



# Annual Stakeholder Workshops 2017

## Cheltenham

Westbourne

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# CONTENTS

<b>1</b>	<b>Introduction</b>	<b>4</b>
<b>2</b>	<b>Overview of the workshop</b>	<b>5</b>
<b>3</b>	<b>Summary of feedback</b>	<b>6</b>
<b>4</b>	<b>WORKSHOP 1: What do you think about our approach to reporting?</b>	<b>9</b>
1a	What do you think about our approach to reporting for 2015/16? (detailed report)	9
1b	What do you think about our approach to reporting for 2015/16? (summary report)	12
<b>5</b>	<b>WORKSHOP 2: WPD's long-term priorities</b>	<b>14</b>
2a	Do you consider there to be a key action area missing?	15
2b	In which categories do you think WPD's planned approach is appropriate and in which do you think they it should go further?	16
2c	How much would you be willing to pay from your bill to achieve the package your table arrives at?	22
2d	Electronic voting: which is your preferred option for each category?	23
<b>6</b>	<b>WORKSHOP 3: WPD's Long-Term Priorities</b>	<b>26</b>
	<b>WPD's priorities to enable the transition from a DNO to a DSO</b>	<b>26</b>
3a	Do you agree with WPD's DSO priorities?	27
	<b>The potential benefits of smart meters for networks</b>	<b>28</b>
3b	Do you agree that it will be beneficial for networks to access smart meter data? Have we sufficiently explained the benefits?	28
3c	How comfortable are you with networks having access to and using smart meter half-hourly data in general?	29
	<b>WPD's smart meter data privacy plan</b>	<b>30</b>
3d	What do you think of WPD's 7-point approach to data privacy and how comfortable are you with WPD having access to smart meter data in these terms?	31
<b>7</b>	<b>WORKSHOP 4: Environment and Sustainability</b>	<b>34</b>
	<b>Buildings energy usage</b>	<b>34</b>
4a	Do you agree with our proposed future actions to address buildings energy usage?	34
	<b>Vehicle emissions</b>	<b>35</b>
4b	Do you agree with our proposed future actions to address vehicle emissions?	35
	<b>Sulphur Hexafluoride (SF6)</b>	<b>36</b>
4c	Do you agree with our proposed future actions to address the issue of SF6?	36
<b>8</b>	<b>Afternoon Surgeries</b>	<b>38</b>
<b>9</b>	<b>Written Feedback</b>	<b>40</b>

## 1 | Introduction

Western Power Distribution (WPD) submitted its draft Business Plan in 2013 as part of Ofgem's most recent price control, RIIO-ED1. The plan was produced following considerable engagement with stakeholders and was 'fast-tracked' by the regulator in 2014. The company has recently completed its first full year of the current Price Review period.

WPD has committed to the delivery of 76 outputs by 2023 in six key areas: Safety; Reliability; Environment; Connections; Customer Service; and Social Obligations. In the first full year of the Business Plan period, the company has achieved or is significantly on track to achieve its annual target in 73 of these 76 areas.

WPD is committed to acting on feedback given by its stakeholders. This is demonstrated by the fact that the round of six workshops that took place in January 2016 led directly to 26 actions.

In January / February 2017, WPD hosted six workshops in locations across its network area in order to get feedback from stakeholders. The fourth of these workshops took place at Cheltenham Race Course on 31st January 2017.



Westbourne (WB) was appointed, as a specialist stakeholder engagement consultancy, to independently facilitate the stakeholder workshops on behalf of WPD and neutrally report back on the feedback received.

Each of the workshop sessions began with introductory presentations by senior WPD representatives followed by roundtable discussions and electronic voting on set topics. The roundtable discussions were facilitated by trained WB facilitators and stakeholders' comments were captured by WB scribes. At least one WPD staff member was present on each of the tables in order to answer questions of a technical nature.

For the purpose of this report, we have aimed to identify key themes and areas of consensus in the roundtable discussions. Where possible, verbatim quotes have been noted by the WB scribes. Comments have not been attributed to individuals in order to ensure that all stakeholders spoke as candidly as possible. In some cases, individual tables did not answer all questions. Where this is the case, the table has not been included in that section of the report.

This report is a faithful record 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/2017/Jan-2017-stakeholder-workshops-presentation-FINAL.aspx>



## 2 | Overview of the Workshop

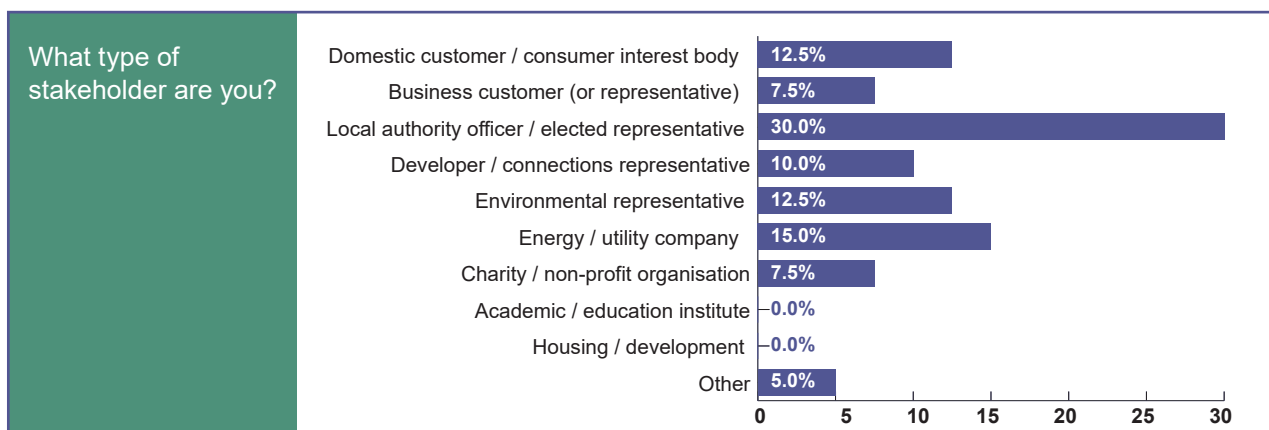
After a brief explanation of WPD's role and an update on its 2015/16 performance, the workshops were split into three discussion sessions. Each session began with an introductory presentation given by a senior WPD representative; after this there were roundtable discussions. At the end of each session, there was an opportunity for stakeholders to give further, quantitative feedback by voting electronically.

The three areas for discussion are shown below:

- **Workshop session 1: WPD's Business Plan reporting:** This session was aimed at getting feedback from stakeholders on WPD's detailed and summary reports. Stakeholders were asked to comment on the style of its current 2015/6 report and to compare it with a version that was mocked up. Stakeholders were then shown WPD's summary report, along with those produced by other DNOs, and asked to give comparisons, citing examples of best practice.
- **Workshop session 2: Long-term priorities:** This session focused on WPD's ten long-term strategic priorities. Stakeholders were first asked if they agreed that these were appropriate. After this, there was an exercise aimed at attributing a notional 'value' to a set of targets.
- **Workshop session 3: Future networks:** This session centred on WPD's transition from a DNO to a DSO before moving on to the subject of smart meters and data privacy. Stakeholders were first asked to comment on the appropriateness of WPD's identified DSO priorities. They were then asked to give feedback on the potential benefits for networks of smart meters before commenting on WPD's Smart Meter Data Privacy Plan.
- **Workshop session 4: Environment and Sustainability:** This session was aimed at getting feedback from stakeholders on three areas where potential improvements could be made on WPD's 2015/6 performance: Buildings Energy Usage; Vehicle Emissions; and Sulphur Hexafluoride. Stakeholders were asked to comment on WPD's planned approach for each of these issues before identifying other actions that could be made to improve performance in these areas.

### ATTENDEES:

A total of 41 stakeholders from a range of backgrounds attended the workshop. Stakeholders were asked to use the electronic voting software to identify themselves as one of ten listed stakeholder types or select 'other' if none of the options matched. The results can be found below:



Alongside those attending in a personal or domestic customer capacity, the organisations represented were:

- AKATA Renewable Energy
- Gloucestershire Fire and Rescue Service
- RS Renewables
- Broadwas and Cotheridge Parish Council
- Green Frog Connect
- Shropshire Hills AONB Partnership
- Churcham Parish Council
- Kempsey Parish Council
- SP Energy Network
- Cirencester Town Council
- Minchinhampton Parish Council
- Stroud District Council
- Cotswolds Conservation Board
- N Power
- UK Power Reserve
- Deerhurst Parish Council
- National Grid
- Warm Wales
- Environment Agency
- Nortech
- Westbury-on-Severn Parish Council
- EST
- Pitchcombe Parish Council
- Worcester City Council
- Geldards Llp
- Prestbury Parish Council
- Wye Valley AONB
- Gloucestershire County Council
- Roadnight Taylor Ltd

## 3 | Summary of Feedback

### Workshop session 1: WPD's Business Plan reporting

- There was consensus across the groups that WPD should continue to provide detailed reports for those interested in one specific topic. However, clear, concise summary reports are vital for allowing most stakeholders to gain a broad understanding of the company's business activities.
- Many highlighted how the summary report should be fairly thorough but not too long, and use images, tables and infographics as much as possible to bring the information to life.
- The majority of stakeholders would like to see the information broken down by region or license area, so that local issues can be highlighted and better or worse performing areas can be identified.
- A number of stakeholders suggested that all DNOs should report in a similar manner to enable comparison between companies, potentially using an Ofgem template.

### Workshop session 2: Long-term priorities

- Smart networks, emergency resilience, vulnerable customers, fuel poverty and safety education were all popular priorities; with many stakeholders feeling that more should be invested in these areas to achieve more ambitious targets.
- Suggestions for additional categories included; maintenance of the network, government legislation and policy, network reliability, reducing demand and increasing network capacity.
- Many stakeholders felt the company should invest more in those areas where they could achieve a greater impact; for example increasing connections satisfaction by a small margin is expensive, yet big strides could be made on safety education or fuel poverty with a much smaller investment.
- Consensus could not be reached on the willingness to pay for an enhanced package; some were happy to contribute more but others warned about the potential impact on people living in fuel poverty.

### Workshop session 3: Future networks

- There was widespread agreement that WPD had mapped its priorities for transition to DSO effectively.
- Although many of the stakeholders had limited knowledge about smart meters, they were largely comfortable with WPD's approach to data collection and privacy.
- Many stakeholders raised concerns regarding data security and privacy, and felt there was a lot of work to do to communicate the potential benefits to customers.
- Protection of vulnerable customers was raised as an issue by many, both in terms of safeguarding their data, and ensuring that the benefits of smart meters are maximised.
- Having reviewed WPD's privacy plan stakeholders were asked to rate the extent to which they were comfortable with the company having access to smart meter data; 74% selected 8 or above (on a scale of 1 being not comfortable at all and 10 being extremely comfortable).
- The most important factors stakeholders wanted WPD to consider were ensuring the security of the systems to store data and ensuring data is only used for network operating purposes and is never sold or shared with other parties.

