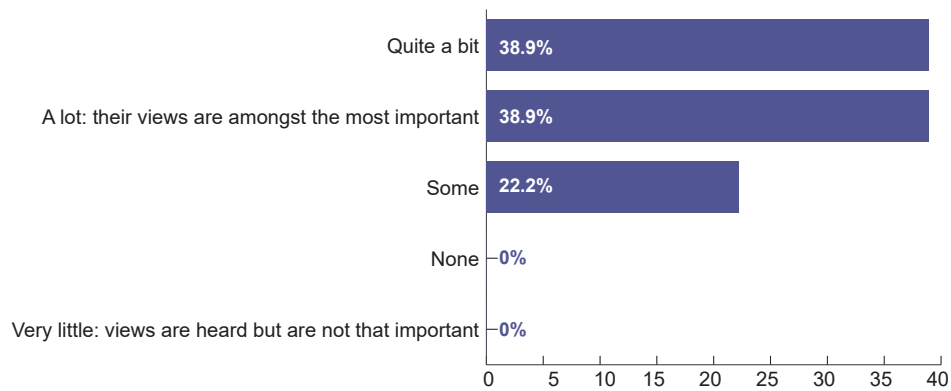
When writing the next Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



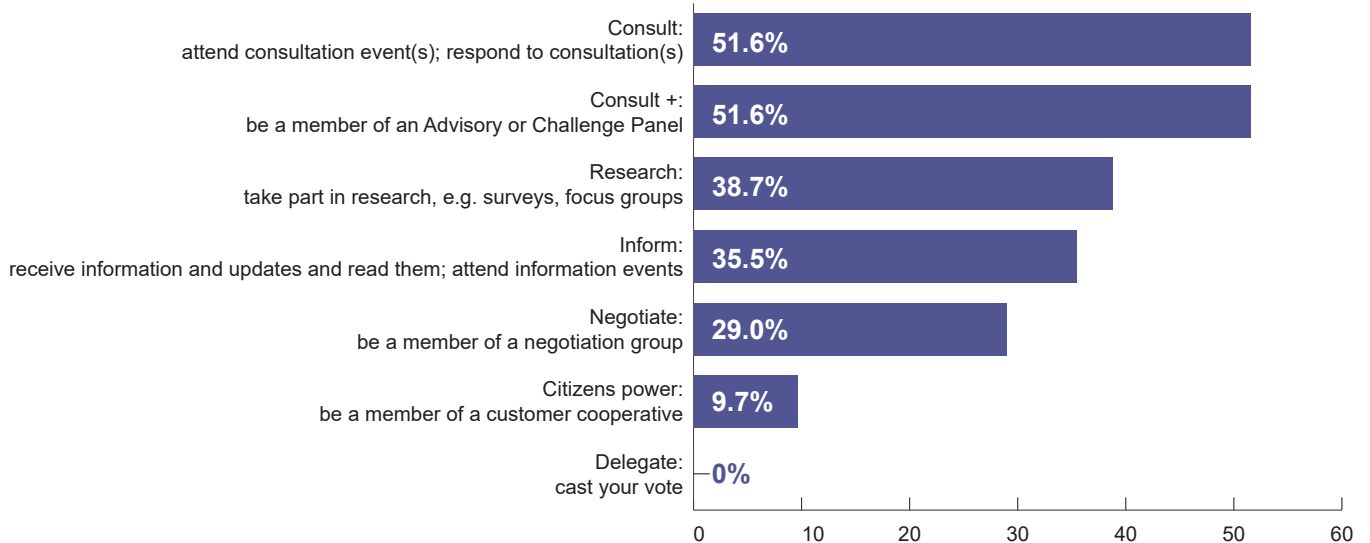
During the delivery of the Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



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)



