



Annual Stakeholder Workshops 2017

Derby

Westbourne

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1 | Introduction

Western Power Distribution (WPD) submitted its draft Business Plan in 2013 as part of Ofgem's most recent price control, RII0-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 first of these workshops took place at in Derby on 2nd February 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

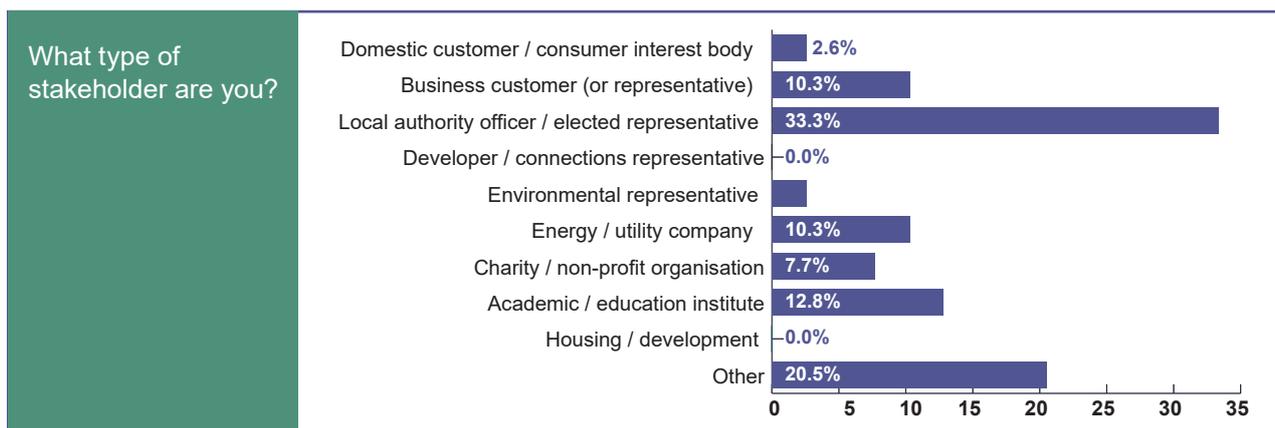
After a brief explanation of WPD's role and an update on its 2015/16 performance, the workshops were split into three discussion sessions. Each session began with an introductory presentation given by a senior WPD representative; after this there were roundtable discussions. At the end of each session, 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 39 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:

- ABB
- Alstom Grid
- Ashfield District Council
- Babcock International Group
- British Red Cross
- Colwich (Stafford) Parish Council
- Coventry University
- Derbyshire County Council
- E.ON Energy Solutions
- East Staffordshire Borough Council
- Environment Agency
- Geldards
- Green Energy Networks
- IVHM Centre, Cranfield University
- JRC Ltd
- Leicester City Council
- Lincolnshire County Council
- LLR Prepared
- National Grid
- Network Rail
- Nottingham City Council
- Nottingham Trent University
- Nottinghamshire City Council
- Nottinghamshire County Council
- Selston Parish Council
- SGC
- Siemens Transmission And Distribution Ltd
- Smart Grid Consultancy
- The Coal Authority
- The Joint Radio Company
- UK Power Networks
- University of Nottingham

3 | Summary of Feedback

Workshop session 1: WPD's Business Plan reporting

- Stakeholders felt quality over quantity was key in reporting, and that reporting formats should be tailored to recipient groups.
- 45% of stakeholders preferred a detailed approach, with 55% preferring a more simple reporting style.
- 55.3% of stakeholders wanted to see tables showing detailed targets, and 44.7% said they'd prefer simple charts with target lines.
- For the detailed report, 74.4% wished to see the performance for each licence area. 63.2% said they prefer a formal report style, and 3.8% voted for an informal style.
- 29.7% of stakeholders liked Option 1 for the summary report, but the preference was for Option 2, which received 37.8% of the votes. Option 3 was voted for by 21.6% of stakeholders.
- Whilst many tables said they prefer the summary report and may not use the detailed version themselves, there was wide recognition that many people in more technical roles do require a higher level of detail.
- It was agreed that charts, images and graphics, alongside plain English text detail, would aid 'digestion' of the reports.
- There was consensus that it was beneficial to have different lengths and formats of reports available for different stakeholders.

Workshop session 2: Long-term priorities

- Stakeholders were generally happy with WPD's long-term priorities. Security and more collaboration were suggested as additional potential areas to consider. Smart networks scored highly with regard to where WPD could go further; although other tables placed more emphasis on emergency resilience and vulnerable customers.
- Smart networks was highlighted as a key, if not the top, priority on five of the eight tables.
- Many stakeholders also felt emergency resilience, vulnerable customers and safety education were key priorities.
- In general, it was felt that customer satisfaction and connections satisfaction were both already high and did not need improving, however.
- Other than on two tables, business carbon footprint was not seen as a key priority area.
- Safety education was discussed at length on many of the tables, with recognition that educating the younger generation on other relevant topics was vitally important.
- Where stakeholders expressed a preference for WPD to go further than planned, smart networks emerged as stakeholders' highest priority.
- Following close behind were business safety education, and vulnerable customers.
- Customer awareness and emergency resilience polled very similarly across the board.
- Overall customer and connections satisfaction did not attract many votes.

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
Overall customer satisfaction	Rated 8.9/10 <input type="text"/>	9.1/10 <input type="text"/> 1.0	9.3/10 <input type="text"/>	9.5/10 <input type="text"/>
Connections satisfaction	Rated 8.7/10 <input type="text"/>	8.9/10 <input type="text"/> 1.0	9.1/10 <input type="text"/>	9.3/10 <input type="text"/>
Smart networks	Active Network Management zones rolled out by 2023 <input type="text"/>	By 2022 <input type="text"/>	By 2021 <input type="text"/> 2.60	By 2020 <input type="text"/>
Business carbon footprint	↓5% by 2023 <input type="text"/>	↓5% by 2021 <input type="text"/> 1.25	↓7.5% by 2023 <input type="text"/>	↓10% by 2023 <input type="text"/>
Undergrounding schemes	55km by 2023 <input type="text"/> 0.0	55km by 2021 <input type="text"/>	75km by 2023 <input type="text"/>	90km by 2023 <input type="text"/>
Emergency resilience	20% communities and businesses supported to improve resilience <input type="text"/>	30% <input type="text"/> 1.40	40% <input type="text"/>	50% <input type="text"/>
Customer awareness	50% <input type="text"/>	55% <input type="text"/> 1.50	60% <input type="text"/>	65% <input type="text"/>
Safety education	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text"/>	70k & existing scope <input type="text"/> 2.33	70k & expanded scope <input type="text"/>
Vulnerable customers	125k supported a year during power cuts <input type="text"/>	150k <input type="text"/> 1.86	175k <input type="text"/>	200k <input type="text"/>
Fuel poverty	6.5k supported a year <input type="text"/>	10k <input type="text"/> 1.33	12.5k <input type="text"/>	15k <input type="text"/>

Workshop session 3: Future networks

- Stakeholders felt WPD's DSO priorities were comprehensive and appropriate.
- All agreed on the importance for WPD to access smart meter data (including half-hourly data), but many highlighted to need to make clear the benefits of this to domestic customers. No issues were raised with data privacy in this regard, save some suggesting a third-party audit of the approach should be carried out.
- Voting showed that stakeholders do not have any concerns about WPD having access to smart meter data, and are satisfied with the company's approach to data privacy.
- 69.4% of stakeholders, a clear majority, felt fully comfortable (voting 10 on a scale of 1 to 10) with WPD having access to smart meter data.
- Only 2.8% of those stakeholders polled did not feel comfortable (voting 4 on a scale of 1 to 10, no-one voted lower than a 4).
- 40.5% of stakeholders felt comfortable with the privacy plan, provided the factors outlined were addressed and consistently upheld.
- 27% of stakeholders were concerned to ensure the data was only used for network operating purposes and never sold or shared with third parties.
- In general, stakeholders raised no issues with WPD's planned priorities for transitioning from DNO to DSO.
- Stakeholders agreed the roll-out of smart meters would be beneficial, but felt domestic customers may not fully understand this. It was discussed that some customers may also not understand why access to half-hourly data is necessary, and so some education would be required.

Workshop session 4: Environment and Sustainability

- The majority of tables felt staff engagement in reducing building energy usage was imperative to WPD's success. Stakeholders agreed with WPD's proposed approach to reducing emissions from the company's vehicles and several additional suggestions to aid this were made.
- In terms of addressing the issue of SF6, many stakeholders felt that more research should be undertaken to identify alternatives.
- The majority of stakeholders placed most importance on SF6, in terms of WPD's carbon footprint and as an action are to support continued research.
- 39.5% of stakeholders felt that SF6 was the most important area for immediate action, with vehicle emissions close behind with 36.8% of the votes.
- The lowest priority for stakeholders was building energy usage, with 23.7% of the vote.
- The highest priority among voters on the importance of the actions proposed, scoring 8.39/10, was continuing support of industry research into SF6 alternatives.
- There was a relatively even split among voters on the other actions proposed, with installing low energy lighting in all buildings the second highest priority at 7.37/10.
- Close behind, with 6.97/10, was providing SF6 detection cameras.
- Stakeholders generally agreed that more should be done to make WPD more energy efficient.
- Stakeholders suggested using incentives and competition to deliver behavioural change in employees to reduce energy usage.
- Stakeholders made comments on how their organisations reduce vehicle emissions, through driver tracking and using alternative fuels.
- Most stakeholders were of the view that the cost of SF6 detection cameras was justified in the current absence of an alternative.

