



Annual Stakeholder Workshops 2017

Newport

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, RIIO-ED1. The plan was produced following considerable engagement with stakeholders and was 'fast-tracked' by the regulator in 2014. The company has recently completed its first full year of the current Price Review period.

WPD 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, WPD 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. 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 second of these workshops took place at Celtic Manor Resort in Newport on 25th January 2017.



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

Each of the workshops began with introductory presentations by senior WPD representatives followed by roundtable discussions and electronic voting on set topics. The roundtable workshops 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 technical questions.

For the purpose of this report, we have aimed to identify key themes and areas of consensus in the roundtable discussion. 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 were able to speak 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

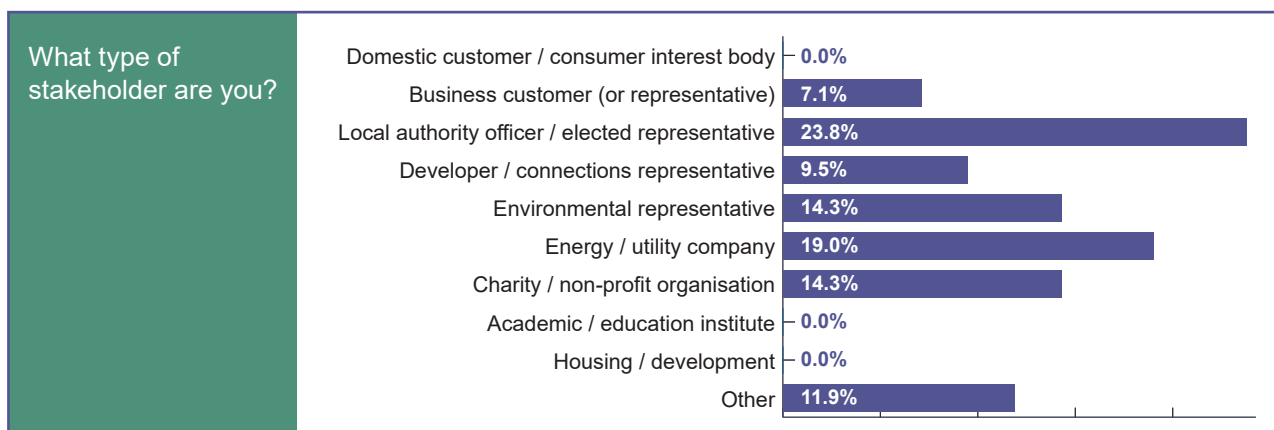
After a brief explanation of WPD's role and an update on its 2015/16 performance, the workshops were split into three discussion sessions. Each session began with an introductory presentation given by a senior WPD representative; after this there were roundtable discussions. At the end of each session, 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 43 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:

- AONB
- Associated British Ports
- Caerphilly County Borough Council
- Cardiff Emergency Management Unit
- Centre for Sustainable Energy
- City & County of Swansea
- CLA
- Cobalt Energy
- CPRW
- DNV GL - Energy
- EDF Energy PLC
- Frazer-Nash Consultancy
- Geldards Llp
- Green Frog Power
- Jacobs
- JSM
- Llanelly Community Council
- Lucy Electric
- Merthyr Tydfil County Borough Council
- Met Office
- Monmouthshire County Council
- National Trust
- Natural Power
- Natural Resources Wales
- NHS
- Power On Connections
- Scottish & Southern Electricity Networks
- SE Wales Energy Agency
- Sms PLC
- SSE
- Warm wales
- Welsh Government
- Welsh Power

3 | Summary of Feedback

Workshop session 1: WPD's Business Plan reporting

- Many stakeholders felt that the level of detail provided was impressive, but was not needed by most stakeholders.
- 52.4% of those present would like to see a more informal layout in the reports, but 47.6% preferred a more formal style.
- 66.7% of stakeholders voted for a simple explanation of technical elements in the detailed report, with a further 71.4% opting for simple charts with target lines.
- 79.5% of stakeholders want to see performance reports for each licence area.
- The majority of stakeholders said they would not read the detailed report, stating that making the reports more digestible is important.
- Other stakeholders were more interested in the variation of data between local geographic areas, with many tables explaining that they would like to see information at this level.
- There was consensus that it was beneficial to have different lengths of reports available for different types of stakeholders.
- Most stakeholders felt the summary report was accessible and easy to digest for different types of readers; however, some tables felt that even more photographs and infographics could be employed.
- 37.2% voted to keep the summary reporting style as it is (Option 1), but 32.6% voted for Option 2.
- Some tables thought that reports aimed at different stakeholder types would be a good idea.
- Some stakeholders suggested that using digital reports with links could enable access to greater detail, and reduce paper wastage.

Workshop session 2: Long-term priorities

- Smart networks, connections satisfaction, safety education and vulnerable customers were all widely-discussed priorities across the tables.
- Many stakeholders suggested that safety education could be expanded to include education on other related energy issues.
- Most tables saw that the priorities were interlinked; if you improve smart networks, for example, you might reduce fuel poverty.
- The category that provoked the most disagreement between stakeholders was undergrounding schemes.
- Many tables could not agree on an amount they would spend to achieve their package, but two tables thought that 10% of customers' total annual bill felt justifiable.
- Where stakeholders expressed a preference for WPD to go further than planned, smart networks emerged as their highest priority.
- Close behind this was a desire for connections satisfaction to be improved.
- Overall customer satisfaction was felt to be very good as is and did not attract many votes.
- When undertaking an exercise to prioritise each of the below options the aggregated results of the group as a whole are shown below.

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"/> 1.86	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"/> 2.38	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"/>	55km by 2021 <input type="text"/> 1.50	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"/> 1.50	40% <input type="text"/>	50% <input type="text"/>
Customer awareness	50% <input type="text"/>	55% <input type="text"/> 1.0	60% <input type="text"/>	65% <input type="text"/>
Safety education	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text"/> 1.38	70k & existing scope <input type="text"/>	70k & expanded scope <input type="text"/>
Vulnerable customers	125k supported a year during power cuts <input type="text"/>	150k <input type="text"/> 1.44	175k <input type="text"/>	200k <input type="text"/>
Fuel poverty	6.5k supported a year <input type="text"/>	10k <input type="text"/> 1.44	12.5k <input type="text"/>	15k <input type="text"/>

Workshop session 3: Future networks

- 47.5% of stakeholders present were fully comfortable with WPD having access to smart meter data under the terms of the privacy plan, voting 10/10.
- 10% of stakeholders did not feel nearly as comfortable, with 2.5% voting at levels of 2, 3, 4 and 5 respectively.
- For 19% of voters, the most important factor in the privacy plan was ensuring that data was never passed to third parties.
- 14.3% of voters did not want anybody accessing their data under the terms of the plan.
- Most stakeholders agreed with WPD's DSO priorities, although some tables had concerns about the transition from DNO to DSO.
- The majority of stakeholders saw the benefits of networks having access to smart meter data, but some felt the advantages had not been sufficiently explained to customers.
- Stakeholders' opinions diverged when discussing whether they would feel comfortable with sharing their half-hourly data.
- Some stakeholders were very comfortable, with some even stating that privacy laws got in the way of efficient data sharing, while others did not feel comfortable at all and did not consider WPD could handle the data.
- Most stakeholders felt the privacy plan was comprehensive and that they would be comfortable with WPD having access to their data under these terms.
- Some were only comfortable as long as the privacy plan was rigorously adhered to, while others suggested an 'opt-in / opt-out' model.

Workshop session 4: Environment and Sustainability

- 42.9% of stakeholders voted for vehicles emissions as the most important area for immediate action.
- With an average score of 8.36, the most important action proposed was continued research into SF6 alternatives.
- Following closely behind with 8.2 was the analysis of buildings to determine emissions and a reduction strategy.
- Stakeholders agreed that as WPD are an energy company, environmental initiatives matter deeply and should be an integral part of its Business Plan.
- Some stakeholders suggested incentives as the best way to tackle buildings emissions, while others suggested smart metering, solar panels, and the demolition of older buildings to be replaced with more efficient ones.
- Most stakeholders felt that focusing on driver training and behaviour was the most effective way to address vehicle emissions.
- There was consensus that video-conferencing could be successful, but only if the technology was invested in and improved.
- Many stakeholders agreed that starting with a business or cost benefit analysis was best in tackling SF6, with tables split over the benefits of investing in more detection cameras.
- Most tables argued that research and development should be prioritised, with one table suggesting the involvement of the switchgear manufacturers in the process.

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:

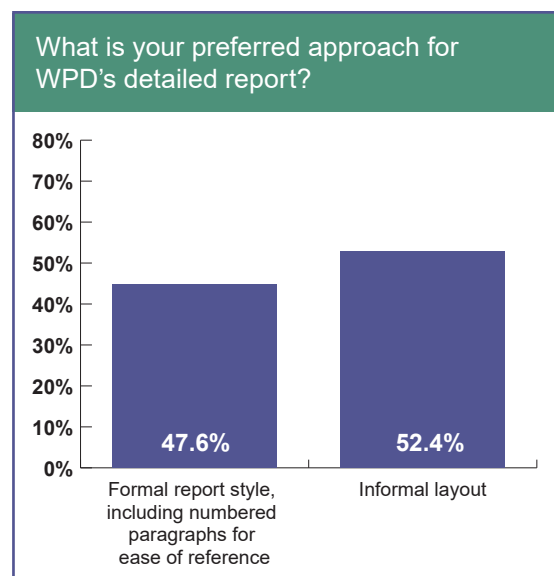
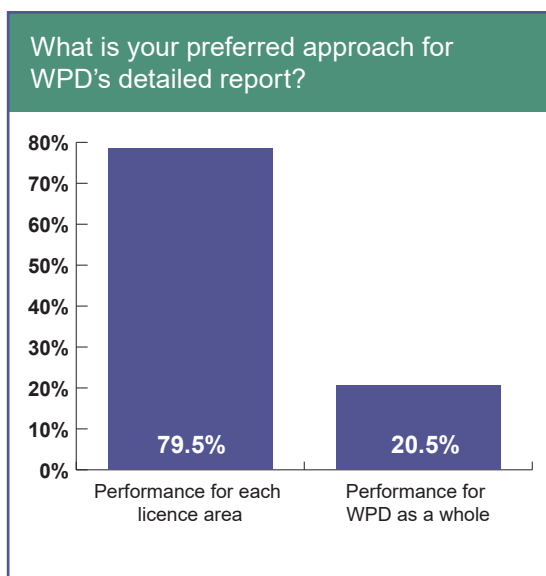
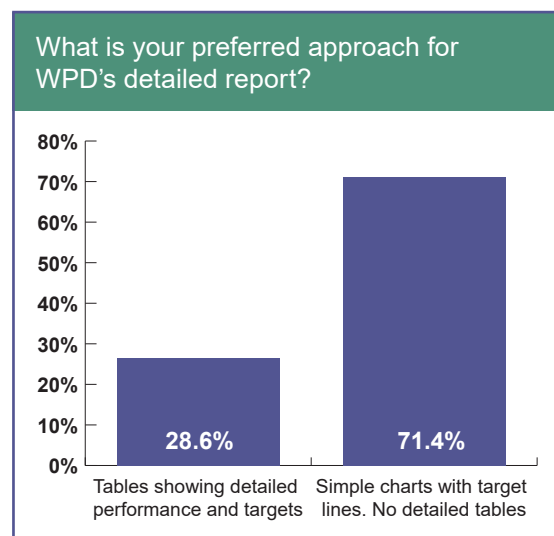
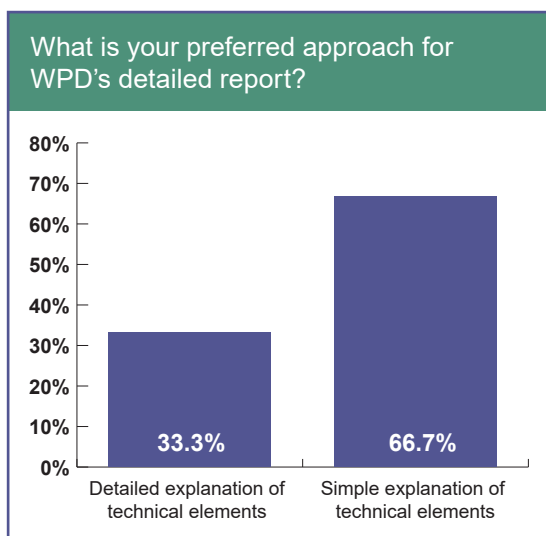


