



Western Power Distribution Stakeholder Workshop:

Derby 7th February 2018

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1 | INTRODUCTION

On 7 February 2018, WPD hosted the fifth of a series of six stakeholder workshops, held in locations across its region. The workshop took place at the Derby County Football Club in Derby.

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 Alex Wilkes, 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 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 transition to 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 prioritised the DSO role, connections and environmental issues, particularly decarbonisation.
- Participants suggested several new output categories including 'Energy Transition', 'Innovation and Changes' and 'Storage', and many felt that the Transition to DSO key change should be its own separate category.
- Electric vehicles were widely discussed, with some suggesting they should have their own category, while others stated a 'Demand' category might be necessary if the take-up was as popular as predicted.
- Stakeholders took the Cyber Security key change seriously, with some highlighting the need to be proactive in predicting future hacking behaviour as well as addressing current concerns.
- Voting electronically, stakeholders felt that Cyber Security was the most important issue to address, with an average score of 8.3 out of 10, followed by Electric Vehicles with 8, and Transition to DSO with 7.7.
- Potential outputs on the Electric Vehicles key change were deemed too broad and vague, and it was felt that WPD would have to think differently, breaking from the old model of setting a target to keep pace with steady growth and reaching for something more obscure and unpredictable.



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 RIIO-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 wanted to see clearer RIIO-ED2 outcomes on environment and resilience.
- Some suggested an education outcome that could move 'end users' into the 'informed stakeholders' bracket.
- Stakeholders were split on how far Innovation could be influenced: some felt they wouldn't have enough knowledge, whilst others thought everyone should be able to have an influence, suggesting that bringing in more opinions and ensuring that they are diverse would lead to greater innovation.
- This was reflected in the electronic voting, where Innovation scored most highly (7.4 out of 10) when voters were asked how involved they would like to be in the next Business Plan.
- More education was also cited as a catalyst for achieving greater stakeholder influence over Incentives.
- On the issue of Financing, some felt that all information needed to be transparent and available, while others questioned how much time and expertise they could be expected to have, with a key comment being 'we're stakeholders, not consultants'.
- This feeling was reflected in the electronic voting, where Financing scored lowest (2.7) when voters were asked how involved they would like to be in the next Business Plan.



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 in the PowerPoint 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:

- Customer Challenge Panels were generally supported, however, some felt the panels needed to work much harder to effect genuine change.
- While some disagreed with the weighting of experts versus non-experts on the panels, others pointed out that this division was becoming increasingly old-fashioned as the line between supplier and consumer continued to blur.
- Stakeholders disagreed over the decision-making power of the panels: some felt that power should be limited to recommendations and negotiation, while others argued that a lack of direct power would make participants question the premise and purpose of their engagement.
- In the electronic voting, the highest percentage of stakeholders voted for Consult Plus as the ideal level of power for panels during the writing and delivery of the next Business Plan, and 46.4% felt that WPD should give their panels' voices '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 generation and storage 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 questions were taken 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)

- Flexibility and connections availability were seen as the key benefits of the transition to DSO.
- Many felt that domestic customers were generally unaware of the DSO role, and would continue to be uninterested as long as they were not negatively affected by the transition.
- The overarching stakeholder feeling that emerged from the electronic voting was neutrality on the understanding of the impacts of the DSO transition on different customer groups: the highest level of understanding was for large energy users with 6.2 out of 10, but the lowest, smart technology providers, had a score of 5.
- Stakeholders pointed out that vulnerable customers would be affected by their restricted ability to adapt to issues like peak times and staged charging, and that the energy industry needs to be aware that not everyone is online or educated as to how the DSO transition could save them money.
- Everyone agreed that customers should be able to customise power cut alerts and this was reflected in the electronic voting, where full customisation gained 62.5% of the vote.

AFTERNOON SURGERIES

After lunch, stakeholders were invited 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 Alison Sleightholm
- 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:

- 68% of attendees who filled out a feedback form told us that they found the workshop to be 'very interesting' and 32% said they found it to be 'interesting'. No one told us they found the workshop to be 'not interesting'.
- 93% 'strongly agreed' or 'agreed' that we covered the right topics on the day. Only 7% 'disagreed'.



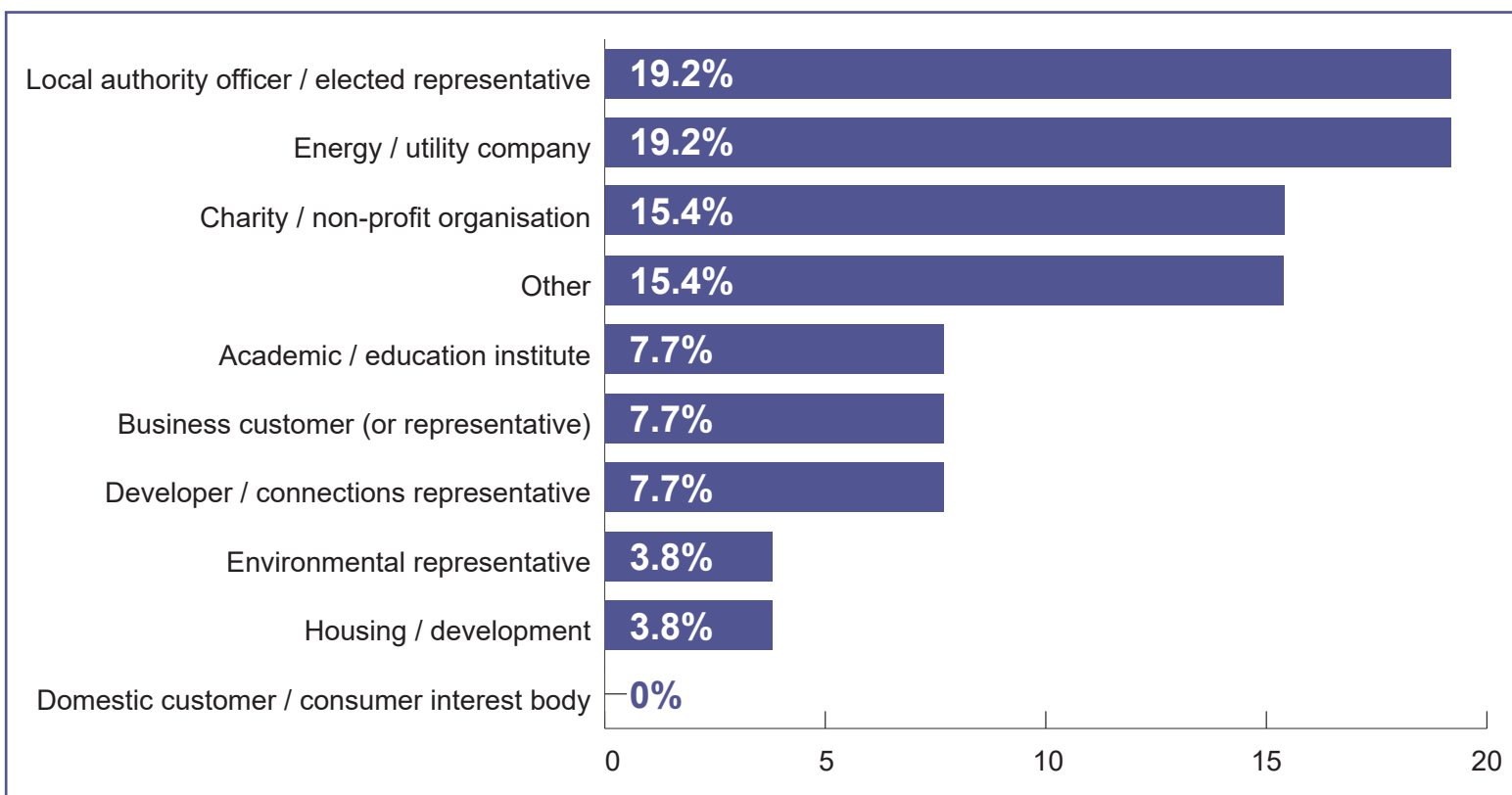
3 | ATTENDEES

The workshop was attended by a total of 28 stakeholders, representing 24 different organisations:

- ABB
- Beat the Cold
- Brush
- Cadent
- Citizens Advice
- Croxden Parish Council
- Derby City Council
- Derby Homes Ltd
- Exergyn
- Geldards LLP
- K&S Edkins
- Marches Energy Agency
- Morrison Utility Connections
- National Association of Local Councils
- National Grid
- Network Rail
- Nottingham Trent University
- Nottinghamshire County Council
- Optimum Technical Services Ltd
- RSK
- Smart Grid Consultancy
- Utility Resource Services Ltd
- Whitwick Parish Council
- Woodland Trust

Every category of stakeholder had some representation except for domestic users. Most widely represented were energy and utilities and local authorities, with each group accounting for 19% of attending stakeholders, followed by charities and non-profits and those identifying as 'other', with both groups representing 15% of stakeholders.