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:

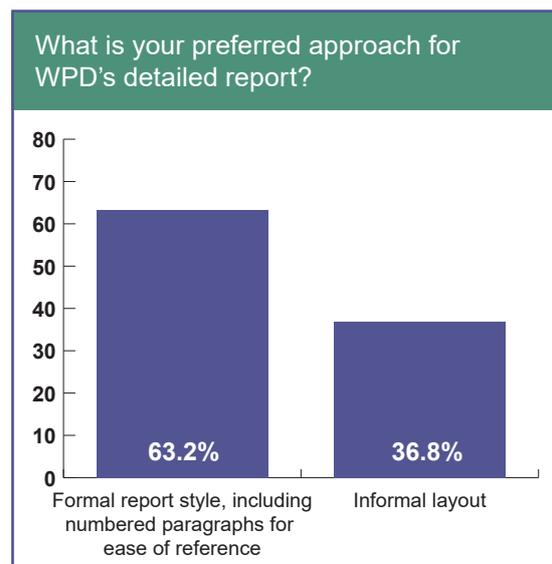
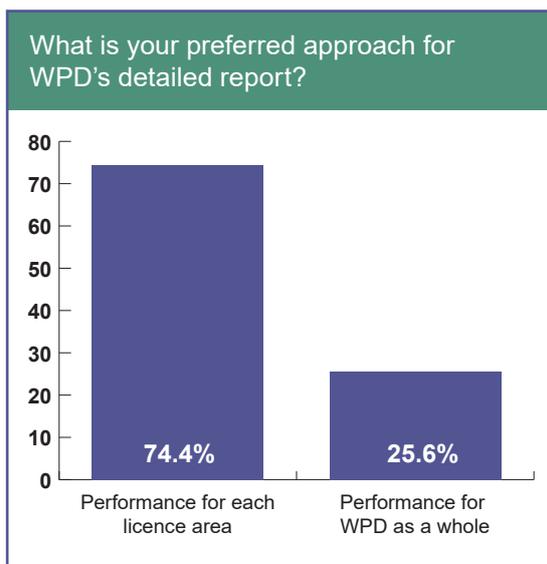
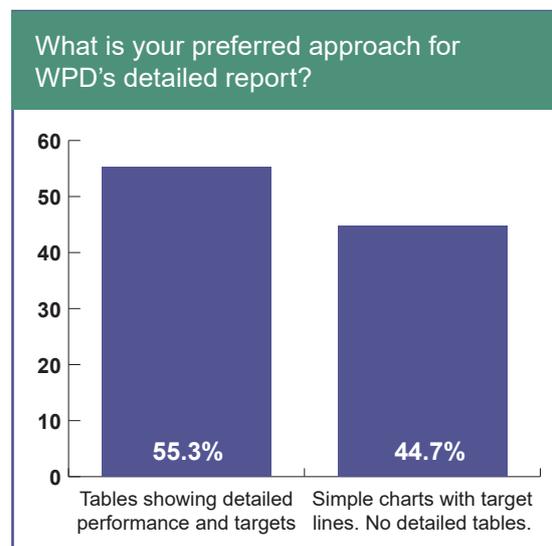
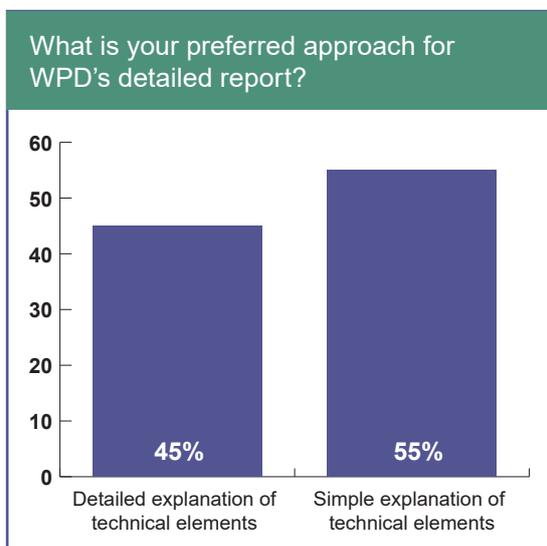


Table 1:

Stakeholders agreed that quality was more important than the length of the report, as was clarity of information. In terms of other DNOs' reporting styles, it was noted that a standardised approach would be helpful to the reader.

"The danger of details is a clear one: how many stakeholders would need such a detailed report? Customers would not be interested."

Energy/utility representative

"Most DNOs seem to have adopted a more colourful and accessible approach to reporting and WPD's is quite different. I would like it if reports were standardised: I believe it would be easier for customers to compare and truly understand how DNOs perform."

Energy/utility representative

"I am always interested in benchmarking. Is there a benchmark out there and how do you get to it? That is always a good thing, it makes people more focussed."

Academic/education institute representative

Table 2:

Stakeholders felt that the summary document is a helpful 'go to' for overview information, and the full report was only needed for those interested in the finer detail. It was agreed that the report is well presented, however one attendee highlighted that quality of detail is more important than aesthetics.

"Detail is great as a reference document, but I'm not sure if you ever need that as anything more than a web document" **Local authority officer representative**

"My interest lies in what happens when the lights go off, so from a work point of view there isn't much in the report that I would look at. Admittedly it's full of interesting content, but that's from a personal, non-professional perspective." **Local authority officer representative**

"I like the graphs, especially the year on year element. It makes it easy to track your progress."

Developer/connections representative

"You also need to know what you're expecting the reader to do with the information."

Developer/connections representative

"It's easy on the eye, which is great, but we're not necessarily looking to receive something that's easy on the eye. It's more about the quality of the detail."

Developer/connections representative

Table 3:

Stakeholders suggested the level of detail in the report could be too high and that a shorter version would be more suitable for customers. It was agreed that graphics help to make the report more readable.

"From a work perspective, yes I would say there is a good amount of detail, but from a customer perspective maybe it is important to slim down and make the report more approachable."

Energy/utility representative

"The level of detail could be confusing."

Voluntary organisation representative

"When looking at the charts, I am asking myself, where do I start to look? It is very full and dense."

Energy/utility representative

"I don't think there is a need to amend but maybe mash up the two and have a short and long version?"

Developer/connections representative

Table 4:

Stakeholders mostly felt that there was too much detail for most recipients of the report and that many people may not read it. They liked the snap shot contained in the UKPN report, but felt the Northern Power report had too much text.

"I wouldn't imagine you get anymore requests for further detail. I do think graphs would make it easier to digest."

Energy/utility representative

"No I wouldn't read this and I would be interested to know the numbers of who would."

Law firm representative

"There are a lot of words, if you want to read it quickly, it's quite dense."

Local Authority Officer representative



Table 5:

Some stakeholders were interested in the detail within the report whereas others felt a summary version and graphical representations were more useful to them. It was agreed that it is important to have detailed and overview reports to appeal to a variety of audiences.

“As partners of WPD, we use the detailed report quite extensively, we go into minute details, so we do appreciate the level of detail presented...It might not be the most user-friendly, but it works for us.”

Energy/utility representative

“Graphics enable people to see if they want to understand the topics in more details. I prefer something that is immediate. Something that could just be picked up to understand WPD.”

Elected representative

“The graphics and the boxes make it easy to categorise the information right away. However, I like the reference index for the current version, which makes it easier to go to a particular topic.”

Voluntary organisation representative

“The graphical versions are more appropriate for the general public. I think the layout depends on the audience you are reaching out to.”

Elected representative

Table 6:

Stakeholders agreed that a summary version of the report is easier for readers to digest and that the detailed report could be referred to if further, in-depth information was then required.

“The information given in the detailed version is absolutely fine, but the summary version has everything I need.”

Local authority officer representative

“An online summary that can easily direct readers to further information would be useful.”

Regulator/government representative

Table 7:

Stakeholders recognised the need for both detailed and summary reports depending on their role and remit.

“You’ve got to really want to know something to look through the detailed one.”

Local Authority Officer representative

“You have to grab people in the first two pages, and if you can do that you still need the detail in the background.”

Developer/connections representative

“Who is going to read this other than people with a vested interest? So providing you have the summary version, I think you need to retain this technical detail.”

Local Authority Officer representative

“I have a particular view. There are times you need it to be accessible, but you do also need the technical detail, so you need both documents.”

Energy/utility representative

Table 8:

There was consensus that different audiences would have different aims and interests when reading the report, and therefore a good level of detail can be appropriate to many. Whilst some might not require all the detail that is covered, it was agreed that these readers would be able to easily find the information they needed in the current format.

“I almost think there’s too much information there... we want to look at our area and pick out interesting bits.”

Academic/education institute representative

“The overview’s fantastic, that level’s great; I know what you’re doing, your targets, your achievements, but I wouldn’t use that level of detail.”

Academic/education institute representative

“My overall view is the prettier the report the less likely it is to have useful information in, and yours isn’t all that pretty, so that’s good!”

Domestic customer representative

“Everyone wants something different from the report, no one wants to read it from A to Z, so the important thing is that everyone can find the information they want, and that looks like they can.”

Domestic customer 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

Safety

Public safety education
Children and other members of the public may not always be aware of the potential dangers from the electricity distribution network. We're committed to providing over 1,000 educational sessions to over 400,000 school children over the course of RIG-1021.

We visit both Primary and Secondary schools, sometimes joining lessons with the emergency services, to teach young people about electricity and safety.

We've made good progress. During 2015/16 we delivered over one thousand educational sessions benefiting in excess of 90,000 children.

Public safety leaflets
We recognise that those engaged in work in recreational activities near our network assets may be unaware of the potential hazards around them. We've committed to distributing 500,000 safety leaflets over the course of RIG-1021.

To be we've distributed over 200,000 safety leaflets. We've received positive feedback by mail, from those that the information we provide is accessible to a broad range of individuals.

WPD 100021 Summary Report 2015-16 Page 7

Safety

Accident frequency rates
The safety of our 8,500 staff is paramount. We monitor accident frequency rates and have committed to achieving a 10% reduction in our accident rate over the course of RIG-1021 (when compared to our average performance between April 2010 and March 2015).

The number of accidents taking their toll each year remains at a low level and we have achieved our target in year one. This better than target performance was however overshadowed by the fatality of a colleague.

We cannot be complacent and recognise that further improvements can be made. Every year we produce a new safety action plan - informed by factors such as accident reports, near misses, industry incidents and any legal, regulatory or industry wide initiatives.

During 2015/16 we have focused on behavioural safety - encouraging staff to take responsibility for their own safety and the safety of others by acting on training, following instructions and challenging others when they see risks about to be broken.

Case Study - using behavioural safety to improve our performance
During 2015/16, 8,500 members of staff attended a behavioural safety session, centring on those with interactive discussions.

The training has subsequently been used by teams to generate action plans at local levels.

These plans are shared so that ideas and good practice can be applied across the business.

WPD 100021 Summary Report 2015-16 Page 7

Option 2:

Safety

Public safety education
Children and other members of the public may not always be aware of the potential dangers from the electricity distribution network. We're committed to providing over 1,000 educational sessions to over 400,000 school children over the course of RIG-1021.

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To be we've distributed over 200,000 safety leaflets. We've received positive feedback by mail, from those that the information we provide is accessible to a broad range of individuals.

Simple actions can save lives

Think safe. Stay safe.

WPD 100021 Summary Report 2015-16 Page 7

Option 3:

Safety - fundamental to everything we do

Accident frequency rates
The safety of our 8,500 staff is paramount. We monitor accident frequency rates and have committed to achieving a 10% reduction in our accident rate over the course of RIG-1021 (when compared to our average performance between April 2010 and March 2015).

The number of accidents taking their toll each year remains at a low level and we have achieved our target in year one. This better than target performance was however overshadowed by the fatality of a colleague.

We cannot be complacent and recognise that further improvements can be made. Every year we produce a new safety action plan - informed by factors such as accident reports, near misses, industry incidents and any legal, regulatory or industry wide initiatives.

During 2015/16 we have focused on behavioural safety - encouraging staff to take responsibility for their own safety and the safety of others by acting on training, following instructions and challenging others when they see risks about to be broken.

WPD 100021 Summary Report 2015-16 Page 7

Option 4:

Safety... is fundamental to everything we do

Behavioural safety in action
During 2015/16, 8,500 members of staff attended a behavioural safety session, centring on those with interactive discussions.

The training has subsequently been used by teams to generate action plans at local levels.

These plans are shared so that ideas and good practice can be applied across the business.