## Workshop Session 2: Long-term Priorities — Measuring the Value For Money of Our Actions

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Overall customer satisfaction</b>	Rated 8.9/10 <input type="text"/>	9.1/10 <input type="text"/> 1.00	9.3/10 <input type="text"/>	9.5/10 <input type="text"/>
<b>Connections satisfaction</b>	Rated 8.7/10 <input type="text"/>	8.9/10 <input type="text"/> 1.40	9.1/10 <input type="text"/>	9.3/10 <input type="text"/>
<b>Smart networks</b>	Active Network Management zones rolled out by 2023 <input type="text"/>	By 2022 <input type="text"/>	By 2021 <input type="text"/> 2.00	By 2020 <input type="text"/>
<b>Business carbon footprint</b>	↓5% by 2023 <input type="text"/>	↓5% by 2021 <input type="text"/> 1.00	↓7.5% by 2023 <input type="text"/>	↓10% by 2023 <input type="text"/>
<b>Undergrounding schemes</b>	55km by 2023 <input type="text"/>	55km by 2021 <input type="text"/> 1.50	75km by 2023 <input type="text"/>	90km by 2023 <input type="text"/>
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience <input type="text"/>	30% <input type="text"/> 1.80	40% <input type="text"/>	50% <input type="text"/>
<b>Customer awareness</b>	50% <input type="text"/>	55% <input type="text"/> 1.50	60% <input type="text"/>	65% <input type="text"/>
<b>Safety education</b>	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text"/> 1.43	70k & existing scope <input type="text"/>	70k & expanded scope <input type="text"/>
<b>Vulnerable customers</b>	125k supported a year during power cuts <input type="text"/>	150k <input type="text"/> 1.63	175k <input type="text"/>	200k <input type="text"/>
<b>Fuel poverty</b>	6.5k supported a year <input type="text"/>	10k <input type="text"/> 1.57	12.5k <input type="text"/>	15k <input type="text"/>

#### Workshop session 4: Environment and Sustainability

- Stakeholders across the different groups felt WPD could do more to reduce buildings energy usage, and would like to see a detailed survey or assessment carried out on sites first.
- Many felt that WPD should be more innovative, and should introduce new technologies on its sites; for example solar PV generation, smart meters, automatic off-switches and innovative heating and lighting solutions.
- There was support for the intention to reduce vehicle emissions, but again many felt WPD could be doing more. Suggestions included minimising the use of diesel, introducing electric cars, incentivising and monitoring driver behaviour, and encouraging car sharing, cycling and public transport.
- On the whole, stakeholders supported WPD's plan to address the issue of SF6. Most felt that research into alternatives should be prioritised, but investment in the detection cameras was necessary as a short-term solution.
- 43% of stakeholders felt that reducing vehicle emissions should be WPD's main carbon footprint priority, with 26% selecting building energy usage and 31% selecting tackling SF6.
- To reduce vehicles emissions, stakeholders responded fairly similarly across all three main action points, with searching for alternative fuel and lubricants scoring slightly higher than driver training and video conferencing.
- In tackling SF6, stakeholders felt that WPD should focus on investigating alternatives much more strongly than purchasing more detection cameras.
- For buildings, installing low-voltage lighting was more popular than developing bespoke action plans for each location.





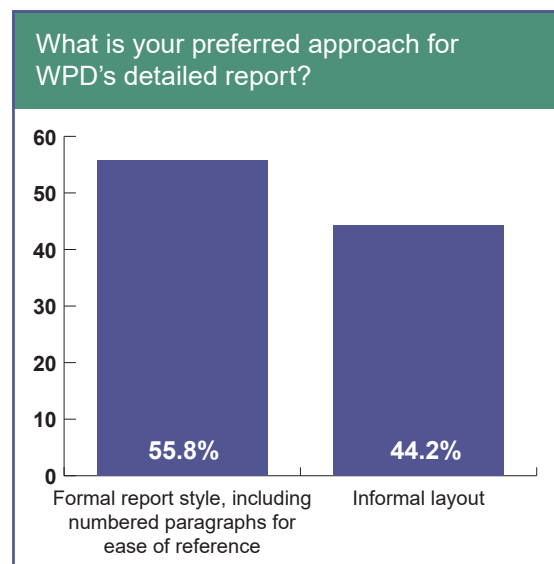
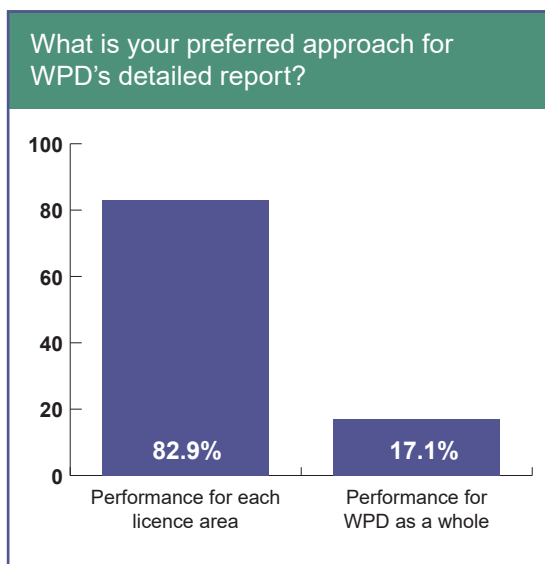
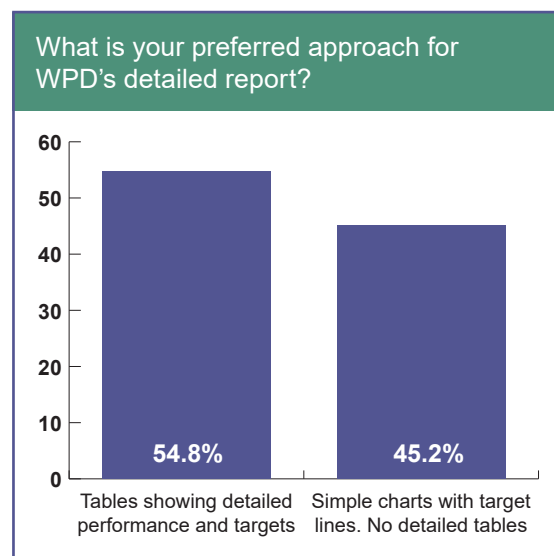
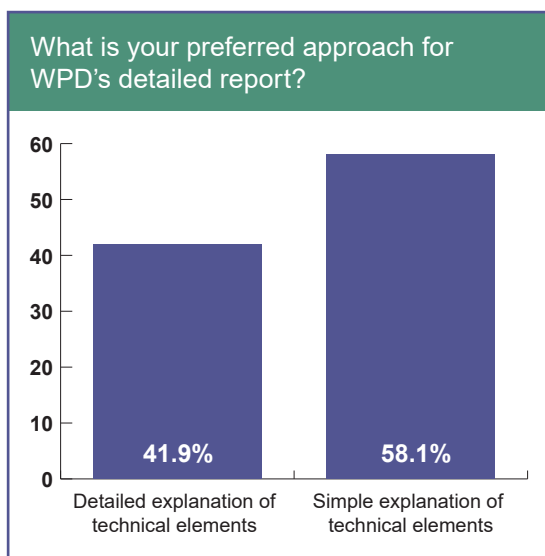
## 4 | WORKSHOP 1: What do you think about our approach to reporting?

For this session, stakeholders were asked to comment on both WPD's detailed and summary reports.

- The detailed report can be found here: <https://www.westernpower.co.uk/docs/About-us/Stakeholder-information/Performance-reporting-RIIO-ED1/WPD-RIIO-ED1-Business-Plan-Commitments-Report-2015.aspx>
- The summary report can be found here: <https://www.westernpower.co.uk/docs/About-us/Stakeholder-information/Performance-reporting-RIIO-ED1/Summary-Report-Business-Plan-Commitments-Report-20.aspx>

### 1A. WHAT DO YOU THINK ABOUT OUR APPROACH TO REPORTING FOR 2015/16? (DETAILED REPORT)

All stakeholders were asked to vote on a series of questions relating to this topic:



**Table 1:**

There was a consensus among the group that it is useful to continue producing highly detailed reports, particularly for stakeholders with a professional interest in the company's activities. Stakeholders highlighted the importance of summary sections that allow stakeholders to gain a broad understanding and delve into the detailed information as required. They agreed that WPD should not increase the complexity of the report any further.

"I prefer the existing/original report as in my role I need to be able to find high level details and data. As it is for a professional audience, detail should come before appearance." **Voluntary organisation representative**

"WPD should not look to extend the report beyond what is absolutely required by the majority of stakeholders... as this adds unnecessary complexity." **Environmental representative**

**Table 2:**

The group felt that there was too much information in the detailed report, and a shorter version with less information in a simple format would be more accessible. Although some warned against shortening it too much, especially considering an alternative summary report will be available. The group discussed how it is important that the summary and detailed reports are aligned, with the same section headings, to allow navigation between the two. Opinion was divided as to whether the information needs to be divided into regional sections, or showing data for the whole company.

"If you shorten it too much though it'll just end up becoming a summary report. I do think that it's too text heavy though." **Energy/utility representative**

"For me it [regional breakdown] would be quite useful actually. It'd allow us to find out how and what is going on in specific areas where we're based." **Energy/utility representative**

**Table 3:**

There was consensus that it is important to keep reports simple, with graphics to make the information engaging. The group agreed that the summary report as it stands is suitable, but it is useful to have access to the more detailed report if needed. Most of the group would like to see the information broken down into regional sections, and some would like to see benchmarking against competitors.

"I think there isn't clear evidence of benchmarking in your reporting. Not a lot of information in relation to other utilities and other industries, no comparable data." **Energy/utility representative**

"I think everyone here has different needs. As a local authority, I'd like to put in a postcode and find out the number of supply interruptions in a particular area to be able to track vulnerable individuals." **Local authority officer representative**

**Table 4:**

There was consensus that the summary report is a good length, and most stakeholders would not read the full 160-page detailed report. However, the group agreed that it is important that the detailed report is available for those who need information on specific issues. One stakeholder felt the WPD approach was superior to other DNOs' reporting. There was a request from one stakeholder for information to be broken down by region, as aggregated figures across licence areas do not give an accurate representation of the local situation.

"Make it as localised as you can, so that when I go back I'm not talking about the whole of the South West and the East Midlands... for example you've got figures on power loss and you've put loads of effort in Wales, so the figures get better, but we've seen no improvement." **Elected representative**

"I haven't got time to read 160 pages, so the summary report is much more preferable for people in my job, the case studies are really helpful and help to bring it to life, and some more graphics and visuals would really help." **Local authority officer representative**



**Table 5:**

Stakeholders agreed that the detailed report is a good length, has clear language, and is well designed, and suggested that illustrations and graphics are more important in the summary report. They felt that more effort should be put into referencing and signposting between sections. There was a strong sentiment expressed that DNOs should be reporting in similar ways to facilitate easier comparison. Some felt the information should be broken down by region.