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

- The majority of stakeholders prioritised the Transition to DSO most highly, when asked to consider the most important 'key changes'.
- Across the spectrum, there was a good deal of interest in connections and environmental issues, particularly decarbonisation, efficiency and micro-renewables.
- Some stakeholders felt that a 'Security of Supply' key change was missing, while others expressed a note of concern that decarbonisation innovations were not covered under the environmental remit, mentioning 'Heat Pumps' as another potential key change.
- New categories suggested by stakeholders fell under a wider catchment of 'Transition', with some suggesting 'Energy Transition' and others 'Innovation and Changes', while others felt a new category called 'Storage' was needed.
- Many stakeholders agreed that the Transition to DSO key change should sit as a separate category as it was simply too large, complex and measurably different to the other outputs under the Environment category.
- There was wide-ranging debate over the Electric Vehicles key change, with some participants suggesting they should have their own category, and others arguing that a new 'Demand' category might be necessary if the take-up on electric vehicles was as large as some predicted.
- Others felt the future of electric vehicles was uncertain, which added an element of risk when thinking about granting it its own stand-alone category, with suggestions it could also belong in Reliability or Connections.
- Cyber security was also widely discussed, with stakeholders pointing to the need to predict future hacking behaviour as well as the need to address current attacks, such as the potential risk of electric vehicle hacking.
- The electronic vote revealed that the most important issue to address from the stakeholders' perspective was Cyber Security, with an average score of 8.3 out of 10, followed by Electric Vehicles with 8, and Transition to DSO with 7.7.
- This was echoed in the next set of electronic voting questions, where participants rated Cyber Security, Electric Vehicles and Transition to DSO as needing new measurable outputs immediately.
- Some were concerned that the potential outputs delivered on Electric Vehicles were too broad and vague, while others pointed out that WPD would have to think differently in terms of outputs for this key change, breaking from the old model of keeping pace with steady growth and reaching for something more unpredictable.



1. WHAT ARE THE MAIN PRIORITY AREAS FOR YOU?

Summary:

- Stakeholders representing business, developers and utilities saw the DSO role as a priority, and were keen to discuss the details of transition, new business standards and objectives.
- Following on from this, there was a good deal of interest in connections and disconnections, with some wanting to collaborate more closely with WPD to develop a standardised, streamlined approach to the process.
- There was much interest in environmental issues from across the board, with many expressing interest in solar panels and PV, efficiency, and micro-renewables.
- Some stakeholders prioritised fuel poverty and the PSR, wanting to discuss ways to work with WPD to improve on social obligations.

Verbatim comments:

“One of the biggest things for us is how we transition to system operator as well as distribution system operator and how that change works, moving forward.” **Energy / utility company**

“We give alternative connections to larger customers, certainly with WPD the statistics don’t lie, they are fantastic, the best DNO we’ve worked with. I want to find out how changing to a DSO will affect business, and how they’ll make that transition seamless.”
Energy / utility company

“I’m interested in understanding how WPD are using some of the new smart grid technologies. I’m interested to know how standards are being used and whether such international standards are useful to a company such as WPD... there are new North American standards coming out and I’m particularly interested in how you’ll adapt to that.”
Infrastructure / engineering representative

“The main priority for us is connections – I deal with legal paperwork, so it’s not the full process, but I’m interested in any way we can streamline that.”
Business representative

“We currently don’t have a standardised approach as a business to connections and disconnections, so we’ve come up with a standard based on consultations I’ve had with DNOs so that we’re able to approach this in a uniform way, although each DNO has a slightly different way of having a connection or disconnection done. We’re trying to come up with a standard we can apply to be consistent. I just have an email address at WPD; I don’t have a contact person. That would be useful.”
Infrastructure / engineering representative

“Environment is a key interest, keeping up to date.” –
Business representative

“We’ve seen a massive change in the number of generators that exist, even in a tiny parish of 100 premises. I’m trying to understand what the response is in terms of the smart grid.” **Parish councillor**

“I’m here as an end user if you like, the focus we have is on energy efficiency in things like schools, micro-renewables. This is one of those must-go-to events nowadays.” **Local authority representative**

“I’m here for social responsibilities, delivering on fuel poverty, I’m interested in how we can work with WPD on that front.” **Energy / utility company**

“I deal with a lot of vulnerable clients, so I’m interested in the PSR and learning a bit more about that. I was interested in the part where you said people are taken off the PSR – I’d like to find out more about how that’s decided.” **Local authority representative**

“I’m interested in getting more of an understanding of WPD and how I can use the information I get from today. I work on the RAM project. We look at reducing fuel poverty by moving people to a tariff that moves them out of fuel poverty. The purpose of the RAM project is to provide fair and honest energy.”
Local authority representative

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

Summary:

- Some felt that a 'Security of Supply' key change was missing.
- Others were concerned that decarbonisation issues were not covered under the Environment category, mentioning 'Heat Pumps' as another potential key change.
- The majority of stakeholders, however, felt that the key changes had been captured accurately, with special focus singled out for 'Electric Vehicles'.

Verbatim comments:

"I think from a management point of view, it'd be interesting to see more about security suppliers, keeping up to date with what is happening. Security of supply, and reliability."

Developer / connections representative

"As long as environment covers all decarbonising issues. Heat pumps are a big impact. They're not huge now but they will be in the future. Breaking out vehicles and heat pumps."

Infrastructure / engineering representative

"You've certainly got electric vehicles. That's the biggie." **Infrastructure / engineering representative**

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

Summary:

- New categories suggested by stakeholders illustrated a preoccupation with the idea of 'transition', with some suggesting 'Energy Transition' and others 'Innovation and Changes'.
- Some stakeholders wanted a new category called 'Storage'.
- Others felt a new 'Communications' category was needed to put a renewed focus on educating domestic customers about WPD and who is responsible for different elements of the network.
- Others felt a decarbonisation key change was missing and that 'Heat Pumps', could fit in the category 'Innovation and Changes'.
- Keeping with the idea of transition, some saw the Transition to DSO key change sitting within a new category called 'Energy Transition', while others agreed that DSO should have its own category.
- Electric vehicles were debated at length, with some participants suggesting they should have their own category, and others of the opinion that a 'Demand' category might ultimately be necessary.
- Some felt the future of electric vehicles was uncertain, which meant that granting it a separate category was not risk-free, with some seeing it belonging in the Reliability or Connections categories.
- There was disagreement over the placement of the Electric Vehicles key change under Environment: some felt it didn't belong there and that the Environment category in general had become a holding pen for outputs that didn't have an obvious home, while others felt it was still appropriate.
- Cyber Security also dominated discussion, with stakeholders pointing to the need to predict future hacking behaviour as well as focusing on current attacks.
- For most, the Cyber Security key change belonged in the Reliability category, but others pointed to the Safety, Environment and Customer Satisfaction categories as potential homes.
- Stakeholders wondered whether Flood Risk was more suitable under Environment, particularly considering that it was caused in part by climate change.

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:

DSO			2.00	1.00	
Cyber Security					2.00
Innovation	0.50		2.00		
Communications	1.00				
EVs	1.50				
Social Obligations					
Customer Satisfaction					
Connections	2.00				
Environment		2.00	2.00	5.00	
Reliability	1.00	4.00			3.50
Safety					0.50
	EVs	FLOOD RISK	DSO	ALTERNATIVE CONNECTIONS	CYBER SECURITY

Verbatim comments:

"The transition to having no coal fire stations in the country is something you should further consider; this transition is important. Maybe it should have its own category, perhaps 'Energy Transition'? Everyone's talking about a future with reduced inertia. You're going to have a lot less large machines rotating, is there going to be a future where you've got to think about the increase in DC connections to handle increased storage requirements? Imagine in the winter in the future; we'll have a lot of renewables there, and outages may be more frequent through no fault of WPD."

Infrastructure / engineering representative

"DSO is a way of looking at your transition, that should be in 'Energy Transition'."

Infrastructure / engineering representative

"Need a category of 'Innovation and Changes'."

Infrastructure / engineering representative

"Communication, especially with the domestic customers, is important. No one really knows who or what WPD are or what they do. We've got a bit of a thing going on with utility companies about who is responsible for replacing what, and our customers are caught in the middle, not knowing who they should be communicating with or who is responsible for what."

Housing representative

"'Storage' should be a new category. The way the DSO will evolve means it will have more storage in the system."

Infrastructure / engineering representative

"Heat pumps could go into 'Innovations'."

Infrastructure / engineering representative

"DSO doesn't sit very comfortably with Environment. For me, it's probably a separate category. It's not the same metrics."

Business representative

"The DSO is so important going forward that it almost needs to be its own category."

Energy / utility company

"Personally, I think you've got such a fundamental change in terms of how you've moved from big central generation pushed out to the edge of the network. Changing consumption or supply model all fit under the DSO role. I think it needs a category of its own. That's the biggest change."

Parish councillor

"Customer Satisfaction goes way down if you're hacked, Social Obligations go way down. It's everything."

Local authority representative

"EVs are one of the biggest changes we'll see, and depending on how it's dealt with, we'll see how it works. It's not under Western Power Distribution's control, and services. I'd set it up as a category of its own, given the wide-ranging implications of it all."

Business representative

"Electric Vehicles needs its own category; when you get many millions of people with their own electric vehicles, they won't be thinking about the environment or any wider issues like this, they'll just be thinking about the running of their car."

Infrastructure / engineering representative



"It's a new development. In a few years' time it might have disappeared, you never know. It's something they're pushing. It could have its own category, but it could fall into so many." **Local authority representative**

"It's all very well having the electric vehicles charging at night but that's not when solar energy will be as available, we'll need to make systems where people can charge their car whilst at work in the day, that's a lot of infrastructure and connections."

Infrastructure / engineering representative

"I think Electric Vehicles fits quite well with Reliability, because with the projections of the peak demand, if we can't reach peak demand, we can't have a reliable supply." **Energy / utility company**

"Environment seems like a dumping ground for anything we don't know where it goes. If electric vehicles go as fast as we expect them to, we have a connection of reliability. Dealing with spikes in demand and how that's managed. Doesn't sound environmental – sounds more practical."

Charity / voluntary representative

"Cyber Security fits under Reliability. If someone hacked into the system... we don't have smart meters on our critical supplies because it's two-way. That's our standard." **Infrastructure / engineering representative**

"I think it's a safety issue. If someone hacks into it, they've already hacked in and the things that happen as a result of it are a lot worse. The safety of the network is then destroyed. It also affects the environment." **Local authority representative**

"Cyber Security – I think you've got to focus on that now given the virus on the NHS last year, if something happened today, it'd be horrendous. There are new things coming every day. It's key, if anyone gets into our system, there could be all sorts of information put out there. I think it's got to be more of a priority."