7 | WORKSHOP FOUR: TRANSITIONING TO A DSO

Summary of the discussion

- Most stakeholders agreed that WPD had captured the key customer segments affected by the DSO transition, namely: Large Energy Users; Distributed Energy and Storage Providers; Local Communities; and Vulnerable Customers. However, a minority queried why WPD was only addressing top end and low end customers and leaving out the middle, such as small enterprises and retailers.
- When voting electronically, the majority of stakeholders thought they understood well (voting between 7–10, with 10 as the highest level of understanding) the impacts of DSO transition on large energy users, distributed generation and storage providers, and smart technology providers.
- Many participants thought that a key benefit of transitioning to a DSO was the ability to engage more proactively with the electricity network, giving communities more flexibility and opportunities to engage, and others were pleased at the thought of more communications and more information flowing from the network to non-specialists.
- Some participants were concerned that WPD were not going to get involved in storage or commercial aggregation, and cautioned that this was not the correct approach.
- There was also concern that smart metering and special tariffs might leave some customers behind; to mitigate this, there was consensus that WPD must provide additional support and education.
- Although participants were keen to discuss the impacts of DSO transition on communities and vulnerable customers, the results of the electronic voting illustrated that participants were not as sure of what DSO would mean in real terms for these sectors.
- This indicated that stakeholders were eager to discuss this as they were evidently trying to find out more on what DSO transition means for these groups, and that more work could be done in this area.
- Some stakeholders insisted that central and local government should also provide assistance, with some suggesting that Ofgem could mandate a special tariff for vulnerable customers so they don't miss out on savings.
- The vast majority of stakeholders agreed that being able to customise their call time preferences was a good idea.

1. HAVE WE CAPTURED THE KEY CUSTOMER SEGMENTS THAT MAY BE AFFECTED BY DSO OPERATIONS?

Summary:

- Most stakeholders agreed that WPD had captured key customer segments.
- However, a minority queried why WPD was only addressing top-end and low-end customers and leaving out the middle, such as small enterprises and retailers.

Verbatim comments:

"You've got it right." **Local Councillor**

"I'd ask 'why aren't the other customer segmentations in there?' Small enterprises for example? It's weird to pick out the top of the market and the bottom of the market and leave out the in-between." **Academic**

"Where are we addressing the retailers in this? They're the ones providing and operating the smart meters. I buy my energy from Octopus, these smaller people are a strong creative influence, they are critical, they set the tariffs, they provide the opportunities, where is the engagement with this important connection to the public?"
Housing representative

2. WHAT ARE THE KEY BENEFITS/IMPACTS FOR YOU (AND STAKEHOLDERS SIMILAR TO YOU)?

Summary:

- Many participants, particularly from the charity and voluntary sector, thought that a key benefit was the ability to engage more proactively with the electricity network, giving communities more flexibility and opportunities to engage.
- Others, especially from local authorities, were pleased at the thought of more communications and more information flowing from the network to non-specialists.
- Stakeholders were clear on the benefits of smart meters, but were concerned that a potential drawback was the difficulty of changing supplier easily once a smart meter is fitted.
- Energy and utility representatives saw that a DSO might proactively have more ability to see where capacity was not being utilised.
- Some participants were concerned that WPD were not going to get involved in storage or commercial aggregation, and cautioned that this was not the correct approach.

Verbatim comments:

"I think it's an amazing opportunity to engage with how our network operates. WPD operates well, but it allows us to get more locally involved directly, setting flexibility services, getting new business models, and getting more control over local energy generation and assets. This gives communities the opportunity to engage more directly."

Charity / voluntary sector representative

"It makes sense from a layman's view: the more comms you have out there, the better as far as I'm concerned." **Local authority representative**

The benefit of smart meters is an education thing. If they know where the energy is being used, they can manage it more. For example, we recently got a new washing machine that's energy efficient so people start using less because they know about it."

Business representative

"If the smart meter won't let you transfer between suppliers, it's a complete waste of time."

Parish councillor

"There may be capacity that's not being utilised. Hopefully you can do something with that if you're being proactive moving forward."

Energy / utility company

"I was surprised that following previous consultations they advised that you weren't able to invest in storage even when it would save people money, and also that you wouldn't be able to participate in commercial aggregation. I don't know if that's a sensible response for you to be given. It's clearly going to be beneficial for you to be more involved."