"It would be great to have an index page in the back for easy reference. Otherwise, the language is clear, the layout is good, and a good level of details are included. All in all, the report is fine."

**Domestic customer representative**

"It would be great if the information could be broken to urban and rural areas."

**Regulator/government representative**

**Table 6:**

All stakeholders on this table agreed that the level of detail in the full report was adequate, and they were likely to read for this report only if they wanted more information on a specific issue. They agreed that the summary report provided useful, accessible summary information. Some highlighted that the detailed report should be made available online.

"The detailed report provides the level of depth available for the people who need it. Normally the summary gives a brief overview and then if you really need more information you have the report so I wouldn't change the length and complexity. People like the accessibility but want each license area to be detailed."

**Local authority officer representative**

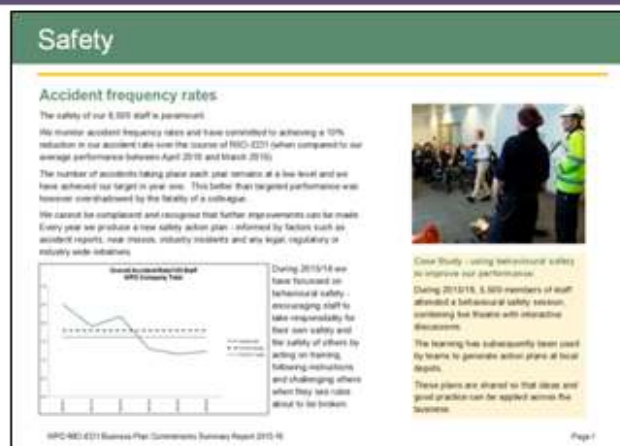
"The detailed report should be available online and received electronically." **Elected representative**



## 1B. WHAT DO YOU THINK ABOUT OUR APPROACH TO REPORTING FOR 2015/16? (SUMMARY REPORT)

All stakeholders were asked to vote on a series of options relating to the design style of WPD's summary report.

### Option 1: As now 2015/16 report



What is your preferred approach for WPD's detailed report?

Option 1 30%

Option 2 26.7%

Option 3 26.7%

Option 4 16.7%



**Table 1:**

Most stakeholders on this table praised the use of images and infographics, and agreed that it is important for the reports to be eye-catching and accessible to those with limited knowledge. The group picked out positive and negative aspects from the other DNOs' reports; such as UK Power Networks' report being too complex, and Electricity North West and SP Energy Networks' as being clear, well designed and informative.

"The important thing is the ability to move on from the summary report online... The infographics are very good and eye catching and this is helpful for identifying the information needed."

**Developer/connections representative**

"I do not like the UK Power Networks report as it is too complicated, but I like the Electricity North West one as it is clear and the SP Energy report is the best overall as it is a good mix of informative text, info graphics and clear design."

**Local authority officer representative**

"I really like the performance snapshot from North West as this draws out the important information for readers."

**Environmental representative**

**Table 2:**

Most on this table agreed that the summary report was acceptable, and provided enough information, although felt that more could be made to highlight key achievements. When comparing reports from other DNOs, the group preferred the SP Energy Networks report for its design and use of diagrams.

"Nothing jumps out at me. It's all the same colour-wise. If there's something you're especially proud of I'd say maybe add some colour to it or make it stand out somehow."

**Energy/utility representative**

**Table 3:**

This group did not discuss this question.

**Table 4:**

When discussing the alternative options, the group praised the use of graphs, diagrams and infographics. There was a general preference for options two and three, and they felt option four did not contain enough information.

"A picture paints a thousand words – a lot of organisations don't have lots of time to read through information. Pictures and graphs can illustrate something quickly and inform the reader, so I'd be more for those."

**Business customer representative**

**Table 5:**

Stakeholders on this table commented that an illustrative approach is preferred for summary reports. Some felt that DNOs should provide information in the same format to allow comparison and one highlighted how it is important that stakeholders can see progression from previous years.

"The stakeholder report needs to show the progress of this year compared to last year. The stakeholder community needs to have a direct voice in the report, and it would be useful for WPD to consult the consumers too."

**Regulator/government representative**

"It would be great if all of the networks can produce reports in the same format. This would make the reports much easier to compare. Could Ofgem offer a template?"

**Energy/utility representative**

**Table 6:**

There was consensus that the summary report looked like it would be a useful introduction, a precursor to the more detailed reports. It was seen as accessible, easy to read and well-laid out.

"It is a good teaser and highlights the bits I am interested in and then I have the detailed report if I want more information."

**Elected representative**



## 5 | WORKSHOP 2: WPD's long-term priorities

In this session, stakeholders were asked to comment on ten long-term priorities, shown below. They were then asked to consider whether WPD's planned approach was appropriate or if the company should go further in each area.

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Overall customer satisfaction</b>	Rated 8.9/10	9.1/10	9.3/10	9.5/10
<b>Connections satisfaction</b>	Rated 8.7/10	8.9/10	9.1/10	9.3/10
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Business carbon footprint</b>	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
<b>Undergrounding schemes</b>	55km by 2023	55km by 2021	75km by 2023	90km by 2023
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience	30%	40%	50%
<b>Customer awareness of WPD</b>	50%	55%	60%	65%
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000
<b>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000

The tables were each given ten counters. If they, as a group, agreed with WPD's planned approach, this category was not attributed a counter. If, however, they believed that Option 1 was more appropriate, one counter would be placed next to this category. For Option 2 this would be two counters, and so on. The table-by-table results of this exercise are shown below. The aggregated results are shown in 'Section 3: Summary of Feedback' in this report.



## 2A. DO YOU CONSIDER THERE TO BE A KEY ACTION AREA MISSING?

**Table 1:**

Stakeholders on this table made some suggested additions, including investing in network capacity, incentivising energy efficiency for consumers, and extending the scope of safety education.

“Investment in capacity in the network should be an important element, as although it is maybe partially included in the smart networks category, it does extend beyond this.” **Developer/connections representative**

“WPD should try and incentivise the public to the use energy in an efficient and carbon footprint conscious manner.” **Local authority officer representative**

“Safety education as a category is too limited. The scope of education should be expanded to include energy efficiency and environmental impact.”  
**Environmental representative**

**Table 4:**

One stakeholder suggested that maintenance, and preventative maintenance should be added as a new category. There was consensus among the group that there were no other areas missing.

**Table 5:**

One stakeholder suggested that network reliability be added to the list.

“Another key action area is network reliability. There are many elements to number of power cuts but there is no one directly acknowledging it.”  
**Energy/utility representative**

**Table 2:**

The table did not think there were any major issues missing, but felt that WPD could place more emphasis on supporting customers when a problematic event occurs.

**Table 6:**

This group agreed that a key missing area was government legislation and policy, encouraging WPD to become more involved in influencing policies that affect their customers.

“Government policies; there is a war on benefits. There is a huge cost in transmitting at transmission level, it is 9% of our energy bills. The large generators are costing a fortune and are inflexible and are competing with smaller operators which are more flexible. So, OFGEM needs a reverse policy in order to encourage more central transmission.”  
**Energy/utility representative**

**Table 3:**

This group discussed the challenges of customer awareness, and understanding which customers would need support during power cuts. They emphasised the importance of data collection and resilience planning.



## 2B. IN WHICH CATEGORIES DO YOU THINK WPD'S PLANNED APPROACH IS APPROPRIATE AND IN WHICH DO YOU THINK IT SHOULD GO FURTHER?

**Table 1:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
<b>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000
<b>Business carbon footprint</b>	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000

### Connections satisfaction:

"The DNOs are usually monopolies, customer satisfaction might actually be of little importance as the customers have no choice but to stick with the DNO they have. More important for WPD is actually getting the service right, including by doing things customers might not see."

**Developer/connections representative**

### Emergency resilience:

"There should be more input from local communities and local government in order to facilitate energy resilience, and that there is a knock-on effect here with fuel poverty as well as some of the other priorities."

**Environmental representative**

### Smart networks:

"Smart networks are so crucial to the UK's energy future that they should be prioritised very highly."

**Environmental representative**

### Safety education:

"Education should be expanded to secondary school children as well as primary school children, as secondary school children may have a great influence on households' behaviour."

**Local authority officer representative**

### Business carbon footprint:

"Nowadays company boards understand that their business carbon footprint is integral to their business prospects, so improving it is probably economical."

**Environmental representative**



**Table 2:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021r	By 2020
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Customer awareness	50%	55%	60%	65%
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Fuel poverty	6,500 supported a year	10,000	12,500	15,000

#### Connections satisfaction:

“This would have to be my number one priority. Wearing my ‘town planning hat’ I’m concerned with development and ensuring that there’s enough power available for the houses and buildings we’ve confirmed we’re building.”

**Local authority officer representative**

#### Undergrounding schemes:

“The undergrounding scheme is a bit fluffy at the moment but we do have some of the most beautiful areas around us. So, it could be a USP for WPD when working with us to be seen to working to maintain our beautiful views.”

**Energy/utility representative**

#### Business carbon footprint:

“I have to say business carbon footprint is really unimpressive. I’d imagine that just by replacing your fleet you could improve that a great deal. It doesn’t look like you’re actually trying.”

**Local authority officer representative**





**Table 3:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Customer awareness	50%	55%	60%	65%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope

#### Smart networks:

“This links into all the others. Smart networks will help vulnerable customers and allow them to make better choices.” **Local authority officer representative**

#### Customer awareness:

“I’d add that this needs to be a joined-up approach from the industry. The customer wouldn’t know the difference between supplier or the DNO. We need just one face across the industry. The customer shouldn’t need to know the difference.”

**Energy/utility representative**

#### Connections satisfaction:

“From a small business perspective, for us to get connected is a super tough task. I had to drive down to Cornwall myself. In reality, it’s all about the economics. I can’t get to the end goal hypothetically here.” **Energy/utility representative**





**Table 4:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope

#### Connections satisfaction:

“It looks like the score of WPD is high compared to other distributors, so maintaining it is good, but do we bother increasing it?”

**Local authority officer representative**

#### Undergrounding schemes:

“We’re completely surrounded by AONB and most of our parish is a conservation area. So, while I wouldn’t want to take away from vulnerable customers, I would like to see more undergrounding because it seems quite difficult at the moment to get any done.”

**Elected representative**

#### Fuel poverty:

“Personally, I see it a little bit as treating the symptoms. I would see it as a better investment to prevent people entering fuel poverty and keeping the cost down because once you start working with people in fuel poverty it’s quite hard.”

**Elected representative**



**Table 5:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Fuel poverty	6,500 supported a year	10,000	12,500	15,000

#### Undergrounding schemes:

“In the West Midlands, the budget is 8.1 million and I would like to see undergrounding to reach 90km by 2023 since the budget is already met.”