Business representative

"The value of hacking a DNO is limited. But the value of hacking an electric car is more valuable. People could be held at ransom." **Infrastructure / engineering representative**

"Flood Risk Planning also has a strong relationship with the environment. As a business, we've established a climate change and adaption programme, so we're looking at this." **Infrastructure / engineering representative**

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

Summary:

- Where the issue was discussed, stakeholders tentatively suggested greater incentives and targets to install more charging points for electric vehicles, but ultimately were confused as to whether this was truly WPD's role.
- Some thought the mooted outputs on Electric Vehicles were too vague, and others pointed out that WPD would have to break its traditional thinking here, and that rather than keeping pace with forecasted growth, would need to work towards something more unpredictable and uncertain.
- Some wanted to see 'faster connections' and 'increase capacity' as measurable outputs under the Alternative Connections key change.

Verbatim comments:

"I think the responsibility for electric vehicles – WPD may have a role to play in that because they're the DNO in the first place, not every business will have that incentive to install charging points for electric vehicles, but I can't place at what point they'll be involved."

Infrastructure / engineering representative

"I suppose there should be targets if the take-up is going to continue as anticipated, you've got to meet the demand. Is that therefore WPD's role?"

Local authority representative

"So there should be targets, it would help you guys as well." **Local authority representative**

"I would say 'connections'. That will stimulate or stifle the number of electric vehicles. How many are there, how available are they, what's their capacity, how fast can they charge my vehicle?"

Infrastructure / engineering representative

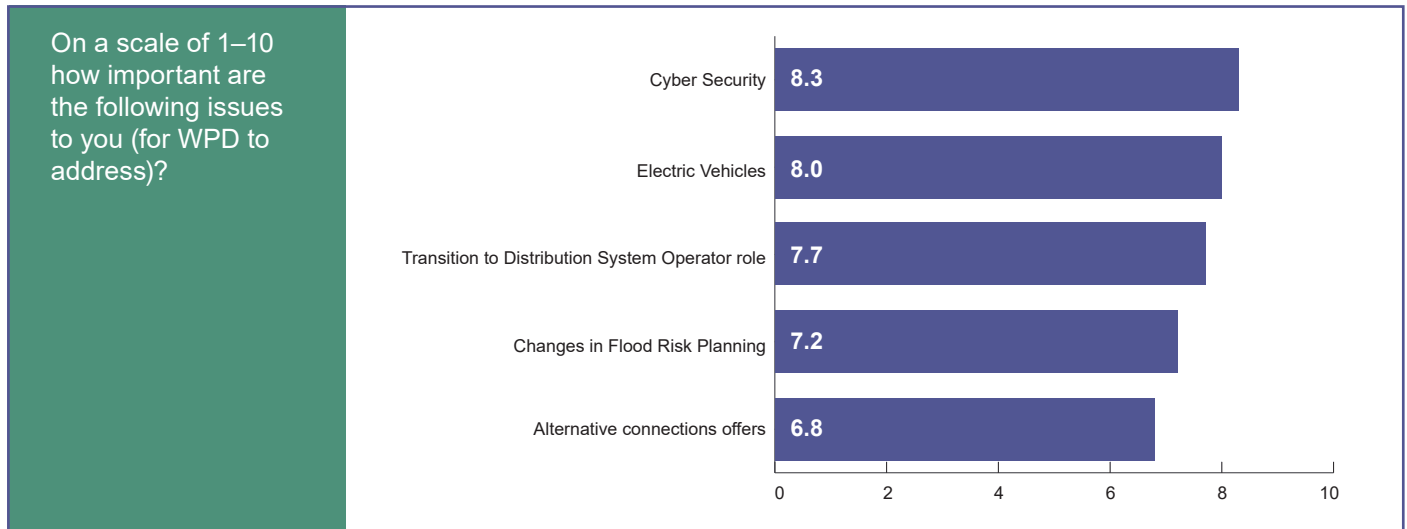
"A firm pledge for EVs, and some of your objectives were very smart. Some, though, just said 'increase the number of'." **Business representative**

"Normally you'd build in response to forecasts and steady growth, so for EVs it's about facilitating a different link, and the infrastructure to match."

Business representative

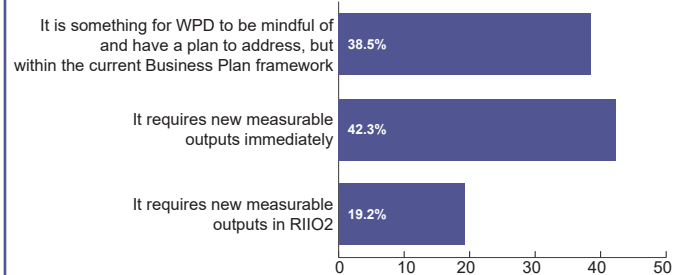
Electronic Voting

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

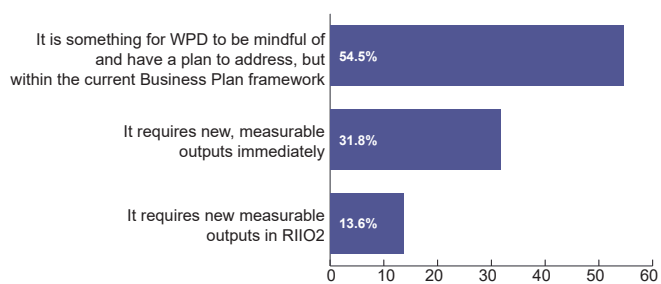


IN TERMS OF BUSINESS PLAN OUTPUTS, HOW SHOULD WPD ADDRESS THE FOLLOWING ISSUES...?

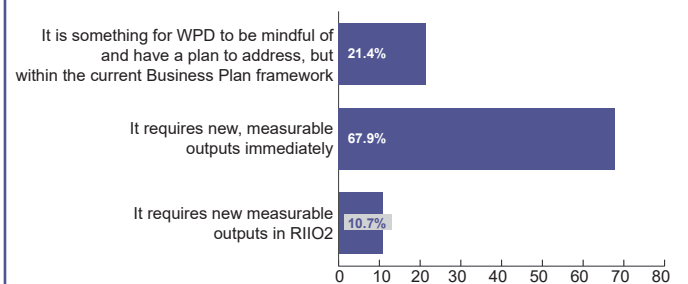
... Transition to Distribution System Operator role?



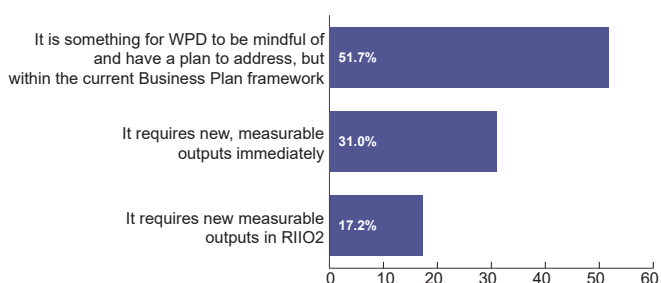
... Alternative Connections Offers



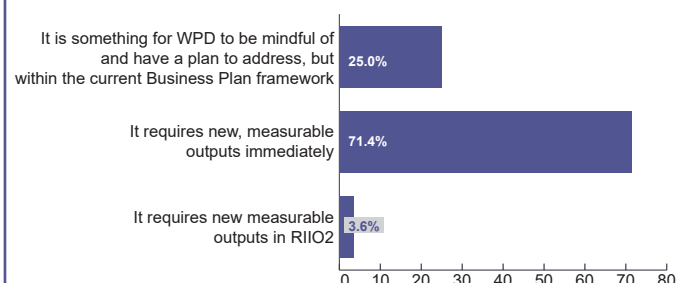
... Electric Vehicles



... Changes in Flood Risk Planning



... Cyber Security



5 | WORKSHOP TWO: LOOKING AHEAD TO RIIO-ED2

Summary of the discussion

- There was consensus that WPD should have clearer outcomes on environment and resilience, with stakeholders pointing out that future-proofing was related to climate change as well as capacity.
- There was general agreement that WPD could widen its output for a 'smart, flexible and interconnected network' to include electric vehicles, while others highlighted the need for flexibility, and pointed out that 'value for money' was absent.
- Stakeholders discussed the term 'end users', with some pointing out that a desirable outcome would be more education to turn 'end users' into 'informed stakeholders', and others pointing out that with increased localised generation, the term 'end users' was already becoming outmoded.
- Others wondered whether the central question was correct: rather than creating borders between areas where stakeholders can influence, it should be about open access and information for all, with WPD thinking closely about how deeply to consider the subsequent feedback.
- There was no consensus on influence on innovation: some stakeholders felt they wouldn't be informed enough, while others thought everyone should be able to have an input, and that an increase in opinions and voices led to greater innovation.
- Voting electronically, innovation scored most highly (7.4 out of 10) when voters were asked how involved they would like to be in the next Business Plan.
- A vocal majority of stakeholders firmly believed that end users should have influence over incentives, and that education should be another key driver here to enable more participation.
- On financing, some stated that as WPD is a monopoly, all information needed to be made available, while others were realistic about how much time and effort they could reasonably put in to advise WPD meaningfully, with a key attitude being 'we're stakeholders, not consultants'.
- This was reflected in the electronic voting, where financing scored lowest (2.7 out of 10) when voters were asked how involved they would like to be in the next Business Plan.
- Most felt that industry participants and expert stakeholders would be best placed to influence uncertainty mechanisms, although some thought that with more transparency and opportunity, all stakeholders could in fact have a voice.



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

Summary:

- Stakeholders wanted to see tangible outcomes on resilience, climate change and adaptation, with some relating future-proofing to climate change as well as capacity.
- There was strong agreement that safe data should be an additional outcome, and that the existing 'information easily accessible' outcome be altered to 'making information secure as well as accessible'.
- There was general consensus that WPD could expand 'smart, flexible and interconnected network' to include electric vehicles.
- Some thought there could be an education outcome, with stakeholders expressing concern that end users do not have a good understanding of the energy industry.
- Others highlighted the need to be flexible, and pointed out that 'value for money' was missing from the outcomes.