Table 1:

The table agreed that the detailed report should contain as much information as possible, but should also make it very easy to follow with summaries that can lead readers on to more detail. Stakeholders had differing opinions over the issue of presenting a shorter, simplified report; some argued that complexity was important, while others preferred better visuals, such as infographics.

"WPD should present only the most important information first. They need to establish how many levels upon which to present, and use headlines, rather than just present all information as block." **Environmental representative**

"There must be a balance between a consumer-friendly report and one good enough for the regulator." **Developer/connections representative**

"For some stakeholders, a shorter and simpler report is not good enough. You need to be able to provide a lot of information for interested stakeholders to work with." **Voluntary organisation representative**

"I would much rather read the blue report than the green report because of how attractive it looks." **Voluntary organisation representative**

"Infographics are very effective at conveying information quickly." **Developer/connections representative**

Table 2:

Stakeholders agreed that the full report included a lot of information, and the general feeling around the table was that stakeholders were impressed with the level of detail. Stakeholders were not particularly concerned with how WPD's reporting compares to other DNOs, but were more interested in the variation of data between local geographic areas, with some stakeholders explaining that they would like to see information at this level.

"Covering an awful lot of ground there aren't you!" **Elected representative**

"There's a lot of information in there, but there's also the summary report if people just want to look at that." **Local authority officer representative**

"If you reduce the geography you reduce the local interpretations. I'm not sure about comparing with the other DNOs, you should do what's right and show local information." **Environmental representative**

Table 3:

Stakeholders agreed that there is a good amount of detail in the report, but that it should not be any bigger. There was consensus that the proposed (blue) report is more appealing; most stakeholders present liked bite-sized information, and appreciated a more visual style.

"I like things to be bite-sized."

Developer/connections representative

"People look at colour first and then they look at shape and then they look at words, so there needs to be a consideration of how the information is digested."

Law firm representative

"Could we keep the complexity, but shrink it and have the information somewhere else that we can access it?" **Energy/utility representative.**

Table 4:

Most stakeholders stated that they would not ordinarily read the detailed report. All stakeholders agreed, however, that they would prefer a clear summary at the beginning, to find more detail if needed. The majority of the table preferred the performance snapshot offered by other DNOs in their reports, agreeing that they were clearer to read and that it was easier to remember the information.

"People want different things. I won't read the whole thing, so for me it's about a clear summary." **Environmental representative**

"I would always start with a summary. That's why the index is so useful." **Environmental representative**

"I like the performance snapshot from Electricity North West." **Environmental representative**

"I like Scottish Power Energy Network's report, the colours and the layout." **Energy / utility representative**

Table 5:

The table agreed that the detailed report was too long. Some stakeholders pointed to the lack of a performance snapshot, while others preferred the use of a one-page summary at the start of the report.

"It's a bit of a beast."

Energy/utility representative

"I remember from last year saying you'd left out the snapshot and the summary solves that. We agreed that most people would like a one-sheet snapshot showing you've reached your targets and details for emergencies." **Elected representative**

"I think it's too big. It's good to have a snapshot and it's good that the information is there, but maybe just make it available on online."

Energy/utility representative

Table 6:

The table agreed that the detailed report could be reduced, and that making the reports more digestible is important. However some mentioned that others might need a greater level of detail. The table also largely agreed that they prefer to read hard copies, although the functionality of a digital copy could be useful in terms of digging into specific sections and details.

"My perception would be that the majority of your stakeholders wouldn't be interested in all the areas, so would want to go to particular sections. You'll need clear sections that people can find succinctly."

Energy/utility representative

"If it was a regulator's document, I think this would be great, but from a consumer or company point of view, I think less information would be good."

Energy/utility representative

"I'm involved with Wales & West, and we decided that something less wordy was best in that case, so cut it down to make it more digestible."

Environmental representative

"I'm now going to show my age, but I find reading online quite difficult, especially as I like to annotate."

Energy/utility representative

Table 7:

The table felt that they were unlikely to read the detailed report, but that it is a good resource for those who need information from the summary report in more detail. The table were not in agreement with which style of reporting they preferred and disagreed as to whether they would like to see reporting broken down by licence area.

"To be honest, if I was sent the detailed report I wouldn't read it." **Voluntary organisation representative**

"A report like that is very useful, but for someone like me, I'd probably only read the summary report. The detailed report is for people who specifically need or want it and need the technical detail." **Energy representative**

"Having all these changes from tables to graphs is good for me, I get lost when everything is being presented the same way. I think the detailed report could be presented in a more digestible way." **Energy representative**

"For an average person they will want to know about the combined effort, rather than regional or service specific information." **Energy/utility representative**

"If there was a big discrepancy between different areas, it would be good to see. So while a more readable report is good, it shouldn't only show data on the combined effort." **Energy representative**

Table 8:

Stakeholders agreed that while they were not likely to read the detailed report, it was vital to have the option there, if needed. There was consensus on the table that simplicity was not always a better way to convey information and that as WPD were the leaders in their field they should not be looking to the other DNOs for ideas.

"It depends what you use it for. In my job, it does not really matter but I could see why some others would need it. I find it great that you have two options available."

Local authority officer representative

"You must never get rid of things. If it's easy to understand, that's grand but you should not make it jazzy just for the sake of it. If information is necessary, you should keep it." **Local authority officer representative**

"It's a lot of colours and infographics and I don't like too much of these, it's as if it was getting too simplistic. It's quite similar to what I have seen in housing."

Voluntary organisation representative

"If you're first in your field you shouldn't be looking at the others." **Local authority officer representative**

Table 9:

There was consensus around the table that shorter and smaller documents are preferable. The table agreed that different stakeholders will want access to different types of report, depending on their interests and needs.

"Given a choice, I'd always go for the shorter report. The summary document is lighter and better."

Business customer representative

"It's really about understanding what your stakeholders want. Pictures are my thing. Headlines, with important areas, graphics, and images. Something more digested would be better." **Regulator/government representative**

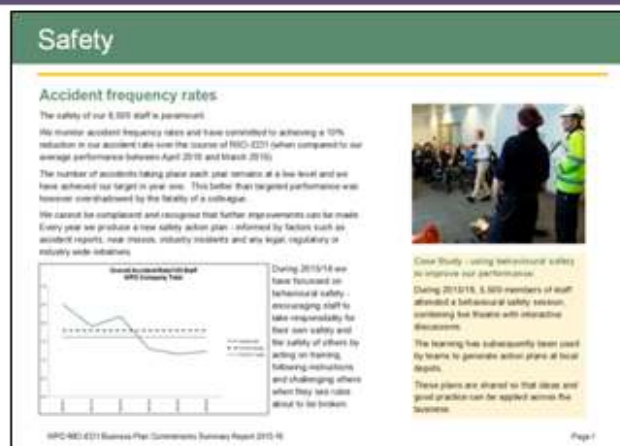
"I would like to have the choice and therefore have access to both reports, short and detailed."

Regulator/government representative

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

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

Option 1: As now 2015/16 report



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

Option 1 37.2%

Option 2 32.6%

Option 3 23.3%

Option 4 7%

Table 1:

The table stated that online formats may be better for directing stakeholders from the summary to the detailed reports. There was also consensus that care should be taken so that paper is not wasted; digital versions and smaller documents should therefore be prioritised, as well as targeting different stakeholders with reports relevant to them.

"WPD needs a summary but it should lead to a more detailed document. Perhaps online it would be a summary heading and then a link to more detail."

Developer/connections representative

"There is an environmental issue around wasteful paper if you give out large paper reports or many different types."

Local authority officer representative

"Most stakeholders will only care about certain parts. WPD could send out only the relevant bits to relevant stakeholders or make the relevant bits more obvious."

Environmental representative

"The Northern Power Grid graphic looks amazing visually and would probably attract more readers."

Local authority officer representative

Table 2:

There was consensus that stakeholders liked the summary report, and that they understood that they can look for further information in the full report. Some stakeholders raised the importance of having the document available in Welsh.

"Is there an equivalent Welsh language version?"

Environmental representative

Table 3:

The table agreed that other DNOs' approach to summary reporting might be easier to take in, but WPD's was preferred for its good level of detail, which is important for those stakeholders who only read the summary report. Some stakeholders wanted to see more infographics, arguing that this helped to absorb information quickly.

"I like the summary report as it is. I think the balance is pretty good. The other options are easier to digest, but if you use the summary report only then the level of detail for WPD is about right."

Energy/utility representative

"UK Power Networks have a nice performance snapshot with illustrative detail."

Elected representative

"A consistent approach does work for people. People need to absorb the information quickly."

Law firm representative

Table 4:

All stakeholders agreed that the summary was easy to read, with good colours. There was complete consensus from the table that Option 2 was preferred for the summary report.

"The ticks and boxes in the summary report were very useful, and the number associated with this information was great."

Regulatory/government representative

"The grey box is quite good. It takes you where you want to go."

Environmental representative

"I like Option 2, the layout is better, much easier to read."

