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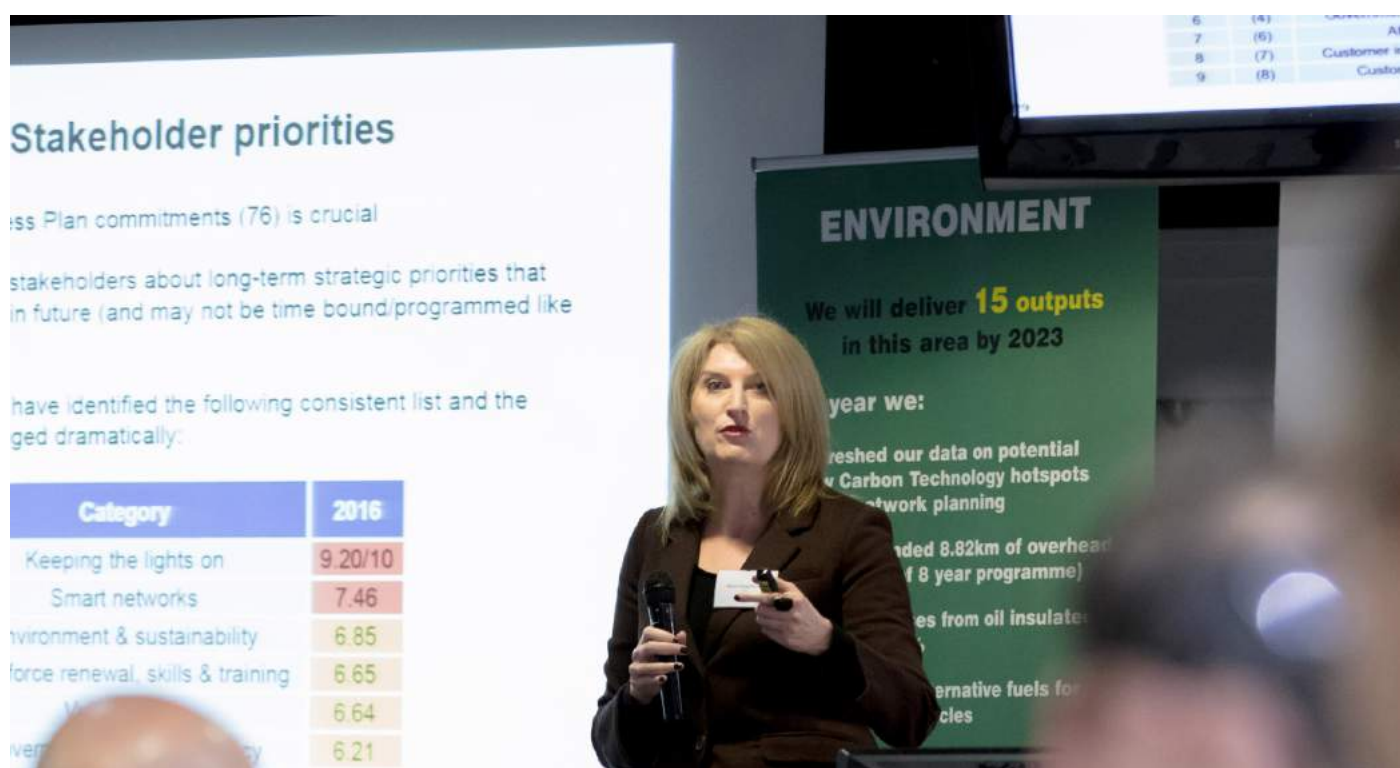
## 1 | Introduction

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

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

In January / February 2017, WPD hosted six workshops in locations across its network area in order to get feedback from stakeholders. The fifth of these workshops took place at Villa Park in Birmingham on 1st February 2017.



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

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

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

This report is a faithful record of the outputs from the stakeholder workshop.

A copy of the presentation given by WPD can be found here: <https://www.westernpower.co.uk/docs/Stakeholder-info/2017/Jan-2017-stakeholder-workshops-presentation-FINAL.aspx>



## 2 | Overview of the Workshop

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

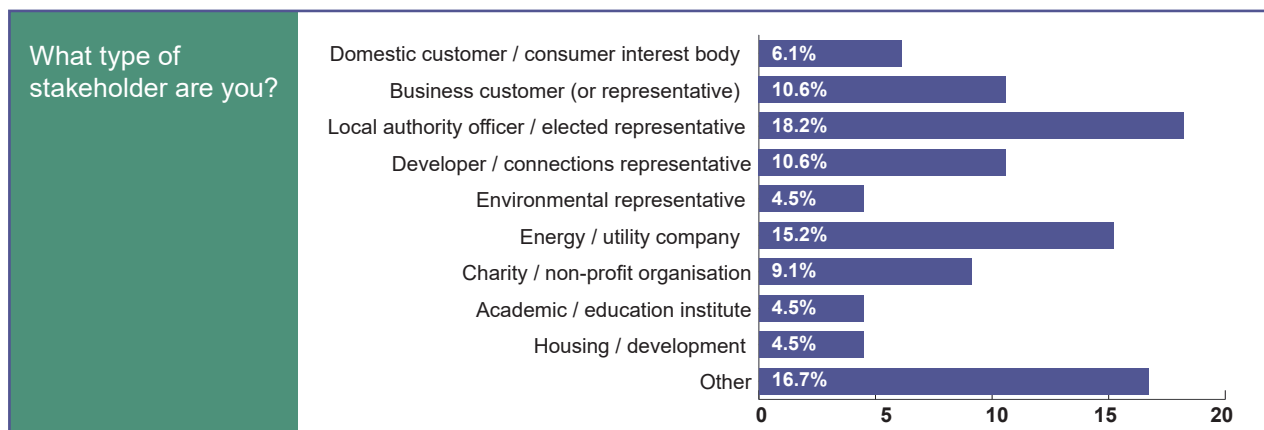
The three areas for discussion are shown below:

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



## ATTENDEES:

A total of 66 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:

- Alstom
- Anglian Water
- Aston Professional Engineering Centre
- Aston University
- Aylesbury Vale District Council
- Barratt Homes
- Birmingham Community Healthcare NHS
- British Red Cross
- Bromford
- Cannock Chase AONB
- Cannock Chase District Council
- CG Power Solutions
- Citizens Advice
- Coventry & Solihull Waste Disposal Co
- Coventry University
- Daventry District Council
- DNOC
- E.ON Energy Solutions
- EA Technology
- Encraft
- Energy and Utilities Alliance
- Energy Saving Trust
- Eon-UK
- Federation of Small Businesses - Birmingham
- Geldards LLP
- Goldmine BD
- GTC
- Haven Power
- Highways England
- Historic England
- HSE
- Kettering Borough Council, Safety & Resilience Team
- Lickey & Blackwell Parish Council
- Major Energy Users Council
- MOD
- Mott MacDonald
- National Grid
- North Northamptonshire Safety and Resilience Partnership
- Persimmon
- Royal Orthopaedic Hospital NHS Foundation Trust
- RSPB
- S&C Electric Europe Ltd
- Shropshire Council
- Siemens Transmission And Distribution Ltd
- Solihull Council
- Stafford Borough Council
- Staffordshire Cares
- Sterling Power Utilities
- Telford & Wrekin Council
- TUSC
- University of Birmingham
- University of Leicester
- University of Worcester
- Utilities Connections Management Limited
- Utility Resource Services Ltd.
- Walsall Council
- Warwickshire & West Mercia Police
- Warwickshire Police
- Worcester County Council



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## ENVIRONMENT

We will achieve **100% net-zero** by 2050

### Last year we:

- Reduced our total on average low carbon technology uptake to all network planning
- Underpinned 5,000+ of customer low carbon at 6 year programme
- Reduced losses from all installed cables by 50%
- New trials of alternative fuels for operational vehicles

To meet our goals, we need to:

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

CATEGORY	AS NOW	OPTION 1 1 value	OPTION 2 2 values	OPTION 3 3 values
General customer satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10
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	41% by 2023	41% by 2021	41.5% by 2023	41% by 2023
Undergrounding schemes	15km by 2023	15km by 2021	15km by 2023	15km by 2023
Emergency services	20% communities and businesses supported to improve resilience	30%	40%	50%
Customer awareness	50%	55%	60%	65%
Safety education	60k children educated a year	60k & expanded scope	70k & expanded scope	70k & expanded scope
Vulnerable customers	125k supported a year during power cuts	150k	175k	200k
Fuel poverty	6.5k supported a year	10k	12.5k	15k

## 3 | Summary of Feedback

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

- There was consensus that the type of reporting favoured depended entirely on the needs and interests of individual stakeholders.
- Some stakeholders felt strongly that the detailed report was a vital document for WPD to produce and should not be simplified or watered down, while others stated a clear preference for the proposed (blue) detailed report, finding that its use of colour, layout and infographics made it more accessible and compelling.
- 59.7% of stakeholders voted for a simple explanation of technical elements in the reports, with a further 56.9% opting for simple charts with target lines.
- 58.2% of stakeholders prefer a formal style for the detailed report, and 76.8% want to see performance reporting for each licence area.
- Many stakeholders suggested an online version with links and shortcuts to the data would be more helpful than a large report.
- Some stakeholders felt there should be more parity across different DNOs in their reporting.
- Most stakeholders responded positively to the summary report, finding it a useful resource to take in complex issues and data quickly and precisely.
- Many stakeholders preferred WPD's approach over the other DNOs; some participants mentioned UK Power Network's reporting style positively. However, most reacted negatively to Northern Power Grid and Electricity North West's approaches.
- Stakeholders disagreed over the use of photographs and infographics: some felt WPD could make their reporting style more visual, while others warned against using images purely for aesthetic reasons.
- 44.1% of voters chose option 2 as their preferred summary report style, with option 1 attracting 41.2% of the vote share.

### 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 energy and skills education, with different tables pointing to a lack of young people, especially women, interested in pursuing careers in electrical engineering.
- Most tables saw that the priorities were interlinked; if you improve smart networks, for example, you might reduce fuel poverty.
- Stakeholders disagreed on the subject of fuel poverty and vulnerable customers, with some stakeholders feeling it was not WPD's responsibility and should fall to the suppliers and the government, while others felt WPD should be doing much more, such as aiming to support 100% of vulnerable customers.
- Smart networks were a widely-nominated priority across the tables, however some stakeholders felt that they, and by extension the wider public, were not sure what exactly the benefits were and that more work needed to be done to improve this.
- Where connections satisfaction was raised as a priority it was felt that WPD's work was superior to the other DNOs, but that there was still a lot of room for improvement.
- Stakeholders could not reach consensus on the amount they would spend to achieve their package: some offered to pay extra on top of their bill, some suggested perhaps £1 or £2, while others said it was not their responsibility to pay anything at all.
- 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 and customer awareness were felt to be very good as they are and did not attract many votes.



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

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Overall customer satisfaction</b>	Rated 8.9/10 <input type="text"/>	9.1/10 <input type="text"/> 1.00	9.3/10 <input type="text"/>	9.5/10 <input type="text"/>
<b>Connections satisfaction</b>	Rated 8.7/10 <input type="text"/>	8.9/10 <input type="text"/> 1.57	9.1/10 <input type="text"/>	9.3/10 <input type="text"/>
<b>Smart networks</b>	Active Network Management zones rolled out by 2023 <input type="text"/>	By 2022 <input type="text"/>	By 2021 <input type="text"/> 2.14	By 2020 <input type="text"/>
<b>Business carbon footprint</b>	↓5% by 2023 <input type="text"/>	↓5% by 2021 <input type="text"/> 1.50	↓7.5% by 2023 <input type="text"/>	↓10% by 2023 <input type="text"/>
<b>Undergrounding schemes</b>	55km by 2023 <input type="text"/>	55km by 2021 <input type="text"/> 1.50	75km by 2023 <input type="text"/>	90km by 2023 <input type="text"/>
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience <input type="text"/>	30% <input type="text"/> 1.45	40% <input type="text"/>	50% <input type="text"/>
<b>Customer awareness</b>	50% <input type="text"/>	55% <input type="text"/> 1.20	60% <input type="text"/>	65% <input type="text"/>
<b>Safety education</b>	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text"/>	70k & existing scope <input type="text"/> 2.00	70k & expanded scope <input type="text"/>
<b>Vulnerable customers</b>	125k supported a year during power cuts <input type="text"/>	150k <input type="text"/> 1.46	175k <input type="text"/>	200k <input type="text"/>
<b>Fuel poverty</b>	6.5k supported a year <input type="text"/>	10k <input type="text"/> 1.67	12.5k <input type="text"/>	15k <input type="text"/>

### Workshop session 3: Future networks

- There was a clear difference of opinion between stakeholders on WPD's DSO priorities: some felt the priorities were correct but others were concerned the priorities were too introspective and did not address the needs of customers.
- Stakeholders were divided over the question of sharing their half-hourly data: some felt completely comfortable and even stated that people have become too sensitive about the issue of privacy, while others felt that the data would inevitably end up in the hands of third parties and was too large a responsibility for WPD to manage.
- 37.7% of voters felt fully comfortable with letting WPD have access to smart meter data, while 4.4% did not feel comfortable at all.
- Some stakeholders felt the data privacy plan was comprehensive and confirmed they would be comfortable sharing their data under those terms, whereas others pointed to their perceived vulnerabilities and gaps in the plan.
- 50.9% of stakeholders, just over half of those present, confirmed that they were comfortable with sharing their data so long as all the named privacy factors were addressed.
- 14.5% of stakeholders made it clear that none of the stated factors were sufficient for them, and would not share their data under any terms.
- Some stakeholders felt the assurances not to sell on data to third parties could be made clearer and firmer in the privacy plan.
- Many stakeholders were concerned that smart meters were taking too long to be rolled out, while others felt it was happening too quickly and the benefits still had not been adequately explained.
- Some stakeholders suggested that WPD collaborate with other DNOs to develop an industry standard for smart meter data privacy.

### Workshop session 4: Environment and Sustainability

- Most stakeholders agreed with the proposed future actions to address buildings energy usage, vehicle emissions and SF6.
- 40.8% of stakeholders present voted for vehicles emissions as the single most important area for immediate action.
- Many stakeholders felt that as WPD are an energy company they have a greater responsibility to make meaningful emissions reductions.
- Stakeholders made suggestions to tackle buildings energy emissions, such as incentivising employees, insulation, solar panels and making better use of smart networks.
- Some felt WPD's actions were not transformative or ambitious enough, and suggested more radical ideas such as abandoning badly performing buildings and banning meetings that require travel.
- Stakeholders disagreed over the use of driver trackers, with some stating their effectiveness while others worried it was an overly paternalistic approach that risked being unpopular.
- There was further disagreement on electric cars, with some stakeholders urging their implementation while others pointed to the fact that they draw power from the grid and are not emission free.
- Most stakeholders felt that investing in SF6 detection cameras was sensible, but research and innovation were thought to represent the best long-term solutions to tackle SF6.
- Many stakeholders felt the manufacturers of switchgear had a shared responsibility to invest in solutions and alternatives to SF6.
- With a score of 8.39 out of 10, continued research into SF6 alternatives was voted as the most important action to pursue.