Accident frequency rates
The safety of our 8,500 staff is paramount. We monitor accident frequency rates and have committed to achieving a 10% reduction in our accident rate over the course of RIG-1021 (when compared to our average performance between April 2010 and March 2015).

The number of accidents taking their toll each year remains at a low level and we have achieved our target in year one. This better than target performance was however overshadowed by the fatality of a colleague.

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During 2015/16 we have focused on behavioural safety - encouraging staff to take responsibility for their own safety and the safety of others by acting on training, following instructions and challenging others when they see risks about to be broken.

WPD 100021 Summary Report 2015-16 Page 7

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

Option 1 29.7%

Option 2 37.8%

Option 3 21.6%

Option 4 10.8%

Table 1:

The table agreed that the summary report was appropriate for non-technical stakeholders such as domestic customers, but also felt that for the most part they did not require the detailed version either. Most stakeholders agreed that accessibility mattered- non-technical/ specialist customers should be able to understand the summary report.

"There are lots of graphs showing trends - that's quite useful." **Local authority officer representative**

"If this is for the public, then I think it's a great way to present it - colourful, easily accessible." **Local authority officer representative**

Table 2:

The table was generally satisfied with the size and style of the documents. Although they would like to see briefer reports with more diagrams or pictures. Stakeholders preferred options 1 and 2.

"A4 is better; the writing in this is too small. It's good detail, but probably too detailed. If it's a summary, I want it to actually be a summary. 1-3 pages max. Ideally 1." **Developer/connections representative**

Table 3:

A consensus on the preferred style of report was not reached. Stakeholders agreed on having both a detailed version and shorter version published online or within the document or alternatively some form of summary following the data.

"More photos, snapshots make it much easier to digest. I have a preference for option 4" **Developer/connections representative**

"You need to show the numbers and the feedbacks. That is the breaking point. When looking at the Scottish data, there are many ticks. It is meaningful to show that they approve your customer service- words are not enough." **Developer/connections representative**

"You need both customer reporting and data. With them and a summary, there is enough for someone to see the targets and where you mean of going. There is need for both." **Energy/utility representative**

Table 4:

Stakeholders agreed that there should be less text and more performance style snapshot info graphics. Most of the stakeholders were of the view that the audience for the report needed to be identified, and the level of detail then made relevant to the audience.

"I like option 2, it's easier reading. Option 4 has too many pictures." **Local authority officer representative**

"I think info graphics would be good." **Developer/connections representative**

"I think option 1 looks a little dated now." **Law firm representative**

Table 5:

This table did not have time to discuss the question.

Table 6:

The group agreed that acronyms should only be used if required by the regulator, and should be hidden away as much as possible for a summary report or front page. There was a consensus that the style of report really depends on the purpose of it. An agreement on the preferred report option was not reached.

"The acronym on the front page is off-putting for non-academic readers." **Local authority officer representative**

"WPD needs to be sure whether it wants its report to be a positioning document or if they really want to use it purely for informative purposes. If they are trying to convey a certain message to the regulator or to customers, then the report needs to be designed [accordingly]." **Regulator/government representative**

"Many other companies use these reports as a sales push. I like info-graphics but am wary of companies that use them to hide a message and give themselves a pat on the back." **Developer/connections representative**

Table 7:

There was agreement that an accessible report, as well as a version that retains all the technical detail, is required. Given there would be specialists reading the report, stakeholders felt that there is no need to shorten the detailed report.

“You do need that level of detail, but for me the summary is much more valuable.” **Elected representative**

“I think option four has gone too far - they get progressively simpler but there isn't enough on number four. Number two for me.”

Local authority officer representative

Table 8:

The table felt the report works well and provides the information required in an easy-to-read format. They did not have time to discuss preferred alternative options.

“It's nice and to the point. It's told me everything I needed to know. I've not read it until you sent it to me before I came here. It's useful to pass round the office to colleagues who may not have a specific interest.”

Academic/education institute representative

“It's a nice size as well, you'd be inclined to pick it up and flick through, anything A4 sized that's a bit meaty you'd look at it and think 'Not today'.”

Developer/connections 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
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 of WPD	50%	55%	60%	65%
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
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

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:

“About resilience, I know you work towards emergency resilience, but I am wondering about business resilience: for example, if a flood was to occur how do you take care of your own assets.”

Local authority officer representative

“The cost of undergrounding schemes. Looking at the distance covered, it seems very expensive. What is the payback? I know aesthetics matter but it seems like a very heavy cost to bear.” **Academic/education institute representative**

Table 2:

There was consensus around the table that no key action areas were missing.

Table 3:

There was consensus around the table that no key action areas were missing.

Table 4:

“I think under smart networks, maybe there should be further sub actions.”

Local authority officer representative

Table 5:

“Rural resilience should be a concern in developing smart networks. In some regions, this is a very particular issue and this could pose potential problems.”

Academic/education institute representative

“Development in universities, or R&D, could be an area to focus on since it is essential to prepare for the future.”

Elected representative

Table 6:

“WPD needs to focus more on working with developers to achieve a social outcome. Collaboration with others should be a key area.”

Local authority officer representative

Table 7:

Although stakeholders agreed that no key action areas were missing, they were interested to understand how WPD’s priorities compared to those of other DNOs.

Table 8:

“Security is missing - everything from cyber security to metal theft from infrastructure.”

Local authority officer representative



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
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
Overall Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023

Overall customer satisfaction:

"They should aim to improve. There is always room for improvement." **Local authority officer representative**

Connections satisfaction:

"They should improve but it should not be their number 1 priority." **Academic/education institute representative**

Vulnerable customers:

"It feels like an obligation to help vulnerable customers. Additionally, there are a lot of variables to take into account, such as the length and severity of the power cut and how vulnerable customers are in relation to this." **Energy/utility representative**

Safety education:

"I am wondering if you could double up the amount of children getting informed and additionally work with other utility companies: that way information could be spread faster and it would be more cost-efficient for the sector." **Energy/utility representative**

Emergency resilience:

"I would like to know whether this involves terrorist risks." **Academic/education institute representative**

Business carbon footprint:

"It could be small things such as upgrading to eco-friendly vehicles, this does not seem very ambitious, you should go further." **Local authority officer representative**



Table 2:

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%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Overall Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
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

No discussion noted by scribe



Table 3:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Overall Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000

Overall customer satisfaction:

“Based on my experience, sometimes there is an arrangement made to let the customer know about a possible power outage. However, it does not always happen, the customer is not made aware or at times the notice is too short. It needs improvement as it affects a wide range of services, customers, homes...” **Developer/connections representative**

Smart networks:

“It is essential from a product perspective for customers to push quicker towards it: start doing it solution-wise and with cost that could be effective. Networks would benefit from it.” **Energy/utility representative**

Safety education:

“Electrification projects on networks are very important – understanding signalisation is crucial. Safety education needs to get to 70,000, there are a whole lot of kids to educate.” **Developer/connections representative**

Fuel poverty:

“Not to get political, but with Brexit, we are entering a period of uncertainty and the unknown, making people even more afraid of increasing costs and they will be even more frightened of the possible energy costs in the future.” **Voluntary organisation representative**



Table 4:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
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
Fuel poverty	6,500 supported a year	10,000	12,500	15,000

Smart networks:

“If you get it done as quickly as possible, you’ll become a leader in this field. I think as quickly as possible.” **Energy/utility representative**

Emergency resilience:

“What organisations are already going to those SMEs and maybe partnering up with one of them would be a good approach. By March 2018 a building that’s going to be rented has to be rated E so maybe it’s a good time for you to engage now.” **Local authority officer representative**

Safety education:

“I think it’s one way in to actually tackle some of the other problems. I think if you expand the scope to include ‘how to live in a house’, educate the kids to show their parents how to save energy and when new schemes come in.” **Local authority officer representative**

Business carbon footprint:

“Electric vehicles will only increase the footprint over time so how will you offset that?” **Academic/education institute 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
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Fuel poverty	6,500 supported a year	10,000	12,500	15,000

Safety education:

“For our industry, safety and education is important. This is not something that could be addressed instantly. Education is a long-term goal, and it can be considered an investment, with an important extended scope. Bettering education links to the development of the smart network since good training is going to inform its development.”

Energy/utility representative

Smart networks:

“In this economic climate it would be great if you can adapt as quickly as possible as we are a bit stuck. Smart networks are going to be essential in accessing impact as it feeds into fuel poverty and other areas.”

Elected representative

“This is a difficult exercise, since different action areas in different context would have different priorities. The different action areas are also interconnected – connections satisfaction would be affected by implementation of smart networks, which would in terms affect resilience and flexibility of how the network is received.” **Elected 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
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

Vulnerable customers:

“WPD could do more to communicate with local authorities to help identify vulnerable people and refer them to local government programmes that can help them.” **Local authority officer representative**

“The vulnerable customers targets are pretty low... WPD should really be aspiring to increase these targets.” **Regulator/government representative**

Smart networks:

“I would rather see more on smart networks than on business carbon footprint as this would achieve a better environmental outcome overall anyway.” **Local authority officer representative**

“The knock on effects of smart networks to other industries and public welfare are so huge that I would like to see WPD pursue them as fast as possible. Smart networks probably have a role in promoting every other category on the list.” **Developer/connections representative**



Table 7:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Customer awareness	50%	55%	60%	65%
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

Smart networks:

“I think there is a lack of understanding about what smart networks really means. Customers aren’t aware of the compatibility issues, so this links to customer awareness. This is a massively expensive rollout, and I’m not sure where the value lies, and I’m not sure the customers know that. What are the advantages? It’s a big issue that this isn’t clear.” **Local authority officer representative**

Customer awareness:

“In my experience, so many customers don’t know about things - especially things like smart networks. So a letter or something could increase this. I’d probably vote two, but it depends how much it costs.” **Local authority officer representative**

Customer satisfaction:

“Being cynical, are you driven by Ofgem on these targets? Do you need to be ahead of the other DNOs to get those rewards?” **Developer/connections representative**

Vulnerable customers:

“This is linked to customer awareness. And we’re an ageing population, many of whom are increasingly vulnerable and unaware.” **Local authority officer representative**



Table 8:

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
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
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
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

Smart networks:

“I would have thought it was a way for you to run your business more effectively and therefore as a customer I’m not sure I care. I don’t see any point in rushing in to this too quickly because the first few generations of smart meters won’t work anyway and they’d get recalled, so I wouldn’t waste your money.”

Domestic customer representative

Vulnerable customers:

“Surely there’s a link between how much effort you have to put in contacting vulnerable customers and how many outages you have – if you don’t have any outages then you wouldn’t have to contact anybody. It could be a shocking waste of money.”

Domestic customer representative

Safety education:

“I’d want to do more there, not just because of my job, but as a member of the public. I’d definitely expand the scope.”

Local authority officer representative

Business carbon footprint:

“Carbon footprint is important to me. We pay a huge amount every year in new technologies and all sorts reducing our footprints, but I think if the generators could invest and bring theirs down then it would mean managing it at our end is easier.”