Charity / voluntary sector representative



3. SPECIFICALLY WHAT DO YOU THINK ARE THE KEY IMPACTS FOR 'VULNERABLE CUSTOMERS' AND 'WIDER COMMUNITIES'?

Summary:

- Stakeholders expressed concern that vulnerable customers might be less able to invest in smart appliances, which is especially pertinent as less efficient appliances might become more expensive to run in a smart network.
- It was suggested that smart meters could be used to help vulnerable customers, both by allowing less affluent customers to have more control over their consumption, and by using the last gasp facility on the SMETS2 meters to contact vulnerable customers during outages.
- There was also concern that smart metering and special tariffs might leave some customers behind; to mitigate this, there was consensus that WPD must provide additional support and education.
- Some stakeholders insisted that central and local government should also provide assistance, with some suggesting that Ofgem could mandate a special tariff for vulnerable customers so they don't miss out on any savings.
- There was disagreement over having graduated standing charges for the network, with some suggesting that customers who use more power should pay more for the network charges, but other stakeholders pointed out that vulnerable customers might use more power if they have medical equipment.
- The usefulness of mobile communications for vulnerable and rural customers was raised: there is often no mobile signal in rural areas, so rural customers could lose out; and elderly, vulnerable customers often don't use mobile phones.

Verbatim comments:

"My worry is that low income people or vulnerable people are going to have the least energy efficient stuff." **Charity / voluntary sector**

"They only replace them when they absolutely have to and high efficiency is more expensive." **Energy / utility company**

"Smart meters are the most beneficial. Vulnerable people and people on a budget can use them." **Business representative**

"If you're offering lots of cheap tariffs to switch to different times of the day, more tech-savvy customers are going to switch. But a poor old disabled bloke with cancer may get left behind." **Parish councillor**

"If they have mental health problems, and they have a time-of-use tariff, they may be too scared to use the energy at all in the times for the tariffs, and may just end up sitting there in the cold, so support is definitely needed." **Charity / voluntary sector representative**

"But I don't think you can stop the innovation. What is needed is support for the vulnerable groups, helping signpost the suitable tariffs for those customers." **Charity / voluntary sector representative**

"The central government and local governments should have a role too – the state has got to intervene to stop inequality getting worse. There's got to be a system in place. It's not necessarily the place of private companies to provide that."

Local authority representative

"Perhaps Ofgem could offer a special tariff to vulnerable customers so that they don't lose out."

Charity / voluntary sector representative

"Why isn't there a mobile phone technology that informed me if my mother-in-law had lost power. My mother-in-law doesn't use Twitter, so that's not good enough in helping vulnerable customers."

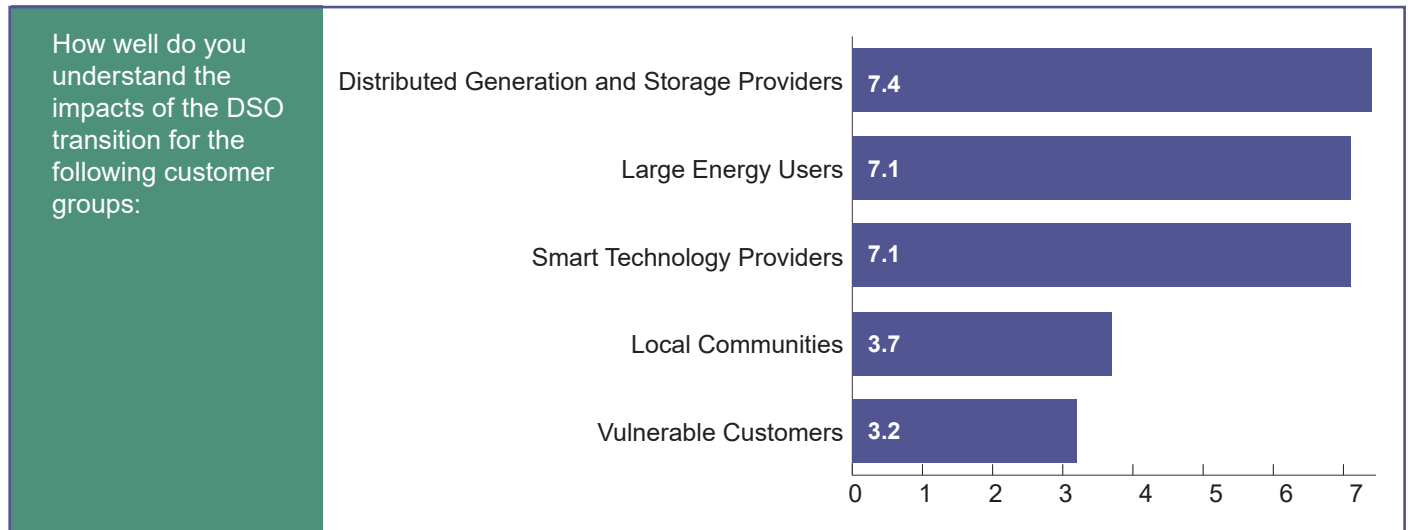
Housing representative

"We had a cut that was only covering two houses and the bore hole was running low, and they didn't realise, but with a smart meter they would have known anyway. But then you need data to communicate, which is a big issue for some people. In our village there's a line where after that there's no data."