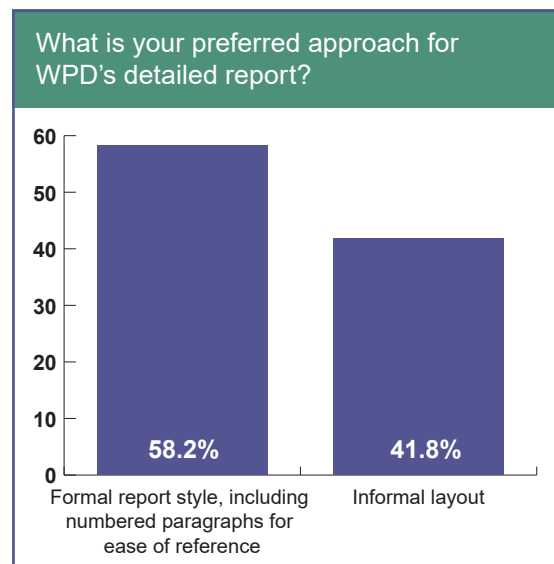
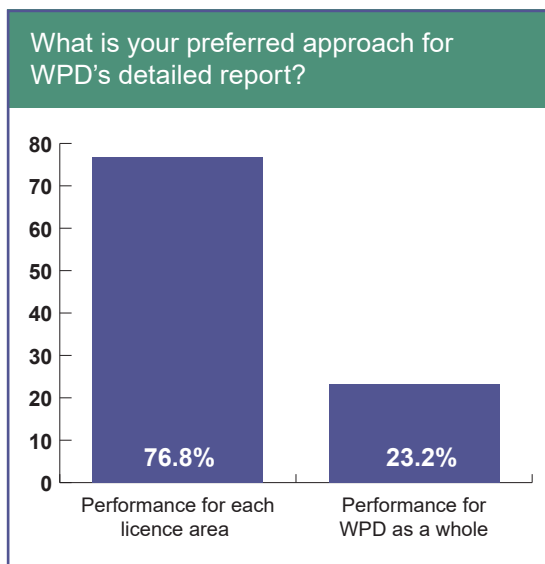
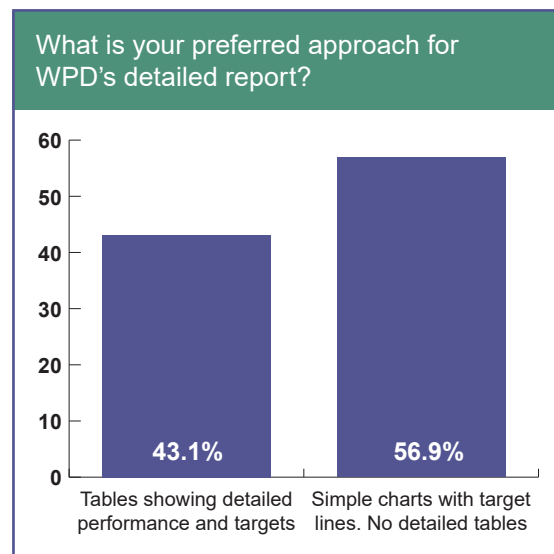
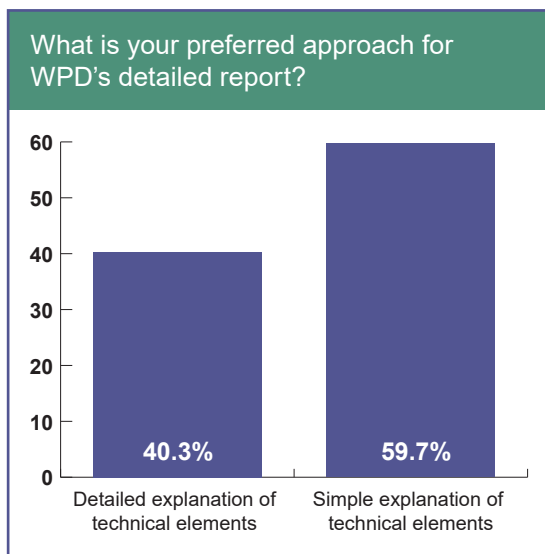
## 4 | WORKSHOP 1: What do you think about our approach to reporting?

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

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

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

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





**Table 1:**

Stakeholders agreed that the type of report preferred depends on the kind of stakeholder reading it. There was no consensus on whether a shorter, simplified version was preferable, with some preferring a pared down version but one stakeholder suggesting that simplification might lead to a loss of confidence in readers.

"I don't want as much detail as possible, as a domestic consumer." **Domestic customer representative**

"I prefer the new version with the graphics - it's more engaging." **Local authority officer representative**

"Personally, I prefer the old style, which is the business style I'm used to, but the new style is more consumer-oriented." **Local authority officer representative**

"If you made it too simple, though, you could lose confidence from your consumers." **Domestic customer representative**

**Table 2:**

The table felt there was a good level of detail but it was agreed an online version with accessible links and shortcuts to the data would be more helpful than a large report. In addition to a more detailed online version, stakeholders suggested a shorter, more accessible, 'glossy' report would appeal to a wider group of people.

"Wonderful detail, certain aspects and certain areas are well put together. It would be helpful if it was online, with links for those locations, rather than trawling through a paper version." **Local authority officer representative**

"Some people will need certain information. This report would be a good place to go, but not necessarily this much detail though." **Developer/connections representative**

"You need something to visually jump out which would be better than having this length." **Energy/utility representative**

"If you want that level of detail, you may as well have a larger full report and a separate glossy report." **Developer/connections representative**

**Table 3:**

The table agreed that different stakeholders will want access to differing levels of detail in the reports, but did not reach consensus as to their individually preferred style of reporting. Some stakeholders preferred the proposed (blue) version of the report, while others stated that it was important for WPD to maintain a clear identity, and a colour scheme that falls in line with their logo.

"The current report looks very busy." **Energy/utility representative**

"I enjoy the index on the side of the report, since it means I can easily access parts of the report." **Academic/education institute representative**

"The blue one looks a little nicer, but I prefer the level of detail in the green one with the tabs and the graphs. The content of the green report is much more detailed." **Voluntary organisation representative**

"It is important to keep a clear identity, I like WPD's report for having a colour scheme that goes with the logo." **Developer/connections representative**

**Table 4:**

There was no consensus on WPD's approach to the detailed report, with some stakeholders stating that it was too large and full of obscure jargon, while others found it useful, particularly from an academic perspective. The table were also split over amending its complexity, with some stakeholders worrying that simplifying it would signal a dumbing down, while others expressed a clear preference for the proposed (blue) version. One stakeholder suggested including a 'jargon key' at the start of the report.

"I think it's too large. To read through it, it's very hard. It would be nice to know where the stuff was, if you are looking for particular detail." **Energy/utility representative**

"From my perspective, having never read one of these before, I have no idea what RIIO-ED1 means. Why don't you put a jargon buster key at the front?" **Regulator/government representative**

"From an academic perspective, it's good to have detailed information on things like faults so that students can use it for reference purposes." **Academic/education institute representative**

"I like the blue one, that tells me exactly what you guys do." **Regulator/government representative**

"I actually prefer the current one. I don't need pictures. It feels like its dumbing stuff down." **Academic/education institute representative**

**Table 5:**

Most stakeholders felt that the detailed report was too long and did not see themselves reading it. The table clearly favoured the proposed (blue) report, and put forward suggestions to make the current report more compelling, such as using colour and putting headlines in bold. Some stakeholders felt that there should be greater consideration of the partially sighted in the reporting.

"The way it's laid out, it's very green. I understand that it's the corporate scheme but it's difficult to find your way around." **Developer/connections representative**

"There's deterioration from last year for the partially sighted." **Business customer representative**

"If you take the full report you might only be interested in two to four pages for your particular area. The blue option gives an overview, which is good."  
**Developer/connections representative**

"There are a lot of tables and text. It doesn't necessarily grab eyes to a header. Usually having the heading dominated in bold would make things clearer."  
**Environmental representative**

**Table 6:**

Stakeholders agreed that while some of them would not personally read the detailed report, the availability of one was vital. There was consensus around the table that the more detailed information could be rendered in a web version, although one stakeholder cautioned that not everyone can download large levels of data, and this should be taken into consideration by WPD.

"I wouldn't even have time to read the first ten pages."  
**Local authority officer representative**

"The important thing is the availability of the detailed information. The detailed report is very useful for me; it is absolutely necessary to provide detail in some form somewhere, as academics need to work out how conclusions are drawn."  
**Academic/education institute representative**

"The three-tiered approach is very useful as detail is necessary but most people only need a snapshot; stakeholders can do a self-selection."  
**Local authority officer representative**

"Some people are unable to download large reports from the web, so this will need to be kept in mind by WPD for the internet version."  
**Regulator/government representative**

**Table 7:**

Stakeholders agreed that different types of report have different merits: the detailed report is useful as a reference and the smaller, more concise report is better for flicking through. Stakeholders also agreed that the various types of report have different pitfalls: the detailed report was described as 'intimidating'. The consensus was that the current approach, with different levels of detail in the different reports, was a good one to take.

"I could see the benefit of having the big report, but having a summary would always be a good thing."  
**Voluntary organisation representative**

"From the authority perspective, the government have given the district councils the authority to be infrastructure authorities, so this detailed information can be useful, especially with the implications of how to provide new housing." **Local authority officer representative**

"I think different people and different stakeholders will want different things. From a community point of view, something a little less intimidating is better than a big report." **Environmental representative**

"It's good to have both sides... I can start by seeing the things that I'm interested in in the small report, and then move on to other related things in the detailed report."  
**Law firm representative**

**Table 8:**

Stakeholders did not find consensus on the detailed report, with some finding it detailed, clear and well-structured, while others judged it inaccessible and difficult to read. Some stakeholders suggested that more diagrams and pictures should be used to reduce the amount of text where possible.

"It's quite big. It's good to have detail but you have to find the right balance. I guess it depends on who's reading it as well." **Voluntary organisation representative**

"More pictures or diagrams would be good."  
**Voluntary organisation representative**

"It's well structured. Highly detailed. Easy to flick through, and the reference guide at the side is very helpful also."  
**Developer/connections representative**

"It's not the easiest thing to read. The text is also quite small. Do you have anything to do with accessibility in here? Again, it's well detailed and it's good to have detail but there's just a lot of text."  
**Voluntary organisation representative**

**Table 10:**

There was consensus from stakeholders that the layers of information presented in separate reports is good, and that the information presented 'at a glance' intuitively leads to more detailed information if it's interesting or relevant to them. The table made suggestions for the use of infographics, dash boards, simple charts, easy look-up tables/contents pages to help navigate detailed reports, and case studies to explain more difficult concepts.

"I would agree there, there's layers to your report. The one that's 'at a glance' and if someone is interested in the detail, they can click the link and look."

**Academic/education institute representative**

"The reports can be quite daunting. I like an idiot's guide, so if you're interested in this, then go to that section. So maybe you need something at the front end that helps you do that." **Regulator/government representative**

"For the detailed report, I would use something at a glance, like infographics, so I can quickly see. With a concept like reliability, which is hard to contextualise, I would use some cases that give examples."

**Academic/education institute representative**

"You're balancing issues, I like the dashboard, pie charts, simple, but I do like the hyperlink where you can click and away you go and you get layers and layers of complexity."

**Regulator/government representative**

**Table 11:**

There was consensus around the table that the proposed (blue) report was favoured. Some stakeholders felt that the current (green) report is poorly designed with small font, too much detail and not enough of an emphasis on safety. Discussing the proposed (blue) report, stakeholders felt the level of detail was gauged correctly, and that it looked neater and more accessible.

"What I would say is keep the text all one size, because the text goes up and down and it gets quite hard to read."

**Regulator/government representative**

"I think there's too much detail."

**Domestic customer representative**

"The newer detailed report is better as it is more detailed and more accessible. I didn't find it too complex. It is good especially if you're in business. It is important for DNOs to give more information rather than not enough. It's about gaining trust." **Business representative**

"It looks cleaner and neater and less busy. If you wanted more details it would be good to have a web address to get more data. You can never provide enough detail."

**Energy/utility representative**

**Table 12:**

The stakeholders agreed that for the detailed report they wanted as much information as possible, and questioned the value of moving to a shorter, simplified approach. Some stakeholders feared that in the proposed (blue) version important data might be hidden, or lost.

"I've had a glance at it. My view is I prefer the report in this (green) format. I'm a firm believer that the devil's in the detail. I also sit on the Ofgem steering group so I like as much information as I can get."

**Developer/connections representative**

"The detailed one is better. The shorter one might be hiding information. By having the full detailed one, it's all there." **Local authority officer representative**

"You have different customers who have different needs. As a consultant, I want as much information as I can get. Things like social responsibilities and reliability - I need that information in detail."

**Developer/connections representative**

**Table 13:**

There was consensus that WPD's approach to detailed reporting is long-winded but provides the necessary in-depth information for experts. The table agreed that the proposed (blue) report was preferable, with stakeholders commenting that it was more eye-catching, accessible and engaging, and felt that DNOs should work together to make their equivalent reports more comparable.

"I have an issue with the length, even the reduced length report is incredibly long. I quite honestly feel that with all the reports 99.99% of people won't read it. There's too much detail, too much of everything."

**Business customer representative**

"The blue one is a better layout and clearer for people flicking through. The green one is more detailed but the tables are smaller. The blue one catches your eye better."

**Local authority officer representative**

"Are you still going to produce the green one? Are you going to have both? So I can still get the detailed report if I want?" **Business customer representative**

"If I was asking for a report I would want everyone [all DNOs] to report on the same basis. The fact that one is 36 and one is 140 pages; here's too much latitude. They should be like for like. There should be consistency across DNOs in reporting, in length, breadth, detail. There should be scope for rationale between them."

**Developer/connections representative**



**Table 14:**

The table agreed that the level of detail WPD provide is important, particularly in relation to emergency resilience and distribution costs. Some stakeholders expressed a preference for an initial summary with electronic links to greater detail, while others noted that the other DNOs' approach to detailed reporting might leave important data by the wayside.