Academic/education institute representative



The way we generate electricity is changing:

Centralised power stations



Thousands of distributed generators operating at various times



Demand for electricity could double
e.g. more storage or electric vehicles
This creates challenges for the Nation



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

Table 1:

There was no agreement on the value that the table would be prepared to attribute to the enhanced package.

Table 2:

No definitive answer was agreed to this question.

Table 3:

Answers to this question varied considerably. Whilst some stakeholders were prepared to pay more for the agreed package, it was felt that not everyone would see an increase as being acceptable.

If it means spending more to see tangible benefits over a long period of time, then yes from a domestic customer approach I would be willing to pay 20% more. However, that is my personal position and the average customer, who might not know what will happen in the long run, may not be willing to pay more.

Energy / utilities representative

£98 is already expensive. How would public bodies operate with increase in costs? However, as long as there is some form of transparency, people may be ready to pay more. This is the social question behind it all: if you want something to change, then you have to pay more. Social improvements can't come without a cost.

Local authority officer representative

Table 4:

The table did not reach agreement on this question.

Table 5:

Most of the stakeholders on the table felt that they were unable to attribute a value to the enhanced package of actions.

"This is the wrong question to ask. The costs should be neutral since some of the action areas will decrease the running cost of others."

Local authority officer representative

"I would be happy to pay a little more at the beginning"

Energy / utilities representative

Table 6:

Although no amount was agreed upon, the point was made that investment in some areas could reduce costs in others.

"Smart networks have the capability in the long-term to actually reduce prices... It may be the case that investment is expensive now, but will pay for itself in the future. The reason energy prices rise so quickly in the short term is that supply is always at capacity"

Developer/connections representative

Table 7:

This question was not discussed at the table.

Table 8:

The table were not prepared to pay more for the enhanced package they agreed on. However, the point was made that a small increase may see benefits elsewhere.

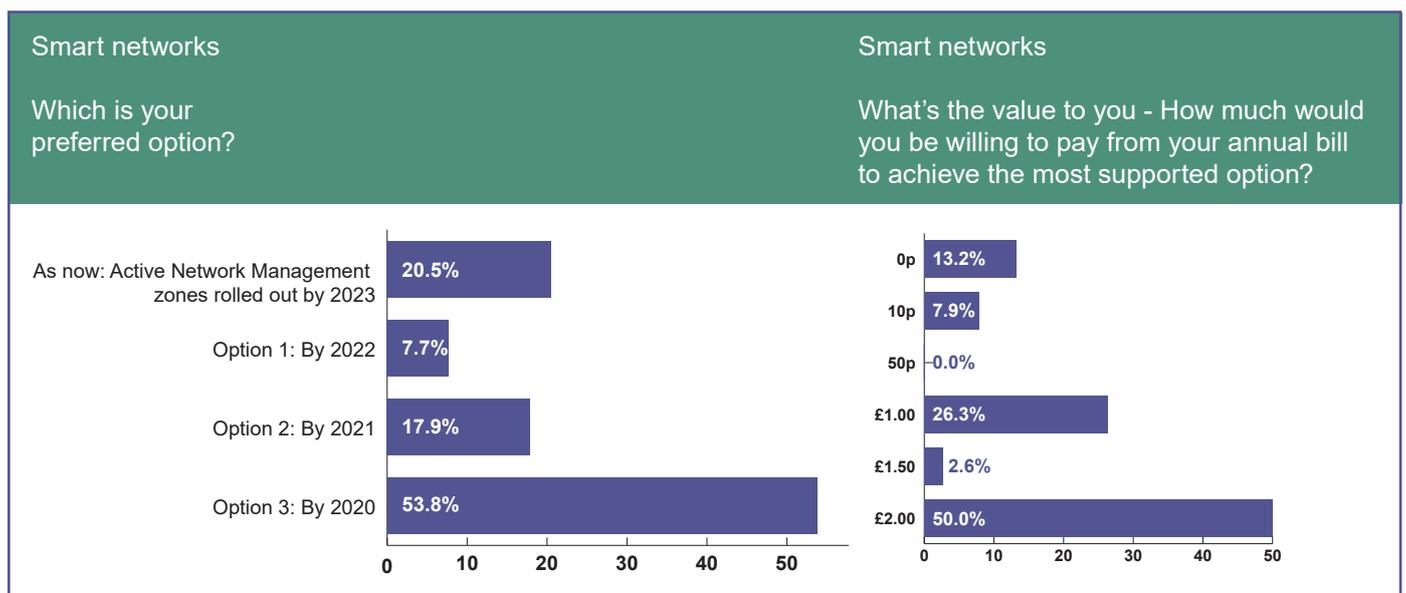
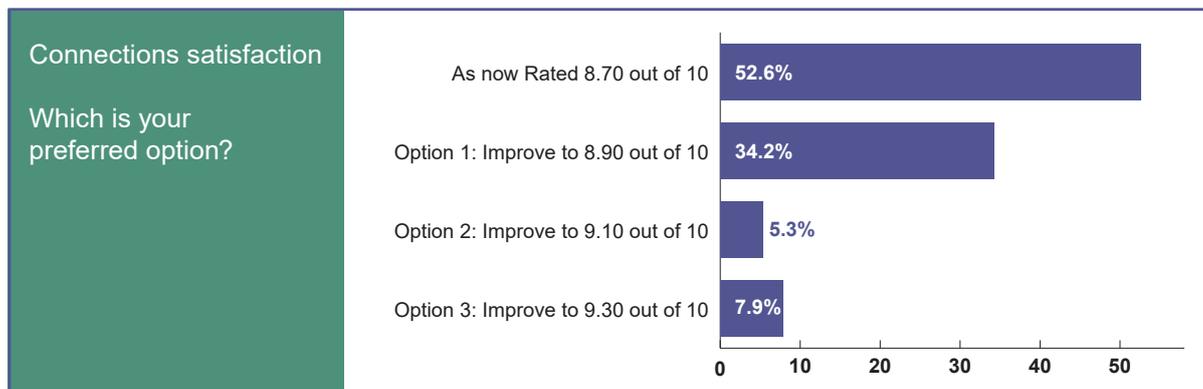
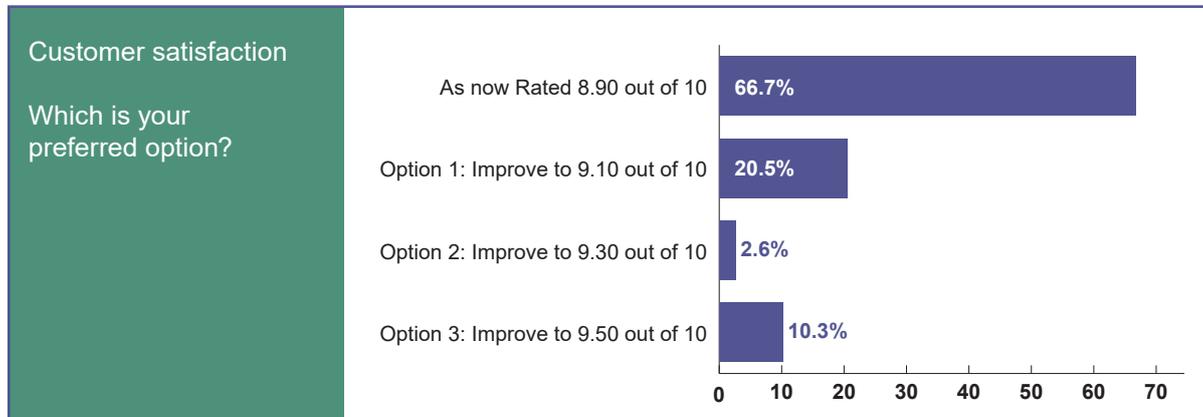
"I'd be happy to pay 5% but that would be it".