Business representative

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:



4. SHOULD WE ENABLE CUSTOMERS TO CUSTOMISE WHAT TIMES OF DAY THEY RECEIVE POWER CUT ALERTS?

Summary:

- The vast majority of stakeholders agreed that being able to customise their call time preferences was a good idea.
- Others pointed out that who was contacted was also important to consider: whether a carer, a relative, or someone who could provide assistance.
- The few dissenting voices wondered about the cost of such a scheme.

Verbatim comments:

“If you can personalise it, that would be my preferred option.” **Charity / voluntary sector representative**

“It would integrate well within a smart system with their individual measure of vulnerability can opt in.”
Academic

“Useful for any kind of accident so there's a record of the most vulnerable people.”
Charity / voluntary sector representative

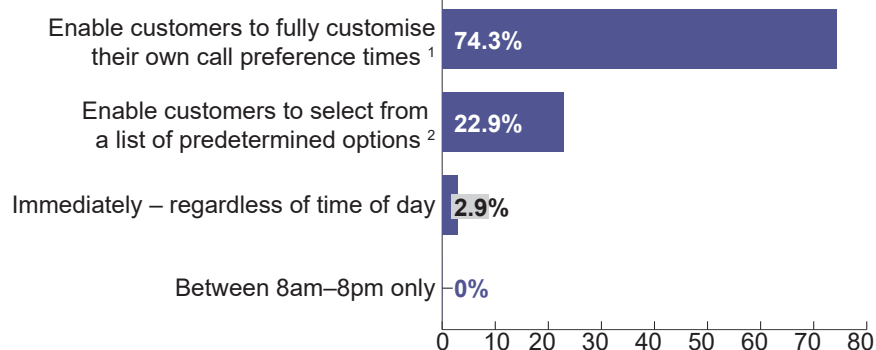
“People might not have the capacity to deal with it anyway, so making sure you know who to contact, might be a carer or someone locally who can properly communicate the information.”
Business representative

“What about the cost of that?”
Developer / connections representative

Electronic Voting

At the end of the session, stakeholders voted electronically on their preferences around power cut alerts. The results were as follows:

If we receive a power cut alert from a smart meter, when should we contact a vulnerable customer?



¹: including differences for weekends vs weekdays, for example

²: e.g. a choice of four time windows (8am–8pm; 7am–9pm; 6am–10pm; or anytime 24/7)

5. SHOULD WE CONSIDER WAYS IN THE FUTURE OF LOWERING DISTRIBUTION CHARGES SPECIFICALLY FOR FUEL POOR CUSTOMERS?

Summary:

- For those tables that discussed the question, there was consensus that lowering charges for fuel poor customers would be very well received.
- Many seemed very willing to personally contribute more to help vulnerable and fuel poor customers.
- Others sounded a note of caution, stating that the issue was complicated and more research needed to be done into how the DSO transition was going to affect different sectors of consumers.
- Others stated that it was the job of suppliers, not WPD, to lower energy costs for the fuel poor.

Verbatim comments:

“Always.” **Energy / utility company**

“I want everybody to pay an extra 5p on their taxes for the NHS so if I’ve got to pay an extra 50p for a vulnerable person, let’s do it.”

Local authority representative

“There’s a big review going on, but before you jump in you have to model how different customer groups are affected by any change. It’s the same for electric vehicle owners or solar and storage, so it’s about how all these different players are affected.”

Charity / voluntary sector representative

“I don’t think it’s your role to do that. WPD only takes 16% of the bill, you should just give poor people money.” **Local authority representative**

“I don’t think it falls at your feet, I think it falls at the feet of the supplier. As long as we aren’t seeing that the shareholders are making billions and billions in profit, it’s not up to you guys.”