"I'd certainly welcome this level of data. A lot of our business customers are looking for us to fix their distribution cost for five years so we have to make projections. This is why we value the level of detail of the reports." **Energy/utility representative**

"The other DNOs don't provide this level of detail in a friendly format." **Energy/utility representative**

"In terms of looking at resilience and flood defences, I would go for the detailed report. I would still like more information about specific sites in there."  
**Voluntary organisation representative**

"From a resilience point of view, looking at our risks in terms of flooding I'd like to be able to drill down for more information on sites that are at a higher risk for flooding. If I'm flood planning within my particular area, what other assets can I map against?"  
**Voluntary organisation representative**

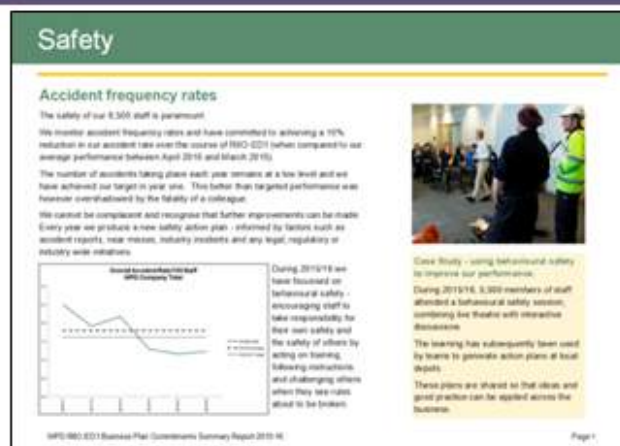
"What would be nice to know is what others have chosen to leave out that you've chosen to include."  
**Local authority officer representative**



## 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.

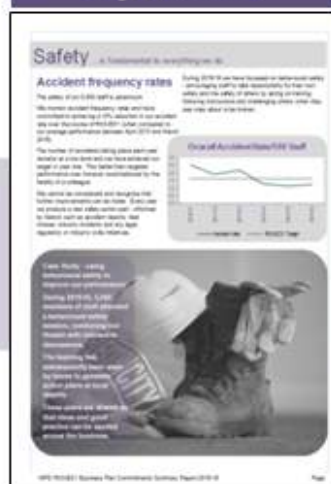
### Option 1: As now 2015/16 report



### Option 2:



### Option 3:



### Option 4:



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

Option 1

30%

Option 2

26.7%

Option 3

26.7%

Option 4

16.7%

**Table 1:**

There was no consensus on WPD's approach to summary reporting, with some stakeholders favouring other DNOs' reports, such as Power Northwest, while others expressed a clear desire for fewer graphics and a more pared down approach.

"I like Power Northwest, or something along those lines, for the consumer." **Domestic customer representative**

"I don't like all the glossy pictures. People get information overload, so we've taken our materials down to the bare basics to keep it simple. It's like PowerPoint overload." **Local authority officer representative**

**Table 2:**

The table questioned the function of the summary report, asking if it was to be used by those who want a comparison across DNOs, or for improvements in WPD. Stakeholders felt that clarity on how targets are measured is required, expressing concern as to whether targets are being assessed internally, if there are any industry standards for meeting targets, or if they are calculated in comparison to other DNOs. There was limited discussion on style but the table agreed on a two-tier level of detail: a shorter report alongside a greater level of data accessible online.

"This is at my level, very clear and concise, handy format." **Voluntary organisation representative**

"I don't know whether it is a good comparison, or if it is a measure about WPD itself based on your own targets. Who checks that, is there an independent review?" **Energy/utility representative**

"If it is a comparison between DNOs, do Ofgem do their own comparison report?" **Voluntary organisation representative**

"If this is for customers, they would want an internal comparison." **Energy/utility representative**

"As there are people who do want data it would be best to have both, alongside a five or ten minute read which would be a version to reach more people." **Energy/utility representative**

**Table 3:**

The table agreed that careful use of graphics, like those utilised in UK Power Network's report, were preferred. Stakeholders did not like North West Electricity or Northern Power Grid's approaches. The table agreed on option 2 as the best alternative layout, with one stakeholder observing that having a portrait orientation was preferable for scrolling on an electronic device.

"UK Power Network has a good report. The imagery stands out and it includes interesting details. I do not care for North West Electricity's report since it is too busy." **Academic/education institute representative**

"Northern Power Grid is too busy with too much information, which is detrimental to a summary report." **Academic/education institute representative**

"Option 2 is the clearest and easy on the eye." **Academic/education institute representative**

**Table 4:**

The table liked the summary report, with stakeholders agreeing that keeping it as it is, or going for option 2, was preferable over the other proposed designs. The table agreed that UK Power Network's report was attractive and compelling, whereas those by Northern Power Grid and Electricity North West were deemed too red and lacking in detail, respectively.

"I have to say, I like the summary report." **Energy/utility representative**

"I like the way UK Power Networks do the colour coding. Just to show progress." **Energy/utility representative**

"I don't like Electricity North West; it has a lack of detail." **Academic/education institute representative**

"UK Power Networks have good colours. Scottish and Southern Electricity's looks a bit too drab. Northern is all a bit too red." **Academic/education institute representative**





**Table 5:**

All stakeholders were of the view that the summary was an important facet of WPD's reporting, and was sized and laid out well. Several stakeholders agreed that there should be more infographics for senior management.

"I like the summary report and the yellow box helps."

**Environmental representative**

"Different types of stakeholders have different interests. Whilst I like the detailed the report as I'm an engineer, my manager is interested in the summary report."

**Business customer representative**

"Maybe there should be an infographic for the senior management." **Developer/connections representative**

**Table 6:**

Most stakeholders felt the summary report was more visually compelling than the detailed report, stating a clear preference for infographics and pictures that convey a lot of information quickly and directly.

"The summary is much more readable and the infographics really jump out from the page."

**Local authority officer representative**

"A picture paints a thousand words."

**Local authority officer representative**

**Table 7:**

Stakeholders discussed the various options for the summary report, and the table agreed that both options 1 and 2 had merits. Option 1 was marginally preferred, but it was suggested that the ideal would be a hybrid form of options 1 and 2, with the use of carefully targeted infographics.

"I preferred option 1, it's easier to read."

**Voluntary organisation representative**

"I quite liked option 2, as opposed to the other, which is just a lot of text. I liked the snapshots of information with the infographics. My preference would be for 1 and 2 with a few highlighted areas." **Law firm representative**

**Table 8:**

The table had concerns about accessibility in the summary report: some felt the text was too small, and others felt there was an over-reliance on acronyms, which made the text obscure. There was no consensus on the table's preferred style, with one stakeholder stating that they liked the size and length of the report, while another felt it should only be a one page document.

"Size of the text again - it's really small. I do like the length and size of the booklet overall though."

**Voluntary organisation representative**

"There are too many acronyms in it though. You've made the effort to make it more accessible by making it smaller and more digestible, but then you've made it inaccessible again by filling it with acronyms."

**Local authority officer representative**

"If you're doing a summary you need to be able to fit it all on one sheet as well I think. No one at any board meetings I go to is going to want to have to look through reams and reams of paper."

**Local authority officer representative**

**Table 9:**

Stakeholders agreed that they liked the summary report as it is now, finding it clear and easy to read. There was consensus that infographics were useful in summary reports as they can communicate complex issues quickly and precisely.

"I think that the summary report is clear and easy to read." **Developer/connections representative**

"In general, infographics are useful as it gives you an overall picture of an issue straight away."

**Housing/development representative**

**Table 10:**

The table generally liked the summary report, with two dissenting voices: one stakeholder felt the text should all be kept to one size, while another noted that WPD should be careful not to produce 'flashy corporate stuff' that doesn't accurately communicate WPD's content.

"I quite like this layout, where you've got topic by topic. What you could end up doing is basically a poster with flashy corporate stuff and I'm thinking: what are you trying to show me?" **Developer/connections representative**

"What I would say is keep the text all one size, because the text goes up and down and it gets quite hard to read." **Regulator/government representative**

**Table 11:**

Stakeholders agreed that the summary report provided a good base for information and was clear and concise, although one stakeholder wanted to see performance snapshots displayed throughout the report. There was consensus among the stakeholders that WPD should keep their style of reporting consistent.

"The summary report is very clear and you can look up what you're after and then having the detailed report as a support is good."

**Local authority officer representative**

"For the general public you could create a snapshot on how you're performing through the summary report."

**Energy/utility representative**

"It is better to be consistent with the reporting style so there is a level of consistency. If you keep changing things it gives off the message that the company doesn't know what they're doing."

**Business representative**

**Table 12:**

The table were very happy with the size, format, and content of the summary report, finding it appealing to a wide range of readers. In general, the table enjoyed the use of infographics, although one stakeholder cautioned against using images for purely aesthetic reasons.

"Personally, I think this is brilliant compared with other DNOs. It's to the point and less fluffy. But as an engineer I still want the facts and figures. I think this suits all customers though."

**Developer/connections representative**

"I really like what you've done here with the infographics - thinking about what's most impactful. People who are an expert audience will know what they're looking for."

**Voluntary organisation representative**

"As long as the pictures say something and there's evidence then great. Like the graphs and stuff like that. But I don't think we need pictures just to make it look pretty."

**Local authority officer representative**

"We know what bad weather looks like so you don't need photos like that."

**Local authority officer representative**

**Table 13:**

The table agreed that too many infographics in the summary reports signalled a flashy and unprofessional approach but not enough visual data analysis made the summary inaccessible and boring. In terms of style, there was consensus that neither the original nor the suggestions for tables were perfect. Most of the stakeholders believed that the number of infographics should be increased, but not significantly.

"I like this style (option 2) for the shortened report. It's nice to see lots of infographics, although there's a danger of it being too simplified, too busy, like it's trying to blind you with pictures. On the original report, the detail gives it credibility."

**Voluntary organisation representative**

"There are too many pretty pictures; I want facts. I have a cynical view, in the end, that if you asked all the people in this room have they read it, most people would say not. I don't know how you deal with that."

**Business customer representative**

"The other example reports are busier than yours. But there are too many facts and figures in yours. You need less tables; data should be in focus more. So, you need to be in the middle, not as many infographics as the others as they are overloaded, but maybe you introduce a little more."

**Local authority officer representative**

**Table 14:**

There was general agreement that WPD's summary report was a useful document to have, although most stakeholders preferred to rely on the detailed reporting. Some stakeholder expressed concern that having two reports could be confusing for some readers.

"I like this style (option 2) for the shortened report. It's nice to see lots of infographics, although there's a danger of it being too simplified, too busy, like it's trying to blind you with pictures. On the original report, the detail gives it credibility."

**Voluntary organisation representative**

"There are too many pretty pictures; I want facts. I have a cynical view, in the end, that if you asked all the people in this room have they read it, most people would say not. I don't know how you deal with that."

**Business customer representative**

"The other example reports are busier than yours. But there are too many facts and figures in yours. You need less tables; data should be in focus more. So, you need to be in the middle, not as many infographics as the others as they are overloaded, but maybe you introduce a little more."

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

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



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

**Table 1:**

The table felt that the correct priorities had been identified.

**Table 2:**

The table felt that the correct priorities had been identified.

**Table 3:**

"Skills development of staff to implement changes is a missing action area."

**Voluntary organisation representative**

**Table 4:**

The table felt that the correct priorities had been identified.

**Table 5:**

The table felt that the correct priorities had been identified.

**Table 6:**

"A missing priority is WPD focusing more on growing demand and the increasing number of housing developments." **Local authority officer representative**

**Table 7:**

The table felt that the correct priorities had been identified.

**Table 8:**

"Future planning to address growth is missing." **Local authority officer representative**

"Capacity access." **Developer/connections representative**

**Table 9:**

The table felt that the correct priorities had been identified.

**Table 10:**

"At the risk of stating the obvious, where's keeping the lights on? If this is your highest priority, I would expect it to be on this list."

**Regulator/government representative**

**Table 11:**

"A key action area missing is skills education – we have a real problem within skills. We see engineers retiring and we also have a problem getting women in engineering. We need to put more emphasis on education."

**Business customer representative**

**Table 12:**

"I think there is something missing. Retraining or growing in-house skills in electrical engineering is essential."

**Developer/connections representative**

**Table 13:**

The table felt that the correct priorities had been identified.

**Table 14:**

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
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
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%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000

### Safety education:

"I'd like to see this expanded to 70,000 - the more the better as far as safety is concerned, having dealt with the consequences of electrocuted children."

**Local authority officer representative**

### Fuel poverty:

"The payback is so enormous with this. And I'd also argue WPD is in a unique position because you're not selling this, so you have more trust and more capacity to help."

### Vulnerable customers:

"I would have much preferred to see a percentage of the people who really need it. It's vital to identify the people that really need it."

**Domestic customer representative**

"It's more important to get help to people who need it, like those with electric stair lifts. It's about defining vulnerability more effectively."

**Local authority officer representative**

"It's not about numbers, it's about effectively defining how many people need help and getting help to those people."

**Domestic customer representative**

"My other half works for the council, and I must say their links with WPD have been exceptional, particularly regarding vulnerable customers."

**Domestic customer representative**



**Table 2:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000
<b>Undergrounding schemes</b>	55km by 2023	55km by 2021	75km by 2023	90km by 2023
<b>Customer awareness</b>	50%	55%	60%	65%
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope

#### Smart networks:

"They enable some of the other things, and it is the future." **Developer/connections representative**

#### Vulnerable Customers:

"1.3m on a register but only directing support to 125k, that doesn't sound great." **Energy/utility representative**

#### Customer awareness:

"Selfishly, we receive so many general enquiries for National Grid from people who should be contacting their DNOs because they don't have a clue. This awareness needs to increase but there is not that much cost between 55% and 65%." **Energy/utility representative**

#### Fuel Poverty:

"As the government has stopped supporting green deals or renewable loans, anything you can do to help in short-term." **Local authority officer representative**

"This keeps people independent from the supplier, and raises awareness of WPD too." **Developer/connections representative**



**Table 3:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience	30%	40%	50%
<b>Business carbon footprint</b>	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
<b>Customer awareness</b>	50%	55%	60%	65%

#### Safety education:

“It is important to focus on education since we need to encourage people to go into this field. We need more engineers and we need to nurture them since they are young. I want the industry to be sexy for the future generation.” **Developer/connections representative**

#### Smart networks:

“Smart networks are important since when efficiency is supported, there will be improvements in other areas.” **Developer/connections representative**

“Smart networks are investment for the future, rather than spending money for a short-term result.” **Voluntary organisation representative**

#### Vulnerable customers:

“It is important to support the vulnerable customers. This is something core.”

**Voluntary organisation representative**

#### Fuel poverty:

“Having a better presence would help with fuel poverty. Suppliers should shoulder more responsibility regarding this issue.”

**Developer/connections representative**

#### Business carbon footprint:

“5% does not seem very ambitious and should be accelerated since it is very important sustainability.”