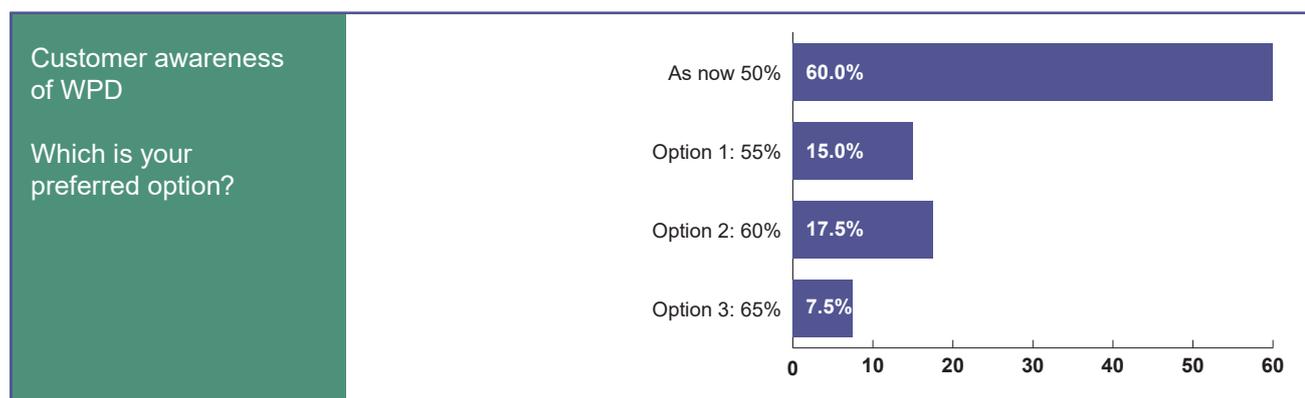
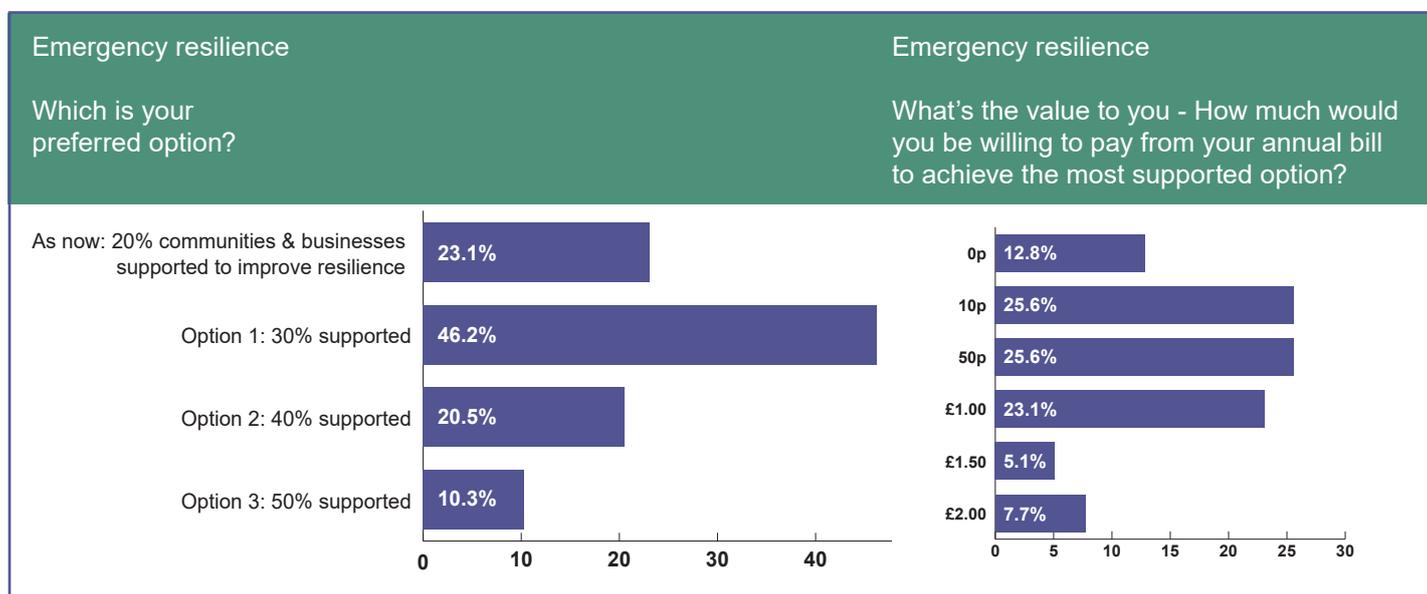
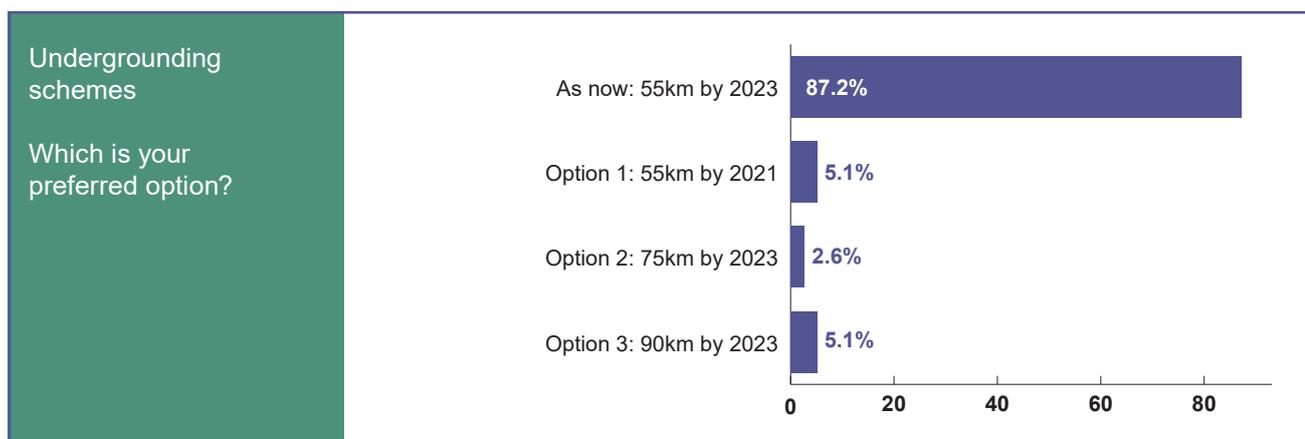
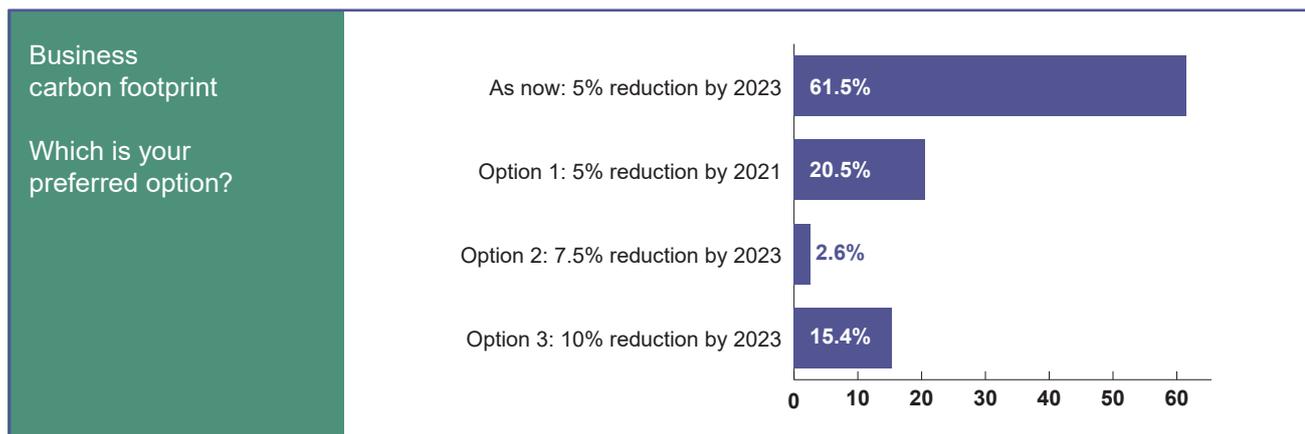
Domestic customer representative



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

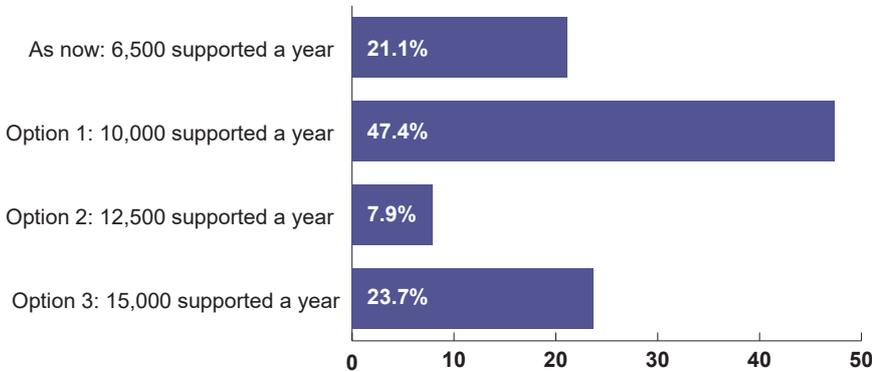
Stakeholders were asked to vote electronically on their preferred Option for each category. If they voted for an Option beyond WPD's planned approach (Options 1, 2 or 3) they were then asked to attribute a value to this. Each value relates to an amount per annum, per customer.





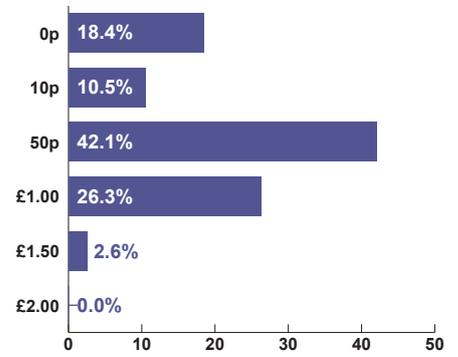
Fuel poverty

Which is your preferred option?



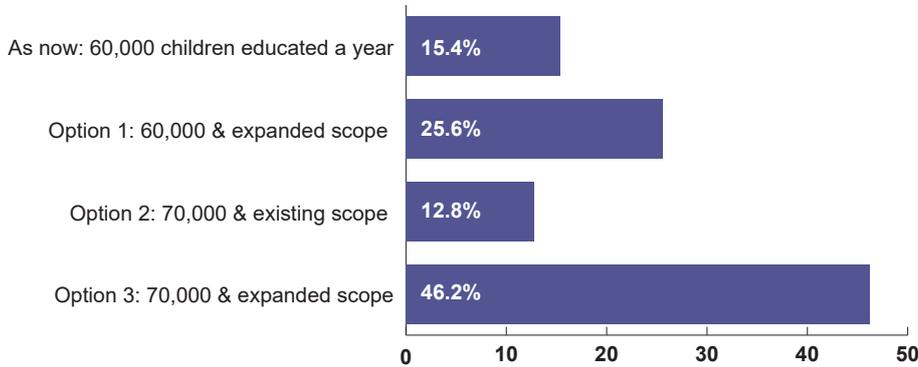
Fuel poverty

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



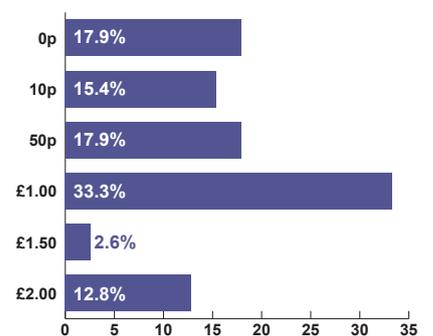
Safety education

Which is your preferred option?



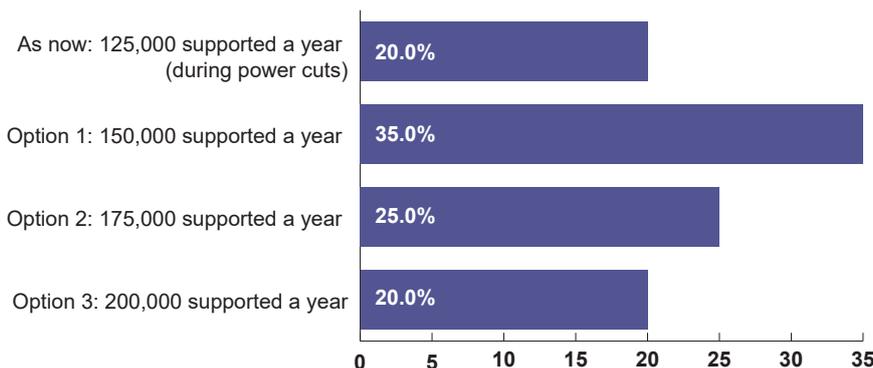
Safety education

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



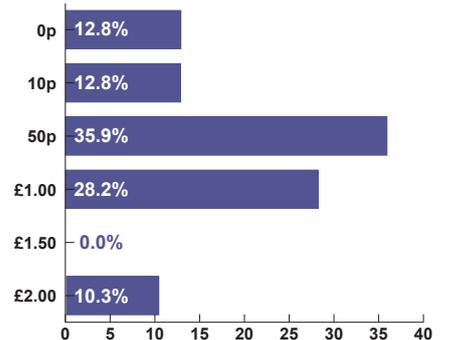
Vulnerable customers

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 a consensus on the table that WPD's DSO priorities were accurate and reflected trends in the business.

"I am a bit puzzled by number 2. Resilience has to be addressed, i.e. a potential for hacking."

Business customer representative

Table 2:

Stakeholders did not raise any concerns regarding the proposed priorities, and felt pressure should be applied to regulators.

"I think WPD should be making it a priority to be influencing the regulators a bit on top of all of this."

Developer/connections representative

Table 3:

Stakeholders felt that the priorities are very comprehensive, whilst suggesting the management of smart meter data be added to the list.

"Smart meter data should be managed more efficiently. Customers must have more rapid restoration."

Developer/connections representative

Table 4:

The table agreed with WPD's DSO priorities.