Verbatim comments:

"Something to do with electric vehicles, but I think it's the mechanics of how the DNOs can support that. I don't know what output you could have. It comes down to future forecasting."

Infrastructure / engineering representative

"You talked about smart meters earlier, people have concerns about accessing data. It's about reassuring people, but it's a big barrier with a lot of people. It needs greater awareness and assurance. I think that companies forget how concerned people are."

Local authority representative

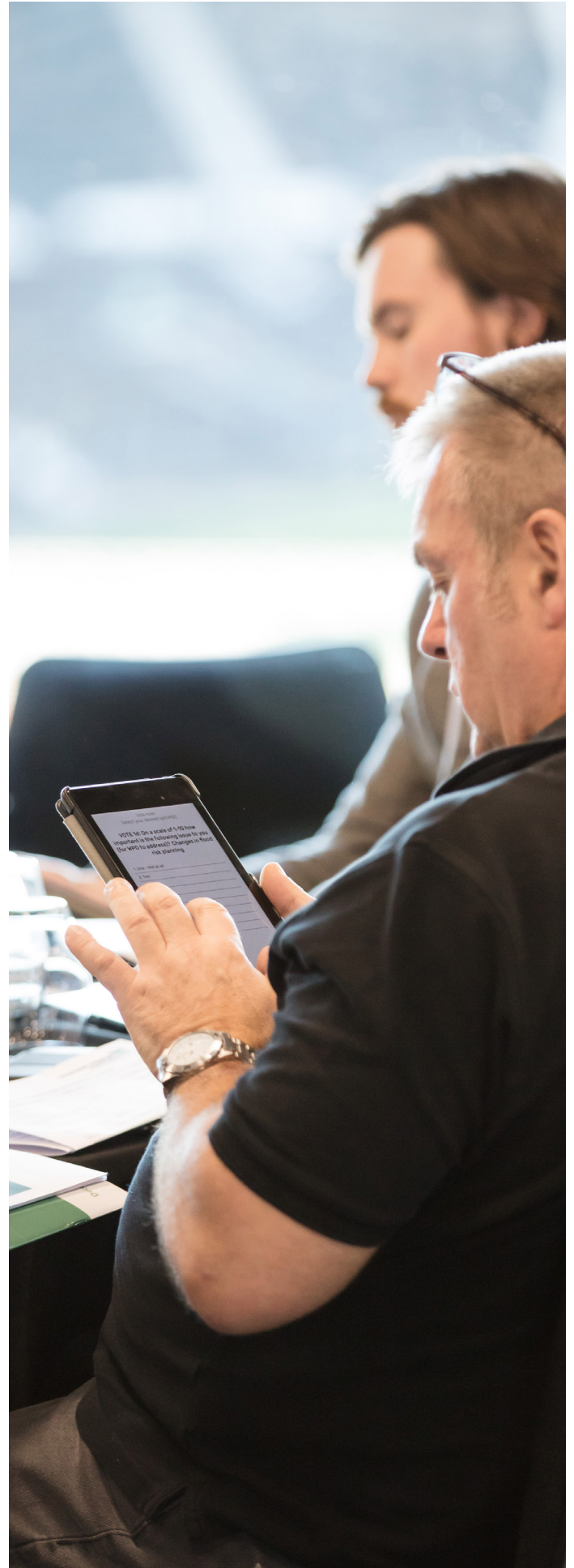
"The other thing to mention is whether resilience and climate change has been considered."

Infrastructure / engineering representative

"People don't understand the difference between DNOs and suppliers. How can that be overcome? It's a real challenge! It involves everybody. Suppliers, DNOs, everyone." **Local authority representative**

"Nothing contentious there. Needs to be flexible. Easily accessible information. Data sharing and data protection is a challenge. Value for money? Gone."

Charity / voluntary representative



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

Summary:

- Before discussing the separate Business Plan areas in detail, stakeholders agreed that an environment outcome, particularly around energy efficiency, was missing.
- Stakeholders from the housing sector noted a lack of heating innovation.
- Others pointed out that before having any influence, stakeholders needed to be more informed of the challenges WPD was facing, as a result of an ageing network and changing demand patterns.
- This fed into a discussion about the term 'end users', with some pointing out that more education could help 'end users' to become 'informed stakeholders', and others pointing out that owing to increased domestic generation, the term 'end users' was already becoming old-fashioned.
- Others thought that the focus should be on open access and information, with WPD thinking carefully about how to implement feedback as a result of this transparency, rather than creating borders between areas of potential stakeholder influence.

Verbatim comments:

"It doesn't feel like there's much surrounding the environment, climate change and environmental commitments on the ground."

Environmental representative

"More information about the challenges you're having, you have changing demand, an ageing network, and it might be there, but it's not clear."

Developer / connections representative

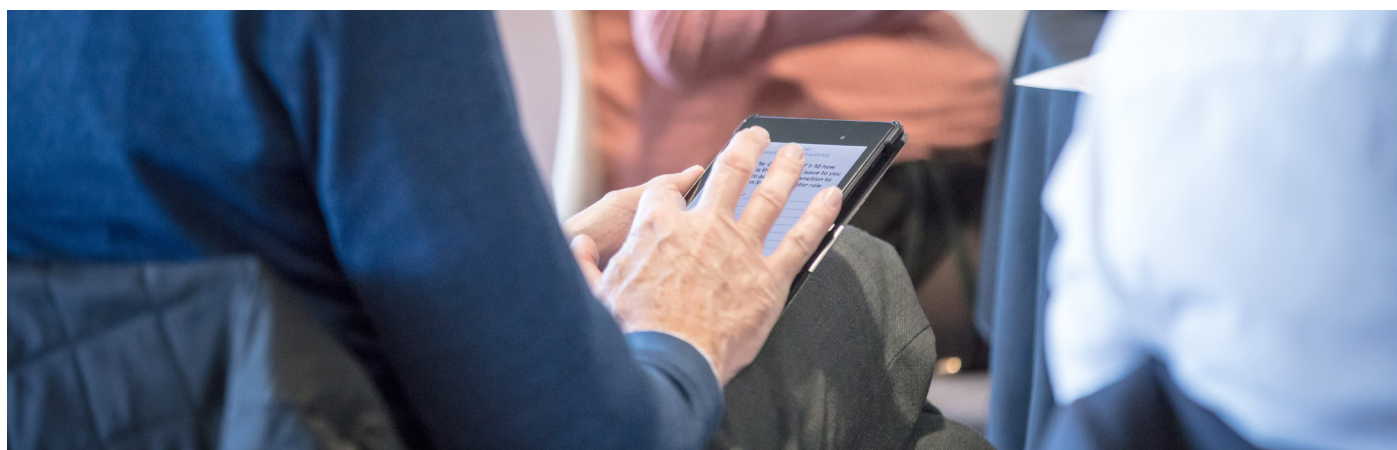
"The term itself 'end users' is somewhat old-fashioned, you're implying that you're the conduit between the electricity and the usage, but in the modern world, people will be putting energy back into the grid... even the term 'keeping the lights on' is very old-fashioned, people will be doing that themselves. Your job in the future will mostly be passing energy from one 'end user' to another."

Infrastructure / engineering representative

"You need to make sure the information is available and easy to understand. I'm probably more tech-savvy than other people are and I'm more interested in keeping my home energy-efficient, but a lot of people probably aren't as interested. I think the supplier has to make this clearer. You get your electricity bill – how many are going to know that that supply is coming from WPD? If people aren't aware of that, if people are getting their bills, put some information there trying to educate that way. Put information on the internet, as well as in schools – a multipronged attack is needed." **Business representative**

"Is it the right question? Everyone should be given an opportunity and access to the information, the question should be about the depth to which you consider their feedback." **Housing representative**

"Issue is on end users, I think education can move users into informed stakeholders, then they can be helpful." **Business representative**



Outputs

Summary:

- There was consensus that all stakeholders should have an influence on outputs.

Verbatim comments:

"All parties should be interested in outputs."
Housing representative

"How could you say no!"
Infrastructure / engineering representative

Innovation

Summary:

- There was disagreement on innovation, with some feeling they wouldn't be informed enough to influence this area and others of the opinion that everyone should have an input, since more opinions and voices lead to more ambitious innovation.
- Most stakeholders agreed that challenge panels were well placed to comment on innovation.

Verbatim comments:

"There is increased openness and innovation, and Western Power Distribution started panel sessions to get involved, which is beginning to open up to special interest parties and industry partners, and add to innovation." **Business representative**

"Expert stakeholders: having a global view of the network and the strategy would be hard for end users." **Housing representative**

"End users should be giving feedback."
Infrastructure / engineering representative

"I think, as a consumer, I'd be most interested in innovation." **Business representative**

"Would have everyone involved. I run innovation workshops. Innovation should be measured as a sliding scale."
Infrastructure / engineering representative

Incentives

Summary:

- Many firmly believed that end users should have influence over incentives, and that education was again key to enabling more participation.
- Others agreed, but pointed out that challenge panels might be a better forum.
- A few dissenting voices pointed out that while everyone might have an interest, they might not have the knowledge to make that input truly valuable.

Verbatim comments:

"I'm a massive believer in end user for that one. I think you should be getting the end users into incentives and driving incentives. In any industry or business." **Local authority representative**

"That's why we need the education – it shouldn't be complicated to understand incentives, we overcomplicate everything."
Energy / utility company

"What are you in existence for? You're serving the end user. They are the bill payers. I also think consumer bodies are good because you might not get the feedback you want from end users."
Local authority representative

"I think the issue is that they're going to have interest, but do they have the knowledge to make a really valuable input?" **Local authority representative**

Expenditure

Summary:

- Expenditure was not widely discussed, but where it was, stakeholders agreed that end users did need to be engaged in some capacity.