Energy/utility representative

"The side bar makes it easier to find the relevant section. As a signpost this is great."

Regulatory/government representative

Table 5:

The table agreed that it was preferable to have more bar charts and infographics included in the summary report as the option to drill down for more information is available in the full report. Stakeholders generally preferred Option 2 for a summary report, and pointed out that reports accounting for different stakeholder needs would be a good idea.

"I think it's just a case of being able to drill down to find out key and specific information, which is why the summary is good. Infographics are useful also. They're an eye-catching way of displaying numbers and data easily."

Local authority officer representative

"I prefer Option 2. I think it's a lot easier if there are more photos in it. I would choose the option with photos and infographics. You could always just add hyperlinks into it."

Local authority officer representative

"Reports that reflect the stakeholder type would be a good idea as there are certain points that aren't really relevant to our organisation or myself."

Energy/utility representative

Table 6:

There was a clear preference across the table for a reporting style that makes it easy to identify the headlines, whether through graphs, tables, pictures or other highlights. One stakeholder pointed out that WPD's use of colour made it harder to pick out details than in the other DNO examples shown.

"I personally prefer graphs, tables and traffic-light systems for a quick snapshot. Then I might dig into one area more." **Developer/connections representative**

"I like the traffic lights, graphs and pictorial aspect of the UK Power Networks example. Because of the colour, I find the WPD example merges together somewhat and makes it difficult to pick individual details out." **Energy/utility representative**

"I'm not directly involved with the industry, so with that in view I want to look at the headlines and graphs etc., which give you a very quick idea of the basics. Then, if there's a website or more info on specific areas I need to dig in to, I can do that." **Environmental representative**

Table 7:

There was consensus that the summary report was easy to read and very useful for the average customer. Stakeholders were not in agreement with which style of reporting they preferred. Some preferred softer, less corporate reports with more pictures, while other stakeholders preferred the more straightforward graphs, tables and text of more formal reports.

"I like the way it's split into different sections: safety, reliability, etc." **Local authority officer representative**

"The other options look a bit less corporate with rounded edges on the photos. I prefer the softer, less corporate version." **Voluntary organisation representative**

"I like the infographics, because you can digest it very quickly. It makes you take notice." **Energy/utility representative**

"I find infographics quite distracting; I'd rather just be given the information." **Energy representative**

Table 8:

All stakeholders on the table agreed that summary reports should focus on being accessible, and that WPD's summary report fulfilled this brief. The table did not discuss the other options for summary reporting in detail.

"The summary should be as simple and approachable as possible and for my job, I need a summary that is clear and easy to understand. Keep it simple because some people get lost and it is difficult to share details with others." **Local authority officer representative**

"I did find it quite informative. If I wanted to read more I would have gone into more research." **Voluntary organisation representative**

Table 9:

All stakeholders on the table agreed that the summary report was efficient and attractive. There was consensus on the style of the report, with stakeholders generally feeling that reports should contain details illustrated through infographics and attractive layouts. The table suggested that using digital versions with links could enable access to greater detail, if desired.

"I like the headlines and the clear space. For someone who doesn't know the factual details, this mixture of facts and case studies is interesting." **Regulator/government representative**

"It's better when reports are attractive and appealing in terms of layout." **Regulator/government representative**

"It would be better to integrate links and internet access to read them on electronic devices. You are then able to take whatever data you want/need online." **Local authority officer 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:

The table felt that the correct priorities had been identified.

Table 2:

The table felt that the correct priorities had been identified.

Table 3:

“Keeping the lights on/improving performance is not there.” **Developer/connections representative**

Table 4:

The table felt that the correct priorities had been identified.

Table 5:

“Proactively improving your current infrastructure and areas of weakness is missing.”
Local authority officer representative

Table 6:

“Is there anything about network reinforcement there?”
Developer/connections representative

Table 7:

“Just one thing: ‘business carbon footprint’, that’s just one area of sustainability. It would be good to have wider sustainability issues as part of their priorities.”
Developer/connections representative

“Specific focus on connecting renewables to the grid would be good.”
Voluntary organisation representative

Table 8:

The table felt that the correct priorities had been identified.

Table 9:

The table felt that the correct priorities had been identified.



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
Connections satisfaction	Rated 8.7/10	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
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Customer awareness of WPD	50%			
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%

Connections satisfaction:

"WPD does not do enough on its connections. When I contact WPD the quality of service is not consistent."

Developer/connections representative

Business carbon footprint:

"WPD has an example-setting role to play for the rest of the industry."

Environmental representative

"Active network management is much more important than business carbon footprint from an environmental and emissions perspective."

Voluntary organisation representative

"This is minor in comparison to other priorities. Money could be spent better elsewhere."

Developer/connections representative

Customer awareness:

"If you get customer awareness right you can sort fuel poverty and vulnerable customers as well."

Local authority officer representative



Table 2:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
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

Undergrounding schemes:

“My vote is firmly in undergrounding. You are restricting your undergrounding to National Parks and AONB but you do serve some fantastic landscapes outside of parks and AONB. I’d stretch that... it’s a vast economic benefit that you are helping bring that forward.”

Environmental representative

“I think the undergrounding schemes are important. In any AONB any kind of development is restricted, so anything you can do in reducing visual impact in AONB has got to be a benefit in increasing draw for visitors.”

Local authority officer representative

“One of the things that struck me a little bit is it’s not only what we do with future infrastructure, but how we can best use existing infrastructure, so looking at smart networks and undergrounding, there’s a link there for me.”

Energy/utility representative

Vulnerable customers:

“We talk about vulnerable customers, there are apparently 1.3 million vulnerable customers, but there you’re only talking about 15,000, maximum. As far as I’m concerned, if you haven’t got power in this weather, that could kill someone. That for me is really important.” **Elected representative**

Safety education:

“For me what’s actually really important is safety. You can’t put value on safety...how do you put value on a life.”

Energy/utility representative

Connections satisfaction:

“The connections one, because there’s been so many new connections in the last couple of years, it’s going to tail off now, so do you really want to focus on something that’s going to slow down?”

Energy/utility representative



Table 3:

How they voted:

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

Safety education:

"Is this just safety education or is it also for future proofing and skills development?"

Elected representative

"Education could be useful when educating about energy efficiency and conservation."

Developer/connections representative

Emergency resilience:

"I didn't vote for emergency resilience because it seems like outages have been significantly improved."

Energy/utility representative

Smart networks:

"By improving the reliability of the network you should be reducing the need to separate vulnerable customers."

Voluntary organisation representative

Undergrounding schemes:

"Undergrounding schemes are more important in urban areas. That's where the problem is."

Voluntary organisation representative



Table 4:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Connections satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
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

Connections satisfaction:

“There is a backlog in connections applications. That’s just the admin processes side though not a backlog in the actual connections. Improving the application process would be very helpful.”

Energy/utility representative

Business carbon footprint:

“The problem is a lot of these priorities are not independent. If you input a battery connection then the carbon footprint goes down. They are all integrated.” **Energy/utility representative**

Smart networks:

“I think you should be looking at smart networks and monitoring the system. And battery storage is going to change things again.”

Regulatory/government representative

Safety education:

“Maybe expand the scope, educate them on future networks and more understanding of efficiency.”

Environmental representative

“If you do educate children then they will go back and tell their parents.”

Local authority officer 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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
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
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023

Fuel poverty:

"I think this is a key one. It helps lots of people and from a distribution point of view it shows the caring side of WPD. Which is important."

Local authority officer representative

"Fuel poverty and vulnerability are key in my opinion as they work towards the most important thing - keeping the lights on."

Elected representative

Safety education:

"Education is better than 'awareness'. I think you can achieve that through the children."

Local authority officer representative

Smart meters and fuel poverty.

"These are linked. Allowing people to manage their energy smartly might alleviate poverty."

Local authority officer 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
Connections satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10
Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%

Smart networks:

"I would have thought smart networks should be a higher priority, as I think it could be a big benefit to customers."

Developer/connections representative

Connections satisfaction:

"I think linked to that is the connections satisfaction. The better that process the more successful the outcome."

Energy/utility representative

Customer satisfaction:

"I think the customer satisfaction is good. To get that next level would take a disproportionate effort, so I would perhaps not focus so much on that."

Energy/utility representative

"I do think you need to challenge yourself though - so perhaps go up a little further to keep people on their toes."

Environmental representative

Safety education:

"On safety and education, I think children are quite receptive at school. The earlier you start there, the better."

Energy/utility representative

"A lot of those kids are going to be your customers in the future, too. I know that's the long term, but it works on two levels."

Environmental representative

"Kids can also be a great way to apply pressure on parents. They have a powerful voice if they come home and ask mum or dad whether they use the tumble drier twice a day!"

Energy/utility representative



Table 7:

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
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
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%

Undergrounding schemes:

"The cost implications must be huge."

Voluntary organisation representative

"I think it's a very mixed plan, I'm from Pembrokeshire with lots of beautiful areas, and I actually quite like seeing towers, they don't offend me at all."

Energy Representative:

Fuel poverty:

"Fuel poverty is very important but isn't just WPD's responsibility, they should contribute, so I'll give a vote, but the government and utility companies should be chipping in." **Voluntary organisation representative**

"If you ask customers you'd probably get very different answers." **Voluntary organisation representative**

Connections satisfaction:

"Customers don't care about connections, because they don't understand it." **Energy/utility representative**

Safety education:

"I think educating children is more important than customer awareness."

Voluntary organisation representative

"I think it's actually a form of customer awareness because the kids go home and tell their parents what they've learnt."

Energy/utility representative



Table 8:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
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
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
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
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

Business carbon footprint:

“There are already legal obligations. There are also business incentives to do so: it is cost efficient. It should not be a priority but in terms of cost you do get a lot back so it should be a progressive but natural switch to greener habits.”

Business customer representative

Emergency resilience:

“Emergency resilience is part of my job and I do believe that it matters a lot these days. It should be a priority. The government does not seem to engage in this matter very much. As long as we are building new power stations, we should make sure we are properly ready in case anything happens.”

Local authority officer representative

Customer awareness:

“You should put some emphasis on advertising, it's the small things: I remember having a WPD magnet that was on our fridge as a kid. Especially as a kid these are messages that stick to people's minds.”

Business customer representative



Table 9:

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
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
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10

Connections satisfaction:

“Can’t you make your connections satisfaction more consistent? There is a lot of variability, for example between urban and rural areas. You have to improve the consistency of satisfaction.”

Regulator/government representative

“I come from a rural county where lots of energy schemes are conducted. Therefore, farmers and other local agents have voiced some concerns about the adequacy of present infrastructure.”

Local authority officer representative

Smart networks:

“It is the way forward, there is no other way. It would help your strategic interests? I would like to see the results before 2022.”