**Developer/connections representative**



**Table 4:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience	30%	40%	50%
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000
<b>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000
<b>Connections satisfaction</b>	Rated 8.7/10	8.9/10	9.1/10	9.3/10

**Overall customer satisfaction:**

“If it’s already industry leading then it seems less of a priority.” **Regulator/government representative**

**Business carbon footprint:**

“To me this is what every other business is doing, which is actively trying to reduce. If you are dumping your loss products into smart networks, then you are neither here nor there with your footprint.”

**Academic/education institute representative**

**Safety education:**

“Let’s increase safety education then you improve customer awareness. You need to expand the scope on education though.”

**Academic/education institute representative**

**Undergrounding schemes:**

So, you are talking about the national parks, so just in terms of scale, how much overhead line would you have already? 55k seems hardly worth doing if you have 500k across areas of AONB. But in terms of incremental change, if you do 90k rather than 5k. It’s a lot of money to spend.” **Energy/utility representative**





**Table 5:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience	30%	40%	50%
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000
<b>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000
<b>Customer awareness</b>	50%	55%	60%	65%

#### Smart networks:

“There’s a small relationship to power cuts. If you have a better grid or a managed grid you will be able to control them.” **Business customer representative**

“Cyber security and telephone threats are serious. Until we really understand how much we have to spend on this there’s not point on buying a smart meter. It will bring in more risks.”

**Voluntary organisation representative**

#### Safety Education:

“The next generation of customers are children and we should educate them on smart networks. This can tie in with customer awareness.

**Local authority officer representative**

#### Vulnerable customers:

“There are huge gaps in how we support people. We don’t think about it in the right way. Improvements are made every year but we haven’t got it right yet.”

**Voluntary organisation representative**

“There are big gaps. Throwing money at it isn’t going to solve it.” **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
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Customer awareness	50%	55%	60%	65%

#### Customer awareness:

"Customer awareness needs to be improved so that there is accountability. Often the customer facing energy company takes the blame for WPDs failings."

**Business customer representative**

#### Undergrounding schemes:

"Undergrounding is linked to resilience as outages are often caused by weather. There is a huge economic benefit from undergrounding."

**Business customer representative**

#### Smart networks:

"I feel the idea that Active Network Management might be rolled out by 2023 is quite worrying. I would rather WPD was creating a smart network much faster in order to keep up with growing customer demand."

**Academic/education institute representative**

#### Vulnerable customers:

"WPD has a critical education role to play, as many customers do not even know that they can get support."

**Local authority officer 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
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Connections satisfaction	Rated 8.7/10	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:

"I would like to give a vote to safety education – children are more likely to pick up on things than they used to be, and to go home and talk about it. I heard a story about a 19-year-old boy who electrocuted himself trying to help out with a network in need of repair. With a bit more general knowledge, he may have been able to avoid that."

**Law firm representative**

#### Smart networks:

"Smart networks should be rolled out as soon as possible." **Voluntary organisation representative**

"Smart networks coming online could help out with other areas of the network, and also other areas of improvement that we are talking about."

**Law firm representative**

#### Undergrounding schemes:

"There may actually only be a few villages, but they feel more vulnerable when there's an outage because they feel you will concentrate on the more populated areas. Undergrounding is actually better for them as a customer. So, from our POV it's good because of its impact on the environment, but it also has a benefit for service." **Environmental representative**



**Table 8:**

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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
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:

“The process of getting extra capacity is painful. It takes too long. There are lots of organisations and people who have it but aren’t using it - it’s an issue. Because then I have to pay a fortune to get access to any of it. I know it’s not your fault specifically. But I think there needs to be more pressure on the government or more lobbying.”

**Developer/connections representative**

“Same here for me, if you have connections then you have resilience. Which subsequently means you’re able to support vulnerable customers.”

**Developer/connections representative**

#### Smart networks:

“Smart meters decrease the demand and capacity on your grid so that’s a priority for me.”

**Developer/connections representative**

“Smart meters also have a positive impact on other areas, such as vulnerable customers and fuel poverty.” **Voluntary organisation representative**





**Table 9:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
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
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 8.7/10	8.9/10	9.1/10	9.3/10

#### Smart networks:

“The development of smart networks is the priority to improve resilience, foster customer awareness and address fuel poverty.”

##### Housing/development representative

“We need smart networks to accelerate the current structure of the networks. I like the idea of identifying customers thanks to smart networks.”

##### Developer/connections representative

“Smart networks are crucial to alleviate the pressure on the current networks.”

##### Regulator/government representative

#### Emergency resilience:

“I think emergency resilience is a broader issue and we need to identify the sectors where emergency resilience is more important, in the sector of healthcare for example.”

##### Developer/connections representative

“Emergency resilience is very important, although the key word behind it is education, as the people need to be informed of what could happen, and therefore have a blanket or a torch at their disposal. Emergency resilience is therefore also closely linked to customer awareness.”

##### Voluntary organisation representative



**Table 10:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Safety education	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

#### Customer satisfaction:

“Given the fact that you’re the market leader I’d say even option 1 might be generous. Obviously, you’re aspiring to remain at the top of the table, but if you get some of the other things right that may help.”

**Regulator/government representative**

#### Connections satisfaction:

“It’d be good to match connections satisfaction levels to overall customer satisfaction levels.”

**Voluntary organisation representative**

#### Smart networks:

“My understanding is that it’s not delivering the business benefits that it should to generators, distributors or other customers. I don’t think the technology is working as well as it should, it’s not ready yet. It’s like HS2, do you really need it?”

**Regulator/government representative**

“What we’d like to see is you bringing this forward, and putting the cables in before we need to do the work. We’re introducing smart motorways and one of the slow-down elements is that we’re struggling to get the power to some of our plans. We’d like to see stuff delivered earlier.”

**Regulator/government representative**

“My thought on smart networks is that academically, no-one’s defined what they are yet. We can roll out smart meters to people’s houses, but we don’t know how this will work. It’s not just plugging things in to the network, it’s about reconfiguring the network to do things that it wasn’t designed to do.”

**Domestic customer representative**



**Table 11:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Emergency resilience</b>	20% communities and businesses supported to improve resilience	30%	40%	50%
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Vulnerable customers</b>	125,000 supported a year during power cuts	150,000	175,000	200,000
<b>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000
<b>Safety education</b>	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope
<b>Customer satisfaction</b>	Rated 8.9/10	9.1/10	9.3/10	9.5/10

#### Smart networks:

“There are people willing to pay for a smart meter but they don’t actually know about it – so we need more education around it.” **Energy/utility representative**

#### Undergrounding schemes:

“If you’re living in the city that’s one thing but if you’re in the countryside then undergrounding is a huge deal.” **Local authority officer representative**

“Just the feedback I’ve got is that people couldn’t care less about natural beauty.”  
**Business customer representative**

#### Customer awareness:

“Do people really care about customer awareness? They just want the power.”  
**Business customer representative**

#### Safety education:

“If you live in the UK you have a very charmed life – we take for granted that we have energy all the time so a larger emphasis needs to go on education.”  
**Energy/utility representative**

#### Business carbon footprint:

If you’re investing in smart networks, then there is less travel and naturally less carbon footprint.”  
**Business customer representative**





**Table 12:**

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
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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10

#### Connections satisfaction:

“My view is that compared with other DNOs I’m happy with where it is now. It’s so much better than other DNOs I deal with.”

**Developer/connections representative**

“I’d like to see service improvements with the mapping systems, tracing connections back to a local sub-station and knowing if it’s got capacity for a development.”

**Developer/connections representative**

#### Fuel poverty:

“I think that lies with the energy supplier not the distributor. There are regulated businesses out there who can supply licences. It hasn’t got much to do with distribution engineering but a lot to do with energy supply.” **Developer/connections representative**

#### Customer satisfaction:

“It’s the cost of improving this that’s a concern. That would be paid for by the customer. I’m happy with it as it is now.” **Developer/connections representative**





**Table 13:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Customer awareness	50%	55%	60%	65%
Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
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 8.7/10	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

#### Customer satisfaction:

“You’ve got to be seen to be getting better. If you’re at the top of graph that’s the only one place for you. Don’t sit on your laurels, you can’t be a Leicester City. Amazon are best because they deliver. It’s all about customer perception.”

**Business customer representative**

#### Business carbon footprint:

“Climate change is the biggest threat to wildlife in our time. For the business, long term it’s going to save you money, investing in this. You’re a company and you’ve got an important role to play. Lead the way in sustainability.”

#### Emergency resilience:

With climate change and things with flooding that we’ve never seen before, I think that it should have a higher priority.”

**Developer/connections representative**

“These businesses should be investing in resilience for themselves.”

**Voluntary organisation representative**

#### Customer awareness:

“It’s a failure that people don’t know who you are. After privatisation 20 years ago everyone should know. People in our village talk about the Electricity Board. They don’t know the difference between a supplier and a distributor, they don’t know who to call in a blackout. You’ve got to do all you can to improve awareness; people should be thanking you and not the Electricity Board”

**Business customer representative**



**Table 14:**

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
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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%

#### Smart networks:

“From a business point of view in terms of maintaining the network, the smart network could cope better. From a personal point of view, in terms of managing environmental impact, if you’re using your energy more effectively then this will help massively. You’ll get increased customer satisfaction with this too.”

**Voluntary organisation representative**

“Both fuel poverty and vulnerable customers might become quite connected with smart networks. If you’re engaging with customers at this level, it might filter down.” **Local authority officer representative**

#### Vulnerable customers:

“If you’ve got 1.3million on the priority register and during any one year you support 125k, that doesn’t seem much. I would have thought that your target should be to support 100%.”

**Local authority officer representative**

“The target should be that you aim to support 80%, 90%, even 100% of the vulnerable customers. I think the way the measurement is presented is wrong.”

**Voluntary organisation representative**

#### Fuel poverty:

“I think in terms of satisfaction and corporate responsibility, as a company who market themselves as someone who actually cares they should be spending a lot here.”

**Voluntary organisation representative**



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

**Table 1:**

This question was not discussed.

**Table 2:**

This question was not discussed.

**Table 3:**

Some stakeholders stated that they would pay extra to achieve their package, but it was noted that not every customer would have the same willingness to pay.

"I will contribute as much as I can really."  
**Developer/connections representative**

"I would be willing to pay £10 on top of my current bill, but whether every customer would be willing to pay is the question."  
**Voluntary organisation representative**

**Table 4:**

The table agreed that they weren't qualified to answer the question, as it was too commercial a proposition.

"I really wouldn't know how to answer this."  
**Regulator/government representative**

"This is too much a commercial question to ask."  
**Developer/connections representative**

**Table 5:**

The majority of the table settled on £2 as a figure they would spend to achieve their package.

"£2 seems okay for a majority of households."  
**Environmental representative**

**Table 6:**

The table did not arrive at a precise figure, instead weighing up whether customers should be paying for these improvements at all.

"Customers should not be paying for these improvements, as WPD is a monopoly. WPD should be proactively pursuing these aims in order to justify their monopoly and should be aiming to provide more of a social benefit."  
**Local authority officer representative**

**Table 7:**

The table did not agree on a precise figure.

**Table 8:**

One stakeholder suggested that £1 on each section seemed reasonable, but the table reached consensus on the view that WPD should reduce their profits and spend that on these priorities.

"You could reduce your profits and spend some of that on some of the sections."  
**Local authority officer representative**

**Table 9:**

This question was not discussed.

**Table 10:**

There was no consensus on this question. One stakeholder suggested they would pay an extra 10%, but was concerned that they didn't have enough context on what the trade-off might be.

"For me, I would be happy to pay more than £10, but I don't know what the trade off is, what I'm losing if I pay more here. If I was losing management perks in the company, then sure, but if it's something more integral to the operations then maybe no."  
**Developer/connections representative**

**Table 11:**

There was no consensus on a precise figure, but some stakeholders stated that they would be willing to pay an extra sum on top of their bill.

"I'd be happy to pay more if investment went into these priorities and if services were improved."

**Local authority officer representative**

**Table 12:**

The table agreed that it was a difficult question to answer, as there was a discrepancy between the amount one can pay.

"Without increasing the £98? 10%."

**Developer/connections representative**

"It's a really hard question. There's a difference between the amount you'd be willing to pay and the actual value. Do these actions have to come out of a fixed budget?"

**Developer/connections representative**

**Table 13:**

This question was not discussed.

**Table 14:**

No fixed amount was arrived at, with some stakeholders saying they would be happy pay more, while some were unwilling to pay anything extra.

"I wouldn't spend more at the cost of distribution."

**Local authority officer representative**

"I'd be prepared to pay extra because you see how important the network is. You see the relevance of this."