**Environmental representative**

#### Customer awareness:

“It is true a lot of people do not know who the DNOs are. There is currently not a lot of work done on raising customer awareness.”

**Energy/utility representative**



**Table 6:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope

#### Fuel poverty:

“60% is going to the DNOs so it is very appropriate we look at fuel poverty.” **Elected representative**

#### Undergrounding schemes:

“Some of the most beautiful parts of the country have these poles and we should protect these landscapes so I feel like we should have 75 by 2023.”

**Environmental representative**

“Underground schemes are important but smart networks are going to impact their areas more than underground schemes.”

**Business customer representative**

#### Safety education:

“The current goals sound low to me. We should be teaching children about safety and networks as well as energy efficiency and also talking to vulnerable customers. It is important.”

**Local authority officer representative**

#### Business carbon footprint:

“I don’t necessarily see the benefit to the customers but it will only be for WPD as a business. We’re not going to get £10 back if we increase by 10%. The target is tough.” **Energy/utility representative**



## 2C. HOW MUCH WOULD YOU BE WILLING TO PAY FROM YOUR BILL TO ACHIEVE THE PACKAGE YOUR TABLE ARRIVES AT?

**Table 1:**

One stakeholder warned that people living in fuel poverty cannot be expected to cover additional investment costs.

**Table 2:**

This group did not discuss this question.

**Table 3:**

This group felt the question was too hypothetical and difficult to answer, and could not agree on an overall figure.

"If you phrase the question in a different way you'll get different answers. For example, the schools project you could do at a really small cost and educate thousands of kids. You're always winning discretionary rewards grants. Let's see what that cash could do."

**Energy/utility representative**

**Table 4:**

There was consensus among this group that they would be prepared to spend an additional "few pounds" (£2 - £5) from their bill on the areas they highlighted as priorities.

"To me I would value these improvements, but perhaps that's because of my level of awareness. I didn't realise how little you get of the bill, if more customers were aware maybe they'd be willing to pay more."

**Local authority officer representative**

**Table 5:**

There was consensus on this table that an increase of between 50p to £10 per year would be reasonable. Some placed stronger emphasis on safety education, due to the good value for money it provides.

"The relative costs of different categories are not the same. Extended education would be much cheaper than doing extensive undergrounding. If we are looking from a purely economic perspective, safety education seems to be the best value for money."

**Energy/utility representative**

"As someone who lives in a village with major power cuts, I would gladly pay 5-10 pounds on top of my current bill to be able to not feel that kind of inconvenience."

**Energy/utility representative**

**Table 6:**

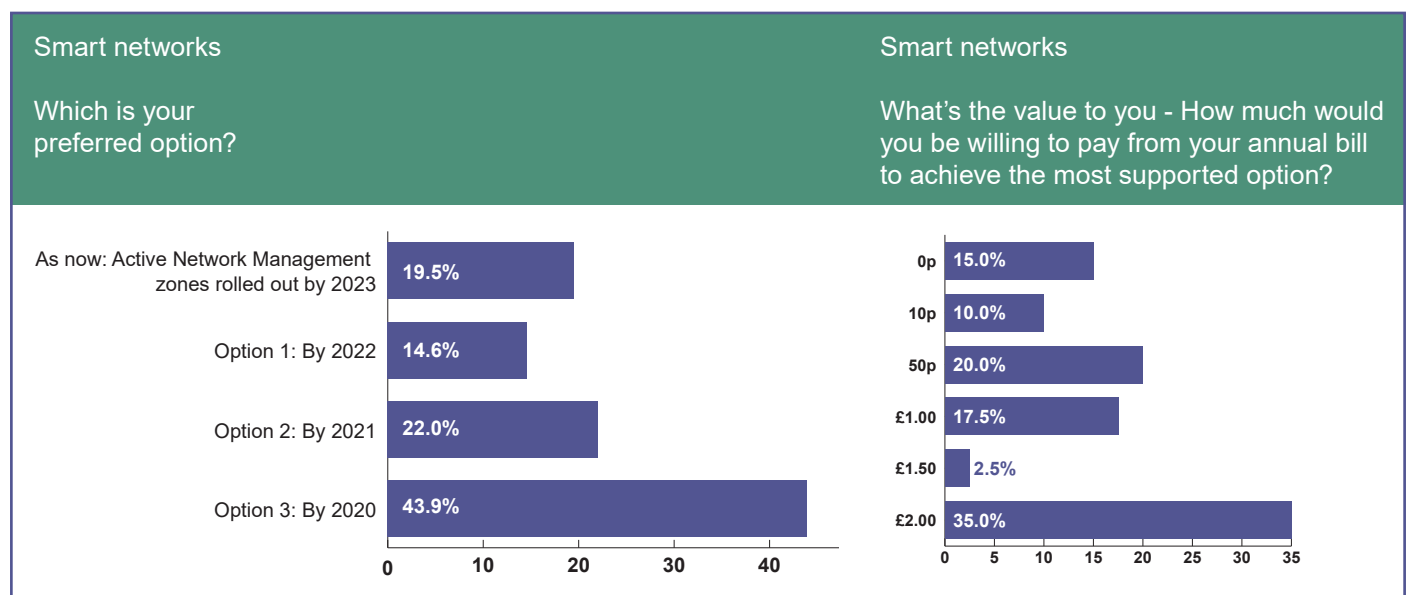
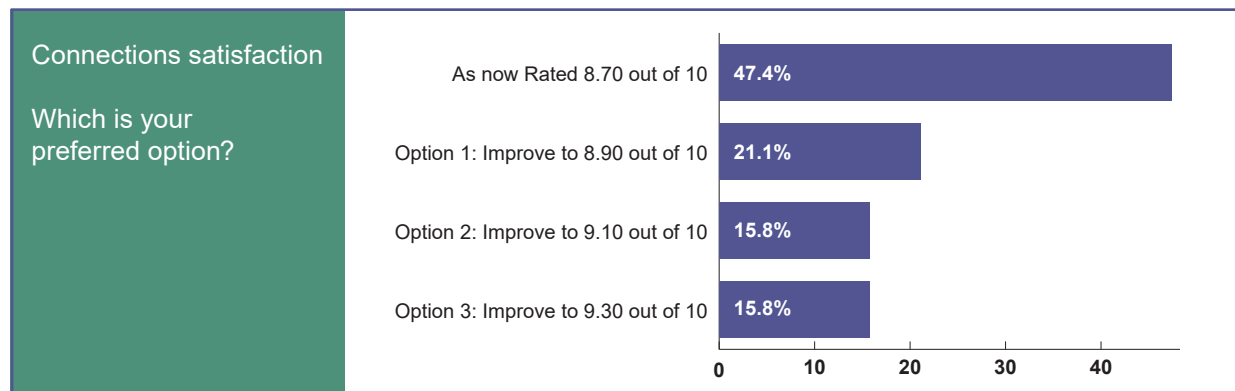
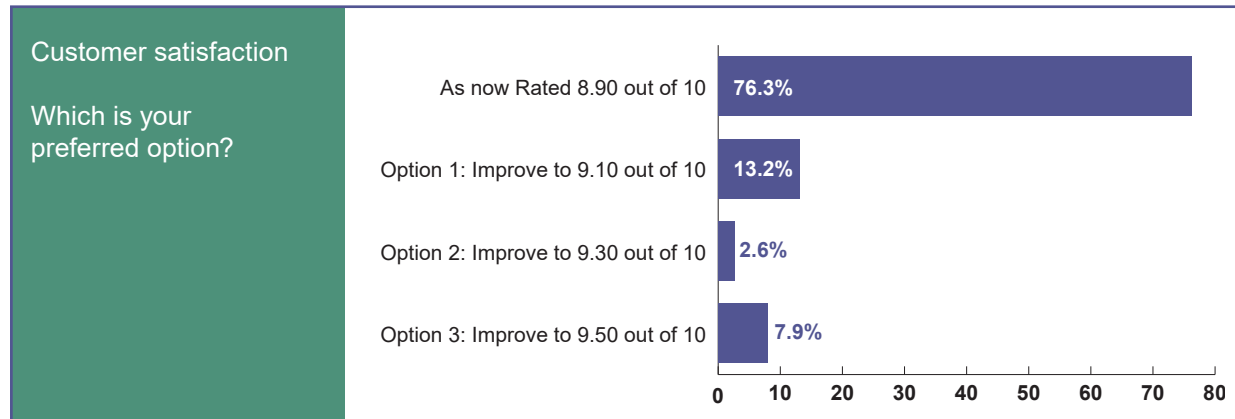
This group did not discuss this question.