Table 5:

The stakeholders agreed that the DSO priorities are thorough and nothing is missing.

Table 6:

The table felt happy with the priorities stated, with one stakeholder suggesting caution in terms of setting out the detail on smart networks.

"They are absolutely spot on. However there is a lot of work to do, with smart networks in particular, and WPD should be cautious about deciding on the detail too soon."

Developer/connections representative

Table 7:

Whilst generally satisfied with WPD's priorities, one member of the group was concerned about priority number 3: helping to establish visibility platforms for suppliers, aggregators and customers to allow the development of flexibility services shared between DSO and SO.

"Number three strikes me as problematic. It's a free market, with seven DNOs. Wouldn't this be better managed nationally? Without getting too political, some form of nationalisation seems sensible here."

Local authority officer representative

Table 8:

The table agreed with the priorities and didn't feel there were any missing.



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:

Stakeholders generally agreed that smart meters would be beneficial for networks and that customers would also benefit from them.

“It reflects the complexity of grids these days. It is about diversifying, rethinking requirements and adapting to different business models. You will see more and more of these initiatives. You could have one village selling energy to another village, that is why we need this level of sophistication in terms of data.”
Academic/education representative

Table 2:

The group didn't have any concerns about smart meters but felt some clarification may be required to set out the benefits they can deliver.

“I feel like I'm unaware of a number of the benefits that the meters can provide me with.”
Local authority officer representative

Table 3:

The table agreed that smart meter data would be beneficial and are comfortable sharing the data overall. However, they also agreed that the way of collecting data and how it is used have to be clearly explained and reported.

“For a customer, it gives you the ability to make better decisions. It makes sense to have access to that data used to efficiently improve the orders.”
Developer/connections representative

Table 4:

Stakeholders were generally comfortable if not a bit surprised that WPD having access to smart meter data was even an issue.

“If you allow councils to access this data you would be able to allow them to maybe identify or pin point fuel poverty.” **Developer/connections representative**

“The government have now changed the goals, so now everyone has to be aware of the smart meter by 2020, not have one fitted.” **Local Authority Officer representative**

Table 5:

The table was comfortable with WPD having access to smart meter data as long as it is reviewed yearly by a third party.

“I don't think it is really communicated why it is needed. It is more about why and when the electricity is used. These messages may not get across to your audience and I think it would need more explaining in those terms.”
Academic/education institute representative

“There are high demands [for smart networks] and it is important to improve and make sure it is more stable. I am aware why it needs to be addressed. It would be good to tell the customers so that they know how it is helping them.” **Voluntary organisation representative**

Table 6:

Stakeholders were all comfortable with WPD collecting and using smart meter data.

“WPD is sufficiently regulated to make use of this data correctly and safely.”
Developer/connections representative

“So long as the data is not attributed to people or households specifically, there are few security issues and many benefits.” **Regulator/government representative**

Table 7:

Some stakeholders were not confident of the benefits of smart meters and questioned the general public's understanding of them.

"What is the benefit for me of smart meters? I can see that if you have a massive steelworks you need to measure things, but why do you need to measure every single house? I can't understand how every single house needs one. What am I missing here? I don't think the benefits have been properly explained. I can see why the peaks and troughs need to be measured for a given area, but why for individual houses?" **Elected representative**

"If you did it the collective way - with a sensor at the substation - the customer wouldn't then have the data to manage their own usage, but it would be less intrusive. Also, when you switch people, there are compatibility issues. Will there be no cost to customers to update or switch to smart meters?" **Local authority officer representative**

"Often people who understand technology adopt smart meters, so there is the issue of ensuring everybody is included." **Energy/utility representative**



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

Table 1:

Stakeholders were comfortable with the idea of networks having access to and using smart meter HH data with the caveat that the process for this would need to be carefully designed.

"I think so. It seems to me that these are reasonable steps. I also value the fact that it is anonymised." **Local authority officer representative**

"We are becoming increasingly vulnerable and opening windows of opportunities to hacking, that is why we need to get it right." **Academic/education institute representative**

Table 2:

The table agreed it was logical for networks to have access to half-hourly smart meter data, and were supportive of this idea.

"It's about power use at the house. Not power use of the individual. So I feel like it's a bit of a non-issue." **Developer/connections representative**

"Even if you went on holiday, the house would still use energy. Fridges & freezers and the like would still be in use, so it's the next logical step really." **Developer/connections representative**

Table 3:

Stakeholders were mostly unconcerned about networks having access to this data, with one questioning whether the benefits would outweigh the costs involved.

"From a business perspective, it has been used for years and it helps you see what customers are doing." **Energy/utility representative**

"There is a cost-benefit question here: this will not necessarily be beneficial on the long run and it will have to be proven. I am not too sure about this." **Developer/connections representative**

Table 8:

Stakeholders agreed with the benefits of smart meters and smart networks in theory, but were very conscious that current generations of smart meters do not allow for the level of data collection WPD is referring to.

"I think it'd be beneficial to have access to the data, whether or not that's smart meter data. The roll-outs so far have been unsuccessful, a big portion of the meters are missing a lot of the key functionality you need, and there's been issues with the roll-out. So, in terms of how far DNOs will be able to move in terms of using this information, will depend on (a) the meters and (b) if the DNOs decide to pursue a different route. In theory, it's very beneficial, in practice currently it's going to take some time to happen." **Developer/connections representative**

"I'd be concerned on the volume of data you're going to have to validate on a domestic level and be able to know that's right. You've got a lot of things like shared usage or knowing that things are set up right. We've only got a few meters, and we have huge problems with validating those, things aren't set up right. On your scale that's massive, and I don't know how you're going to do that." **Academic/education institute representative**

Table 4:

Stakeholders agreed it was important for networks to have access to such data to help inform analysis and strategy.

“I think you need to allow access to this data for research purposes. I think being able have access to this would be beneficial for future strategies.”

Local authority officer representative

Table 5:

The table felt consumers would be uninterested in the networks having access to smart meter data and therefore agreed this was appropriate for the purposes stated.

“We understand the necessity, it helps with reliability of the network. I think the customers will not really care... they just know whether the service is reliable, and whether it is being offered – they do not care about the infrastructure. It is paramount for the privacy is in place. The data should be anonymised and well controlled, that should help you gain trust form the customers. Older people see how much money they might be using and they might switch it off, so you need to provide support for those people. There is a learning curve, and convincing people that you need heat and cannot just switch it off because there is a cost. You need to know as a DNO to give the right information.”

Elected representative

Table 6:

The table were supportive of the usage of half-hourly data, and were also excited by the capacity such data provides DNOs to map consumption patterns.

“I would be ‘concerned if WPD did not collect the data, as the benefits of doing so are so substantial.”

Regulator/government representative

“As demand patterns are so uncertain, DNOs should be doing their utmost to uncover what these patterns will be. Smart meter data may be important to that.”

Developer/connections representative

“I question whether the data needs to be collected half-hourly or whether it could come down to minute-by-minute data, if so, this might improve the impact of the data.” **Developer/connections representative**

Table 7:

Stakeholders understood the usefulness of half hourly data and supported WPD having access to this for a number of reasons, including assisting with reducing fuel poverty and understanding consumer behaviour.

“That’s really useful for us as a council. We can compare data sets and use data in various ways to better determine measures to tackle things like fuel poverty. So I would have no problem with this, and with having more data sharing between organisations like WPD and councils.” **Local authority officer representative**

Table 8:

The table was comfortable with household smart meter data being accessed, and suggested that it could be used for things like supporting areas of fuel poverty where background loads were observed.

“I think it’s a good idea, it gives you the opportunity moving forward, if you’ve got background loads going, you can do things like going out and helping people in fuel poverty who don’t know they’ve got those loads.”

Academic/education institute representative

“The number of people who have got Economy7 and Economy10 who don’t know it is millions. They don’t know they’re paying more for their day time usage. The whole idea of that programme is that you’d ironed out the peaks, and we’ve binned all that, and the suppliers are still ripping people off. So, I’m all for it.”

Domestic customer representative



- A quick overview of INFO

- Three morning sessions

INFO presentation

- Choice

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 felt that the WPD approach to data privacy seemed to be comprehensive.

"The way of communicating it to your customers would be to set up a network of exchange and dialogue with customers; that way they would feel they are making the decision along with you. As long as you are transparent with customers, it seems fine to me. You should not follow the NHS's track; people were very put off by the way they handled it and it was a massive push back for them."

Academic/education institute representative

"It does not feel like you are using that data at the moment. I would also like for WPD to use data for resilience purposes and also to help driving costs down."

Energy/utility representative

Table 2:

Stakeholders agreed with the points set out in the approach, with the caveat that an independent body be involved to monitor adherence.

"To me it's fine. Just to allay any fears I think there would need to be an external audit carried out on it by Ofgem or someone - but other than that, that would be fine."

Developer/connections representative

Table 3:

There was consensus on the need to use data with transparency, for example guaranteeing that it wouldn't be sold to a supplier and making clear what is done with the data to reassure customers.

"It is comprehensive. The only condition is not sharing it with the supply." **Developer/connections representative**

Table 4:

There was agreement that the data privacy plan is comprehensive, but stakeholders highlighted the need for an independent body to monitor this.

"I think that this needs to link into the bigger data protection and that all the energy companies should sign up. Pin point fuel poverty."

Local Authority Officer representative

"An independent body is needed to regulate the data." **Developer/connections representative**

Table 5:

The stakeholders agreed with the approach to data privacy and therefore did not raise any further issues or comments in this regard.

Table 6:

Whilst happy with the data privacy approach proposed, one stakeholder on the table suggested it should be reviewed regularly to ensure it is up-to-date.

"This should be reviewed annually to account for any changes or issues and improved upon based on experience." **Developer/connections representative**

Table 7:

The table did not have time to discuss this question.

Table 8:

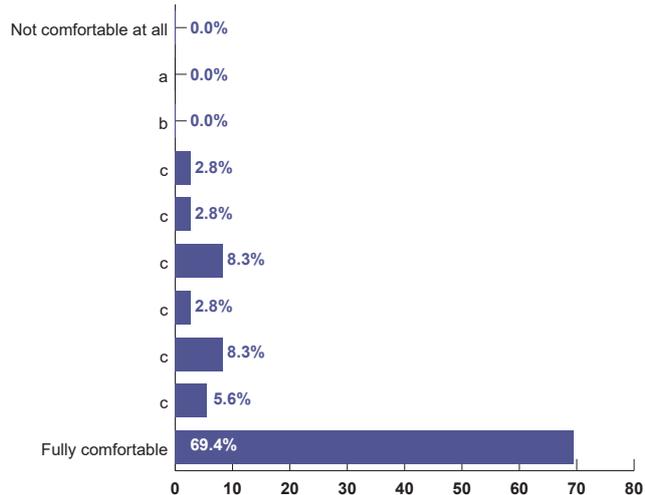
One question was raised by the table with regards to the privacy plan, when considering if data could be shared with local authorities for emergency planning.