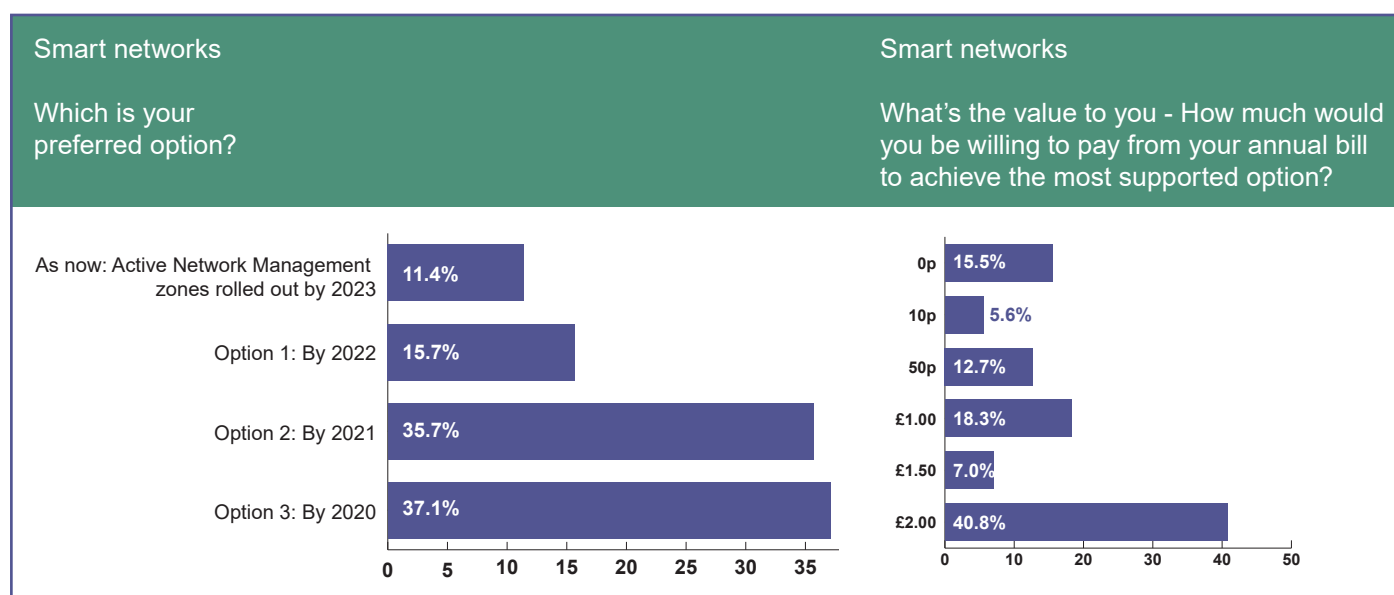
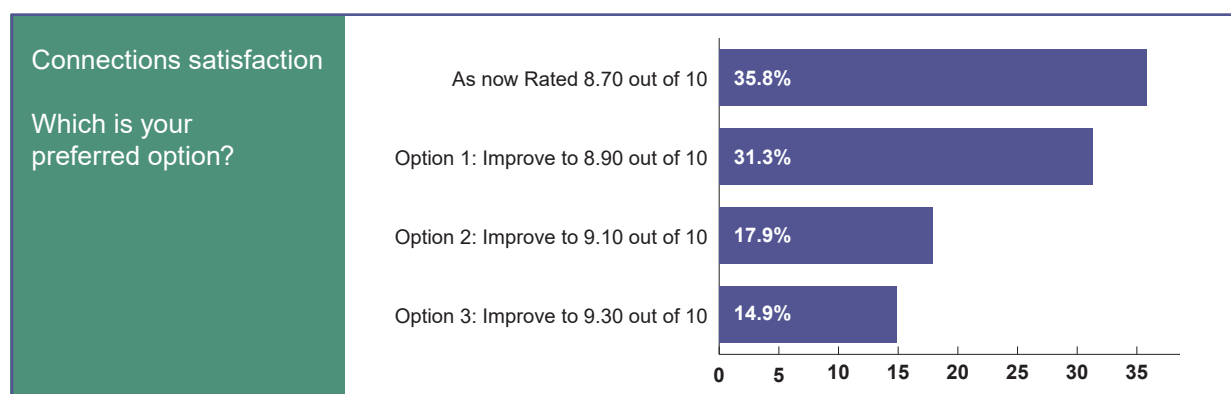
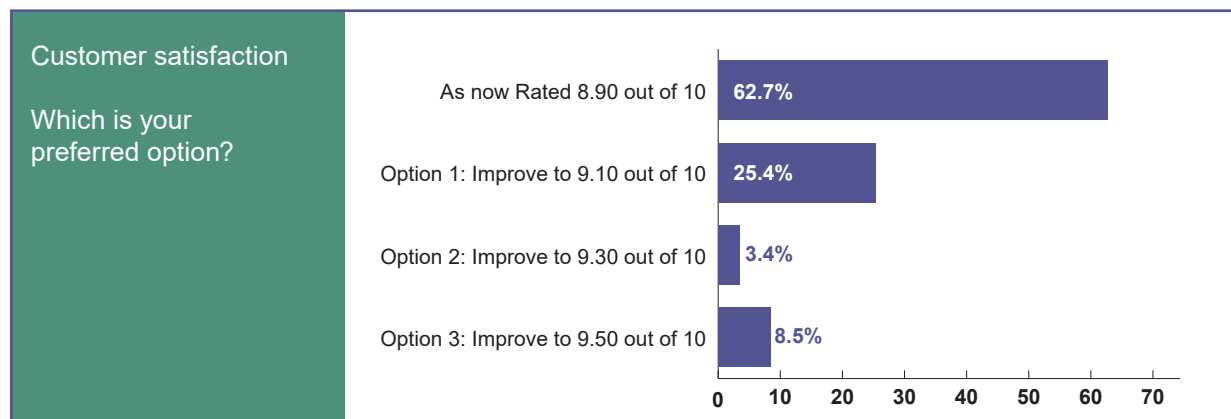
**Local authority officer representative**





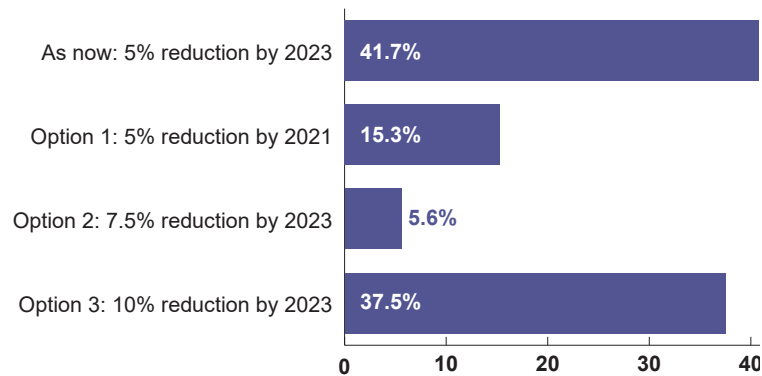
## 2D. ELECTRONIC VOTING: WHICH IS YOUR PREFERRED OPTION FOR EACH CATEGORY?

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



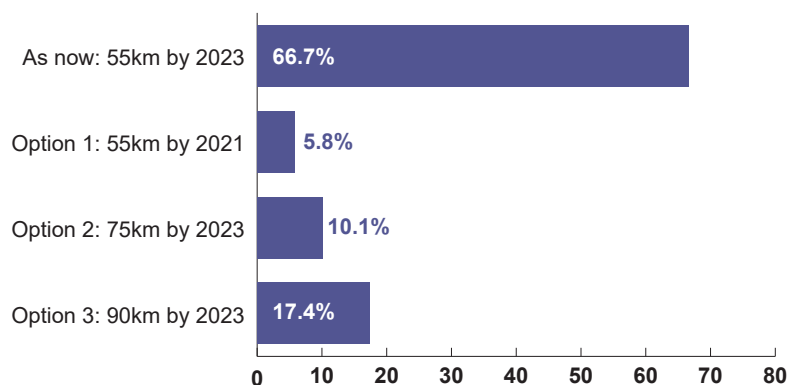
## Business carbon footprint

Which is your preferred option?



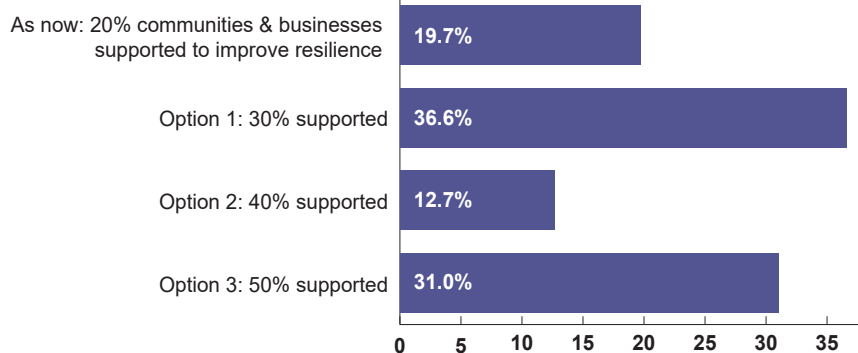
## Undergrounding schemes

Which is your preferred option?



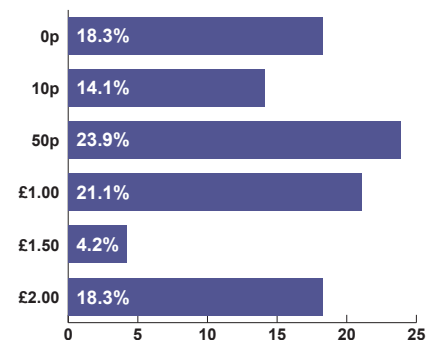
## Emergency resilience

Which is your preferred option?



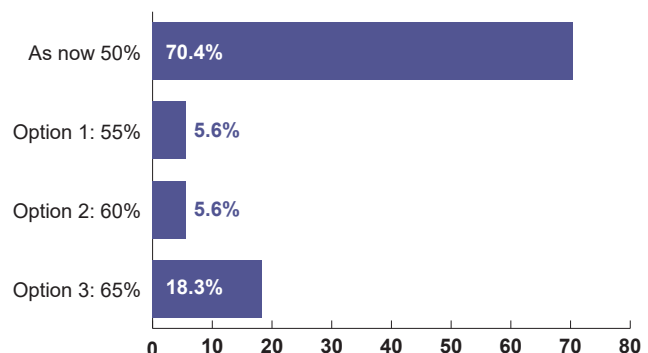
## Emergency resilience

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



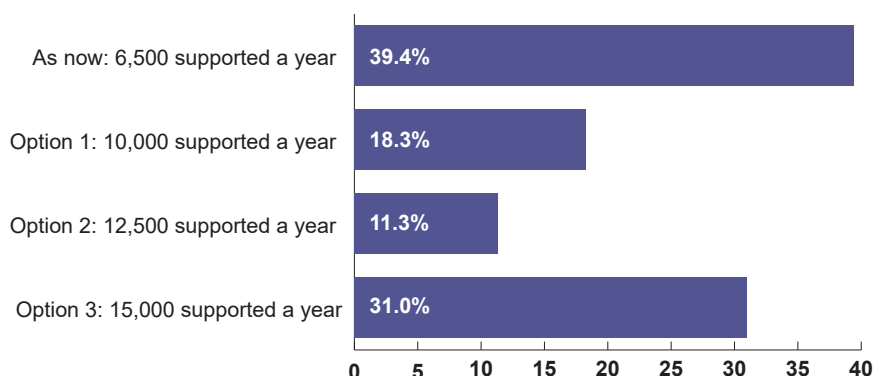
## Customer awareness of WPD

Which is your preferred option?



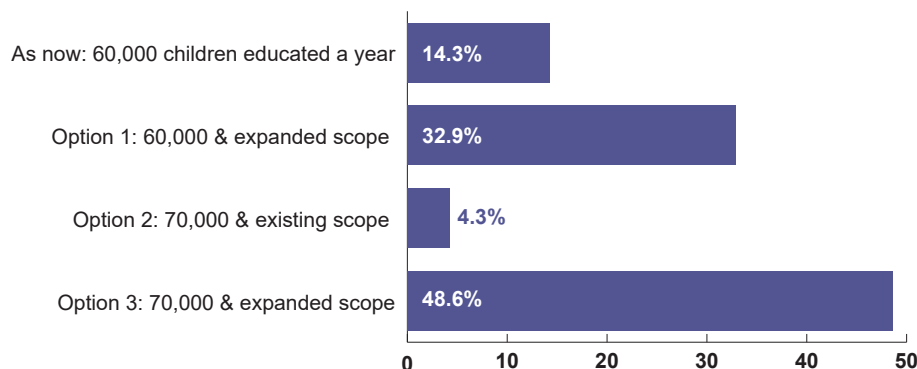
## Fuel poverty

Which is your preferred option?



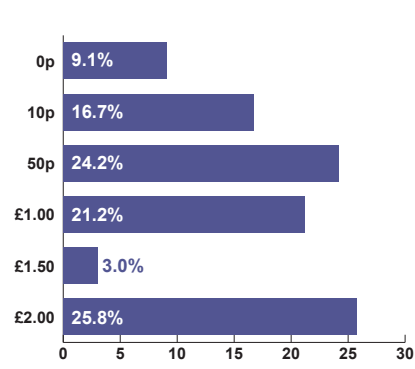
## Safety education

Which is your preferred option?



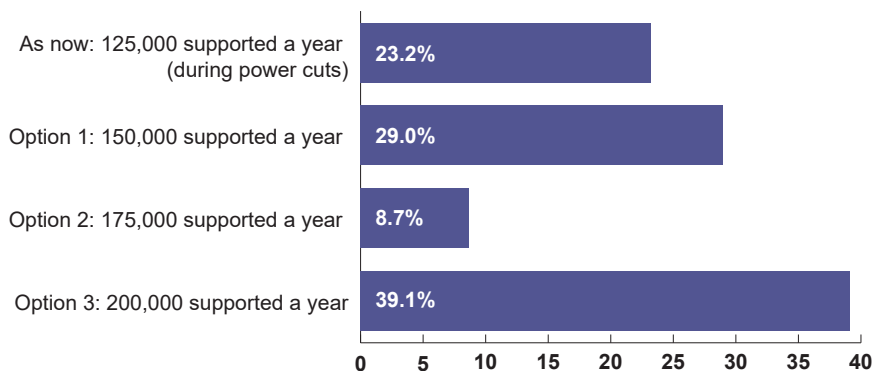
## Safety education

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



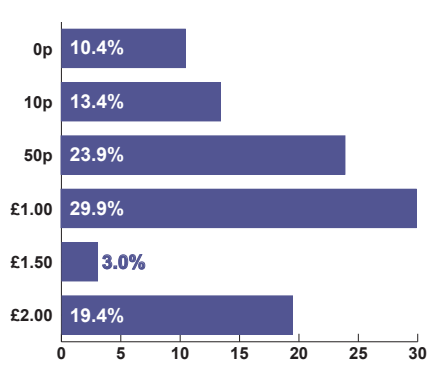
## Vulnerable customers

Which is your preferred option?



## Vulnerable customers

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



## 6 | WORKSHOP 3: Future networks

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

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

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

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

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

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

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

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





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

**Table 1:**

The table did not agree in general with WPD's DSO priorities, finding them either too inward facing to be relevant to customers, or immaterial to the primary need of consumers: keeping the lights on. One stakeholder felt there should be greater focus on embedded generation.

"My thought is that they are all inward-focused. Also, it's my job to understand these things. If I was a consumer, I'd be thinking 'so what?' These could be re-termed as flexible-usage innovations for the customer, rather than being framed as inward technical matters." **Developer/connections representative**

"Because they are moving from one system to another, wouldn't it be inevitable that most of these concerns will be internal matters? As a consumer, I don't see these things as much of a priority. Providing I get my electricity, I don't have a problem." **Domestic customer representative**

"I think there needs to be more of a focus on embedded generation, too." **Energy/utility representative**

**Table 2:**

There was consensus that WPD had the priorities right, and that the transition to a DSO was necessary.

"Seems sound to me in terms of a new technology world, distributing energy and managing the grid." **Energy/utility representative**

"You have to do it, don't you." **Voluntary organisation representative**

**Table 3:**

The table felt that the DSO priorities needed to be more customer facing and focused

"I think they should be nurturing a closer connection to the end customer." **Voluntary organisation representative**

"The policies should be adapted to the customers. The results should be expressed in more concrete numbers and be more obvious to end customers." **Developer/connections representative**

**Table 4:**

Stakeholders felt that the priorities were lacking certain details or were too vague. One stakeholder felt that a time differential, innovation and industrial strategy were missing from the priorities, and was concerned that there might be future conflicts between DSOs and DNOs.