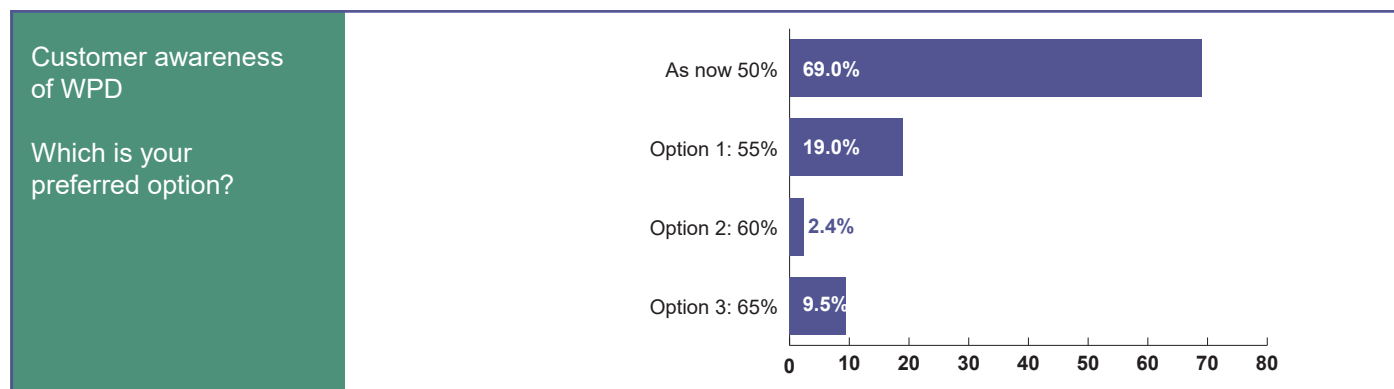
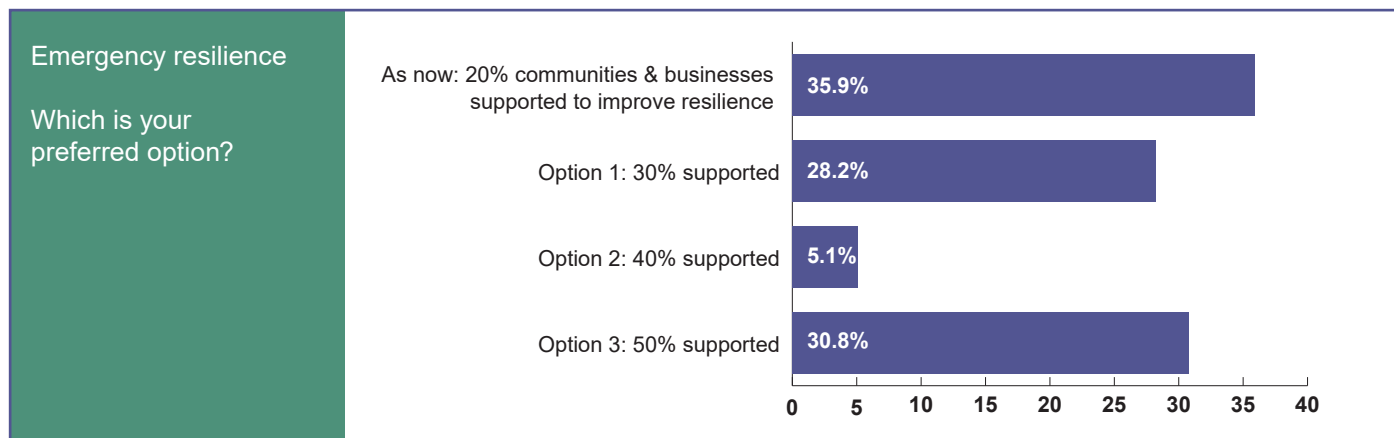
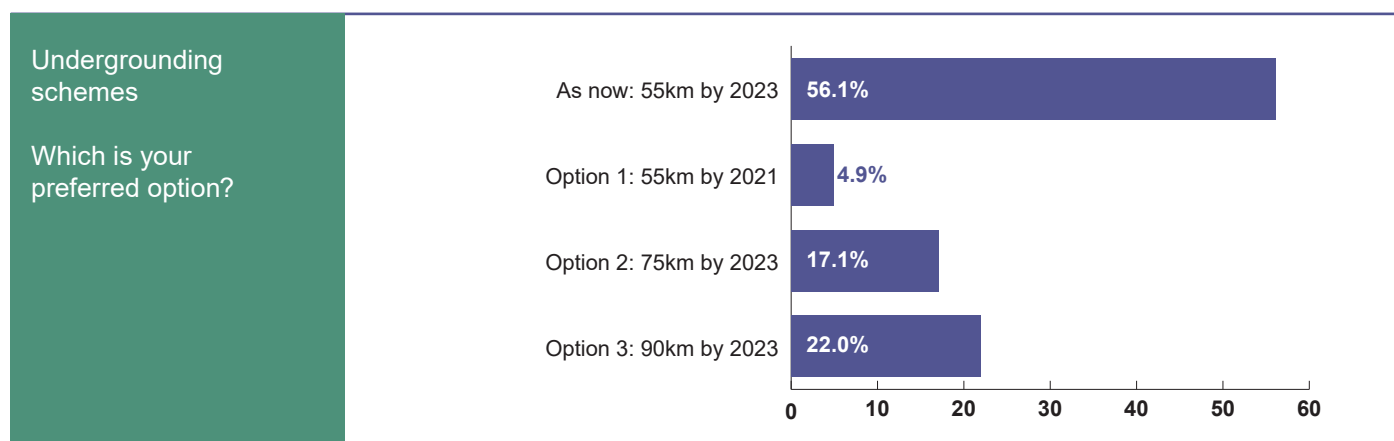
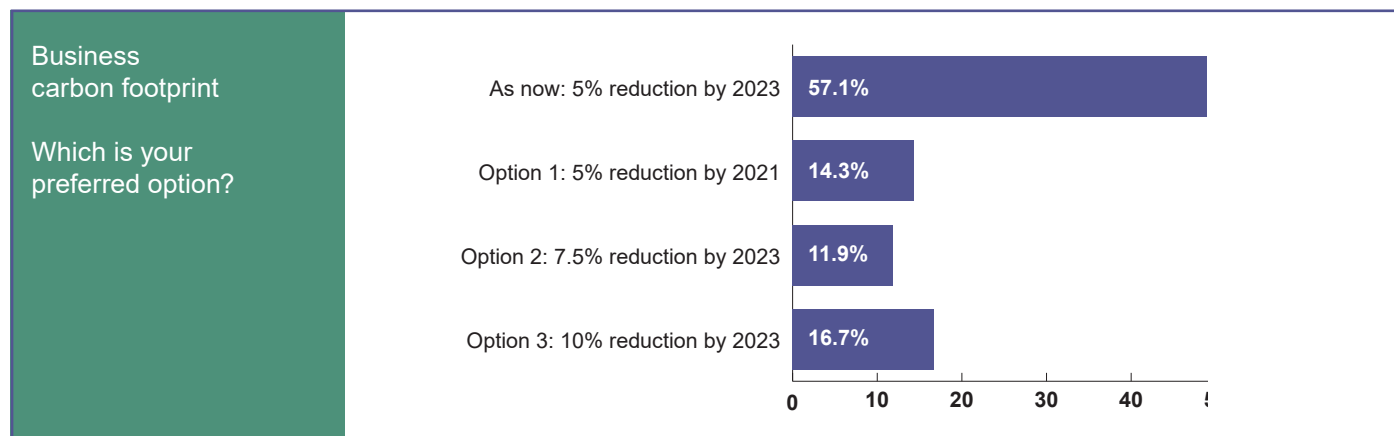


## 2D. ELECTRONIC VOTING: WHICH IS YOUR PREFERRED OPTION FOR EACH CATEGORY?

Stakeholders were asked to vote electronically on their preferred Option for each category. If they voted for an Option beyond WPD's planned approach (Options 1, 2 or 3) they were then asked to attribute a value to this. Each value relates to an amount per annum, per customer.

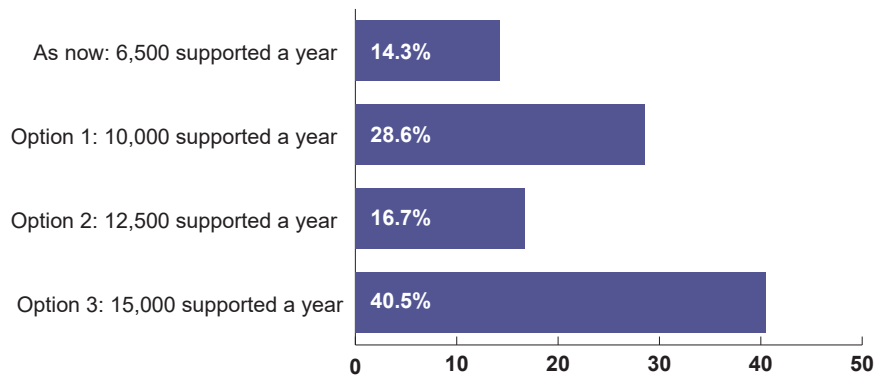






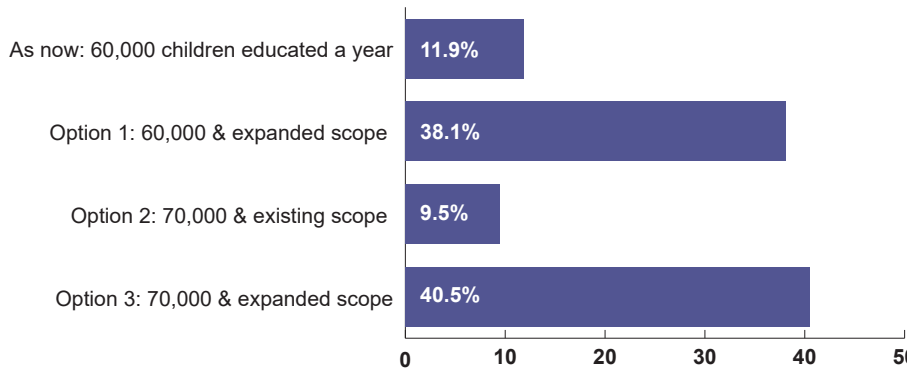
## Fuel poverty

Which is your preferred option?



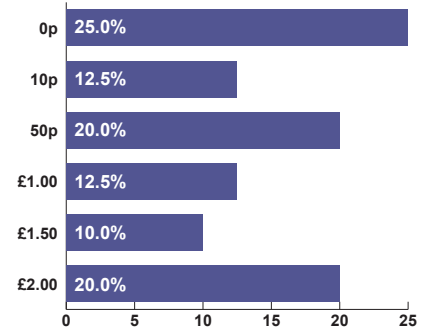
## Safety education

Which is your preferred option?



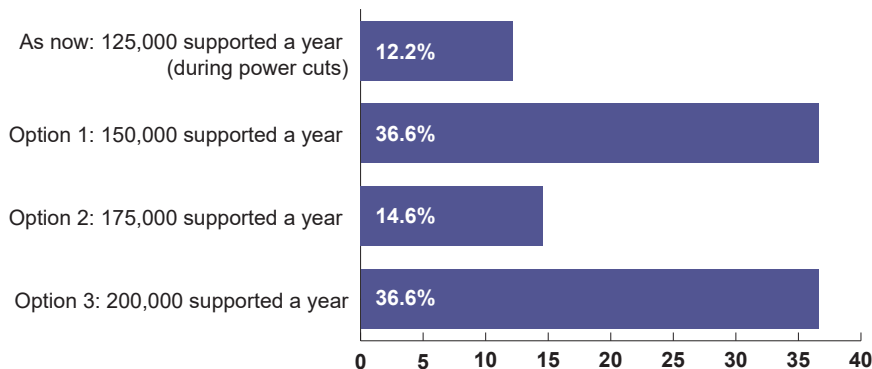
## Safety education

What's the value to you - How much would you be willing to pay from your annual bill to achieve the most supported option?



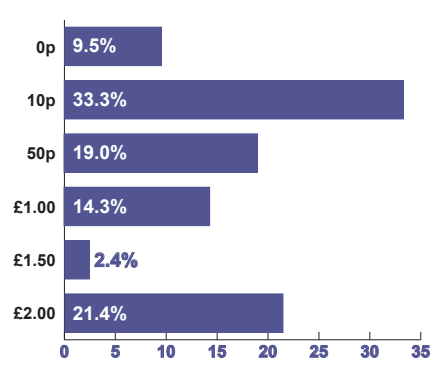
## Vulnerable customers

Which is your preferred option?



## Vulnerable customers

What's the value to you - How much would you be willing to pay from your annual bill to achieve the most supported option?



## 6 | WORKSHOP 3: Future networks

### WPD'S PRIORITIES TO ENABLE THE TRANSITION FROM A DNO TO A DSO

In order to inform the discussions, WPD explained to stakeholders that the company had identified the following priorities to enable the transition from DNO to DSO:

#### **Expand the roll out and application of Active Network Management (ANM)**

Targeted to the higher voltage networks, prioritising areas that are the most likely to benefit

#### **Protect the integrity and safety of lower voltage networks**

We will be looking to maximise the use of smart meter data, apply additional network sensing as required and implement simple control schemes

#### **Coordinate with the System Operator (SO)**

Help to establish visibility platforms for suppliers, aggregators and customers to allow the development of flexibility services shared between DSO and SO



### 3A. DO YOU AGREE WITH WPD'S DSO PRIORITIES?

#### Table 1:

There was general agreement that the DSO priorities were appropriate.