Verbatim comments:

"I don't know, they're paying the £97, they probably deserve the opportunity to know how that's spent."
Energy / utility company

"You have to engage the end users on expenditure, otherwise they have no idea why or at least what it's for." **Housing representative**

Financing

Summary:

- The issue of education surfaced once again, with stakeholders pointing out that to have meaningful influence, they would need to conduct a lot of preparatory research.
- Others stated that all financial information needed to be made available, given that WPD was a monopoly.
- A key attitude was ‘we’re stakeholders, not consultants’, with many doubting how much time and effort they could reasonably put in to advise WPD meaningfully.

Verbatim comments:

“Educating on what affects financing, they’d have to do so much research.” **Housing representative**

“You have to be realistic about what’s achievable, it’s about the level of the tick. You want people to be involved but within reason.”

Infrastructure / engineering representative

“Because you have a monopoly and they can’t go anywhere else, you have to make the information available to everyone about everything.”

Housing representative

“For me it’s a question of scale, we are a charity of 6 people, I don’t think I have the ability to advise a huge company like WPD on how to finance their outputs.”

Charity / voluntary sector representative

“We’re stakeholders, not consultants. You’d have to take up a good part of your day to be able to provide an opinion on some of these things.”

Infrastructure / engineering representative



Uncertainty Mechanisms

Summary:

- Some were unsure what was meant by uncertainty, and extrapolated from this that end users would have difficulty influencing here.
- Others thought that industry participants and expert stakeholders would be best placed.
- Some, however, thought that with more transparency and opportunity, all stakeholders could in fact have an interest and an influence.

Verbatim comments:

“Uncertainty applies to a lot of things, and it’s hard to know what that means or what will change or what is uncertain.”

Infrastructure / engineering representative

“Who’s going to know what you mean by uncertainty? Is it something based on mathematical circumstances, or is it something that Trump does tomorrow completely out of the blue?”

Infrastructure / engineering representative

“Expert stakeholders for uncertainty mechanisms.”

Local authority representative

“Industry knows more about future trends and uncertainty.”

Infrastructure / engineering representative

“The uncertainty piece is interesting. We are playing an extreme game of Russian roulette here. I don’t think we have enough honesty to be articulating that. I don’t know if that’s a conversation to be having with vulnerable customers or other key stakeholders. I think with some people in some places, we need to talk about how we are really facing something that we are not really grappling with.”

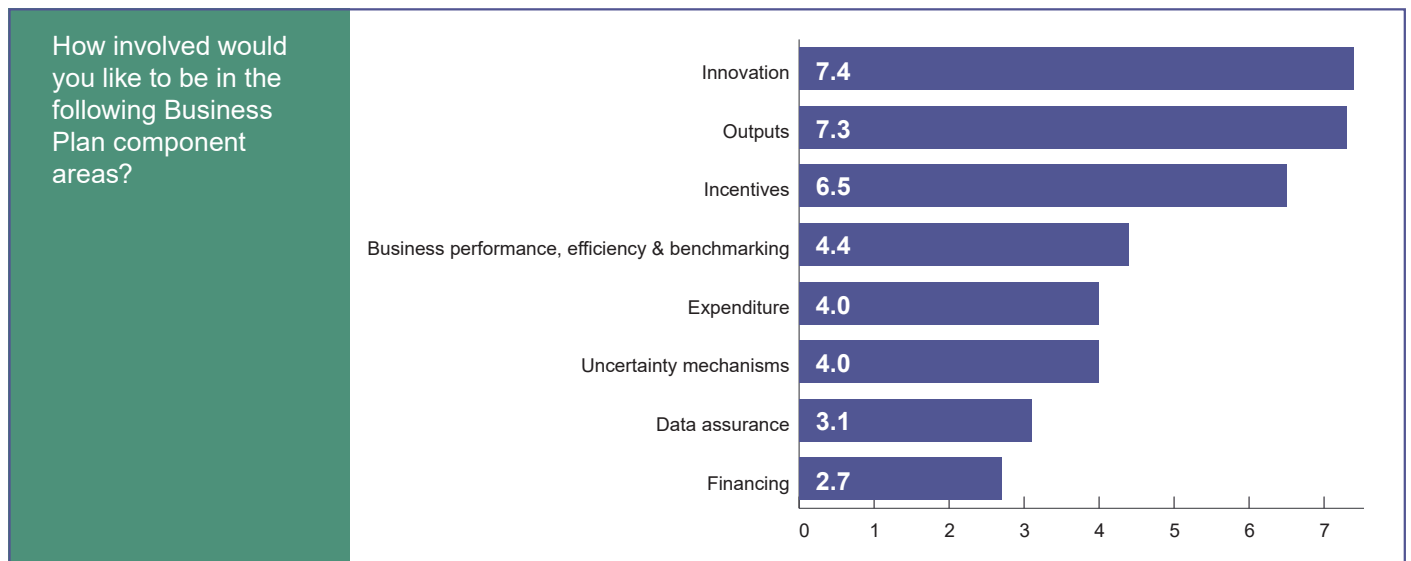
Charity / voluntary sector representative

“Give people the opportunity to opt in to it. Give people a chance to find out more about this, if it’s something they’re interested in.”

Business 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.





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

Summary of the discussion

- There was general support for Customer Challenge Panels, with some citing extra education and engagement as particularly positive aspects, as long as the panels had a real impact on WPD's plans.
- However, some stated that the panels needed to work much harder to act as catalysts for genuine change, warning of the danger that they could function only as box-ticking exercises that do more telling than listening.
- Others warned of stakeholder fatigue, and wondered whether, given the growing number of panels, companies would be able to ensure an even split of dedicated representation.
- Stakeholders wanted to see panels with diverse membership, and insisted they needed to be independent.
- Many urged a balance, pointing out that a panel consisting of too many end users at the expense of experts would not be able to make informed decisions, while others favoured more 'real people' than experts, as they would be the ones ultimately educating people on DSO.
- Others pointed out that the notion of a divide between 'experts' and 'non-experts' was becoming more and more out-dated, as the line between supplier and consumer continued to blur.
- Stakeholders disagreed over remuneration: some felt it was important to value engagement, others felt it might bring in hard-to-reach individuals, but others felt it might bias them towards WPD.
- Stakeholders were also split over decision-making power: some insisted power should be limited to recommendations, negotiation and consulting, while others pointed out that not having direct power would leave some disillusioned with the process.
- Voting electronically, the highest percentage of stakeholders voted for Consult Plus as the ideal level of power for panels during writing and delivery of the next Business Plan.
- A significant number of stakeholders, 46.4%, felt that WPD should give their panels' voices '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 widespread support for Customer Challenge Panels.
- Many pointed out that more engagement would lead to more education, which would be particularly positive as long as it had a real impact on WPD's plans.
- However, a minority felt the panels needed to widen their remit and capacity if they were to effect genuine change, with some relating experiences of panels being box-ticking exercises that value telling over listening.
- Others spoke of stakeholder fatigue, and worried that the growing number of panels would make it difficult for experts from different areas of industry to be evenly represented across the company panels.
- Some pointed out that, once again, education needed to be brought to the fore if stakeholder influence was to hold any weight.

Verbatim comments:

"I think there's a lot of money involved with customer voices, and they should have that voice. There is some need for education, and so I think it's a very good idea. If it has an impact on the Business Plan."

Housing representative

"Yeah, I think it's good. You're getting direct feedback from your end users and engaging them, so you're giving them more knowledge so they can understand it more, which means more constructive feedback."

Local authority representative

"This is a bit controversial, but from my experience I think it is more telling than listening; it's all about ticking a box. I'm not sure at this point if stakeholder groups have any influence on a big business such as this. I think stakeholders should have a way more visible influence." **Energy / utility company**

"With other businesses you can vote with your feet, here you can't, so you need to be way more influenced by stakeholders... that will really make positive change happen." **Energy / utility company**

"We've been thinking about stakeholder and consumer fatigue; there's only a certain number of people on the panel. If every company has a stakeholder panel, and everyone's trying to get a representative from the same industry on the panel, are we going to have enough of those experts to represent that company on each panel, and then how do you make sure each panel is fairly consistent... It's quite a big issue." **Energy / utility company**

"I suppose you've got to get your education right to make sure that educated views are being put forward rather than views that lack understanding of the business." **Business representative**



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

Purpose of the Panels

Summary:

- Stakeholders were keen to articulate that the panels needed to have a clear mandate to create change.
- Some pointed out that this could help with stakeholder fatigue, and others wondered whether energy panels could work together to combat the same effects.

Verbatim comments:

“With the stakeholder fatigue, we’d all be doing the panels at the same time, which is why we want to engage with the same stakeholders and people: how can we work together as an energy industry? There are questions about whether we could work on it together rather than individually.”

Energy / utility company

“Combining panels might prevent some of this fatigue.” **Local authority representative**

“People come back because they see WPD make changes as a result. If you educate people, they’ll participate in the debate.”

Local authority representative

“You could say ‘invitation to stakeholder workshop where you can actually make a difference’, this is all they’ll need.” **Energy / utility company**



Panel Membership

Summary:

- Panels need to be diverse and independent.
- Some urged caution in the selection process, as they saw panels as holding a lot of potential power.
- Many thought that including too many 'end users' at the expense of experts would make panels unable to make informed decisions, while others favoured more 'real people', as they would be the ones going back to communities to educate people on DSO.
- Others pointed out that a divide between 'experts' and 'non-experts' was becoming obsolete as the line between supplier and consumer became increasingly blurred.
- Some stakeholders pointed out the need for consistency in the membership of the panels to make sure that the panels' progress and evolution over a length of time could be tracked.
- Some favoured an interview process for membership.