Regulator/government representative

“I would like to see it as soon as possible.”

Developer/connections representative



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

Table 1:

No specific amount was arrived at, although the table argued that to fund these options WPD needed to make a business case.

“WPD must first work out where its losses are and correct them in order to be able to fund these priorities.”
Developer/connections representative

Table 2:

The table agreed that they would pay 10% of their bill, but pointed out that not everyone could afford this.

“10% - it's a socioeconomic question. It depends if you're struggling to pay your £100 energy bill across the year.”
Energy/utility representative

Table 3:

There was no consensus on the table on the amount that would be paid for the package.

Table 4:

The general consensus was that about 10% of the bill could go to fund these priorities, but that only the social elements should be funded in this way.

Table 5:

No specific amount was arrived at.

Table 6:

There was a discussion around the 'top-up' funding of social care and education, with one stakeholder saying that £2 on top of the £98 would be doable.

“£98 per year is very little, so a couple of pounds on top of that would be fine to manage.”
Local authority officer representative

Table 7:

The table found it hard to arrive at a specific amount.

“It's hard to quantify how much of my bill I would pay and that amount of money can really affect these issues.”
Energy representative

Table 8:

The table agreed that the smaller the increase on the bill the better for customers.

“There are different points of views here: as a private company, you would like more leverage available to invest. From the public side, it feels like people are struggling and counting their pennies so it is difficult to see how they would be willing and even capable of paying more.” **Local authority officer representative**

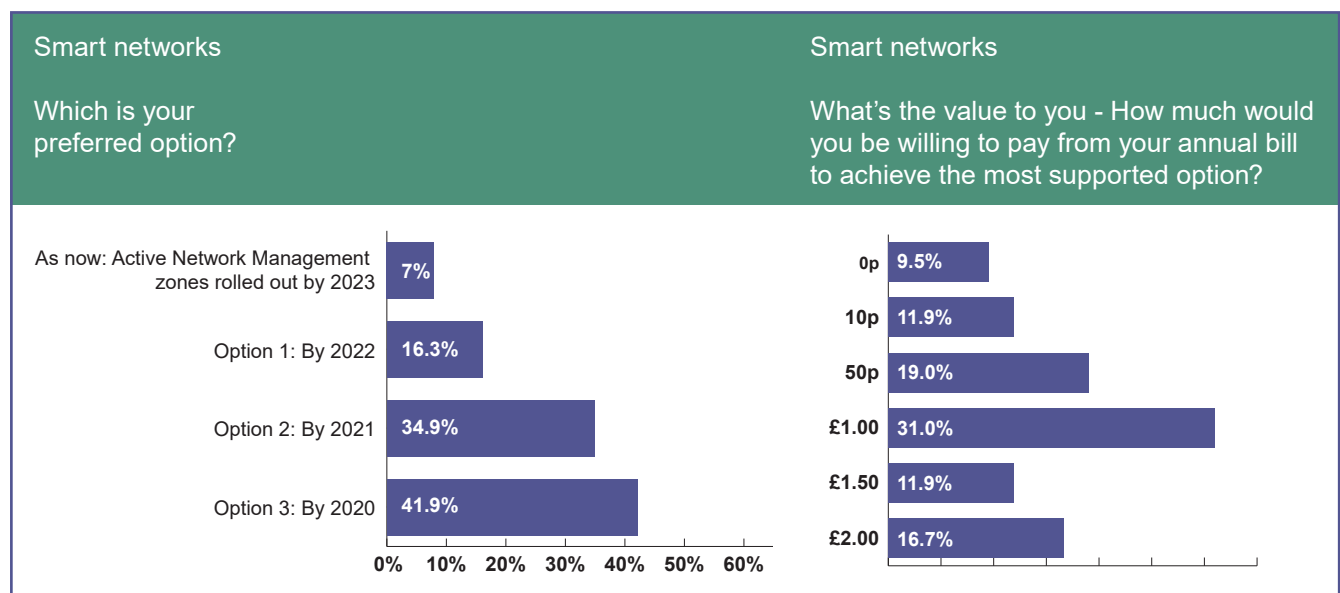
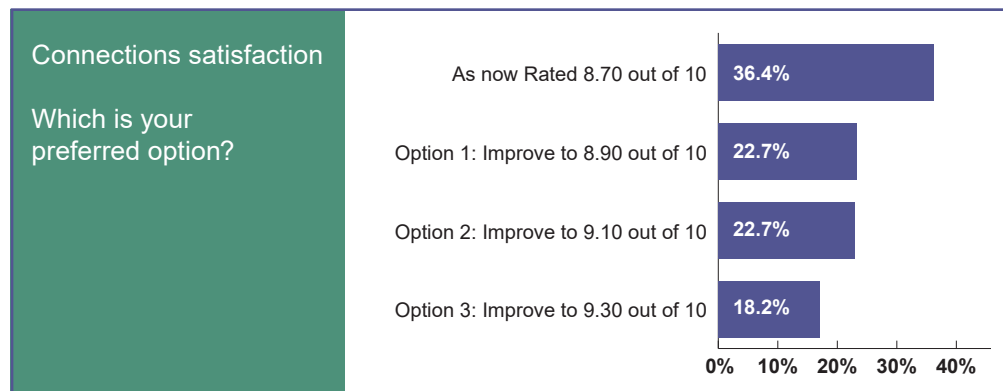
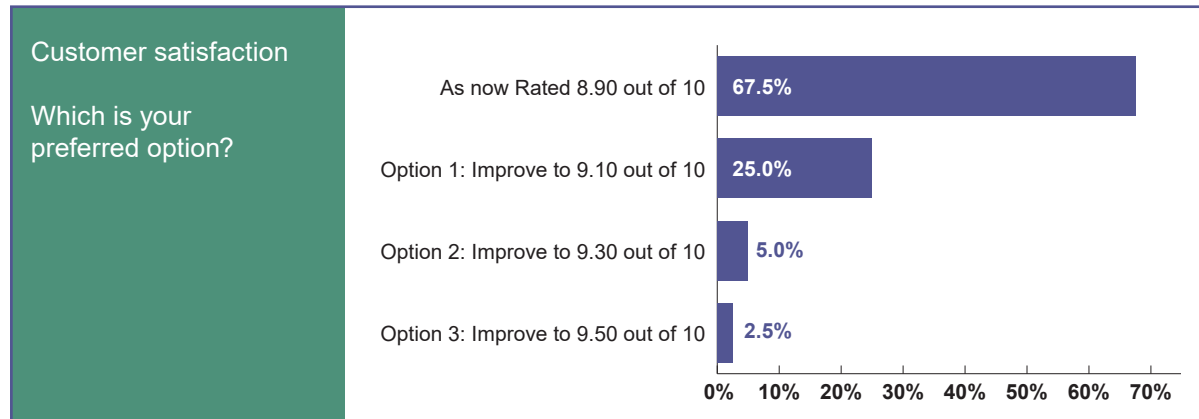
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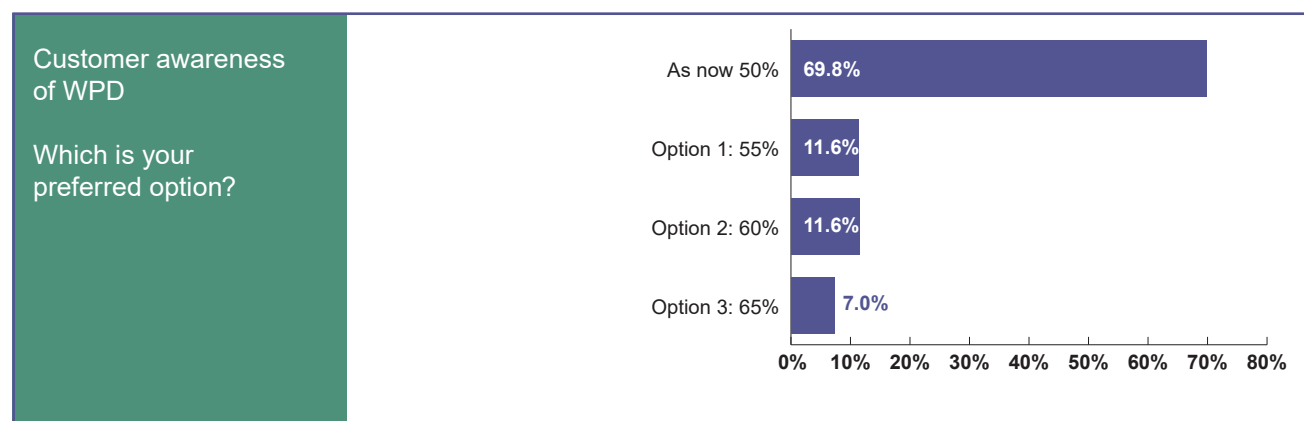
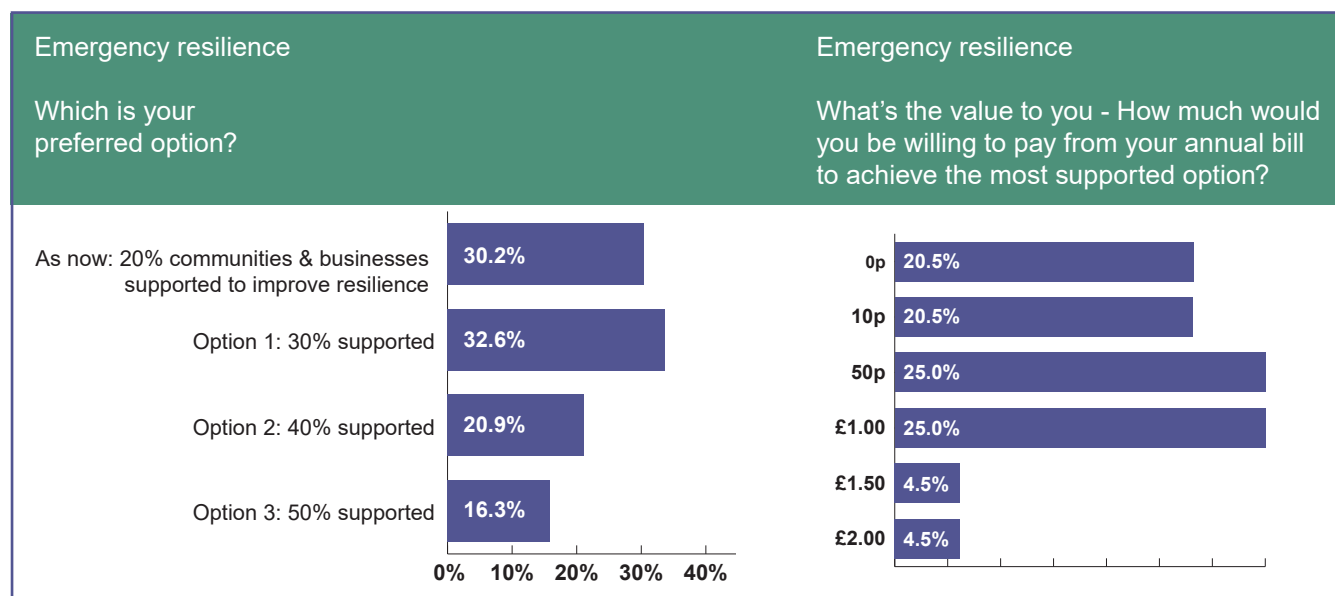
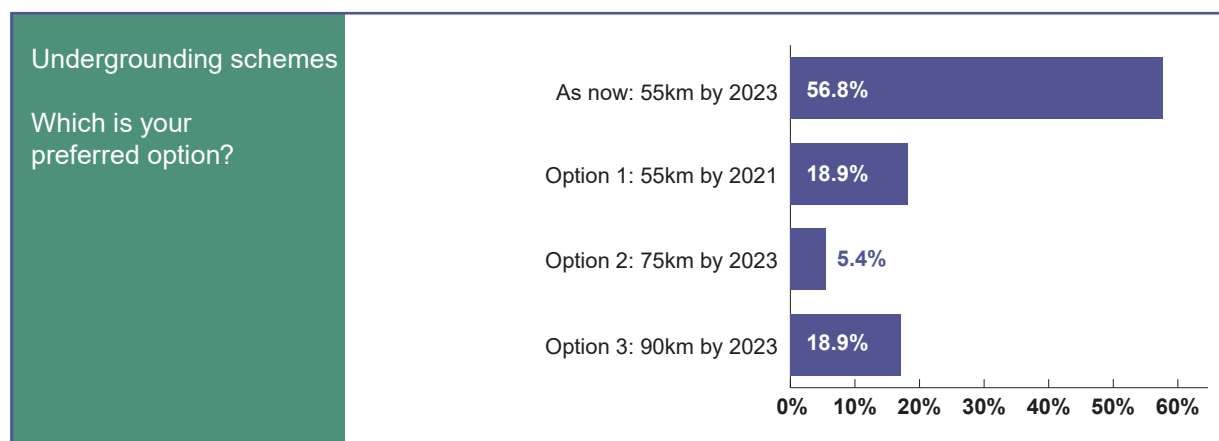
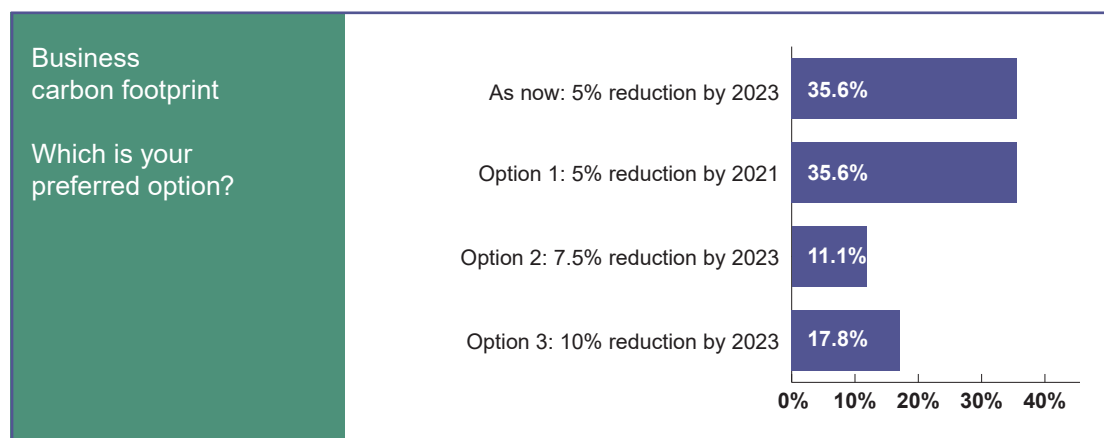
This question was not discussed.