"I am very comfortable with these priorities and cannot think of others that would be better."

**Environmental representative**

#### Table 2:

The group agreed that these are the right priorities.

#### Table 3:

The group agreed that these are the right priorities.

#### Table 4:

The group agreed that these are the right priorities.

#### Table 5:

One stakeholder felt that co-ordination with the system operator should be prioritised, to share flexibility services and protect the integrity of lower voltage networks.

"I would prioritise co-ordination with the SO [system operator] to share flexibility services over protect the integrity and safety of lower voltage networks. More emphasis should be placed on generation and co-ordination." **Regulator/government representative**

#### Table 6:

There was a general agreement with the list of priorities, particularly the higher voltage networks and the expansion of the smart meter roll-out.





## THE POTENTIAL BENEFITS OF SMART METERS FOR NETWORKS

The following potential benefits of smart meters for networks were explained to stakeholders in order to stimulate discussion.

- 1 They can automatically understand when outages occur to be able to respond earlier to faults
- 2 They can detect issues with the voltage delivered rather than rely on the customer telling us
- 3 They can understand the load on our low voltage network to be able to detect potential overloads earlier and assess new connection applications

### 3B. DO YOU AGREE THAT IT WILL BE BENEFICIAL FOR NETWORKS TO ACCESS SMART METER DATA? HAVE WE SUFFICIENTLY EXPLAINED THE BENEFITS?

**Table 1:**

This table discussed potential penalties for failing to meet the smart meter roll-out schedule, and whether rural communities should be prioritised. Effective communication with the customer was seen as vital.

**Table 2:**

There was a general lack of awareness on this table of the smart meter roll out. One stakeholder felt that time of use data could be of significant benefit.

**Table 3:**

There was consensus that it would be beneficial for networks to access smart meter data.

**Table 4:**

Following a few questions of clarification on the details of the smart meter roll-out, the group agreed that they were comfortable with WPD's approach.

**Table 5:**

This group asked for clarification regarding who would be maintaining and repairing the smart meters, but did not have any further views in response to this question.

**Table 6:**

Stakeholders on this table discussed the benefits of smart meter monitoring, such as being able to identify when vulnerable customers are off supply and helping people use electricity more efficiently. One stakeholder was concerned that suppliers will make electricity more expensive to reflect peak usage. There was agreement that a greater understanding of the benefits to consumers is needed.

"It is good for vulnerable customers. If you're vulnerable on a medical machine how on earth would they know if their supply has gone off? I know there isn't a lot you can do once it goes off but at least you can then know when it has." **Local authority officer representative**

"If networks have access to smart meter data then I'm worried that suppliers can then change the charging rate depending on when people use energy the most. They can create peak time costs." **Developer/connections representative**

"For the network, I would take it at face value. Maybe as a community we haven't understood the benefits to the network but does it even benefit the customer?" **Elected representative**







### 3C. HOW COMFORTABLE ARE YOU WITH NETWORKS HAVING ACCESS TO AND USING SMART METER HALF-HOURLY DATA IN GENERAL?

**Table 1:**

The group were all comfortable with networks having access to HH data. Some queried whether vulnerable people would fully understand why this is needed, and called for the benefits to be effectively communicated.

"Communication between WPD and customers is important in order to both overcome a lack of understanding and to speed up implementation of devices." **Local authority officer representative**

**Table 2:**

The stakeholders on this table were comfortable with this data being shared, however were concerned about cybersecurity or information being sold to other parties. The group discussed whether criminal activity was likely bearing in mind the technology that would be required.

"I can't imagine the criminal network would look to get so technologically advanced in this way to do their work. I imagine there are easier ways to make money." **Energy/utility representative**

"I think there was a lot of scaremongering going on along with fallacies being created about how you would be at risk because someone would be tracking your electricity to see when you're out." **Energy/utility representative**

**Table 3:**

The group discussed the mechanisms for raising awareness. The group felt network access to data was an inevitability, and could benefit vulnerable people greatly, but felt that civil liberties should be protected.

"If the whole smart agenda was joined with a carer's agenda it would create smart homes and be a great benefit. The very elderly usually have an alarm and this technology could be integrated. Most people don't care about energy but want their life to be easier." **Energy/utility representative**

**Table 4:**

Stakeholders in this group agreed that they were comfortable with the way WPD is approaching this issue, and felt that as long as people are educated on the benefits the data should be freely shared.

"If you're approaching people to gain access to their meter, and you educate that person on the reasons why, you'll get a response. I'm comfortable with how you're going about it." **Business customer representative**

**Table 5:**

Stakeholders were comfortable with the data being shared with networks.

"I am comfortable, and many people do not understand what are the stakes with the data anyways." **Domestic customer representative**

**Table 6:**

Stakeholders on this table were comfortable with the data being shared, but warned that it should be protected to protect from hacking and criminal activity.

## WPD'S SMART METER DATA PRIVACY PLAN

Stakeholders were shown WPD's Data Privacy Plan (below), which the company intends to submit to Ofgem. Stakeholders were then asked what they thought of each of the seven points.

- 1 As soon as the customers half-hourly consumptions are received, link this to the feeder (final cable in street) and remove any data that identifies the specific property
- 2 Add the consumptions of all the properties to get a half-hourly picture of load per feeder
- 3 Generate monthly totals and feeder profiles – all individual consumptions deleted immediately
- 4 Monthly totals and feeder profiles would be deleted after a defined period
- 5 Only staff with genuine business need allowed to access the data
- 6 Appropriate controls to ensure data privacy & secure storage – externally audited
- 7 Use the information for the sole purpose of monitoring the network



### 3D. WHAT DO YOU THINK OF WPD'S 7-POINT APPROACH TO DATA PRIVACY AND HOW COMFORTABLE ARE YOU WITH WPD HAVING ACCESS TO SMART METER DATA IN THESE TERMS?

**Table 1:**

Stakeholders in this group were keen to highlight the importance of data protection, cybersecurity and safeguards for vulnerable people. They wanted to see a national agreement to ensure consistency and clear responsibilities between networks and suppliers, and for a clear investment plan for risk management.

"There should be a national agreement in order to ensure consistency and clear responsibilities are set out... A harmonised agenda between DSOs is necessary."

**Local authority officer representative**

"Privacy might be an issue where there is only one property in the area, for instance in rural areas. Vulnerable people may need to receive greater protection." **Developer/connections representative**

**Table 3:**

The group were comfortable with WPD's approach to privacy. Many would like to see data collection being publicised as a positive move for customers in improving their service.

**Table 5:**

Stakeholders in this group agreed they are comfortable with the data being collected and shared, as long as potential risks are addressed. There were a number of queries on how the information is collected, whether there are risks to personal data security, and whether a household or individual is identifiable.

"People do not consider this to be personal information, and as long as potential risks are identified and addressed it should be fine."

**Regulator/government representative**

"The network throw so much information at us it is hard to pay attention to any one issue. Smart meters need to be installed anyways so I do not see any problems."

**Domestic customer**

**Table 6:**

All stakeholders on this table agreed with the approach to data privacy, but felt the term 'general business needs' should be further clarified.

"'General business needs' sounds a bit woolly – there needs to be clarification here as to what genuine business needs are." **Local authority officer representative**

**Table 2:**

All stakeholders in this group were generally comfortable with the 7-point approach. Concerns were raised about vulnerable customers and the possibility of data being sold on to third parties.

"I think the question is whether data protection would stop you from being able to share data that would ultimately be useful for stakeholders? This is something that needs to be highlighted and answered."

**Business customer representative**

**Table 4:**

The table agreed they were generally happy with the plan but felt it did not explicitly reassure customers that their data will not be sold on to third parties. Stakeholders also highlighted that the plan should be more explicit about the information WPD may divulge to authorities in the case of unusual/suspicious energy consumption, but that this may be "in the small-print".

Stakeholders compared the privacy plan to similar plans for broadband, which outline that the supplier can contact a household and request that they reduce their usage if they are overloading the system; something WPD could also consider.

Regarding WPD's access to smart meter data, the table agreed that they are comfortable with what was tabled, but there are some concerns, such as how the meters will affect billing.

"Your colleague mentioned reassurance about your data not being shared with other companies, but this isn't explicit in this. I'd be concerned about some sales rep trying to sell me smart appliances or whatever."

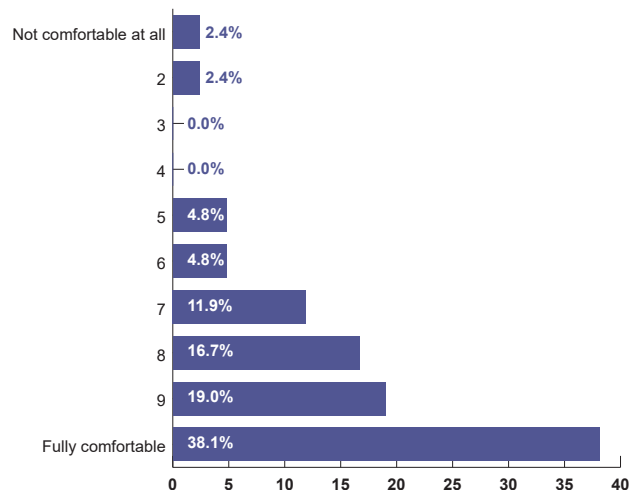
**Local authority officer representative**

"There may be some small print within this that you may divulge to the authorities, unusual patterns of energy use. The extent to which you will divulge irregular usage, criminal activities, should be in there."

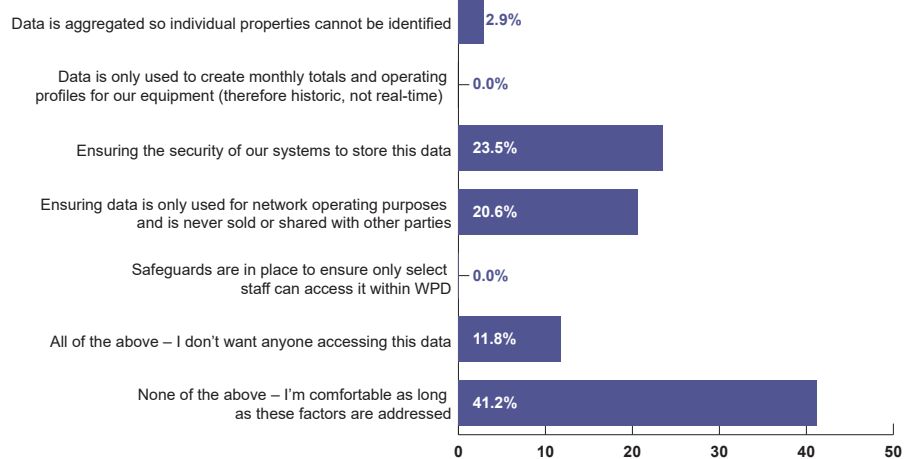
**Business customer representative**

Having reviewed the objectives of WPD's data privacy plan, how comfortable are you with WPD having access to smart meter data in these terms?