"WPD needs to adjust the timescale and the time differential. We don't have that differential here at all. I also think you are missing innovation, and energy strategy, and what I'm not seeing here is the same level of innovation from other DSOs. I think it's a bit too high level. Will you have the separation in the future between you being a DSO and DNO? My concerns are that going from a DSO vs DNO perspective you going to have conflicts?" **Developer/connections representative**

"It's all a bit vague." **Energy/utility representative**

**Table 5:**

The table had differing opinions over the DSO priorities: some felt they were correct, others pointed out that local issues were missing, and others felt the whole transition to DSO should be paused until a comprehensive risk assessment had been undertaken.

"From an infrastructure perspective, I agree." **Business customer representative**

"There's nothing about local integration." **Voluntary organisation representative**

"This needs a pause button until we understand the national threat situation and undertake a national risk assessment." **Local authority officer representative**

**Table 6:**

The table questioned whether the priorities should have more focus on specific issues, such as small businesses, while one stakeholder felt the priorities were too vague.

"Do WPD have any specific policies or priorities that deal with or target small businesses?" **Business customer representative**

"I agree in principle, but would really like to see them explained in more detail." **Developer/connections representative**

**Table 7:**

The table agreed that the DSO priorities were correct.

"I agree, those are the main priorities."  
**Voluntary organisation representative**

**Table 8:**

The question was not widely discussed but one stakeholder felt that future planning had been missed from the priorities and that there was no inclusion of strategy into the forecast models.

"No planning for the future. There's also no explicit outline of your plans to address strategy."  
**Local authority officer representative**

**Table 9:**

The table agreed with WPD's DSO priorities.

**Table 10:**

The table did not discuss this question.

**Table 11:**

The table did not reach consensus: one stakeholder felt that there should be greater emphasis on security, another on micro-generation. Two stakeholders mentioned the importance of balancing different priorities, but felt that overall the priorities were correct.

"There needs to be more explicit emphasis on cyber security. There are 600 cyber-attacks a day on the National Grid so it is a big problem. If you don't talk about it, it's like you don't know it's happening."  
**Business customer representative**

"I would add micro-generation – how we can balance generating electricity to consumers and regional power plants."  
**Energy/utility representative**

"What may be technically right in one area might not be commercially right in another – it is a balancing act. Overall, the priority points are good."  
**Local authority officer representative**

**Table 12:**

In general, the table agreed with WPD's DSO priorities, but some stakeholders raised the issue of making sure the end results worked for the customers and that any costs were not passed on to them.

"I have no reason to disagree."  
**Local authority officer representative**

"The only concern I would have is the additional cost for the customer when it becomes a DSO. It's the first mention I've seen of electric vehicles. The key to that is that the energy suppliers provide a time of day charge. It's got to be attractive to the end user."  
**Developer/connections representative**

"They seem quite sensible to me. I think you need to avoid the massive costs the customer has to face. Approaching it in a way where it fits into how customers can use smart meters in their home and how they can help you look at how you use your own network."  
**Voluntary organisation representative**

**Table 13:**

There was consensus that the priorities are comprehensive, although some stakeholders had some suggestions for additions, such as the inclusion of a preliminary statement, a greater focus on security, and splitting energy use into 'historic' and 'present'.

"In the realm of politics there is the question of domestic security. People have flagged the problem, thieves in the network could discover when people are away."  
**Business customer representative**

"Maybe you could split item 1 by time. Have historic and present energy use split into two points, with future use separate. They could be viewed differently."  
**Local authority officer representative**

"There should be a paragraph prior to the list, a general statement, that the data will only be used for monitoring purposes, a preamble at the start that we will not use it to turn you on and off."  
**Business customer representative**

**Table 14:**

The table felt that the priorities were correct.

"They all seem to make sense."  
**Local authority officer representative**

## 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:**

The table agreed that it was a no-brainer to allow networks to access smart meter data, and that the benefits, if felt by the customer, were self-evident. One stakeholder felt that smart meter data would not make consumers use less energy, but this point was generally disagreed with around the table.

"If it's beneficial to the customer, it has to be good."  
**Local authority officer representative**

"Other than making the entire system more efficient, I think it's rubbish that consumers will use less simply by having a smart meter."  
**Domestic customer representative**

"I disagree with that quite strongly."  
**Developer/connections representative**

**Table 2:**

The table agreed that the benefits of having access to smart meter data were evident in having better asset management and more detailed knowledge of network demand.

"Currently the data goes to supplier, but the DNO role is different with different information, this allows us to have better asset management on the network and to know at a more granular level the reasons behind demand."  
**Energy/utility representative**

**Table 3:**

The table were concerned that customers felt the benefits, and that any assets, such as data, were assessed regularly to ensure benefits continued to be felt.

"It would be good to get all the assets assessed periodically, which would yield safety and cost benefits to customers."  
**Voluntary organisation representative**

"If the smart meters are truly smart, they should be able to interact and impart information to the customers."  
**Developer/connections representative**

**Table 4:**

Stakeholders felt that the benefits hadn't been explained well to customers, and that, furthermore, the cost saving benefit wasn't very impressive.

"£23 isn't really that much of a saving for dual fuel. I guess the benefits have been explained but not very well."  
**Energy/utility representative**

"And if the overall saving for dual fuel is only £23 how is that being sold properly to the consumer?"  
**Regulator/government representative**

**Table 5:**

The table felt that they understood the benefits of accessing smart data, quoting information, reporting and outage detection as key reasons why networks needed the data.

"Information is key."  
**Environmental representative**

"For reporting to be credible this information will be a huge benefit. There is a lot of difference on figures."  
**Business customer representative**

**Table 6:**

The table could not reach consensus on this question: some stakeholders felt that WPD had not given enough information on the benefits of sharing smart meter data, while others felt the opportunity to manage demand and capacity via smart meter data had been understood and needed to be implemented as soon as possible.

"WPD have not given enough detail and I would need more information before I could claim whether it would be beneficial."  
**Developer/connections representative**

"Because of government taxation changes, electric cars are in high demand right now and therefore smart meters are needed as soon as possible so that networks can understand and manage when there will be high energy demand."  
**Local authority officer representative**

**Table 7:**

The table felt mostly that it would be beneficial for networks to access smart meter data, explaining the benefits of having detailed information on the network, but also stating that there were risks as well as benefits to be negotiated.

"There is no choice; that data is going to be available whether you like it or not. Yes, there are risks, but hopefully these can be mitigated."

**Voluntary organisation representative**

"I think WPD should get that data! How else can they maximise the electricity distribution without knowing the facts of the network? I think it's important to make the distinction – with regard the data – that this is something that exists only for the network. It's about how you target it and it's not property specific." **Law firm representative**

**Table 8:**

The table did not discuss this question.

**Table 9:**

The table did not discuss this question.

**Table 10:**

Stakeholders felt the benefits had been sufficiently explained, but not the costs, the sacrifices, and the risks of sharing that data

"To me the issue is if I can see the benefit, we'd also need to see at what cost, not just the financial cost, but also what you as a supplier has to give, and what we as a customer has to give. Not only monetary terms, but what you sacrifice, the risks; does it also mean that a failure could mean a wider knock-on effect. With benefits, you also need to think about risks."

**Developer/connections representative**

"Yes, risk and reward. Does my bill get lower because you're getting smarter, or do I not get anything even though I'm giving a huge amount of data."

**Regulator/government representative**

**Table 11:**

The table felt that the benefits had been sufficiently explained, and that people were too sensitive about sharing data.

"There's no problem in accessing data – it's for the benefit of the network who in return will give a better service." **Business customer representative**

"People are so sensitive about their data but when they're on their phone they are giving away so much more data. WPD has explained it sufficiently and in a beneficial way." **Energy/utility representative**

**Table 12:**

The table had mixed feelings on the question, with some seeing clear benefits to accessing smart meter data, such as the ability to identify problems on the network, while others saw issues with security and privacy.

"Personally, I think it would be good because it could do away with individual feeds. If you already have that information to hand with smart meters at each property you can avoid additional work and excessive costs doing it the other way round."

**Developer/connections representative**

"Yes, if you could identify problems - power cuts and things - that would be good."

**Developer/connections representative**

"How secure is the information? For me it's the security side. I'm assuming the supplier will also have the information? Who has the overall governance on that information?" **Local authority officer representative**

**Table 13:**

The table unanimously agreed that the benefits for the networks were clear, but that the benefits for customers had not been adequately explained, and, furthermore, might be intangible. One stakeholder had concerns about the cost of implementing smart meters, stating that the cost benefits were slim.

"Definitely. They are beneficial for WPD, not necessarily the customer." **Business customer representative**

"There is a clear argument for energy saving. It's so surprising that people don't know the benefits, they don't know that WPD don't automatically know about power cuts." **Developer/connections representative**

"I think smart meters are inevitable but my biggest concern is cost. It's big money. I don't see the customer getting much benefit as it doesn't seem to be affecting their bill significantly. I see the benefits as marginal." **Business customer representative**

**Table 14:**

The table all agreed that it would be beneficial for networks to access smart meter data.





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

**Table 1:**

The table mostly agreed that they were comfortable with sharing half-hourly data, although one stakeholder raised a concern about the data being hacked and used to establish when properties are empty.

"The vulnerability across all of IT is so huge that this is minor." **Domestic customer representative**

"From my point of view, empty houses become targets for burglars, squatters and others. So being able to identify empty houses through this data becomes important. To prevent the data being hacked, there must be the capacity for data to be deleted so people can't identify individual houses. That is a must."

**Local authority officer representative**

**Table 2:**

The table felt generally comfortable with sharing half-hourly data on the basis that it was all 'out there' already, although there were concerns that data could be 'de-aggregated' for third party use, or used to establish when a user is out of the house.

"The data is all out there anyway."

**Energy/utility representative**

"If there is a data leak, you do have a way to look into it. Knowledge of your daily routine makes you vulnerable. The individual is still there even if it is later aggregated. It makes people feel insecure and processed. Big Brother."

**Energy/utility representative**

"Technology allows people to control data about us. People have issues with it."

**Developer/connections representative**

**Table 3:**

The table felt comfortable with the idea of sharing half-hourly data if security measures were in place, and the sharing of the data itself had tangible benefits for customers.

"Security could be concerning, and measures should be in place to make sure the data is not stolen."

**Energy/utility representative**

"As long as the data is beneficial to the customers there should not be any problems."

**Voluntary organisation representative**

**Table 4:**

Stakeholders were comfortable with sharing half-hourly data and went a step further, pointing out that other parties, such as the police and researchers, could also benefit from having access to the data. One stakeholder suggested using half-hourly data to balance the network.

"It's not just staff that need this data, that's a missed opportunity. Researchers and other platforms could really benefit from this. Also, you aren't collecting half-hourly data when you are balancing a network. Again, there is a missed opportunity. I think it's a bit restrictive."

**Developer/connections representative**

"From a law enforcement point of view, it would be good to share this data with the police too. From a domestic point of view I really wouldn't care."

**Regulator/government representative**

**Table 5:**

The table had clear concerns surrounding consent and the selling of data to third parties, agreeing that only once anonymisation and aggregation had been secured would they be comfortable.

"It's about consent of the people of whose information you're using. You need the individual's permission. You need to get over the barrier of getting individual consent."  
**Voluntary organisation representative**

"Only people with genuine business needs should be allowed but someone will come along to sell it. There is commercial value in the data."  
**Local authority officer representative**

"At the end of the day people will be subject to promotional content through the door. Individuals will get bombarded by commercial outputs. Nice for research but then you end up on a bit of a slope."  
**Voluntary organisation representative**

"There needs to be a degree of anonymisation and aggregation."  
**Environmental representative**

**Table 6:**

For those stakeholders who responded to this question, the response was favourable, with one stakeholder equating the sharing of lots of data with improved service.

"WPD should be trying to gain as much data as possible so that they can provide the best service possible."  
**Developer/connections representative**

**Table 7:**

The table had mixed feelings about networks accessing half-hourly data, with some expressing concerns that WPD could competently manage the data, and others saying that aggregation was enough of a reassurance for them.

"I think there will be some concerns about the guarantee that you are able to manage the data."  
**Voluntary organisation representative**

"So long as it's aggregated, I don't see why not they shouldn't have the data."  
**Voluntary organisation representative**

**Table 8:**

Stakeholders felt that, if the data was protected, they were comfortable with sharing half-hourly data.

"Yes, I don't see the issue."  
**Local authority officer representative**

"As long as you're working within strict boundaries and doing what you can to protect our data then yes, I'm comfortable."  
**Voluntary organisation representative**

**Table 9:**

Stakeholders felt that, considering the amount of data already shared, and provided it was protected, they were comfortable with sharing half-hourly data. One stakeholder had concerns about cyber-attacks.

"As long as the information does not circulate and stays with WPD's employees in charge, I am comfortable with that."  
**Housing/development representative**

"We give Google access to much more information, I think WPD can have access to half-hourly data."  
**Developer/connections representative**

"In general, I am okay with WPD collecting data from customers. However, the main challenge is to protect the data from cyber-attacks."  
**Local authority officer representative**

**Table 10:**

The table felt reasonably confident sharing half-hourly data, provided safeguards were in place, but warned that others would not be nearly as comfortable.

"As long as the data's anonymised, I don't see there to be an issue. The more information the network operator has the more efficient they can be, but I can see why people would mind. That said, even if you had a privacy plan, I know one or two people who are absolutely paranoid and who wouldn't want WPD to have this data. There are people I know who refuse to give next of kin data, it's all about data protection."  
**Regulator/government representative**

"It's a real issue with customers and smart meters, they're worried about who's going to have access to this data."  
**Voluntary organisation representative**

**Table 11:**

Stakeholders disagreed when discussing the question of half-hourly data, with one stating that WPD needed the data, and they were therefore happy to give it, and another saying they were worried the data could be sold on.

"They can have as much data as they can because it helps them – it's a matter of interpreting data."

**Business customer representative**

"The only thing that frightens me is that will the data be sold on?" **Local authority officer representative**

**Table 12:**

The table felt strongly that they would need to have reassurances and safeguards in place before they were comfortable sharing their half-hourly data. One stakeholder stated that they wanted to know why, specifically, WPD needed the half-hourly data and what they wanted to achieve.

"It's the security and safety of that information. If you do lose it, have you got a backup? I think I'd want reassurance as someone who's had their identity stolen."

**Local authority officer representative**

"I want to know more about what the monitoring purposes are and what, specifically, staff are looking for in the data. The approach can't be 'we can do loads of stuff with this data so let's see it all'. We need to see what exactly is being done with it and what difference the data makes. You can still make some assumptions about people's presence in buildings. With this data it's very important to keep it safe." **Voluntary organisation representative**

**Table 13:**

The table felt extremely comfortable with the idea of sharing their half-hourly data, with the only caveat being that the issue of data privacy was coming onto people's radars more frequently and might need addressing.

"I am completely comfortable personally. Not a care in the world." **Developer/connections representative**

"A little bit more data being held by companies is not going to make a difference."