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

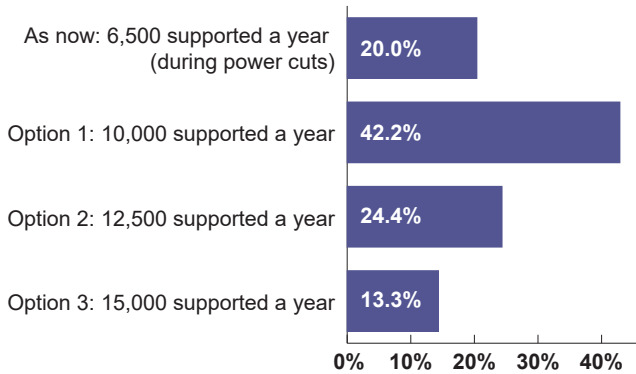
Stakeholders were asked to vote electronically on their preferred Option for each category. If they voted for an Option beyond WPD's planned approach (Options 1, 2 or 3) they were then asked to attribute a value to this. Each value relates to an amount per annum, per customer.





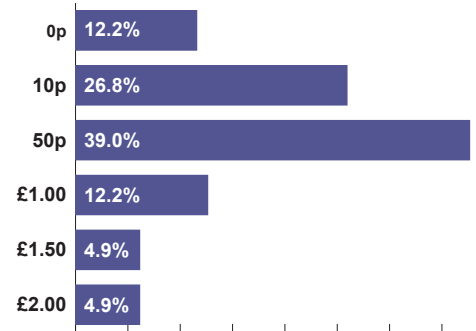
Fuel poverty

Which is your preferred option?



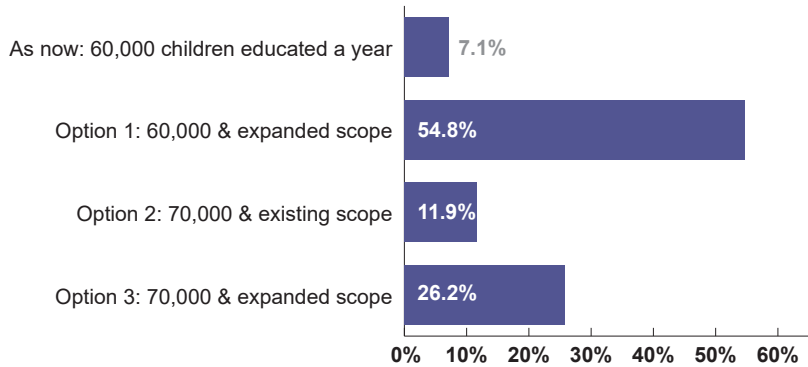
Fuel poverty

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



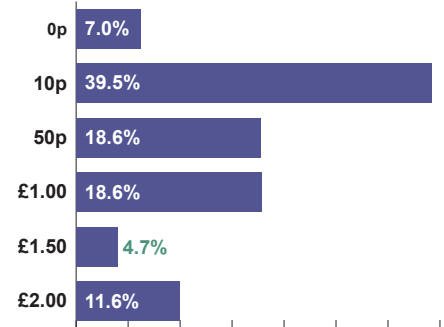
Safety education

Which is your preferred option?



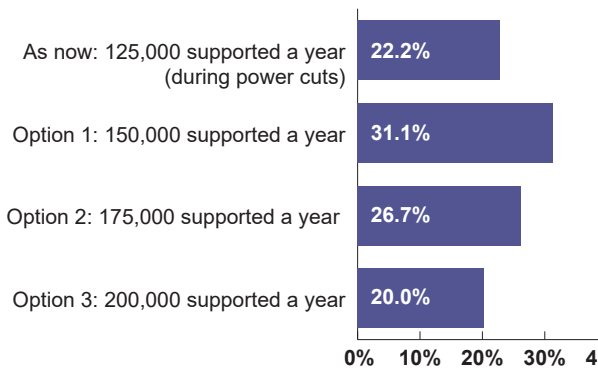
Safety education

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



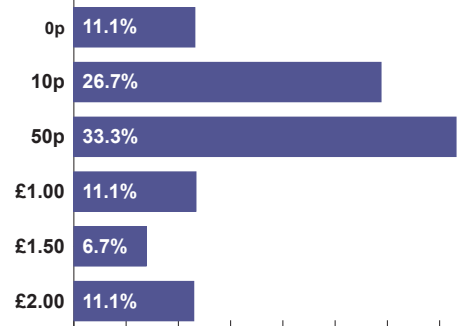
Vulnerable customers

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:

The table did not discuss the question at length, although one stakeholder pointed out that WPD's DSO priorities should be better communicated to energy operators.

"WPD should communicate its priorities to customer facing energy operators so that they can adjust what they are doing accordingly."

Developer/connections representative

Table 2:

There was consensus that the DSO priorities were correct.

"My only comment is that there's always been an assumption that the DNO will become the DSO. There's nothing in here to convince the customer or the regulator that the DNO is the best placed to do this. Demonstrate why or how you are the best placed to do this, why should it be you? Once we go down this road it's hard to come back. Ensure that this is in the customer's interest."

Energy/utility representative

Table 3:

There was consensus that the DSO priorities were correct.

Table 4:

The table did not find any consensus. One stakeholder questioned how the constraints issue would be resolved.

"If you evolved into an operator from a DNO you wouldn't be able to place any constraints on the connection. How are you going to push that down to domestic customer level?"

Energy/utility representative

Table 5:

There was consensus that collaboration with other entities was missing from the priorities.

"More coordination with other DNO and DSOs is also necessary. Transparency is a good start but active collaboration is better."

Energy/utility representative

"Collaboration with suppliers and aggregators also."

Energy/utility representative

Table 6:

The table agreed that the priorities seemed sensible, but had questions as to why the transition was being made.

"Is the change from DNO to DSO because you've got to manage the system in a different way with all the new technology coming in?"

Environmental representative

Table 7:

The table all agreed with WPD's DSO priorities.

Table 8:

There was consensus on the table that WPD's DSO priorities fitted into a larger restructuring of the industry and that WPD could be pioneers in their field. However, stakeholders expressed concerns as to whether this could create imbalances in the economy.

"From a business point of view, I see it as a great thing for the South West. It is creating new business opportunities for us. They seem appropriate."

Business customer representative

"I am concerned that DNOs will follow different trends and do different things. It may be an issue and even a recipe for disaster. The overall balance of power may be affected. If it is improving and going forward with DNOs following each other then, it should be okay."

Local authority officer representative

Table 9:

There was consensus around the table that everyone agreed with WPD's DSO priorities.

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:

There was general agreement that data would be beneficial for improving WPD's business performance, and of even greater value if it was accessible industry-wide.

"The value of the data is so important to improving business performance that it is crucial WPD should have access to it. It would also be even more valuable if everyone in the industry can access it."