1 = Not comfortable at all  
10 = Extremely comfortable



Which of the following factors for consideration is most important to you?





## Buildings Energy Usage – Current actions

- All new buildings are BREEAM "excellent"
- All refurbishments of existing buildings are BREEAM "good" (highest refurb rating)
- Local Managers now receive quarterly KPI information of total electricity used in their buildings
- We completed a "switch off" week during 2016 which showed we could reduce our electricity usage by around 4% in the daytime and 5% at nights



## ENVIRONMENT

We will deliver **15 outputs** in this area by 2023

Last year we:

- Refreshed our **Low Carbon Technology** to aid network
- Underpinned **lines** (17
- Reduced **cables**
- Ran **tr** opera

To find  
talk to

## 7 | WORKSHOP 4: Environment and Sustainability

WPD has committed to 15 outputs in its Business Plan in the area of Environment and Sustainability. In the areas of reducing its business carbon footprint (including buildings energy usage and vehicle emissions) and reducing SF6 leaks, the company believes its performance could improve. Stakeholders' views on these three areas were sought in the discussions.

### BUILDINGS ENERGY USAGE

To improve performance with regard to reducing buildings energy usage, WPD has proposed the following actions:

- 1 Using bespoke KPI reporting to analyse usage and develop tailored actions plans at each location
- 2 Installing things such as lighting timers/sensors, better air-con timers and automatic curtains for sites with open equipment stores
- 3 Installing low energy lighting, where possible, in all buildings which have not yet been updated

#### 4A. DO YOU AGREE WITH OUR PROPOSED FUTURE ACTIONS TO ADDRESS BUILDINGS ENERGY USAGE?

Table 1:

Stakeholders made a couple of minor comments on the plans for buildings energy usage, including a suggestion to install movement sensitive lighting to extend the action plan to cover substations as well as depots.

"WPD's substations are probably very wasteful in environmental and energy terms, WPD is only half addressing this issue by only looking at their depots."  
**Developer/connections representative**

Table 2:

One stakeholder queried whether the company has considered property asset mapping.

Table 3:

The group felt that these actions would have more impact if a full buildings survey took place first. Other suggestions included displaying energy efficiency ratings (as is mandatory for public buildings), improving doorways and entrances, and using the vegetation that is cleared around power lines to fuel biomass boilers.

"Public buildings like ours have to display their energy efficiency rating. You should voluntarily have to display yours." **Local authority officer representative**

Table 4:

The group queried WPD's approach to buildings refurbishment, and suggested that solar panels and smart meters are fitted to WPD buildings. Behaviour change was also suggested as an important factor, encouraging staff to save energy.

"I think behaviour is a big one, although it's small scale. I popped back in to our office the other night and the lights were on, monitors were on, the photocopier was on. People just don't think about it."  
**Local authority officer representative**

Table 5:

One stakeholder suggested that WPD install switches that automatically turn equipment off when not being used, including tools and machines used in the refurbishment.

Table 6:

This table also discussed behaviour change, and how WPD should encourage staff to turn off equipment when not in use. One cited a new trial their organisation is carrying out, which measures temperatures around the building and attempts to redistribute heat.

"In our building the upper levels are hotter. We are trialling a new initiative where we open the fire doors when everyone is gone. We also use a thermometer inside and outside – it is about staff interaction and trialling." **Local authority officer representative**

## VEHICLE EMISSIONS

To reduce its vehicle emissions WPD is considering rolling out the following actions:

- 1 **Extend videoconferencing to tablets and mobile phones**
- 2 **Introduce a programme of Driver Training to increase awareness of driving style on emissions**
- 3 **Investigate alternative fuel and engine lubricant technology to reduce emissions**

### 4B. DO YOU AGREE WITH OUR PROPOSED FUTURE ACTIONS TO ADDRESS VEHICLE EMISSIONS?

**Table 1:**

The group suggested that WPD should monitor drivers, as training on its own may not be sufficient to change behaviour in the long-term. The group agreed that the company is currently too reliant on diesel, and alternative solutions should be found, e.g. electric vehicles.

"After driver emissions training WPD must monitor their drivers to check that they are truly driving well."

**Local authority officer representative**

"WPD should be setting an example by eliminating as much diesel as is commercially viable."

**Developer/connections representative**

**Table 2:**

This group made several suggestions, including remote diagnosis technologies, looking at other countries' advances in this area, and advanced driver monitoring.

"Is remote diagnostics an option? So you don't have to drive over to a site at all."

**Local authority officer representative**

"We just invested in technology that lets drivers know how they're driving through a red, yellow and green lighting system. If they're braking or accelerating to hard."

**Developer/connections representative**

**Table 3:**

The group felt more could be done to monitor drivers, including adding GPS trackers and investing in more research into electric vehicles and battery storage.

"Do you have GPS trackers? Our car park wardens had trackers installed and the mileage went down by 20%. If you're working on our time you're going to be watched."

**Local authority officer representative**

**Table 4:**

The group felt that WPD could do a lot more in this area. They discussed the current fleet vehicle (Landrover Defender) which was described as a "very inefficient vehicle", and it was suggested that the company work to convert to electric vehicles. However, some warned against using less capable vehicles which could reduce fault response times. The group agreed that tracking should be used to change driver behaviour.

"Looking in to electric vehicles as and when you can, including company cars, that makes sense. Should that be company policy?"

**Business customer representative**

"You don't want to be so green that it impacts your ability to respond to your customers 24 hours a day, 7 days a week."

**Elected representative**

**Table 5:**

Stakeholders suggested the introduction of a cycle-to-work scheme, car sharing, lower consumption vehicles and videoconferencing.

**Table 6:**

This group suggested that WPD reduces the use of diesel, monitors and incentivises driver behaviour, encourages the use of car sharing or public transport, and centralises offices to minimise travel.

"Perhaps we should reward and encourage car sharing if you all have meetings in one place. Or, emphasis and encouragement should be placed on public transport."

**Domestic customer representative**

## SULPHUR HEXAFLUORIDE (SF6)

In order to address the issue of SF6, WPD has proposed the following actions:

- 1 **Provide SF6 detection cameras for each of our four areas to aid the company's inspections and maintenance programme**
- 2 **Continue support of industry research to investigate alternatives**

### 4C. DO YOU AGREE WITH OUR PROPOSED FUTURE ACTIONS TO ADDRESS THE ISSUE OF SF6?

**Table 1:**

The group agreed that WPD has an opportunity to positively influence the wider industry as it takes steps to address the issue of SF6. It was suggested that the government may have a role to play in research and development, and that purchasing more cameras would be a sound investment.

"WPD has the potential to be very influential in forcing change in the industry given its role as one of the few buyers from the supplier."

**Developer/connections representative**

**Table 2:**

Stakeholders queried the data provided, but broadly agreed with the plans to invest in more cameras.

**Table 3:**

Stakeholders on this table did not express particular concern about the issue of SF6, and most felt the money would be better spent on other initiatives to reduce emissions. A cost benefit analysis was requested, as well as connecting with universities for research purposes.

"Are there alternatives out there? Isn't research like this done at universities? If you look at what universities have done I'm sure they could come up with a solution."

**Local authority officer representative**

"Your internal panel should look at cost and benefit. It's the equivalent of 200 homes' carbon content for the year. Do we want to be seen doing that or spending £60,000 on a camera?"

**Energy/utility representative**

**Table 4:**

Stakeholders favoured supporting research into alternatives over investment in new cameras.

"That's where the money has got to be, finding an alternative, because with cameras you're just treating the symptoms. I'm pretty confident that you're acutely aware of its dangers, and I'm happy for that to stay that way. If you're going to up the money I'd put it in to the research, not plugging the holes."

**Elected representative**

**Table 5:**

The table agreed that buying more cameras would be a good short-term solution to control SF6 emissions, but alternatives should be sought in the long term.

"Is there any research into alternatives which is close to completion? I can understand the use of a quicker fix."

**Energy/utility representative**

"If the situation is not controlled it could get worse. I suggest getting more of the cameras."

**Regulator/government representative**

**Table 6:**

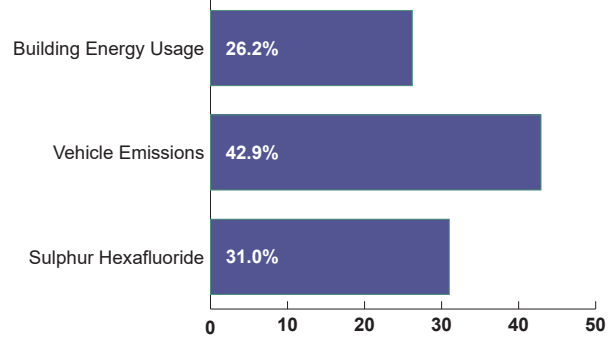
This group of stakeholders maintained that one SF6 camera was not enough and at least two should be purchased to ensure resilience.

"There is a clash in the requirements of use. I think WPD should have at least 2 cameras even if it is costly. In the grand scheme of things, it's not that much money if it's useful. What happens when something goes wrong with the first one then you need a spare one or a back-up. It is down to business requirements."

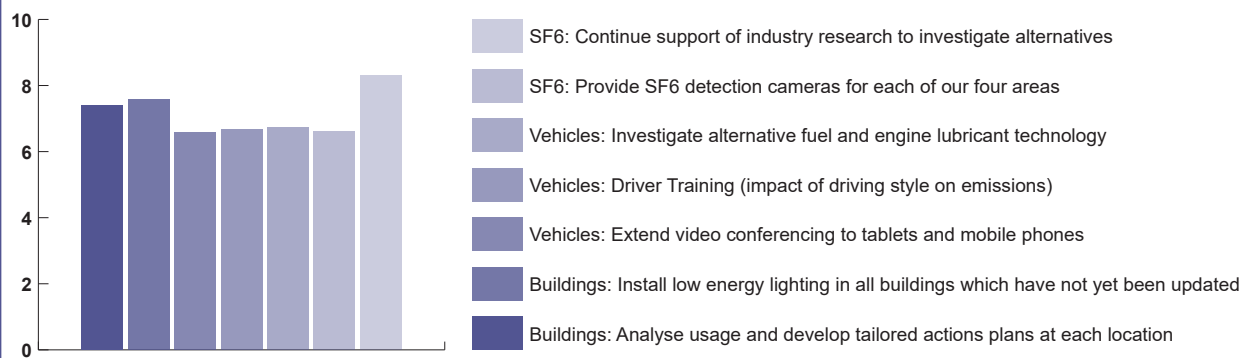
**Developer/connections representative**



Of the areas for focus within WPD's Business Carbon Footprint discussed today, which area is most important to you for immediate action?