Verbatim comments:

"Should be a fairly random choice of panel. Make it as diverse as possible. Different companies and different areas." **Charity / voluntary sector representative**

"I think it's down to having the experts, the farmers and industries. There's no point having 10 round the table if 8 are domestic consumers. You've got to have the input from people in business as they have different opinions from everyone else."

Local authority representative

"The lines between supplier and consumer are going to become blurred. I get the specialist interest groups, but I'm not sure a split in terms of the functions is good." **Parish councillor**

"You need to be extremely careful about how you select that panel. That's a lot of power to give to people." **Local authority representative**

"It needs to be an independent voice. The risk with long-term panels is they get absorbed into corporate culture, rather than being a voice representing the consumer." **Parish councillor**

"I think you've got to have the mix right, but I do take the previous point of how many experts are there to spread round everywhere. If you have too many 'real' people, they might not have enough information to be able to make that informed decision, then it becomes a little bit like sound bites, so in principle it's a good idea but you've got to have the mix."

Local authority representative

"I think the balance should be that the real people should compose a larger percentage of the group, with the experts forming a lesser percentage. They're the ones who educate the real people on the DNO role." **Infrastructure / engineering representative**

"There has to be a degree of consistency as well, it's about how you evolve it when you consult stakeholders. So you need the people there at the beginning to be present throughout so that they can see the evolution and see how it's changed and why." **Energy / utility company**

"Maybe have an interview process to get people to represent." **Domestic Consumer**



Panel Meetings

Summary:

- Stakeholders disagreed over remuneration: some felt it was important to value engagement and bring in less accessible stakeholders, but others felt financial incentives might bias them towards WPD.
- Some felt that meetings might be better attended if a mix of them occurred online or via different media.

Verbatim comments:

“If you pay them, then you might bias them towards you.” **Local authority representative**

“The cost of paying people to come is nothing compared to the cost of the event anyway. If you get the right people who are motivated, it's well worth the money you're paying.”
Infrastructure / engineering representative

“Maybe an expense perhaps, but not payment, for the attendees.” **Business representative**

“An incentive to get people to join the panel to include the can't-be-bothered people. It would target groups that are harder to access.”
Charity / voluntary sector representative

“These people have other lives, they have jobs. I'm self-employed but it cost me today to come. People in employment might not be able to get time off work. You need to think about availability, willingness, location and cost.”
Infrastructure / engineering representative

“Does it have to be in a place where everyone gets together? What about online, post, media.”
Charity / voluntary sector representative



Remit of the Panels

Summary:

- This was not widely discussed, but those who did touch on it stated that the panel's remit needed to be as clear as possible, and that it was WPD's responsibility to transmit this so that outcomes were attainable.

Verbatim comments:

“I think it's down to the companies running the panels to do it in a way that people aren't stumped. It needs to be presented in a simple way so that they can make that informed decision. So the companies have a responsibility.” **Energy / utility company**

Decision-Making Power of the Panels

Summary:

- Stakeholders were split here: some insisted power should be limited to the remit of Consult Plus, while others argued that not having direct power would leave some stakeholders questioning why they were there.
- Others posited that it was a balance between making stakeholders feel that they have power, while reserving ultimate responsibility for WPD management.

Verbatim comments:

“I think it's recommendations, I don't see how they can be the decision makers. That's a heck of a responsibility and I'm not sure they should be charged with that responsibility.”
Infrastructure / engineering representative

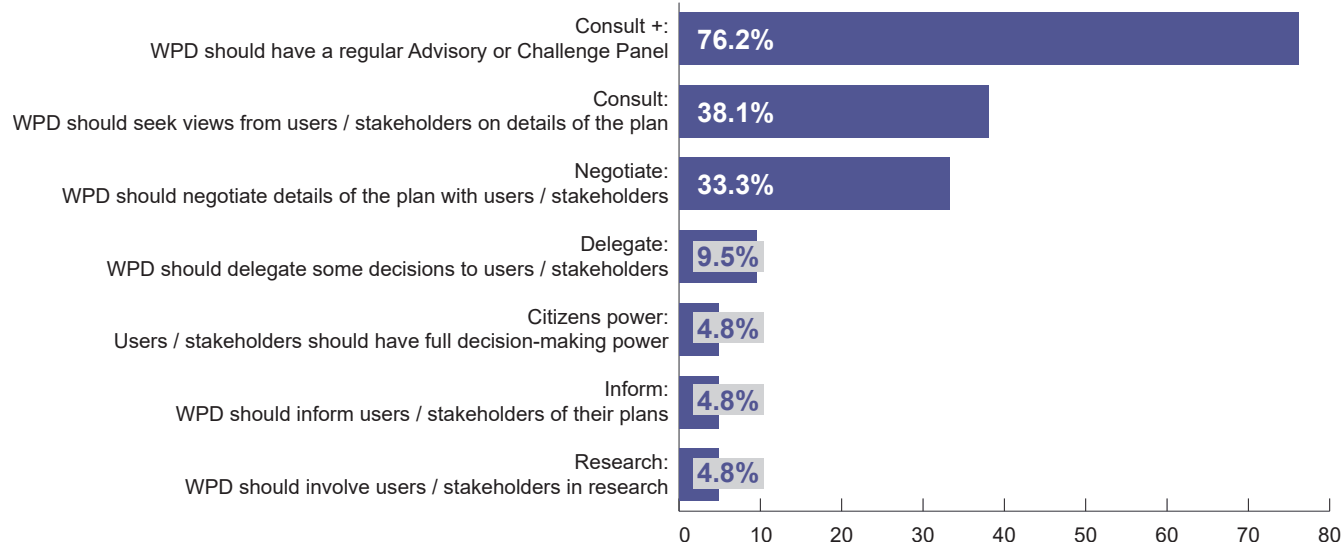
“... but if people don't have direct power, then they'll leave these things feeling like they haven't been listened to.”
Infrastructure / engineering representative

“Ask local people about planning so they feel involved. Makes people think they have power in the decision making.” **Charity / voluntary sector representative**

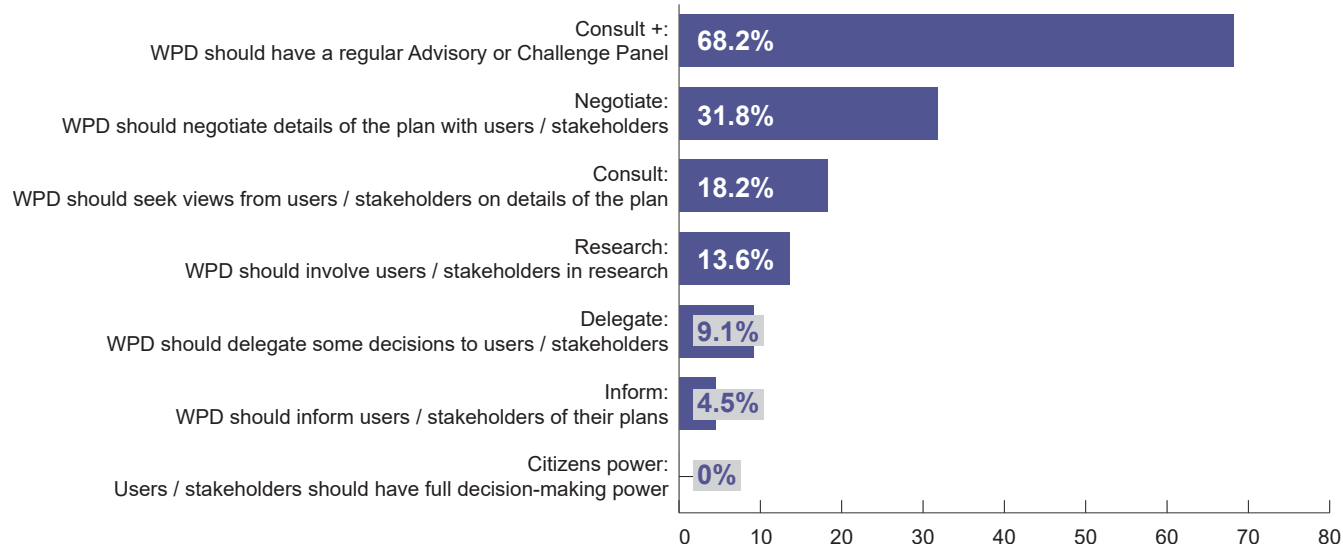
Electronic Voting

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

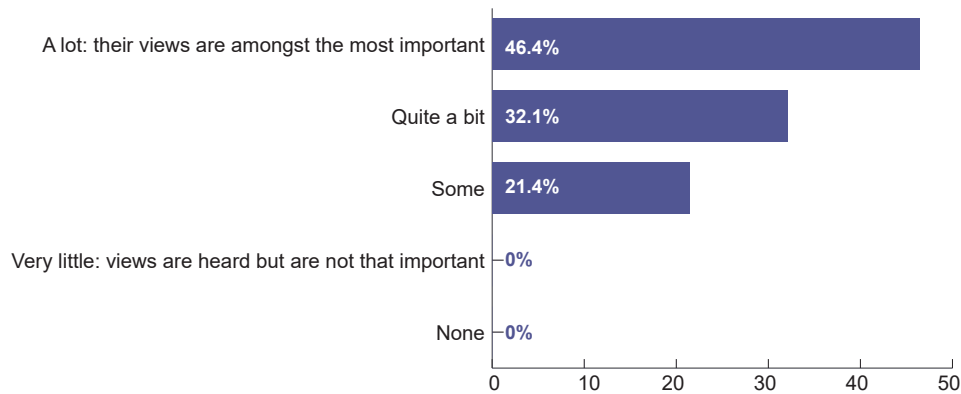
When writing the next Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