Charity / voluntary sector representative



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

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)
- 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)
- 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)

SURGERY SESSION 1:

CONNECTIONS AND DISTRIBUTED GENERATION

TIM HUGHES

Key Themes and Issues Raised

- It would be good for the interactive costing tool to be even more proactive.
- It would be helpful if WPD worked with local authorities during the period of the Local Plan so as to help with any infrastructure assessment being carried out at any particular time.
- Is there any intention to pass on any ICP work? Would WPD think of partnerships with ICPs?
- Why shouldn't an ICP choose their own route to develop new connections?
- Is there any negotiation that could take place around the capacity of a generator? Not everyone is using all their capacity and it is frustrating that it is not being fully utilised.
- Could WPD carry out a review of constraints that may have been imposed, with a view to lifting some of them?
- WPD should put some sterner tests in place, so people could lose capacity if not utilised fully.
- Should National Grid not be asked to better manage connections? Or better milestones put in place?
- Is WPD involved in Ofgem's charging works consultation?
- Is there any better way of finding out about National Grid outages? Can we close the gap between information provided between the customer, WPD and the Grid?
- Will there be any constraints on power quality for any storage systems put in place?
- Please give local authorities the name of a contact in WPD's Planning Department to help with future connections.

SURGERY SESSION TWO:

SOCIAL OBLIGATIONS (INCLUDING VULNERABILITY & FUEL POVERTY)

KAREN MCCALMAN

Key Themes and Issues Raised

- Cost per referral is often greater than the savings for customers – not always an accurate mechanism to measure efficiency/support.
- How do you find the elderly when they are invisible from technology, and are you getting an accurate enough picture when you don't look at individual data?
- More face-to-face contact required, as only so much can be done on the phone, and by visiting someone's house, you can identify further issues.
- Divide referrals by need, e.g. absolute need vs. someone needing to save money.
- Oxygen a great start but Power Up health should be rolled out to include other manufacturers providing stair lifts, dialysis machines, etc.
- Targets for Power Up health should not be an educated number guess but a referral to 3-week ratio.
- Target culture not a suitable measure of success, is there another measurement?
- On 'Horizon Scan', create an overlay so customers can identify local support.
- Organisations should be contacted first before being put on the 'Horizon Scan' list, so that you have both their consent but also correct and up-to-date information, with a review every two years.
- Organise a network meeting for local organisations/charities/groups, but place the onus on the organisations to update WPD through these events.



SURGERY SESSION THREE: LOSSES AND INNOVATION

PAUL JEWELL

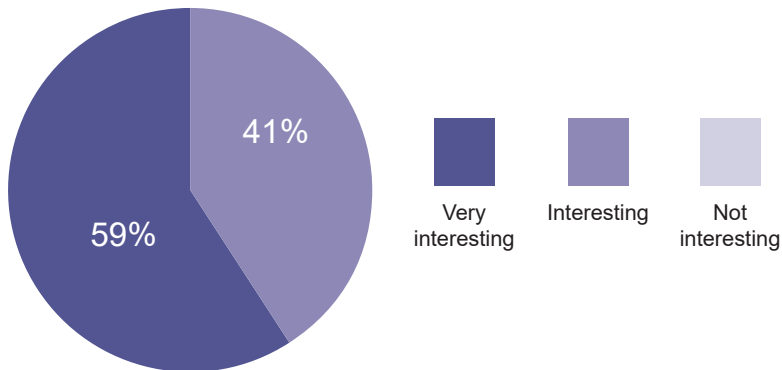
Key Themes and Issues Raised

- Is there an emphasis on competition or collaboration between the DNOs to reduce losses?
- Primarily, you need to educate people to use and consume less energy.
- How can you prevent the impact of theft on losses?
- Interest from community energy groups to get EV charge points connected to the lowest loaded phase.
- Some confusion over flexible EV charging as it means WPD is becoming, in effect, a supplier.
- Can that flexibility be adapted to use the EV battery to power the grid?
- On new builds: can you partner with telecoms on three phase to the door? Take a broadband cable with three-phase electricity cable?
- National Energy Action would be very keen to collaborate on the three-phase project and implementing on all new builds.
- Concern that the future of EV is not in individual car ownership; so making sure every house has charging capacity might become redundant.
- Concern that fault finding in these new undergrounded cable networks will be really difficult.
- Consensus that EV charging stations should be in wide bays near substations. Can you offer incentives for driving to these places and charging?
- Can't planning permission money be set aside for EV charging?
- How can you overcome the challenge of getting developers to design in the space for those extra cables and charging points?
- Smart meters should be able to inform users what phase it's using.
- What is WPD's position on micro-grids? Can there be a backup system implemented?