"On point 7, I'm trying to think about whether there is there a need for it to be used outside that, for example to use it for emergency planning? I think that stuff (for data sharing) is all there."

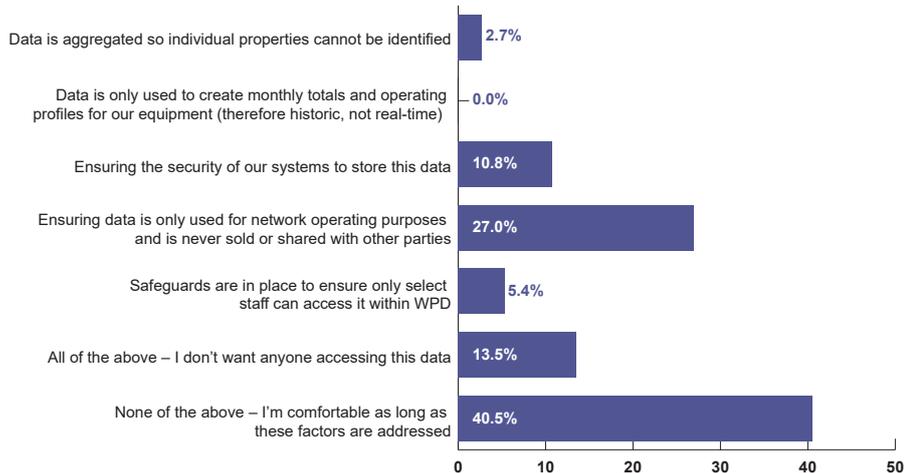
Local authority officer representative

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?





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
- 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:

The table was of the view that proposed future actions to address buildings energy usage were accurate and it was noted that WPD could even go further and lead in environment and sustainability matters.

"You could generate your own energy to be self-sufficient. I believe it would be great for old sites and it could be the yard stick for other companies in the industry." **Academic/education representative**

Table 2:

Stakeholders were in agreement with the proposed action, also highlighting the importance of staff engagement in energy efficiency.

"Turning off computers and computer screens, unplugging laptop chargers, light sensors - no lights if it's bright outside." **Developer/connections representative**

"With the real estate you have to include regional, local and other depots, to reach your targets. I feel like you just have to be ready to close down some of your depots - some of the ones that by their nature just are too old to be energy efficient." **Developer/connections representative**

Table 3:

There was consensus on the importance of behavioural change to address energy usage, which in their experience shows the most success. They proposed different ways to reduce energy consumption such as a sticker system.

"We came up with a sticker system: the security guard switches off the machines and leaves a sticker if has not been switch off properly. This has shown good results and increased awareness. Behavioural change is key." **Developer/connections representative**

"Maybe it would be useful to display which buildings are using a lot of energy with smart meters and make the data available to the people working in the office - again with the aim of behavioural change." **Developer/connections representative**

Table 4:

Stakeholders felt more could be done in terms of reducing energy usage and made some suggestions to this effect.

"Window film would be good." **Developer/connections representative**

"If there are only 3 people in one building, could they be relocated?" **Academic/education representative**

"It's the energy you don't use that is important. If you passed that message on to partners, then that's a good idea. You're doing all the basic stuff. So, until you go to advice level its actually very difficult to achieve those goals." **Developer/connections representative**



Table 5:

The stakeholders suggested different ideas for reduce building energy use, such as separating storage and office areas, and implementing a clear strategy.

“Big storage lets cold air into the office. They should be separated to conserve the warm air.”

Energy/utility representative

“In our office we have a clear desk policy. People need to turn laptops off, put it in the bag and take them home.”

Energy/utility representative

“Sustainability is an important issue globally, but coming in today I am more interested in how the networks are doing. This is an important issue for WPD, but this should be an internal discussion rather than an external.”

Academic/education representative

Table 6:

The table supported the proposed actions and discussed a number of ways WPD could reduce energy usage in buildings.

“WPD should take a building-by-building approach, and should not apply blanket policy... as each building will have different characteristics.”

Local authority officer representative

“Cleaning staff should be instructed to turn off monitors or other devices.”

Regulator/government representative

Table 7:

Stakeholders felt all the actions outlined by WPD were appropriate and agreed on the importance of buy-in from all staff.

“I think it’s down to everybody to ensure energy usage is reduced in company buildings.”

Elected representative

“Take switches away and replace them with sensors. Don’t rely on people switching them on and off.”

Developer/connections representative

Table 8:

The table was very supportive of WPD leading by example with reducing buildings emissions by going above and beyond suggested scopes, including PV, voltage optimisation, data capture tools, and battery storage. They also suggested that this could be expanded to include areas such as lower water consumption.

“They’re difficult to argue against, but the important thing is that in doing this you don’t move away from your main purpose. That’s good housekeeping which is good, but as long as you are also maintaining the network.”

Domestic customer representative

“What sort of data capture tools are used in the buildings? Things like automatic flushes on toilets can also help with water usage.”

Developer/connections representative

“It’s all good business sense really. You’ve got to lead by example really. And make a song and dance about it and tell your customers.”

Academic/education institute 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:

Stakeholders agreed with the proposed plans to address vehicle emissions, and made some further suggestions to support them.

“It could be turned into customer awareness too: forecasting what you do well and boast about what you are doing. I believe WPD should be moving fast into green initiatives.” **Local authority officer representative**

“About videoing conferences, this is something that is done everywhere now and gives people more freedom within their schedule. I believe it is very effective and also cost and energy efficient. I would also emphasise the purchase of hybrid vehicles for your fleet.” **Academic/education institute representative**

Table 2:

The table agreed with the actions and, in addition, commented on the possible role of renewables as well as the importance of understanding targets.

“It’s a good idea to have an understanding of what your businesses best carbon footprint potential is. You can use this as your target.” **Developer/connections representative**

“Solar would be good idea, even if it’s just for heating up the water.” **Developer/connections representative**

Table 3:

In general, stakeholders agreed on the significance of reducing vehicle emissions, and suggested further ways in which this could be achieved such as a naming and shaming policy.

“The ‘naming and shaming’ system could be efficient or a closer monitoring of individual use of fuel? I think the different ways to push forward behavioural change should be investigated further.” **Developer/connections representative**

“Another system, that we have installed, is computerised. You need to log into the system with a unique pin number where you can see how you have driven but also the company can follow and track. It has proven to be quite efficient: how they use the cars and what consumption they have. It has also been useful to find stolen vehicles. Overall they are okay with the scrutiny that has been imposed to them, as it is part of the deal. The drivers sign a driver policy before starting.” **Voluntary organisation representative**

Table 4:

The table was of the view that the actions to reduce vehicle emissions were appropriate, and that reductions could make significant impacts to the business.

“The biggest impact across our fleet was putting trackers in. This had a massive impact.” **Local authority officer representative**

“When they are going to site, make sure they aren’t carrying too much load or unnecessary equipment, to lighten the load of the vehicle.” **Developer/connections representative**



Table 5:

The table discussed the importance of monitoring vehicles to reduce emission, but agreed that these efforts should not take precedence over core business priorities.

“You should monitor each vehicle for efficiency, that would reflect the training of the individuals.”

Voluntary organisation representative

“You should adapt to more efficient vehicles if you can. However, if these policies limit your ability to deliver your service than you can only do so much. It should not overshadow more important priorities. You should put more money in R&D on strategies to prevent pollutant gas.” **Energy/utility representative**

Table 6:

There was a consensus that a blanket policy approach to both buildings and vehicle efficiency would be insufficient, and that WPD should look at these things on a case-by-case basis. They also discussed the merits of speed limiting and vehicle monitoring.

“The value of using electric vehicles really depends on the weight of the loads they need to carry.”

Regulator/government representative

“You should adapt to more efficient vehicles if you can. However, if these policies limit your ability to deliver your service than you can only do so much. It should not overshadow more important priorities. You should put more money in R&D on strategies to prevent pollutant gas.” **Energy/utility representative**

Table 7:

The table was content with the actions but made a number of supplementary suggestions.

“Why is the mileage going up? Are there not ways to double up on jobs? Analysing the logistics of travel could present obvious options. Having video conferencing is all well and good, but transport is by far the biggest emissions source, so should be the priority.”

Local authority officer representative.

“We have trackers on our vehicles, to monitor safety, driver performance and environmental impact. We can use that to warn, educate and monitor people.”

Local authority officer representative

“If the company is already paying to put people on driver-safety training, you have to combine eco training with that. It’s not only a waste of resources, but staff could be getting mixed messaging.”

Energy/utility representative

Table 8:

Stakeholders supported the driver training on the basis of their own positive experiences in their organisations. They also suggested vehicle tracking to monitor idle vehicles and driver behaviour. Stakeholders did not think use of electric vehicles would suit WPD’s need or that research in to alternative fuels was the company’s responsibility.

“The key thing is accurate reports every week so you can easily see and understand what each driver is doing. The drivers have accepted it as the norm, I don’t think they see it as positive and we don’t get a lot of fraud, but if we suspect it’s another tool in our armour.”

Developer/connections manager

“Initially we had complaints from the workers’ union and we went back to each union but they agreed with us in the end.” **Developer/connections manager**

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:

Regarding the issue of SF6, no consensus was reached, however stakeholders emphasised on the importance of finding a long-term solution.

"I believe WPD should invest in innovation rather than cameras. A long-term solution should be considered. Fix something that's broken already does not seem to work."
Energy/utility representative

"This is a global issue so you are not the only one looking at fixing this. It is not necessarily a higher cost for you individually as a company."
Academic/education institute representative

Table 2:

Stakeholders were in agreement with most of the proposed plans for the handling of SF6.

"I think it would be good to spend the money on the cameras. Not too dissimilar to the smart meter idea - if you fit all your switch gears with a camera it would allow you to identify any leaks quicker and subsequently resolve any leaks or issues with the switch gears."
Developer/connections representative

Table 3:

There was consensus on the approach to SF6: a dual approach to reduce SF6 by both investing in the cameras but also researching for other gases which are less polluting but as efficient as SF6.

"Cameras and further research need to go side by side. New cameras would help in the short-term but there is an urgent need to investigate further other alternatives for the future. WPD is on the right track but needs to look at a more long-term vision."
Developer/connections representative

"I agree; a dual approach is needed but it shows that you are on the right track to find a solution to the gas issue."
Energy/utility representative

Table 4:

Stakeholders agreed that SF6 was a problem and were generally of the view that the actions proposed should be working together with the producers of the gas and their researchers.

"I would look at the manufactures of this gas and work with researchers. If you take away the SF6 you have to use something else and all the other mediums do not work. I think it's on everyone's mind to do something about it."
Energy/utility representative

"If you take that emissions have gone up over the years. You either have to put the infrastructure in and then also detection. But in terms of the wider picture, this is causing the problems in terms of greenhouse gases and the circle fuel costs going up."
Local authority officer representative

Table 5:

Stakeholders felt there should be a focus on research and development on SF6 alternatives to ensure the matter could be resolved.