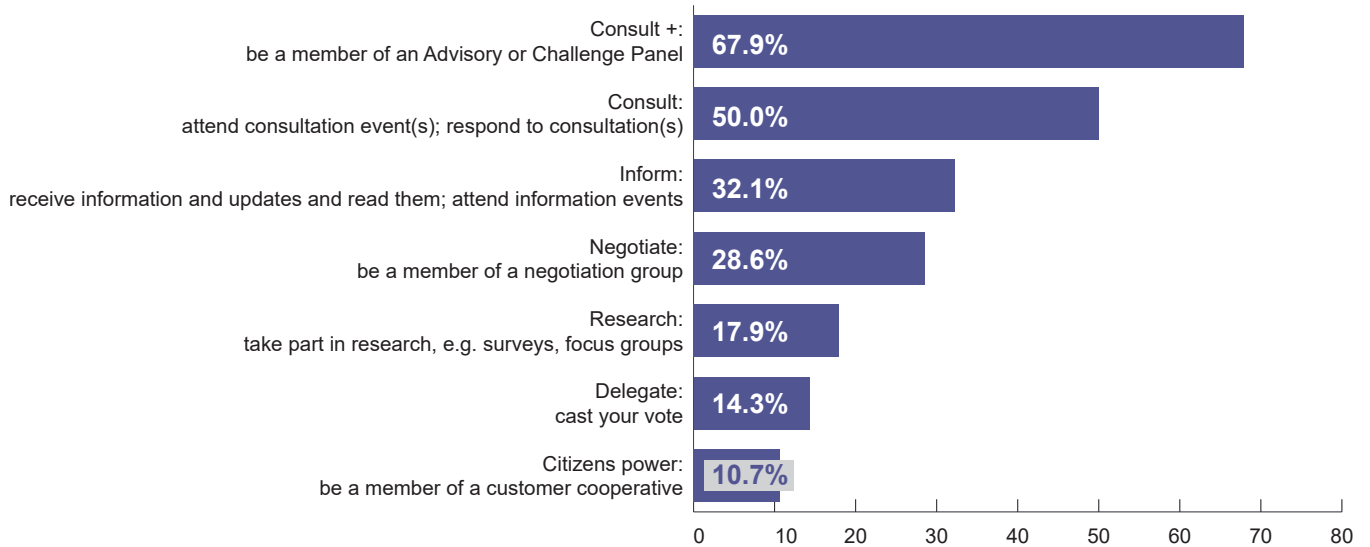
During the delivery of the Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



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)



7 | WORKSHOP FOUR: TRANSITIONING TO A DSO

Summary of the discussion

- Stakeholders identified connections availability and flexibility as key benefits of transitioning to a DSO.
- The majority of participants agreed that domestic customers were mostly unaware of the DSO role, and that they will continue to be uninterested in the change and subsequent benefits as long as they are not adversely affected.
- Stakeholders stated that WPD need to make customers aware of any changes to tariffs and supply, however, opinion was split on how best to do this, with some pointing out that WPD have to use suppliers as their means of communication, making the process more convoluted and difficult.
- It was clear from the electronic voting that stakeholders felt neutral about their understanding of the impacts of the DSO transition on different customer groups (large energy users; distributed generation and storage providers; smart technology providers; local communities; and vulnerable customers): the highest level of understanding was for large energy users with 6.2 out of 10, but the lowest, smart technology providers, had a score of 5, a difference of only 1.2.
- Stakeholders pointed out that an inability to adapt to issues like peak times and staged charging would affect vulnerable customers.
- Stakeholders were in agreement that innovation and regulation could play a role in ensuring vulnerable customers benefit from the DSO transition, such as social housing schemes that invest in solar power.
- There was consensus that WPD should work with vulnerable customers through community groups, and that communities needed engaged representation in order to explore and harness the benefits of DSO.
- Stakeholders wanted customers to be able to customise power cut alerts, and this was borne out in the electronic voting, where full customisation gained 62.5% of the vote.
- Some stakeholders discussed interruptive versus non-interruptive methods of communication, and wondered whether it was possible to tailor the mode as well as the time of the alert.

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

This question was not answered in Derby.



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

Summary:

- Connections availability and flexibility were widely seen as key benefits of the DSO role.
- A majority felt that domestic customers were unaware of the DSO transition and what it meant for them, and would only get involved if they were affected by its implementation.
- Leading on from this, stakeholders urged WPD to make customers aware of any changes to tariffs and supply.

Verbatim comments:

“The ability to connect. Without major costs, potentially. And we’d go for that.”

Developer / connections representative

“Flexibility, meeting the changing demand.”

Local authority representative

“As long as my lights stay on 24/7 forever, I don’t care what’s going on behind the scenes.”

Infrastructure / engineering representative

“As long as the cost doesn’t go up, no one’s bothered.”

Local authority representative

“You’ve got to give customers the message. You need to tell them when there’s a premium.”

Infrastructure / engineering representative

“My son has a chip shop. He’s up until 4am and he doesn’t want the costs to go up 11pm–4am. We want the same price. If you put it up or pull it down, it’s domestic consumers you’ve got to think about.”

Local authority representative

“Whatever message you want to give out, you can’t contact the customers direct. Your mouthpiece is the supplier, so it’s a convoluted path. The suppliers have databases of pounds spent and addresses but you don’t have that. This is a massive thing to conquer.”

Infrastructure / engineering representative



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

Summary:

- Stakeholders felt that vulnerable customers would be affected by issues like peak times and staged charging, as they would have difficulties in adapting to these.
- Stakeholders agreed that the nature of ownership – of electric vehicles, solar panels, etc. – needed to change in order for vulnerable customers not to suffer.
- Many wanted to see innovation and regulation ensuring vulnerable customers benefit from DSO, such as social housing schemes that invest in solar power.
- Stakeholders agreed that WPD need to communicate the key benefits to vulnerable customers, as people tend to be wary of change.
- Participants asked whether the energy industry was aware that vulnerable customers might not be online or educated on the potential benefits of the DSO transition.
- Many thought WPD should work with vulnerable customers through community groups, and that communities needed engaged representation in order to better understand and benefit from DSO.

Verbatim comments:

"For customers who are uninterested, with charging time charges, staged charging... moving away from domestic, well, not everyone will win. A majority will."

Business representative

"The vulnerable people who really needed solar panels... there's no way our tenants could afford to do that."

Housing representative

"I think I agree but what about if vulnerable customers happen to live in social housing, then you have a social housing company. I just remember the trial going on with repowering London, putting a solar panel on the roof of a social housing estate, and getting people engaged with energy usage in that way, and now they are trying to sell that same solar power into the people living in that house."

Charity / voluntary sector representative

"Maybe all the cars will be jointly owned, yes, but people who have power and money will buy one anyway so we have to recognise that. There will be business opportunities for people that can afford them, we need to utilise that to create electric car sharing for those less fortunate."

Infrastructure / engineering representative

"I think it's important everybody benefits... the guys investing and the entrepreneurs and big businesses get a direct benefit from it if they're investing but vulnerable customers need to see an indirect benefit... cheaper energy."

Energy / utility company

"We talked about the information side of things previously. Making sure they understand it and making sure they're comfortable, explaining how it can be beneficial for them. A lot of people are frightened of change."

Local authority representative

"Vulnerable customers have so many other problems in their lives... they're not educated on how they can save money and how they might be being exploited by the DSOs."

Housing representative

"A lot of your very vulnerable customers don't have the same access to information due to the generational gap of not being online."

Housing representative

"Looking at community groups is a big thing."

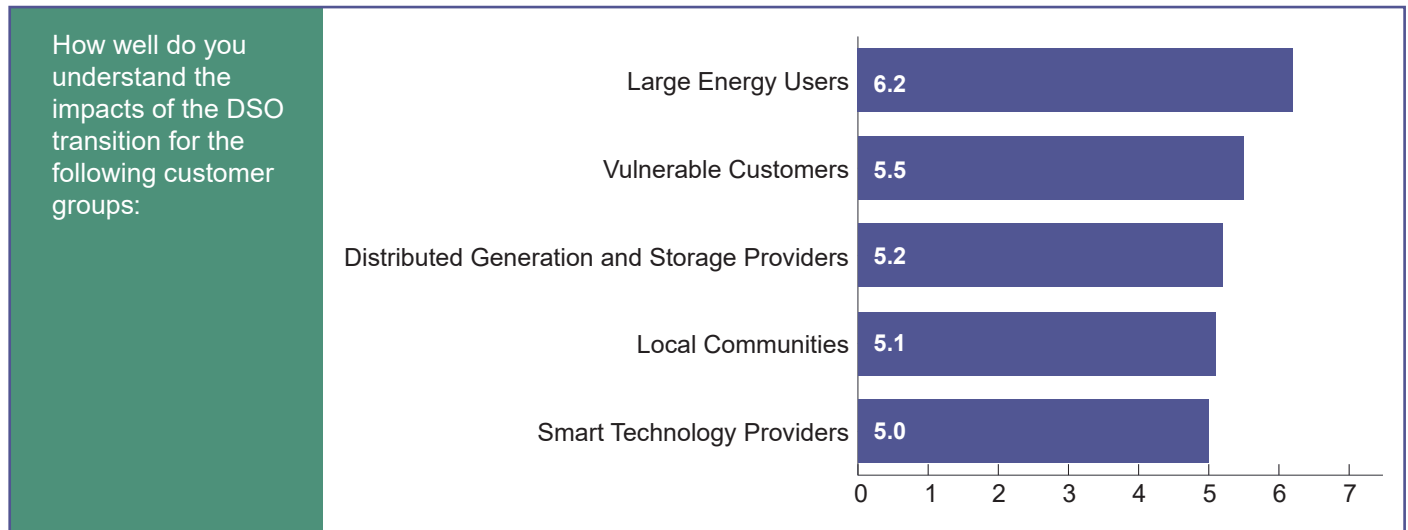
Energy / utility company

"I think local communities can do a lot more in this than has been shown so far. I think things are shifting. We have tried many ways to engage at a community level over many years but I would say, sadly, I don't think they have been very successful. I hope at some stage an engaged community representative could use this community data to help vulnerable customers in their area."