Developer/connections representative

Table 2:

There was broad agreement that that the benefits of accessing smart meter data could be wide-ranging for a variety of different interests.

"I didn't think about the awareness of outages; I didn't even think about that as a benefit."

Energy/utility representative

"So, the major benefits are convenience and cost for the customer. At the moment, I have to ring up once a month to give my meter reading."

Elected representative

Table 3:

The table disagreed over the issue of whether the benefits of accessing smart meter data had been sufficiently explained, although everyone agreed that the data was vital.

"I think it is essential."

Voluntary organisation representative

"I'm not so sure whether this has been adequately explained – the general public assume that the distribution companies have more information than they have."

Energy/utility representative

Table 4:

The table was in consensus that networks should have access to the smart meter data.

"There is a use for it. The information is available to another scheme. I really do see the benefit of DNOs having access to smart meter data."

Environmental representative

Table 5:

The table did not discuss the question.

Table 6:

The table agreed that the networks should have access to smart meter data, as it would enable them to "understand the network better."

Business customer representative



Table 7:

The table was in consensus that networks should have access to smart meter data.

"While the network benefits are clear, very few consumers understand the benefits of the meters. Plus, the distribution of the meters has been so poor, its more confusing for customers than helpful."

Voluntary organisation representative

"There is not enough explanation about what the benefits are for the customers. They don't tell you to change tariffs or anything, so it's of no benefit to the customer. Even if it changes the behaviour, if it doesn't save them any money, the behaviour changes won't be sustained."

Voluntary organisation representative

"I don't think the domestic customer understands the cost reduction on the distribution part as well as their bill – I think if you explained the larger scale savings, across the service and resilience they might be more inclined to share information and use smart meters. It's more than just their personal £23 saving."

Energy/utility representative

Table 8:

Most stakeholders felt the benefits had been explained. One stakeholder raised a concern that there were more potential benefits for households than businesses, while another stated that they had not at first understood the benefits.

"I would like to add It is beneficial for the house-holders, yet for businesses it may be a bit trickier to see where improvements are felt."

Business customer representative

"I have smart meters and am very much in favour of it. I didn't realise the benefits at first. I don't also get what the message is from the network. They are not considering the benefits in a wider point of view."

Voluntary organisation representative

Table 9:

The table agreed that they could see the benefits from both a network and a financial perspective.

"On a lower voltage network, you don't really know what goes wrong when it does. It's a guess. And the best place to get data is from smart meters."

Developer/connections representative

"I have used smart meters and we saved so much money. Business wise, it is a good thing for us but not for you guys since you will be losing money."

Developer/connections representative

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

Table 1:

It was generally agreed that, although the table saw the value of the data, they were not wholly comfortable with networks having access to it.

"There should be an 'opt-out' for customers who are not willing to give over their data."

Developer/connections representative

Table 2:

Stakeholders had no issues with WPD accessing smart meter data, provided data is aggregated by feeder, and there's an option for customers to opt-in / opt-out.

"With sharing personal data, you should have an opt in for the customer at the point of connection. This doesn't seem to be something that you have on there."

Energy/utility representative

"If individual profiles are added together in the feeder profile, it's not the individual properties on the street, it's fine. Take it one step up."

Local authority officer

Table 3:

There was consensus that stakeholders were comfortable as long as their data was not shared with third parties and that security issues were addressed.

"The concern would be that the data would be shared and then I would be contacted by a third party."

Elected representative

"There are security issues as well. If they know your energy consumptions then they could know other information, such as when you are in the house."

Developer/connections representative

Table 4:

The table was comfortable with networks having access to half-hourly data, and questioned how it was actually possible to misuse the data.

"I personally don't see any problem with it."

Energy / utility representative

"What could you do with this info anyway? What can you be marketed with? You're using power and doing what you need to do with those products already."

Energy/utility representative

Table 5:

Stakeholders were generally comfortable with sharing their half-hourly data, if it was aggregated and if other security issues were addressed.

"I imagine the only concern would come if as a domestic customer someone had access to personal data that gave away insights into my individual habits, i.e. when I'm at home/when I'm not." **Energy/utility representative**

"I'm not clear as to whether WPD want individual half-hourly data access or a larger, less individualistic collection." **Energy/utility representative**

"No problems. The fact you're doing it by street and deleting data once it's no longer valuable is great." **Local authority officer representative**

"No issues as such. Just the individual data question." **Local authority officer**

Table 6:

The table agreed that they were comfortable with the sharing of half-hourly data.

"I would also be happy for a DNO to have access. There is nothing to worry about unless you're fiddling the meter!" **Developer/connections representative**

Table 7:

The table was very comfortable with sharing half-hourly data, and went a step further to say that they believe data protection laws are holding people and businesses back.

"Data protection annoys me hugely. I'm happy to open it up more, I see the benefits of sharing information, I don't care about protecting my information. Data protection laws hold people back." **Voluntary organisation representative**

Table 8:

The table did not reach a consensus on the sharing of their data. Some felt it would not personally be an issue, but worried about other customers.

"I've never thought about it really. The supplier could already have access to it and we would not know." **Voluntary organisation representative**

"Passing on data will be a worry for customers. Personally, it does not bother me. I see why it could be helpful for the industry." **Voluntary organisation representative**

"I'm all for it but it's got to be a question of trust. Whether you will trust the person at the other end." **Business customer representative**

"Is it sustainable? The more you do, it is a big commitment for a lot of data and do you have the capacity to make it sustainable. Does it all go into data protection? It is a massive issue." **Local authority officer representative**

Table 9:

The table agreed that they were comfortable with sharing their half-hourly data, as long as privacy and security were taken into account.

"I am happy as long you have data privacy protection and security mechanisms." **Regulator/government representative**



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:

The table understood the data privacy plan but did not feel that WPD was capable or suitable for collecting and handling the data itself.

"The MOD ensures data security and that it is not WPD's role, and nor should it be, as mistakes can occur or it can be mishandled. There are dedicated firms and government agencies for this."

Developer/connections representative

"WPD would need a data management system in order to process and deal with data. Handling data is in and of itself so complex that WPD would be unlikely to be able to handle it."

Voluntary organisation representative

"This just offers another means through which WPD is vulnerable to hacking."

Developer/connections representative

Table 2:

The table had mixed feelings about the privacy plan, suggesting the addition of an 'opt-in/opt-out' clause for customers and pointing out that there might be issues with sharing financial, and not usage, information.

"I would just have an additional option on the approach including an opt-in/opt-out check box for the customer. And that they shouldn't sell on to or share with third parties."

Energy/utility representative

"How safe is it? How much control is there on this data."

Elected representative

"The sensitivities are on financial information, not usage."

Environmental representative

Table 3:

The table approved of the data plan, expressing confidence and trust in WPD and extolling the benefits of using that data, so long as the safeguards written into the plan are enforced.

"WPD are not going to try and sell us things, and there are massive benefits to sharing data. It could make the network more efficient."

Voluntary organisation representative

"With sufficient safeguards I am absolutely comfortable with it. In this day and age there needs to be a sharing of data for progress and we are learning from other companies like EE that this needs to be adequately safeguarded."

Developer/connections representative

"It is definitely something that needs to be monitored and instigated very carefully."

Energy/utility representative

Table 4:

Stakeholders felt the 7-point plan was adequate and were comfortable sharing their data under these circumstances.

"It seems like it's absolutely fine."

Environmental representative

"Yes, I agree no problem. I'm looking forward to my smart meter turning up."

Regulatory/government representative

Table 5:

The table felt that the privacy plan addressed most concerns. One stakeholder suggested putting more emphasis into educating people on how their data is both used, and useful.

"I like that it's secure and regulated. I feel like the security plan addresses most concerns."

Developer/connections representative

"Education around what happens with data; how it is collected, used, protected and sold would be useful."

Developer/connections representative

Table 6:

There was some disagreement among stakeholders on the privacy plan, with some feeling it had missing elements, such as where the data would be stored and whether it was protected, while others had very little concern. The table expressed no concern with WPD having access to the data, provided their concerns were addressed.

"It doesn't say where the data is going to be stored."

Developer/connections representative

"Will it be protected from foreign powers?"

Environmental representative

"I don't have a concern about data being sold for marketing data."

Energy/utility representative

Table 7:

All stakeholders reported that data protection was not a personal concern, with an understanding across the table that for some customers it may be an issue. Some stakeholders discussed that suppliers, who have far more data, should be the first point of concern, not WPD.

"The difference is you can choose your supplier, but I can't choose the distributor, and I haven't said that I want WPD to have my information. Customers are stuck with WPD, but might not want to give them data."

Developer/connections representative

"The difference is you can choose your supplier, but I can't choose the distributor, and I haven't said that I want WPD to have my information. Customers are stuck with WPD, but might not want to give them data."

Developer/connections representative

"I think it's okay though because it is very anonymous, you have less data than the supplier. I think the responsibility to protect customers lies on the supply side because they take more information."

Energy/utility representative

Table 8:

There was consensus on the table that the data plan was adequate and that they were generally comfortable with WPD having access in those terms. However, there were some concerns over the storage of the data, and the table was aware that others might have concerns.

"Passing on data will be a worry for customers. Personally, it does not bother me. I see why it could be helpful for the industry."

Voluntary organisation representative

"As long as it's not connected to the internet, it should be okay."

Business customer representative

"I would prefer it if data was to be deleted at some point."

Voluntary organisation representative

Table 9:

The table had mixed feelings about the strength of the privacy plan, with some feeling comfortable with WPD having access and others expressing deep concern over security and cyber-attacks.

"People need to be reassured and showed that steps will be taken to protect their data from cyber-attacks, and that later technologies are used to improve the protection of their privacy and security."

Local authority officer representative

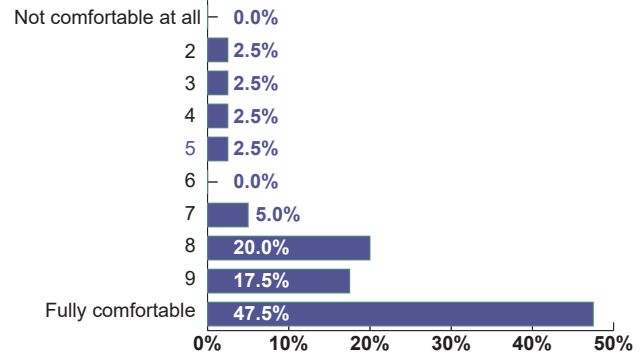
"I have an issue with security. Cyber-attacks are a known risk and increasing one. The company's responsibility is to protect its customers. There is no smoke without fire. This issue should be taken seriously by WPD."