On a scale of 1 to 10, how important to you are the actions proposed?  
(1 = Not important at all, 10 = Extremely important)  
THIS GRAPH SHOWS THE AVERAGE SCORE FOR EACH ACTION



## 8 | Afternoon Surgeries

After lunch, stakeholders were given the option of attending surgeries on one of the three following topics:

- **Social Obligations (including fuel poverty and vulnerability)**
- **Connections and Distributed Generation**
- **Emergency Resilience**

The format for the surgeries was slightly different to that of the workshops. The surgeries included a presentation from a member of the WPD team, which was followed by an open Q&A session. WB scribes took notes of the key discussion themes, rather than verbatim comments. The sessions lasted approximately one hour.



## Social Obligations

**Summary:** The surgery included a presentation on WPD's strategic priorities for 2016/17. Schemes to be put in place to identify hard to reach customers and to embed training for field staff to support customers who may be vulnerable in a power cut were explained, as were WPD's innovative projects to address the issue of fuel poverty. A link to the presentation given on the day can be found at <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Social-obligations-surgery-January-2017.aspx>

Key points stakeholders raised were:

- It was widely felt that WPD should share as much information on vulnerable customers with other relevant organisations as possible.
- Stakeholders were impressed that WPD field staff had received training on how to identify and support vulnerable customers.
- It was noted that some people in vulnerable situations may be perturbed when receiving a call from a member of the WPD team so effort needs to be made to reassure them that it is not a 'cold' sales call.
- The First Contact schemes in the area (S Glos being trialled and the upcoming pilot in Bristol) allowing people to fill in a form/card which the council then coordinates among the contacts, was widely supported.
- It was noted that the Affordable Warmth Scheme would require more than just a six-month trial.

## Connections and Distributed Generation

**Summary:** The surgery included an update on the Ofgem Incentive on Connections Engagement (ICE) scheme. Stakeholders' views were sought on the proposed 2017/18 initiatives, including work to improve consistency of service and to refine processes to improve Competition in Connection Code of Practice activities. A link to the presentation given on the day can be found at: <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Connections-surgery-January-2017.aspx>

Key points stakeholders raised were:

- There was a request for as much information as possible relating Low Carbon Technology (LCT) hotspots.
- It was noted that there is a good deal of scope for forging useful partnerships with local authorities and private partners.
- On the subject of constrained connections, there was a request for historical data. WPD does currently have this but only at a sub-station level. The company agreed to work to provide this in an appropriate format that would be useful for stakeholders.
- WPD was asked for an update on Grid Supply Points. Currently there is information on this but only for those points where the company has gone through the process with National Grid. This equates to around 25 out of 50 points.

## Emergency Resilience

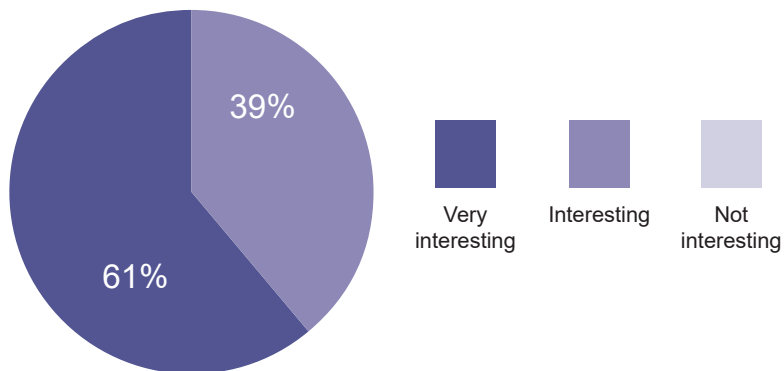
**Summary:** The surgery included a presentation and Q&A on the themes of emergency planning, contingency arrangements and the UK's energy resilience structure. Stakeholders' views were also sought on the design and content of a booklet, designed to help businesses become more resilient to power cuts. A link to the presentation given on the day can be found at: <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Emergency-resilience-surgery-January-2017.aspx>

Key points stakeholders raised were:

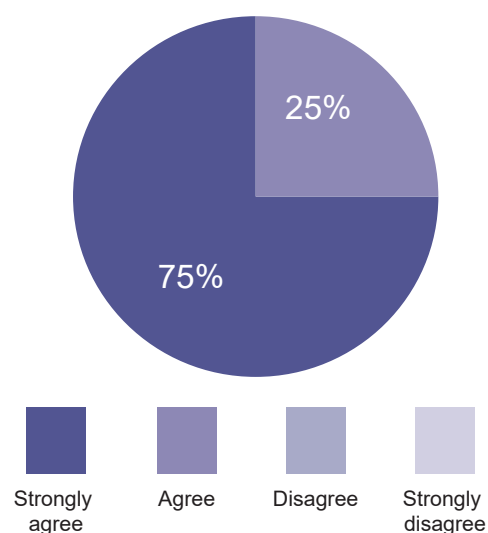
- The booklet was seen as useful, but it was commented that it is important to align the information with the other utilities as customers may get confused by different sets of information.
- It was agreed that the booklet is aimed at SMEs, rather than larger organisations.
- It was noted that the WPD power cut reporter app should be referenced in the booklet and that the contact sheet which is shown at the back should be at the front and that there should be spaces left to add other local agencies and insurance companies.
- It was agreed that the booklet should be distributed via local authorities. In addition, a downloadable version should be available online so it can be promoted via social media.

Of the 41 stakeholders who attended the workshop, **36 completed and returned their feedback forms.**

## 9 | Written Feedback



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



*Very well facilitated.*

*Well facilitated.*

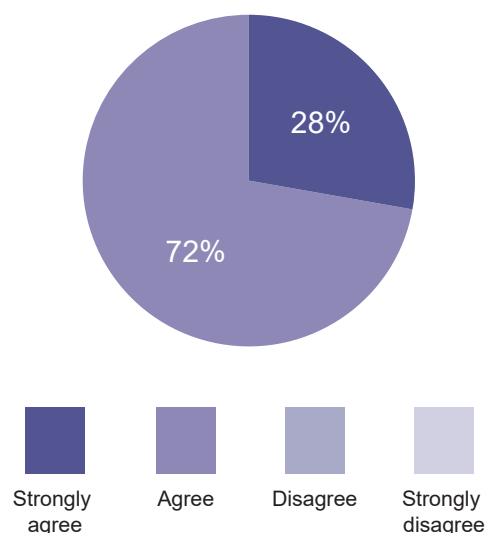
*I felt my comments were listened too and valued.*

*All points covered, considered and listened to.*

*Excellent facilitation.*

*Very informative and well presented.*

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



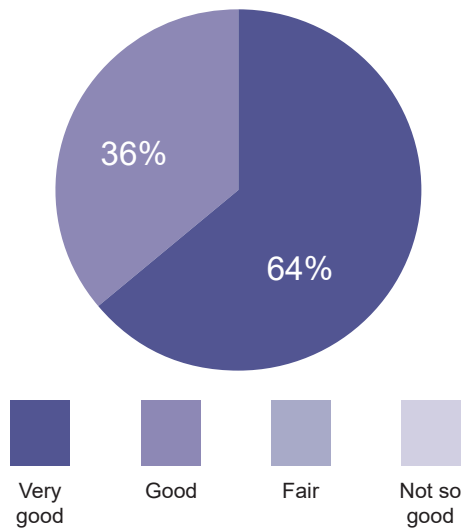
*The format was very interesting and covered a full spectrum of subjects.*

*Good range of topics to keep all stakeholders interested.*

*Perhaps more focus on the vulnerability agenda.*



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



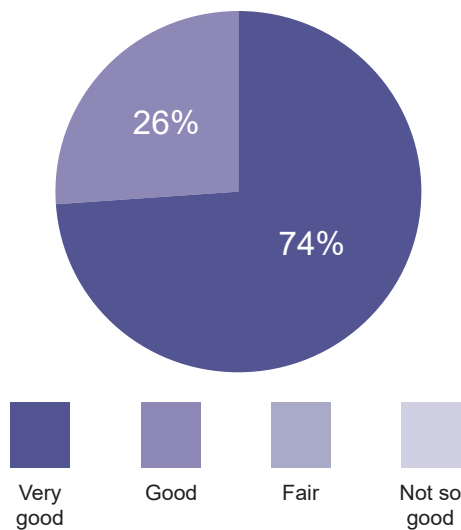
*Very Slick. Excellent organisation.*

*Excellent full marks.*

*Facilitation – excellent.*

*Excellent facilitation - the facilitator on my table was very good at ensuring everyone had a chance to comment and summed up the table's views which was very helpful.*

What did you think of the venue?

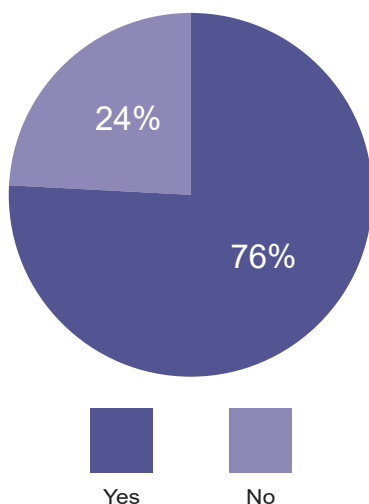


*Excellent venue.  
Only slight comment is that the tables were a bit close together.*

*Nice view and plenty of parking.*

*10/10 super.*

Were the presentations clear and easy to read on the projector screens?



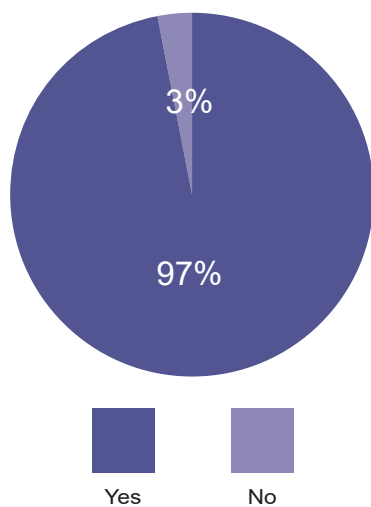
*To small at a distance, but good to have presentation in pack.*

*Hard copy info was adequate.*

*Very clear, concise.*

*The A5 booklet of the slides was really useful, thank you.*

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



No comments available

#### ANY OTHER COMMENTS

Many Thanks.

Very useful day.

Very good day.

The event is one of the best of any I have attended really.

Thank you very much for a really informative event and the opportunity to comment / feedback which is appreciated.

Very helpful and useful event to update on what WPD are doing.




## Session 2: WPD's long-term priorities – measuring the value for money or our actions

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Overall customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Connections satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Customer awareness	50%	55%	60%	70k & existing scope
Safety education	60k children educated a year	60k & expanded scope	70k & existing scope	175k

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