"It is not a serious issue. But from a business point of view, it is essential to have good alternatives that do not require the cameras. There should be a focus on research and developments to replace SF6."
Elected representative

Table 6:

The stakeholders largely agreed that there is not a great deal that can be done about SF6 until a new gas becomes available.

"Although there is an environmental issue here, the concern over leaks is usually that it has knock on business effects."
Developer/connections representative

"Would WPD be allowed to loan out their cameras to other DNOs or companies? If so, this might make them more economically viable."
Local authority officer representative



Table 7:

Those on the table agreed that the supply chain as a whole needs to be considered to innovate away from SF6 usage.

“I know DNOs have been researching this for many years. We also need to think about the incentives for manufacturers. If we’re still buying SF6, so we need to give a marker to the supply chain to try and encourage change.” **Energy/utility representative**

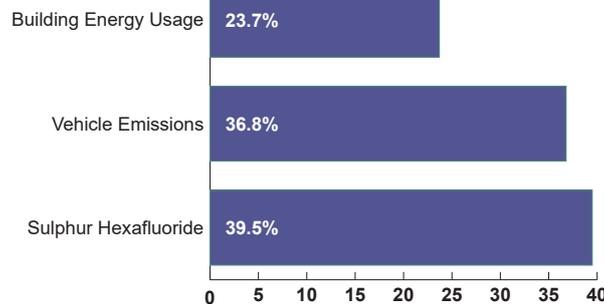
Table 8:

There was table-wide support for both purchasing of new cameras and continued on-going research.

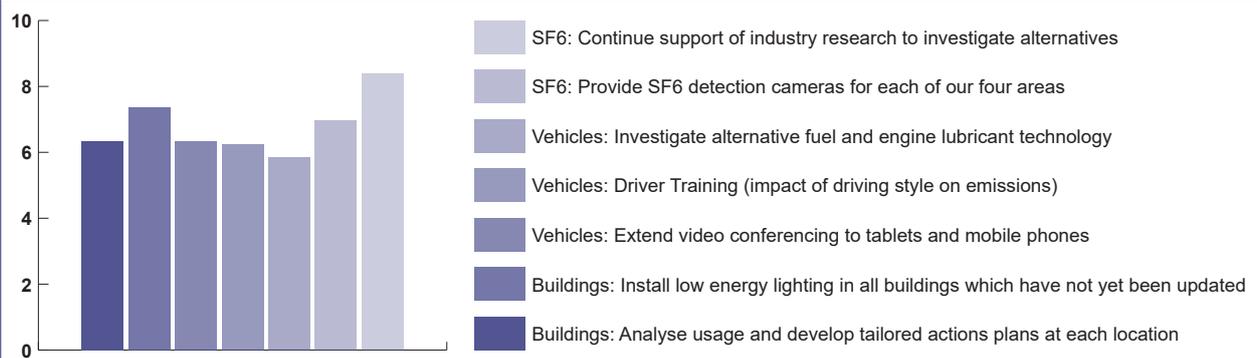
“At £60,000 a go I’m amazed you haven’t already done it. It’s buttons to you.” **Domestic customer representative**

“Somebody’s got to drive it [research], because otherwise manufacturers will keep selling it and keep selling it. Someone’s got to say ‘no, we want something different’, and the industry is in the right place to do that.” **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:

- There was general consensus that the threshold of three years for the Priority Service Register seemed fair, however, for medically dependent customers, the approach should be different.
- Affordable Warmth should be renewed; consistency is welcome.
- It was felt that too much time is spent piloting new projects, rather than focusing on replicating the projects that work.
- Geographically, there could be some movement; it was felt the Affordable Warmth programme is not reaching the less well-off fringes of the population.

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:

- Clarification was requested on the charging methodology for reinforcement both on WPD's network, but also in relation to National Grid's.
- The information on WPD's website needs to be easier to find.
- The service is sometimes inconsistent across different licence areas and contradictory information can be provided.
- WPD should continue to engage with the LEPs on future network requirements, as they can help link scenario planning into future housing growth, local plan provision and future development sites.

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>

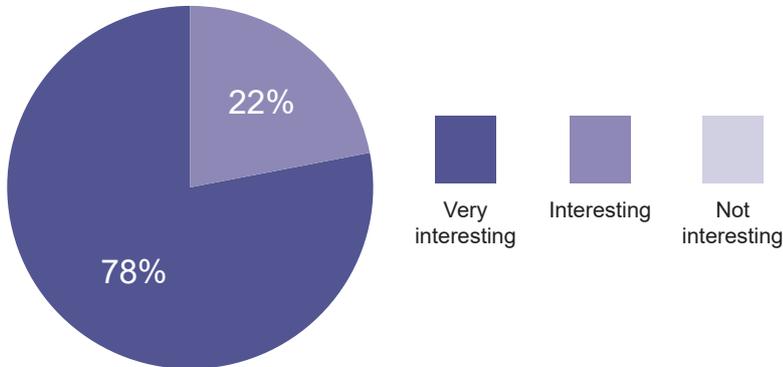
Key points stakeholders raised were:

- There should be a version of the booklet that can be distributed to GP surgeries.
- It might be useful to look at the literature that local authorities are producing.
- Could there be a joint outage package and common agenda with the utility suppliers? This could help build partnership working.
- The booklet is missing better detail on generators and keeping them maintained.

Of the 39 stakeholders who attended the workshop, **33 completed and returned their feedback forms.**

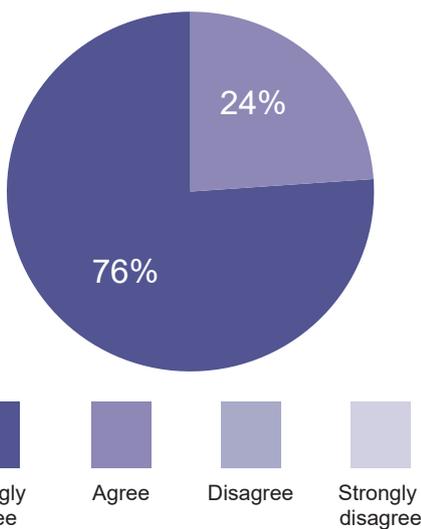
9 | Written Feedback

Overall, did you find the workshop to be:



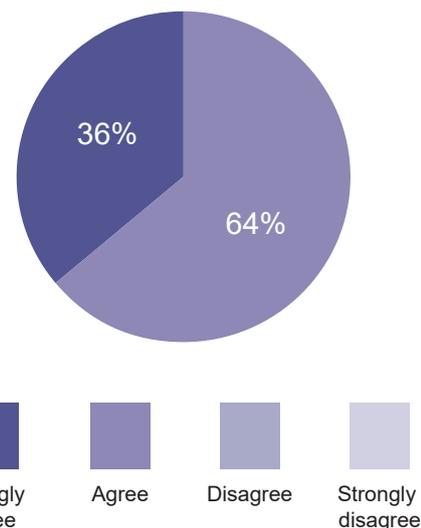
No comments given.

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



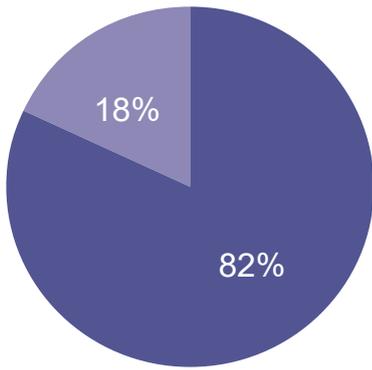
- Facilitated well, made sure group were engaged and promoted good debate.
- Very good discussions & points raised. All had a say.
- The discussions were very well managed. Everyone had the opportunity to speak but not blabber on.
- Interesting to hear more about WPD plans and priorities.
- Very well facilitating, good pace & engaging approach.
- Liked the format, sufficient time for discussion & Q&A.
- Well facilitated discussions. Good use of voting technology and interesting topics.

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



- More interesting & useful than I expected. Not been to one of these before.
- Good to discuss and feed into the overall business plans.
- Not all areas were directly relevant to my area of work(resilience) but still an interesting day.
- Yes, it's good to see the business plan.
- I wasn't very qualified to discuss the Co2 reduction measures, but other people were able to provide useful comments / insights. All the other subjects were very interesting / useful. And there was a genuine feeling that our thought / opinions were being taken onboard.

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



Very good
Good
Fair
Not so good

Very well structured & able to have an option through discussions & questionnaire.

Facilitation - very good :)

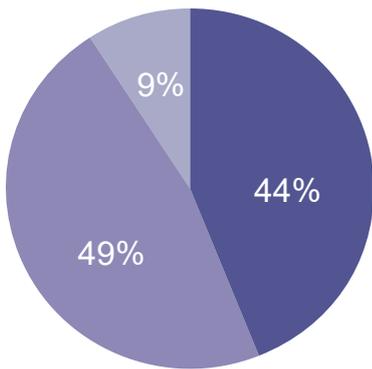
Engaging and drew out the points from all.

Very well run - process and content - excellent.

Good mix of presentations. Really good to hold individual table discussions and voting pads on key questions

Everything excellent.

What did you think of the venue?

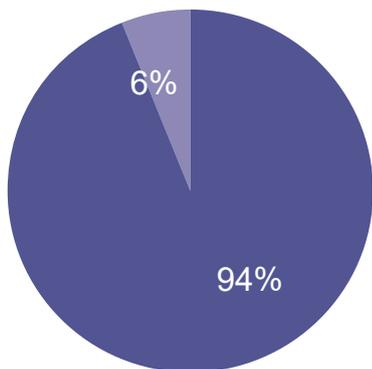


Very good
Good
Fair
Not so good

Clean, comfortable, no complaints.

Local, easy to find.

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



Yes
No

The booklet is very useful.

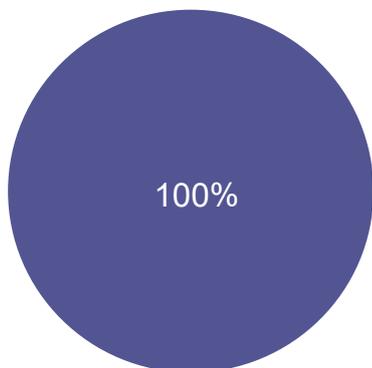
Projector blurry but used printed ring binder copy in pack.

Clear presentations & key info covered for all types of customer.

Information contained in the packs were also useful.

Great to have handouts.

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



Yes



No

*Great networking opportunity,
and way to explore good practice.*

*This year seemed more
interesting and dynamic.*

ANY OTHER COMMENTS

*Very worthwhile workshop, and
WPD were really keen to listen to
the outcomes.*

*Thanks - really glad
I came along.*

*Informative, helpful
and enjoyable.*

Well planned day.

*Excellent event,
Thanks.*

*Thank you for the
opportunity to
attend.*

*The workshop was most
appropriate and useful.*

*Excellent event, well run
and interesting.*

An informative workshop.

Very well run, engaging content.

*Thank you.
Been a very helpful event.*



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%	60%
Safety education	60k children educated a year	60k & expanded scope	70k & existing scope	175k

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