Regulator/government representative

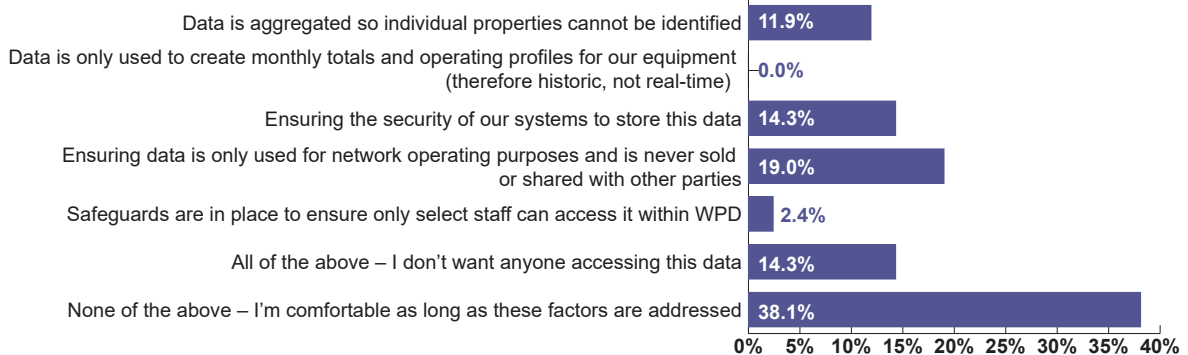


Having reviewed the objectives of WPD's data privacy plan, how comfortable are you with WPD having access to smart meter data in these terms?

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:

Stakeholders argued for the business case in improving buildings energy usage. One stakeholder suggested an overall evaluation of how energy reduction might work across WPD's sites.

"There is a cost trade-off between renovating old buildings and perhaps knocking them down and building new ones. WPD needs to establish how to do this in the most cost effective way."

Environmental representative

"There needs to be an overall evaluation of the system and how its components work together."

Environmental representative

Table 2:

Stakeholders supported PV and smart meter installations on all building stock, and use of display screens to alert WPD staff as to how much electricity they are using at certain times of the day. They did, however, point out that there was a financial limit to improving the energy efficiency of old building stock.

"A silly question, but are all your depots smart metered with visible signs to show current usage? That's where integrated PV works, showing current usage and current generation."

Environmental representative

"With your estate stock, there's a limit to which you can make your buildings more efficient, short of knocking them down."

Energy/utility representative

Table 3:

There was general consensus that all the current actions aimed at reducing buildings energy use are important. Stakeholders suggested more specific zoning of lighting and heating and a study of working patterns that could also be considered for greater reductions in emissions.

"WPD could look at reconfiguring energy in buildings so that there was more control. For example, not having to turn off all the lights at a time."

Voluntary organisation representative

"Could heating be better zoned?"

Elected representative

"Working patterns do not seem to be considered. This could be a good idea to incorporate."

Energy/utility representative

Table 4:

Stakeholders agreed that WPD should be looking at alternatives for reducing carbon emissions, with suggestions to use smart meters and solar panels.

"You should have solar panels on your buildings?"

Local authority officer representative

Table 5:

There was consensus that WPD's actions to address buildings energy usage are generally good and reasonable. Further suggestions were made in relation to incentivising both buildings and employees.

"You could try rating your buildings and then working to improve the energy consumption or waste of your worst ones." **Local authority officer representative**

"You should look at incentives to encourage employees to better their consumption."
Elected representative

Table 6:

There were a range of suggestions for reducing buildings energy usage. There was general consensus on the measures mentioned, although some different opinions on how best to use air conditioning.

"On air conditioning, it's getting the setting right. If people think it's hot, they often put it right up and then forget to change it. It should be on 21 degrees."
Developer/connections representative

"Turn lights and computers off at night, too. It's nonsense that it's better to leave lights on than to always turn them off to save the hardware."
Developer/connections representative

Table 7:

Stakeholders were pleased with the efforts to reduce buildings energy usage, and offered a number of additional suggestions, from solar panels to water consumption, to show that WPD, while doing well, could be more innovative in their attempts to reduce energy usage. There was consensus on the table that a lot of energy usage reduction will come from encouraging behaviour change, rather than just new technologies.

"You should have solar panels as much as possible."
Energy representative

"Do the depot managers have training? You need to focus on behavioural changes in the staff too."
Voluntary organisation representative

"Water consumption is also very important, because a lot of energy goes into water – we could recycle the water."
Developer/connections representative

Table 8:

Stakeholders agreed that as WPD are an energy company, environmental initiatives matter deeply and should be part of the business plan. They were fairly satisfied by the proposed actions but added that WPD should go beyond these, suggesting measures such as on-site generation and better heating systems.

"You should be exemplar as an energy network. I do agree that one of your goals should be economic stability but as a company you should also be promoting green initiatives." **Local authority officer representative**

"You should consider looking at on-site generation to lower bills and be more eco-friendly."
Voluntary organisation representative

"I think this industry plays a big role and has great responsibility in global warming."
Local authority officer representative

Table 9:

The table agreed that the best way to reduce buildings emissions is to maximise the efficiency of available infrastructures by refurbishing old buildings, despite the probable costs; using local companies; and promoting evolving working patterns.

"You can take an example from that company which only has 80% of desks available in their office. This is the modern way of working, even more when your offices are in London." **Regulator/government representative**

"You could and should tear down your old building stock." **Developer/connections 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:

Most stakeholders felt that focusing on driver training would be the most effective way to address vehicle emissions, with one suggesting that focusing on individual drivers would yield even greater results.

"Economic driving training would be an effective way of dealing with emissions."

Developer/connections representative

"It may be better to ascertain driver specific performance." **Developer / connections representative**

Table 2:

There were suggestions to continue the use of electric vehicles and to share charging points with the public for their use. One stakeholder also suggested a policy that non-operational travel should be signed off by managers if the distance travelled was extensive as a way of encouraging the use of public transport options over driving.

"What about electric cars? We have charging points for a few cars, but once they're charged they could be used to share them with the public."

Local authority officer representative

"We've got a really strict policy about driving. I'm not allowed to drive 100 miles a day or 300 miles a week without a boss signing it off. If you want to do more than that you have to prove that you've considered all the public travel and car sharing options."

Energy/utility representative

Table 3:

All stakeholders agreed that there was more to be done to reduce vehicles emissions. There was consensus that video-conferencing could be successful under these terms, but only if the technology was invested in and improved. All stakeholders agreed that driver behaviour was another area where improvement margins might be higher.

"There are certain things that can be done through different mediums. Some meetings make sense on a webinar. Good video conferencing software can be really great and can really enhance the experience."

Energy/utility representative

"Video conferencing could save a lot of money as well as being environmentally beneficial."

Developer/connections representative

"The future actions are right to do, but some are not as obvious as they might seem. Cost, technology and fitness for purpose need to be considered."

Energy/utility representative

"Driver behaviour is important here. It is a challenging communication to begin with, but then they get used to it."

Energy/utility representative

Table 4:

The table discussed their organisations' differing approaches to reducing vehicle emissions, such as more frequent Skype meetings, and offsetting the charging of electric cars.

"As a company, we have electric cars, but when putting the charger in: how do you offset this? Where do you put the charger? Lots of analysis is needed to look at how to make sure that this doesn't go against the good work of having the electric cars."

Environmental representative

"We used to have loads of travel, but now our budgets for Skype are improving so we don't have to travel."

Environmental representative

Table 5:

The table were of the view that more should be done to reduce vehicle emissions, with particular focus on improving and incentivising driver behaviour.

"Initiatives to help create a sense of individual responsibility might be good. 'Treat it like your own' - switch off your engine when not in use."

Elected representative

"Yes they're great for a number of reasons. Not saying people drive the cars for personal use, but 'fit trackers' also help curtail that if it is happening. They also help to show people how bad they are at driving. They can actually be both surprised and grateful at finding this out. So it's not just a 'Big Brother' thing."

Local authority officer representative

Table 7:

Stakeholders agreed that in order for videoconferencing to be viable, the technology needed to improve. They also discussed the merits of driving programmes such as 'Light Foot' and how to incentivise driver training.

"Phoning-in and teleconferences are good, but the technology has to be great, or it just holds people back, gets a glitch and slows the business down. So yes, we should call in rather than driving, but the technology has to be in place." **Energy/utility representative**

A 'light foot' is good as it shows you how hard you break and how fast you drive, and encourages you to drive better, and reduce consumption. It is really good, but not everyone likes that, people don't want you to know where you are and how you drive; it's a bit Big Brother like for some." **Voluntary organisation representative**

"People had an issue with driver tracking at first, but if you sell it as a safety issue, they are happier to comply with it. It's not about punishment, if you have a break for five minutes that's fine. They just want to make sure the service is good. It's not personal."

Energy/utility representative

Table 6:

The table agreed that there were drawbacks to using electric vehicles, and grappled with the balance of reducing emissions versus operational effectiveness. The table agreed wholeheartedly with the implementation of trackers.

"The trouble with electric vehicles is, you never know when you're going to need your vehicle. And the range is limited." **Local authority officer representative**

"Are you getting to the point where you can't cut your usage anymore without reducing operational effectiveness?"

Environmental representative

"Could vehicle tracking be an option, not only to reduce fuel but to improve the efficiency of vehicle usage?"

Energy/utility representative

"Even the managing director has a tracker in my company." **Environmental representative**

Table 8:

Stakeholders felt that there was nothing particularly special about WPD's vehicle emission reducing initiatives. There was consensus that this was a key area and WPD needed to act to do more. They suggested incentives and noted that WPD should implement green initiatives at all levels in the company.

"There is nothing special about it, these are trends which exist everywhere and are accepted: they are becoming the norm. Why wouldn't you do it?"

Business customer representative

"It would be good to discourage car use by reducing parking slots and so on."

Local authority officer representative

"Driver training should perhaps be widened beyond the fleets. It is part of health and safety and it is also part of your reputation." **Voluntary organisation representative**

Table 9:

The table agreed that vehicles with more efficient fuel consumption should be prioritised. However, efficient service is also a priority, and as such, no one disagreed with having diesel running standardised vehicles, and the need for drivers to use their vehicles inefficiently.

"You should have them all diesel and standardize it for everyone. It doesn't look good to have those flashy cars, with badges on the side."

Developer/connections representative

"Could you get people to drive more slowly? You could put a system in place which would highlight your high-risk drivers if they are speeding unnecessarily."

Energy/utility representative

SULPHUR HEXAFLUORIDE (SF6)

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

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

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

Table 1:

The group agreed that in order to prioritise actions effectively, WPD needs to look at the detail and work out which actions will have the most benefit. It was pointed out that buying more SF6 cameras would have a beneficial impact on vehicle emissions

"It really depends on the actual total environmental impact of SF6 and its effect on customer bills. This needs to be determined before you can prioritize which actions are most important."