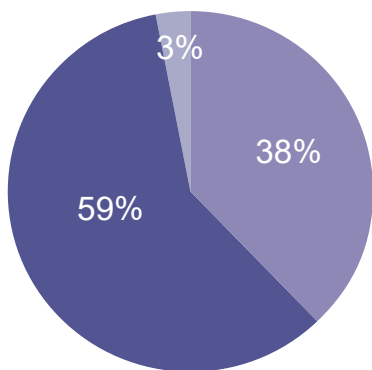
9 | WORKSHOP FEEDBACK

Overall, did you find the workshop to be:



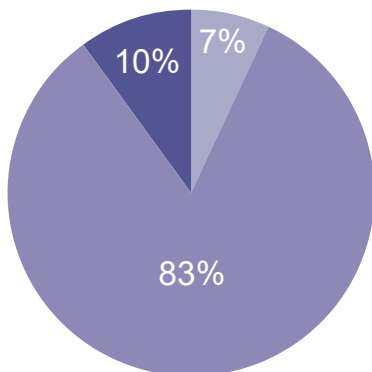
No comments given

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



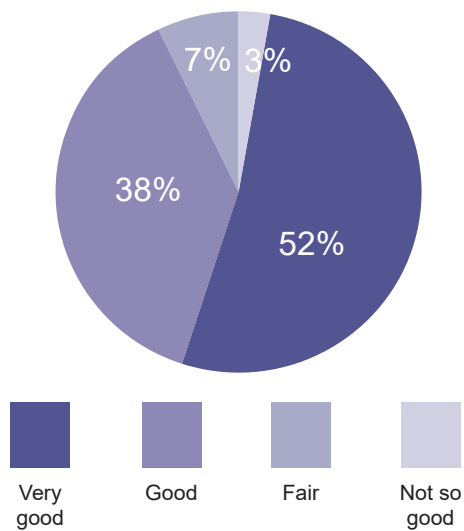
"There is only an opportunity to talk about the questions you want to ask us. It's a very closed process."

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



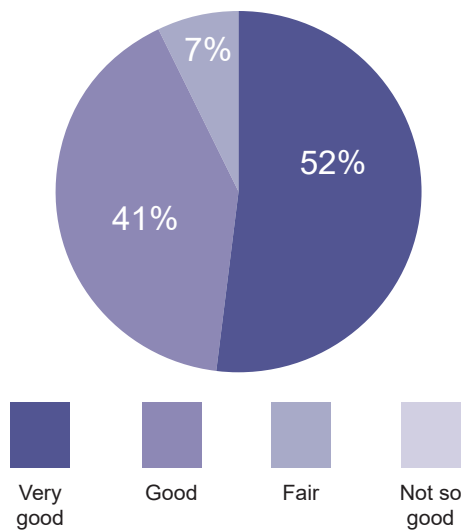
"Perhaps a little more on the environmental impact of distribution?"

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



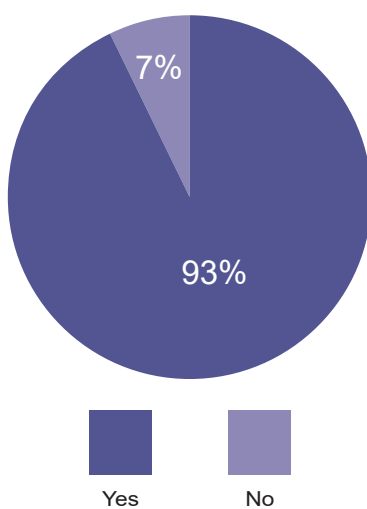
"Shame it was allowed to overrun so much."

What did you think of the venue?



No comments given

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



No comments given

Do you have any other comments?

No comments given