Charity / voluntary sector 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:

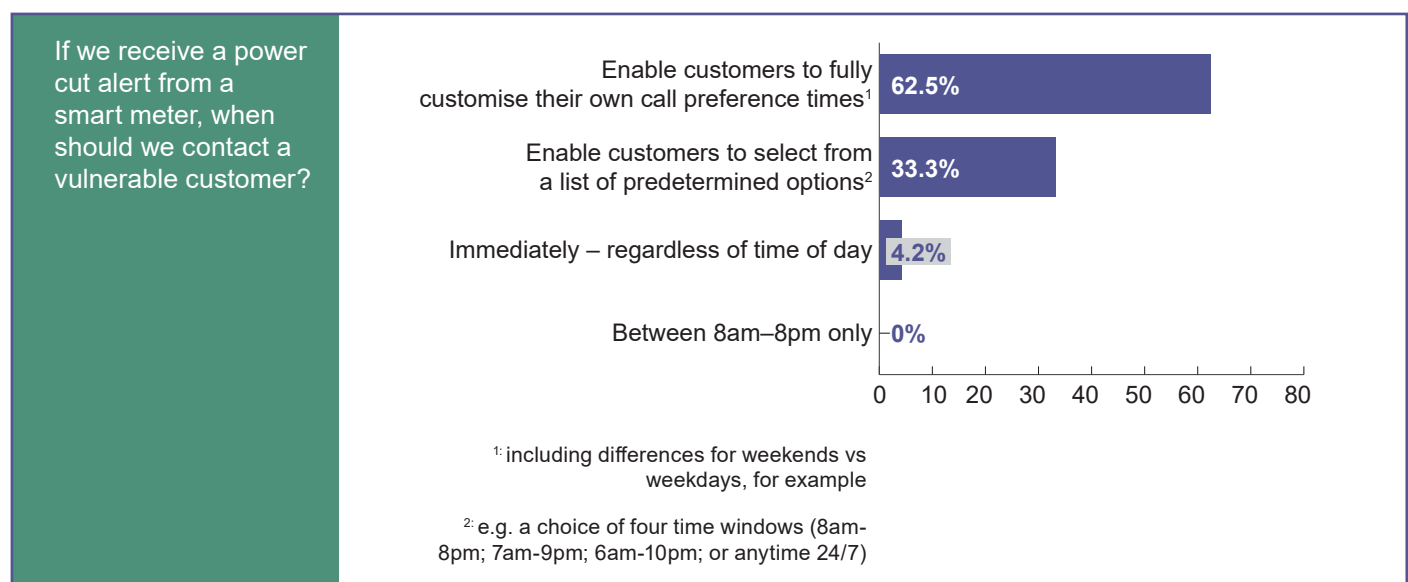
- There was consensus that customers should be able to customise power cut alerts.
- Interruptive versus non-interruptive methods of communication were discussed, with a question over whether a telephone call was always the most appropriate alert.

Verbatim comments:

“Definitely, everyone wants flexibility.”
Business representative

“You need to consider people on the PSR. It might be case by case, if someone is on oxygen, dialysis, there’s a specific group you could consider phoning at any time.” **Local authority representative**

“I think there should be a method of informing customers other than calling – which is interruptive and people hate, and so will be seen as negative even though it’s positive. For example, customers could log onto a website and see a list of outages, or look at an app. You could ring the people who don’t have computers or internet.”
Local authority representative



8 | AFTERNOON SURGERIES

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

The subjects for discussion were:

- **Connections and Distributed Generation**, hosted by Alison Sleightholm;
- **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

ALISON SLEIGHTHOLM

Key Themes and Issues Raised

- There is too much emphasis on low voltage connections – need a focal point within the business to work with high voltages.
- Investors have a timescale and the bespoke high voltage projects take too long: it seems more difficult. Having a WPD ‘buddy’ to provide support through that process would really help.
- NPG do the high voltage connections process well.



SURGERY SESSION TWO:

SOCIAL OBLIGATIONS (INC. VULNERABILITY & FUEL POVERTY)

KAREN MCCALMAN

Key Themes and Issues Raised

- Clarification needed on how people on the PSR were contacted when a review took place.
- Clarification needed on who held the PSR: concern about information being lost if the customer changed their supplier.
- Three weeks is too long to contact someone who had been referred with a vulnerability.
- The target should be revised to allow contact to be made within a week, and then demonstrate that repeated attempts had been made to contact the person referred.
- Targets are positive as they keep people on their toes.
- New targets for Power Up Health are concerning: WPD would do better sticking with the same outputs.
- Are the partners delivering affordable warmth consulted over future targets?
- Targets must reflect the area.
- Some houses have low sat ratings, and it is not easy to move them up when setting affordable warmth challenges.
- Winter doesn't finish on 31 March: there was agreement that an eight-month window would make a difference.
- Preventive work should be carried out in the summer.
- Stakeholders agreed that a workshop on next steps for affordable warmth might be useful in sharing information and promoting best practice.
- Stakeholders asked that as much money as possible was spent on projects.

SURGERY SESSION THREE:

LOSSES AND INNOVATION

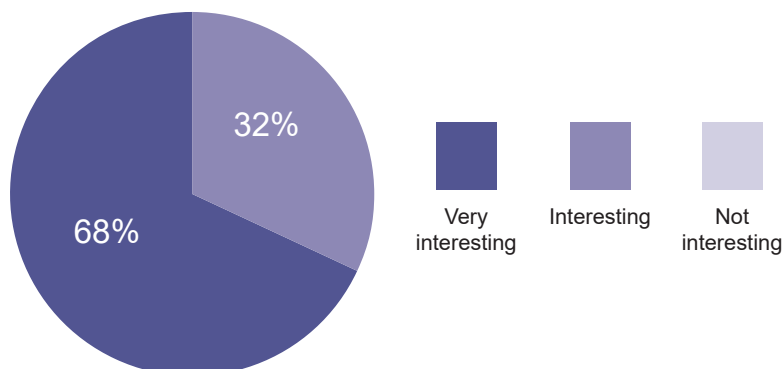
PAUL JEWELL

Key Themes and Issues Raised

- Active management of the network, is there a way that you can make it smarter to reduce losses?
- WPD should be monitoring the LV network
- Would energy storage be useful to reduce losses?
- Uncertainty around Brexit and EU network codes – will there be new solutions?
- There will be more losses when storage becomes more popular, how will WPD account for this?
- More publicity needed on who to contact about innovation.
- The networks don't seem to be reinforcing the grid for electric vehicles: are they planning on doing so?

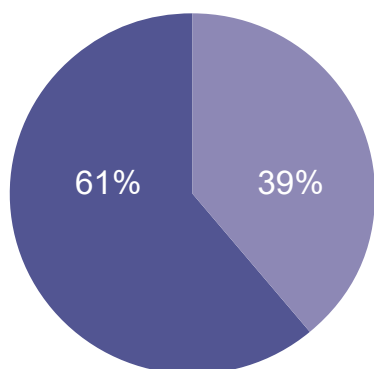
9 | WORKSHOP FEEDBACK

Overall, did you find the workshop to be:



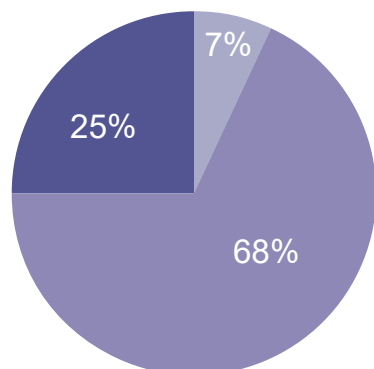
No comments given

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



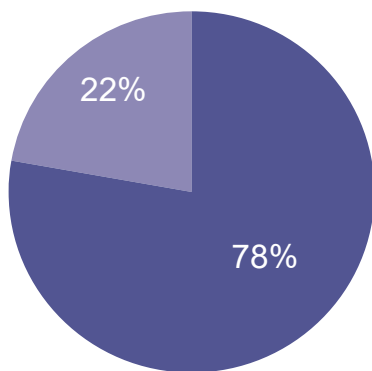
Plenty of discussion opportunities but perhaps less relevant to myself as a rep for a specialist interest party.

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



Not much discussion on the topic of environment but maybe that was a result of a more general, customer feedback-oriented workshop than specialist.

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



Very good

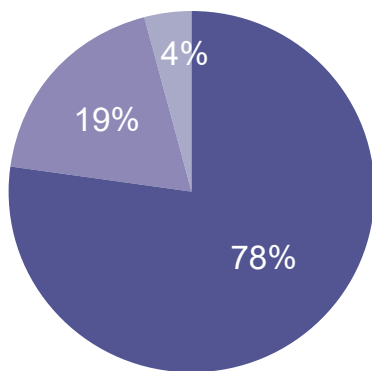
Good

Fair

Not so good

Discussion time was regular and flowing.

What did you think of the venue?



Very good

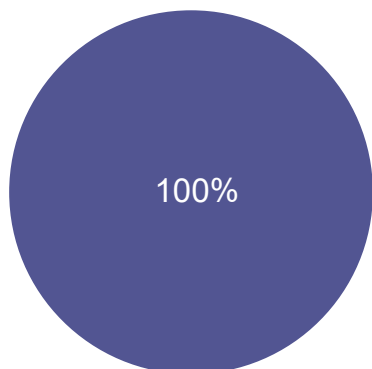
Good

Fair

Not so good

No comments given

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



Yes

No

No comments given

Do you have any other comments?

A really enjoyable session. I would very much welcome exploring how we can work together in the future.

Scope of DSO still is unclear so interesting to see how this evolves.

Excellent workshop – really enjoyable and informative.