Local authority officer representative

"More cameras would mean less vehicle emissions as the cameras would not need to be transported around."

Local authority officer representative

Table 2:

Stakeholders supported the sharing of SF6 detection cameras around the four licence areas. They supported WPD's research work in developing alternatives to SF6.

"You've got four areas, and these things (detection cameras) are so expensive, if one area doesn't use it that much then you should share. But if you really need it then yes."

Elected representative

"It seems developing new technologies is going to be the way forward and replacing the switch gear with new technologies has to be the only way."

Local authority officer representative

Table 3:

The table agreed that starting with a cost benefit analysis was best in tackling SF6. They also argued for a more proactive approach to detecting leaks.

"You need to cost benefit the process of accessing the camera and finding the SF6. It is not worth it if it takes more carbon emissions to access the camera than the leak itself."

Developer/connections representative

"Would there be scope for a more proactive approach? Perhaps part of the regular inspection could be leak detection."

Energy/utility representative

"Research is also important and may be something to do a cost benefit analysis about."

Energy/utility representative

Table 4:

Stakeholders agreed that more research into an alternative to SF6 was necessary, and that two detection cameras was a minimum requirement in the meantime.

"How often do you have leaks? The minimum requirement would be one in the north one in the south."

Local authority officer representative

"I would push to find any alternatives."

Environmental representative

Table 5:

The table did not discuss SF6 at length but one stakeholder suggested looking into the seals in the switchgear as a solution.

"Could better manufactured seals reduce leakage?"

Local authority officer representative

Table 6:

The table agreed that the industry had a responsibility to take research and experimentation into SF6 alternatives seriously.

"We're trying to think ahead to post-SF6 equipment. As an industry, everybody is responsible for this. Projects running in the industry should be experimenting with alternatives, even if one isn't immediately presenting itself."

Developer/connections representative

Table 8:

Stakeholders felt this was an important issue and raised the possibility of more proactive actions, including research, to prevent leaks. They also saw a business case for finding solutions to the problem.

"It is interesting how quickly a leak can be detected. How often are checks and inspections made? It seems like a salient issue."

Voluntary organisation representative

"The fact that the state is taxing it should make it a business case." **Business customer representative**

Table 7:

The table ran out of time to discuss SF6 in detail, but agreed the cost of the detection cameras was not worth it.

"In the grand scheme of things, it's a lot of money. I'm not sure it's worth it." **Energy representative**

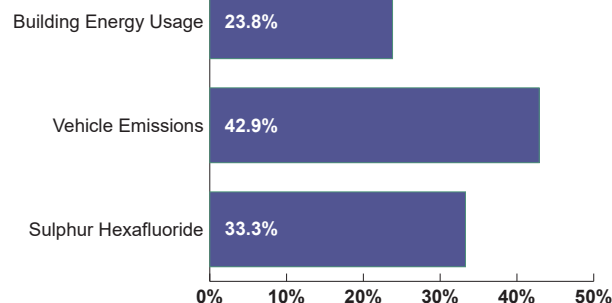
Table 9:

This issue was not discussed at length, although one suggestion was made to change switch gear manufacturers.

"You should switch switchgear manufactures. The new ones seem to have a monopoly."

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:

- Stakeholders discussed ways to keep the Priority Service Register (PSR) up to date: cross-checking the Electoral Register, communicating with alternative contacts to see if the main person still needs to be on the register, and adding community councils to the PSR referral networks.
- The table stated the need to rotate the Affordable Warmth programme as there are classically deprived areas not catered for.
- WPD should work with the private sector to improve Affordable Warmth.
- Stakeholders agreed that WPD should not have too many pilot projects. Stick with the projects that are working and discard the ones that are not.
- The table agreed that extending existing projects would be the best way to go forward.

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:

- It would be helpful for DNOs to be more up front about the requirement for a harmonic study, so it does not come as a surprise.
- It was commented that there is a lack of consistency in the service provided in different licence areas, and across different districts. Cornwall and Exeter were identified as areas which required improvement.
- The table felt that WPD needs to look at why some areas aren't following up at the end of a project to get feedback on the customer service. The Cardiff area was put forward as a positive example of where this takes place.
- WPD should be aware that when connections are offered at weekends this leads to extra cost for the customer who has to pay for overtime.

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>

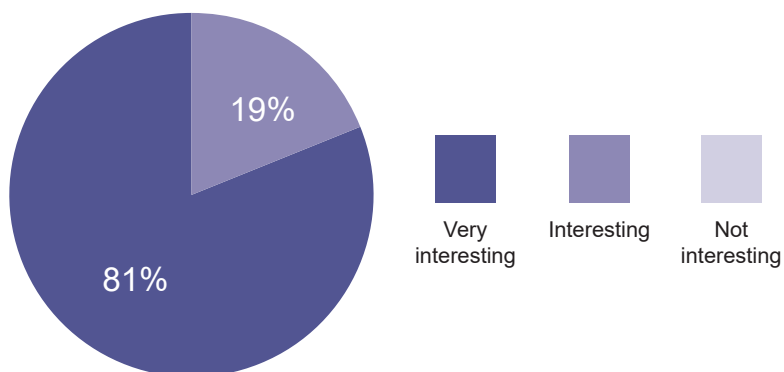
Key points stakeholders raised were:

- It was noted that local authorities have a responsibility to support business continuity, but often have difficulty with it.
- There was general agreement that the brochure that had been trailed with Avon & Somerset Chamber of Commerce was very good.
- The brochure was felt to be useful for organisations that don't have a great level of knowledge themselves.
- Stakeholders were of the view that the brochure should be disseminated via FSBs and Chambers of Commerce.
- It was commented that local authorities have to wait for SMEs to come to them for help, and can then charge for it, so this assistance from WPD is welcomed.

Of the 43 stakeholders who attended the workshop, **42 completed and returned their feedback forms.**

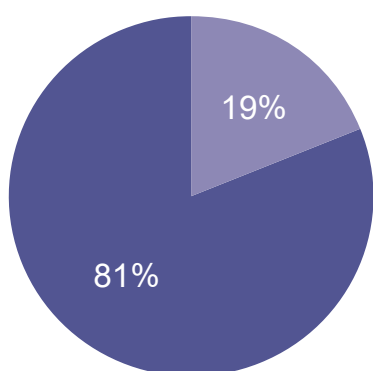
9 | Written Feedback

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?



Well facilitated to encourage everyone's participation.

I always find the WPD stakeholder workshops very engaging and interesting. The points raised affect all on a variety of levels

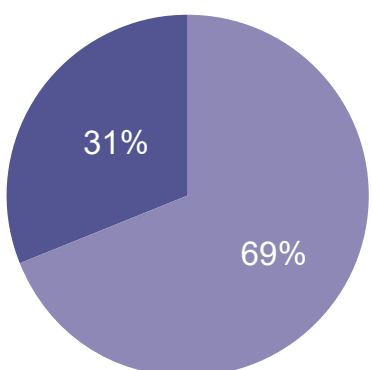
Yes, the facilitator and scribe were very professional and attentive.

I thought the whole session was run very efficiently.

The workshops were very open and allowed open discussion.



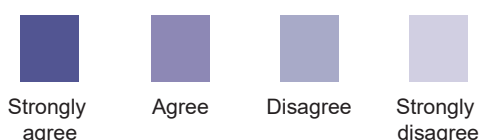
Did we cover the right topics for you on the day?



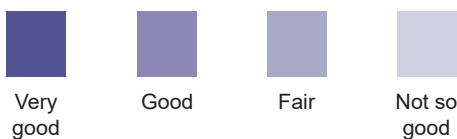
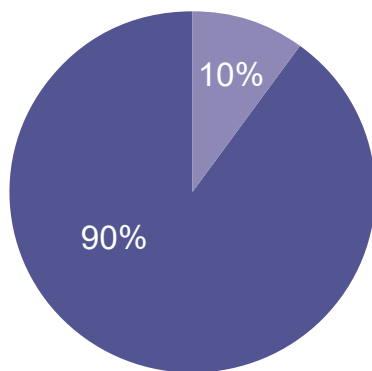
As my understanding of the subject goes it all seemed very sensible.

I would have liked to have heard more on innovations and new ideas.

Well balanced discussion on a wide variety of topics.



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



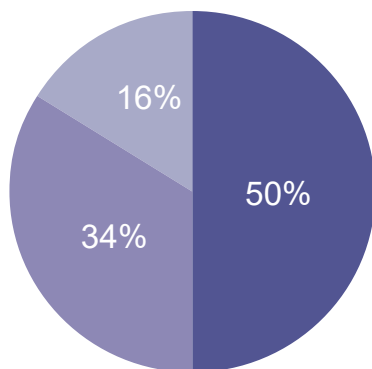
Very engaging with the voting facility and well presented.

Good job well done.

Good opportunity to contribute.

Great facilitation by Westbourne and support from WPD.

What did you think of the venue?

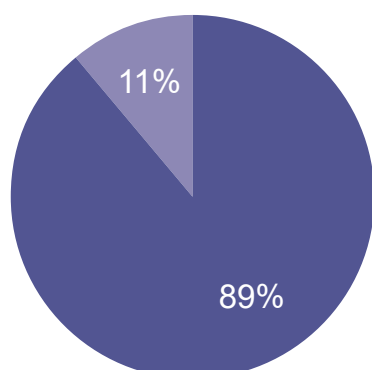


Celtic Manor is a good location but this year, this particular room and facilities weren't as good as others.

Not easy to access by train.

Venue is very good but the room wasn't.

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



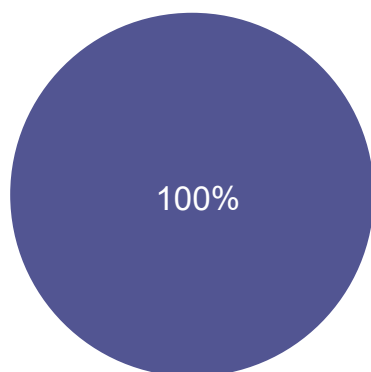
Easy to read from mid-room but the printed copy was very useful for smaller text and making notes.

This did not matter since we had excellent summaries.

Booklet very helpful for those at the back of room

Could be clearer though plenty of supporting literature so it was ok.

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



Yes



No

*Well packaged product,
well facilitated. Let down by
indifferent venue.*

ANY OTHER COMMENTS

*Once again, a very useful
opportunity to understand how
well Western Power works.*

*Good mix of people on table - to
obtain a wide range of views for all
the questions/discussions.*

*Good workshop.
Concise, to the point.*

Excellent, interesting.

*Useful day, quite high-level,
hoping surgeries can be
focused.*

*Electronic voting results
were useful - interesting to see
some instant statistics.*

*Excellent workshop.
Particularly liked the use of
the voting buttons.*




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

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

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