**Energy/utility representative**

"I wouldn't personally care but MPs are talking about data privacy more." **Business customer representative**

**Table 14:**

The table had mixed feelings about sharing half-hourly data. Some stakeholders felt comfortable so long as proper safeguards in place, others were concerned about the data being sold on to third parties, and some were concerned that the data received could be altered remotely by WPD.

"There are worse things for WPD to have access to be honest. If information is protected properly I can't see how it could be used badly."

**Local authority officer representative**

"My only concern is we've seen historically that data has either been breached or sold to third parties. Is any of my data is being sold on to a third party? As long as I can opt out of that, or it's anonymous, I'd be fine with that. I don't want to be receiving spam or cold calls."

**Voluntary organisation representative**

"My only concern would be whether WPD could alter the data they receive from the smart meters."

**Local authority officer 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:**

Most of the table felt the data privacy plan was comprehensive. One stakeholder suggested ensuring the data was safe in transmission, and another advised vetting the people who will handle the data.

"I think they've covered it."

**Developer/connections representative**

"One point is that the data should be safe in transmission, too, before it's received."

**Energy/utility representative**

"And, under number five, people should be vetted, so we know who is handling the data."

**Local authority officer representative**

**Table 2:**

The table agreed that the plan covered most of their privacy concerns, and there was consensus that WPD should have access to smart meter data on these terms.

"It all seems fine to me."

**Local authority officer representative**

**Table 3:**

Stakeholders agreed for the most part that the privacy plan was adequate, with some excited about the future of efficiency due to the use of smart meter data. One stakeholder sounded a note of caution, urging the privacy plan to be kept under review as technologies develop.

"It is a great step forward that DNOs can get consumption data, so they can implement more efficient plans."

**Developer/connections representative**

"In France and Spain, the smart meters are more advanced, and we should catch up."

**Developer/connections representative**

"It would be a good idea to keep everything under review. At the moment, it does not feel like personal information is a problem, but as it develops, it should be reviewed."

**Energy/utility representative**

**Table 4:**

The table did not discuss this question.

**Table 5:**

Most stakeholders agreed that WPD could have access to their data under the terms of the privacy plan, but one stakeholder expressed concern that the data was not safe with WPD.

"With these terms, yes. If data is abused for commercial reason then it would be a different thing."

**Voluntary organisation representative**

"What about cyber terrorism? Is the data safe with WPD?"

**Local authority officer representative**

**Table 6:**

The table felt that while they were personally comfortable with the terms of the privacy plan, public opinion was such that, no matter what plans were put in place, not everybody could be placated.

"Some people just do not like the thought of data being used by governments or companies, and therefore WPD will not be able to satisfy everyone no matter what they do."

**Local authority officer representative**

**Table 7:**

The table had questions regarding the plan, such as what quantified 'genuine business need', and felt the assurances not to sell on data needed to be clearer and firmer. As a consequence, they did not feel entirely comfortable with sharing their data, and felt its use, and that of smart meters, had not been adequately explained.

"What's the definition of genuine business need? And also, for large data providers, the potential for them to be involved is worrying."

**Environmental representative**

"It would be useful to say, bluntly, 'we will never sell your data' just to offer as firm a commitment as possible. It's important to make sure that no one would use my data other than WPD."

**Law firm representative**

"There's not enough information and not enough explanation, either."

**Environmental representative**

**Table 8:**

Stakeholders had mixed feelings about the privacy plan, with some saying they trusted WPD instinctively, while others needed more clarification for themselves, and for other customers. The consensus was that the table would be comfortable with sharing smart meter data if these issues were clarified.

"It would be nice to know what this defined period is."  
**Voluntary organisation representative**

"I would almost just trust WPD to do the right thing."  
**Local authority officer representative**

"It needs to be explained in a way that helps different customer segments and demographics understand it."  
**Local authority officer representative**

**Table 9:**

Overall, the table felt comfortable with sharing smart meter data under the terms of the privacy plan, with one stakeholder asking for reassurance that the data wasn't kept for a longer period than was needed.

"I am also comfortable with WPD's approach. However, I would like to know how the data is being used. I also would like the reassurance that the data is not kept for a longer period than needed."  
**Developer/connections representative**

**Table 10:**

Stakeholders were not clear on WPD's plan to gain consent from customers to use their data. There was a suggestion that WPD collaborate with other DNOs to develop an industry standard for smart meter data privacy. One stakeholder highlighted the need for WPD to consider their policy on FOI requests and how these will be managed with respect to customer data privacy, as well as steps to take to prevent data mismanagement.

"In this field of privacy is there any coordination between you and other people supplying other areas of the UK, to have standard across the industry?"

**Developer/connections representative**

"Thinking about how organisations are 'named and shamed' for their emissions and carbon footprints, it could be the same that with data management or mismanagement that companies like WPD could come under public scrutiny here. There could be a 'wiki-leaks' type problem here if you make claims on data management and it was exposed that there had been mismanagement of data. What are the checks and balances that WPD would put in place here to ensure no mismanagement?"

**Regulator/government representative**

"As a government organisation we're subject to FOI. So, through an FOI, people could, theoretically, still get hold of our data. Even if you've got a data protection plan, what would happen if there was an FOI? Also, even if someone could FOI you as WPD, they could come to us and FOI us on 'how much fuel are you using?' Data can be used for good or for harm."

**Regulator/government representative**

**Table 11:**

The table did not discuss this question.

**Table 12:**

The table felt comfortable with sharing their data under the privacy plan, which they felt to be comprehensive, although one stakeholder raised the issue of data sharing where new connections were joining the system.

"Aside from my request for more detail, I actually think it's a very good approach."

**Voluntary organisation representative**

"The concern I have is about connections data for new connections where you need to have a self-determined point of connection. The third-party agent or connection provider should have the same access to network data as you do. This raises the issue of data sharing."

**Developer/connections representative**



**Table 13:**

Stakeholders were mostly satisfied with the privacy plan, so long as some points were addressed. The table wanted an annual review, and wanted to clarify what was meant by 'genuine business need'. One stakeholder suggested that all the DNOs adopt the same privacy plan. Some stakeholders were comfortable with sharing their data under these terms, whereas others pointed to data hacks and leaks at other companies and felt concerned that WPD would be subject to the same abuse.

"If only staff with a genuine business need can view the data, surely anyone working for the company could prove that they had a need and access the data."

**Local authority officer representative**

"There should be a point at the bottom, saying that we will review the policy annually, with an external independent reviewer."

**Voluntary organisation representative**

"I'd like to think that the all the DNOs would have the same plan. That there would be a consistent plan for DNOs."

**Business customer representative**

"If they hacked your data and saw your consumption profile, so what? I couldn't give a toss if they saw that."

**Developer/connections representative**

"Other companies routinely demonstrate they are not capable of maintaining sufficient security and data protection. There are always stories about hacking. WPD wouldn't be any better or worse than all these other companies."

**Voluntary organisation representative**

**Table 14:**

There was general agreement that the data privacy plan is comprehensive aside from the contradiction between the claim that WPD immediately delete individual consumptions, and that they use the information to spot fraud. The stakeholders all agreed that there should be more information provided about who has access to the data, particularly other companies owned by the same company who own WPD.

"Part of the reason you'd want this information is if someone was potentially committing fraud. At some point, you'd need access to personal data and historical data to prove that they had been tampering for years. You say individual usage information is deleted immediately but the information must still be there somewhere to check for fraud. I'm a bit sceptical about how long the data is stored before it is deleted. How far back do you go? Reassurances about this in the data protection plan would be useful."

**Voluntary organisation representative**

"I think not selling data might be important enough to require a separate statement in the privacy plan. If WPD are a part of a larger conglomerate, would the parent company have access to that data, and what other companies can they give that to? How far does my information go? I think WPD could be clearer about who has access to this data."

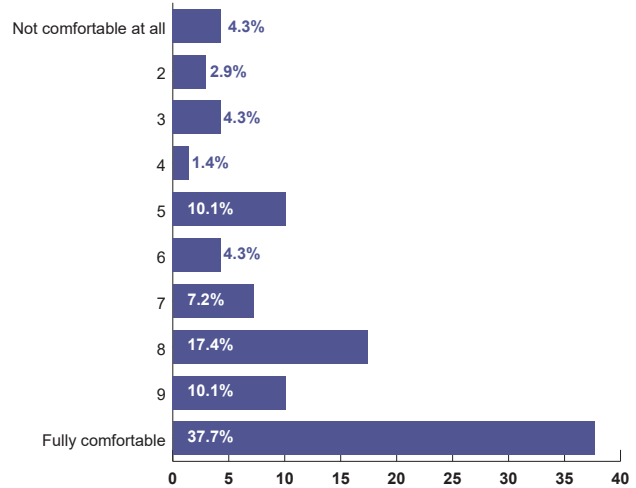
**Voluntary organisation representative**



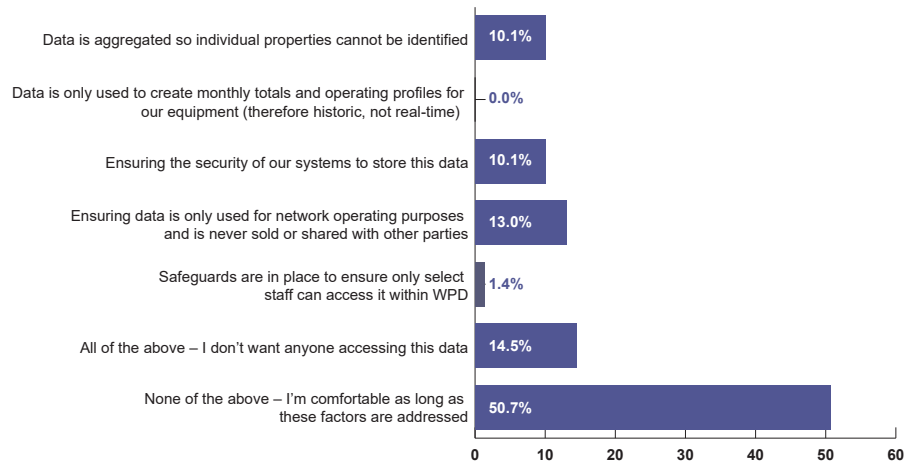


Having reviewed the objectives of WPD's data privacy plan, how comfortable are you with WPD having access to smart meter data in these terms?

1 = Not comfortable at all  
10 = Extremely comfortable



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







• A quick overview of NPD

• Three morning sessions

NPD presentation

• Choice of...

## 7 | WORKSHOP 4: Environment and Sustainability

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

### BUILDINGS ENERGY USAGE

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

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

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

Table 1:

The table mostly agreed with the proposed actions, stating that WPD should 'practice what they preach'. Stakeholders suggested site audits and incentivisation as further measures to consider.

"I do site audits, which could be an idea."  
**Developer/connections representative**

"You want the customers to be saving energy, so you should practice what you preach."  
**Local authority officer representative**

"What about a competition between sites? The winners could be paid a bonus or something."  
**Energy/utility representative**

Table 2:

The table agreed on WPD's future actions and made suggestions from their own workplaces. These included: posters with facts and figures to 'guilt' people into the more energy efficient choice; investment in solar panels and insulation; and bringing in an energy consultant.

"Education, because in our office we are made to feel guilty about it: using paper towel versus hand dryer, and at vending machines the cost of a plastic cup versus mug. Scare people with facts and figures with posters."  
**Energy/utility representative**

"Hire consultants to advise on energy."  
**Developer/connections representative**

"Do you have a policy on renewables? With solar panels on the roof for example?"  
**Local authority officer representative**

Table 3:

The table discussed incentive-based methods such as 'monitor fairies' and meters to improve buildings energy usage.

"We have a system of monitor fairies who leave chocolates on monitors that are turned off, and meters to measure which teams are using energy at what time."  
**Voluntary organisation representative**

Table 4:

Stakeholders felt that more options needed to be explored, such as working from home and making full use of smart networks.

"What's the option for working from home? Is that true across every office?"  
**Developer/connections representative**

"I'm surprised you're not highlighting your smart networks and including that in your environmental targets."  
**Regulator/government representative**

Table 5:

The table felt the changes proposed to reduce carbon emissions were small and weren't transformative or ambitious enough. One stakeholder suggested considering emissions from IT systems.

"It all seems rather marginal. Can anything more fundamental be done?"  
**Voluntary organisation representative**

"The thing missing is the IT equipment. The computers and servers. Some of this is left on for 24 hours. Some could be powered down."  
**Developer/connections representative**

**Table 6:**

Stakeholders suggested removing air conditioning and changing lighting as methods to reduce buildings emissions.

"Offices with cross-ventilation may operate effectively without air conditioning and people do adapt to different temperatures. WPD should consider removing air conditioning from its buildings."

**Local authority officer representative**

"The main problem is usually lighting. This problem may be appeased by introducing energy efficient bulbs."

**Developer/connections representative**

**Table 7:**

Stakeholders generally agreed that the current approach was good but that consistency would be key in implementing new policies, alongside updating in-house technology.

"It should be a consistent policy. Every monitor should be turned off at the end of the day. Everything that should be turned off should be turned off!"

**Law firm representative**

"Efficiency of new technology is important, too. A programme of replacing elderly items with more energy efficient ones would be good."

**Environmental representative**

**Table 8:**

The table felt that more can be done to improve the company's carbon footprint through buildings use, suggesting consulting alternative sustainable energy sources and providers.

"I didn't see anything on your own use of renewable energy?"

**Local authority officer representative**

"Yes, you should obviously be looking into things like solar panels, receiving power from wind farms, automated lights & sensors, turning your computers and monitors off, stickers on light switches and PC's as well as company-wide attitude training."

**Developer/connections representative**

**Table 9:**

Stakeholders were of the view that more should be done to reduce buildings energy usage, with educating the staff inside the buildings seen as a priority. Some were of the view that any money saved through these initiatives should go to charity.

"I do not think the solution is to address the building infrastructure, but rather the people inside them. In the old properties, the material is already there; WPD does not need to change the buildings, but rather educate the staff and make them aware of energy usage."

**Voluntary organisation representative**

"I think these actions should be considered for environmental benefits rather than for saving money. I think the money saved should go to a charity."

**Local authority officer representative**

**Table 10:**

Stakeholders agreed with the proposed actions, but pointed to proposals that were missing, such as roof insulation, sealing draughty windows and switching off air conditioning. Stakeholders also suggested zoning in warehouses to reduce the heated spaces and allow other spaces to be kept at an ambient temperature.

"Roof insulation doesn't get a mention, and maybe draughty windows in 1960s buildings should be addressed."

**Regulator/government representative**

"On the warehouses, can you concentrate workers so you reduce the heated spaces you need, and keep some of it at ambient temperature?"

**Developer/connections representative**

**Table 11:**

Most stakeholders maintained that WPD's proposed actions were satisfactory but felt more innovative methods could be investigated, such as abandoning unhealthy buildings, creating virtual teams and recycling heat.

"Do WPD actually need all the buildings? Maybe it's just because they've always been there. They could look at the bigger picture and assess; do we really need them?"

**Energy/utility representative**

"WPD could base staff from home. Can we get resources to them in an innovative way? They could look in to video conferencing and virtual teams."

**Business customer representative**

"WPD could copy what other sectors are doing and recycle heat to heat up the buildings."

**Local authority officer representative**



**Table 12:**

The consensus was that WPD is doing enough to address buildings energy usage, although some stakeholders suggested a full usage audit and a 'switch off week'.

"I like the idea of the 'switch off week'. A couple of years back we went round to see who had left their monitors on standby. The ones who had switched them off got a sweet. So, staff incentives can be good."

**Local authority officer representative**

"I was wondering whether you'd audited the buildings just to see where the biggest energy users are? It is useful to install low energy lighting but that tends to be the lowest energy use anyway. If you audit current usage you can prioritise how you approach the changes."

**Voluntary organisation representative**

**Table 13:**

There was consensus that as WPD is in the energy sector they had to show action and awareness on energy saving.

"Any business has got to show some awareness of energy saving. Especially if you are in the energy business." **Developer/connections representative**

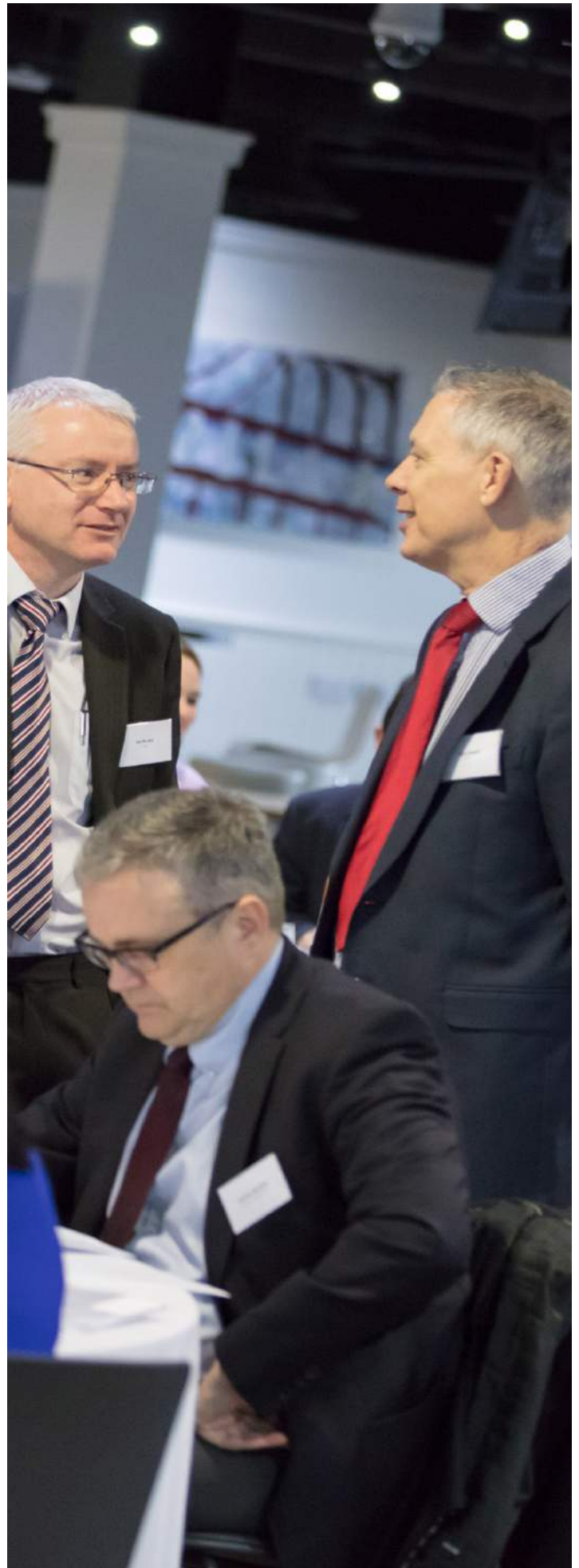
"It's a serious issue. For environmental reasons and because it will save you money. You're an energy business, you should be at the top." **Voluntary organisation representative**

**Table 14:**

The table felt that WPD's actions were sufficient.

"It seems to me that you're doing everything you can. There's probably not much more you can do."

**Energy/utility representative**





## VEHICLE EMISSIONS

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

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

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

**Table 1:**

The table made suggestions for reducing vehicle emissions, such as trackers, but disagreed over whether implementing electric vehicles would improve emissions.

"A lot of the other DNOs are putting boxes in, which monitor speed." **Developer/connections representative**

"The biggest thing they could do - and I would love to see this happen - is to make the fleet electric." **Developer/connections representative**

"I have reservations about that: you're just shifting the pollution to the generators." **Domestic customer representative**

**Table 2:**

The table agreed on WPD's future actions to address vehicle emissions, with additional suggestions from stakeholders that included a 'no travel month' for office staff and incentivising drivers with league tables.

"Scottish and Southern Energy have a no travel month in December, and others have to drive to meet them. They think differently about how they have their meetings." **Energy/utility representative**

"Data and mileage, are there telematics or controls on vehicles? You could monitor fuel consumption and give driver of the month awards, or have weekly league tables." **Local authority officer representative**

**Table 3:**

The table agreed on analysing drivers' data to understand methods of improving driving styles and routes taken.

"Data of the vehicles should be collected to understand how to encourage drivers to drive more efficiently, and offer appropriate incentives." **Voluntary organisation representative**

**Table 4:**

There was general agreement that more innovation from WPD was needed in tackling vehicle emissions.

"These are all fairly standard." **Developer/connections representative**

**Table 5:**

Stakeholders felt that changes in transport and driving would lead to only marginal gains and that something more radical was required, such as eliminating meetings and rolling out hydrogen vehicles.

"There are marginal gains. It's not going to make fundamental changes/improvements. Never going to get 50% reduction with drivers driving better." **Voluntary organisation representative**

"Cut out meetings. Trial hydrogen vehicles. Rolling this out across the whole business will have a serious impact." **Voluntary organisation representative**

**Table 6 :**

Stakeholders were not keen on the proposed videophone conference rollout and suggested there was little incentive to move away from highly polluting vehicles as there was no cost-benefit.

"Video conferencing from a phone is an absolute nightmare." **Developer/connections representative**

"Moving away from highly polluting vehicles still does not make much sense from a cost-benefit perspective, especially for heavy vehicles." **Local authority officer representative**

**Table 7:**

The table agreed that driver training was useful, however there was a worry about being overly paternalistic with employee behaviour. The risk of sub-contractors interfering with these policies was also noted.

"There's a risk of 'Big Brother' type approach with things like telematics and league tables. Why not aggregate the data, or in fact only reward people instead of punish?"

**Law firm representative**

"You should also have a bit of trust in your employees – no need to check in on them all the time. There is an issue with sub-contractors here, too."

**Voluntary organisation representative**

**Table 8:**

The table thought that more should be done with video-conferencing, and that attaching incentives to driver training could work to reduce emissions.

"I don't know why we're not doing way more videoconferencing? It just makes sense. We're wasting money and causing traffic. The technology's there, it's cheap and easy to use."

**Developer/connections representative**

"If you had a bonus scheme you'd be able to attach that to their driving training or driver account."

**Local authority officer representative**

**Table 9:**

Stakeholders agreed that WPD's initiatives went some way to addressing vehicle emissions but felt there was more to be done, such as implementing trackers and allowing employees to work from home.

"I agree with WPD's future actions to address vehicle emissions. However, I think they should go further. For example, the employees need more incentives to share cars. WPD should also monitor the employees' driving and put trackers on the vehicles to plan optimal routes."

**Housing/development representative**

"WPD should also think about a policy that allows the staff to work from home."

**Developer/connections representative**

**Table 10:**

The table highlighted the need to embed good driving practice as part of a low emissions policy into company culture, suggesting making drivers more accountable for their journeys, employing journey planning and implementing a policy where managers approve vehicle travel.

"Perhaps in cities you could use public transport more and build that in as the office culture. In my company, if I wanted to drive up here I would have to have the driving approved as part of our driving safety culture, otherwise I'd get the train."

**Developer/connections representative**

"All our vehicles are tracked with fobs, that's somewhere we've made really savings, so if a vehicle is on idle, we can ask the driver why."

**Regulator/government representative**

"At the end of the day we're committed to reducing carbon emissions, and so we make it the terms that you work for us under. It's part of your training package and part of the T&Cs you sign up to when you start working for us."

**Regulator/government representative**

**Table 11:**

The table was of the view that more innovative actions could be taken on vehicle emissions, such as the use of electric cars or the adoption of newer tyre technologies.

"Smarter technologies should be adopted. You can also have an improvement in tyre technologies with lower resistance – this could save you 3-4% in emissions."

**Local authority officer representative**

"Electric cars are playing a key role in trying to reach emissions goals."

**Energy/utility representative**

**Table 12:**

The table agreed that WPD was doing enough to tackle vehicle emissions but felt they could also investigate using natural gas to power larger vehicles and assessing the weight each vehicle carries.

"People are looking at natural gas as fuel for articulated vehicles. Waitrose are looking at it and there's a wider network growing."

**Voluntary organisation representative**

"The only thing that's maybe missing is looking at the weight they carry. Is there anything unnecessary, as this will have an impact on fuel."

**Developer/connections representative**

Table 13:

Most stakeholders thought that more information and detailed analysis was needed to choose the most effective environmental policy: video-conferencing was felt to be ineffective and potentially wasteful of energy and driver tracking might be unpopular.

"I can't believe you could sensibly have a video conference with ten people in separate places. It doesn't strike me as plausible. I can't imagine ten people with their own iPads would work very well. Its seems anarchic to me." **Business customer representative**

"Has anyone done a study on travelling versus video conferencing and how much power they use? The power to charge all these laptops and iPads has to come from the grid. The real benefits seem to come from time saving." **Energy/utility representative**

"The workers driving for WPD, they're not paying for fuel, so they go into a different mode of driving when they get into work, instead of home. But tracking would cause massive revolt from employees. Is it worth it?" **Developer/connections representative**

Table 14:

Stakeholders felt strongly that WPD could have a big impact in tackling vehicle emissions. The table suggested changing employee cars, producing 'smart routes' that would cut down on right-hand turns, and changing driver behaviour.

"The actual journey to and from work contributes quite a lot to the business carbon footprint. A lot of councils are doing schemes where employers can buy cars much cheaper. It changes the behaviour of the workers in terms of how they relate to energy usage. If you can't change your commercial vehicles then maybe you could try and change the vehicles your employees use." **Local authority officer representative**

"With smart routing, FedEx and UPS have been cutting down on right turns. This stops you sitting idly waiting for a gap in the traffic. It reduces emissions and also can reduce the amount of accidents." **Voluntary organisation representative**

SULPHUR HEXAFLORIDE (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:

There was consensus that SF6 needs to be managed rather than replaced, and that more should be done to persuade the manufacturers of the detection cameras to lower their cost.

"From the arguments that have been put today, it seems we have to manage it rather than replace it." **Domestic customer representative**

"The manufacturers probably make a massive margin on those cameras, so they should reduce the price!" **Developer/connections representative**

Table 2:

The table did not discuss this question.

Table 3:

Stakeholders agreed that more SF6 cameras should be purchased, but not at the expense of research into alternative solutions.

"Continue to search for alternative solutions." **Developer/connections representative**

"WPD should invest in more cameras, with one for each location." **Developer/connections representative**



**Table 4:**

Stakeholders were generally of the view that the actions proposed to address SF6 were outdated and that more research and innovation was needed.

"There has been a lot of innovation and personally I would like to see WPD investing in vacuum technology. I don't think there is another gas to replace it that is completely inert free." **Energy/utility representative**

"To me this isn't about singular detection equipment, it's about having some sort of gauge perhaps that feeds back into the main system that shows a drop in pressure and then an investigation to replace."  
**Developer/connections representative**

**Table 5:**

Stakeholders agreed on the need to increase the number of SF6 cameras. However, there was consensus that the cost of SF6 cameras was high and that alternatives should be considered.

"You would want to know how often the camera is used and how often it detects a leak."  
**Environmental representative**

"If the cost is £60,000 WPD should use some money to find cheaper ways to make that camera."  
**Voluntary organisation representative**

**Table 6:**

The table was not concerned greatly by SF6 emissions, and largely agreed that cameras were not a good investment. The table agreed that investing in research made more environmental sense.

"I do not care about SF6 at all. I doubt that the video cameras would really be a worthwhile investment."  
**Developer/connections representative**

"I would need to know whether there were high volumes of SF6 released in order to determine whether investment in cameras is worthwhile. Investment in replacement gases may be a better and more environmentally conscious option."  
**Developer/connections representative**

**Table 7:**

It was agreed on the table that it was positive that WPD was trying to tackle the problem presented by SF6, and that while the outlay on new kit seemed large, the impact was such that it should be considered.

"You don't get the same risk on the safety side of things, but you are clearly working on alternatives so that's great." **Voluntary organisation representative**

**Table 8:**

Stakeholders felt the only viable option to deal with SF6 was to continue research into alternative gases.

"The ability to detect is crucial here as you can make such a huge difference. Even though the kit costs £60,000 it would definitely be worth it. Maybe even just one more would be useful straight away. One for each DNO area? Also you should do what you can to look into alternatives. This has to be the way forward."  
**Business customer representative**

**Table 9:**

Stakeholders felt the most important action to tackle SF6 was in research and development of alternative gases.

"We all agree WPD should continue investing in research to replace SF6." **Housing/development representative**





Table 10:

Stakeholders suggested a cost-benefit analysis to support the investment case for the cameras, as well as an assessment to see where the existing camera is most used to ensure it is held at the most appropriate location. The table suggested that WPD could work with switchgear manufacturers to ensure that more pressure is put on them to respond to leakages.

"At National Grid they have a system where they're fined for SF6 leakage, so a process like that, where if the cost of the cameras offsets such a fine, or a cost related to the leakage, then you can be justified in buying the camera."

Developer/connections representative

"Look at where your bulk use is. Maybe it's better to have the camera in cities and towns where you have more plants, and therefore, I'd guess, more leaks."

Regulator/government representative

“With having a leak and then replacing, can you challenge manufacturers on this, say ‘look there are standards here’, things are leaking, and then push on them to manufacture better products to reduce your leaks.” **Developer/connections representative**

**Developer/connections representative**

Table 11:

Stakeholders agreed that the issue of SF6 was critical, suggesting education and the purchase of more cameras as crucial actions.

“The biggest issue is education – people don’t realise how bad this stuff really is. I think it is very important to address these issues.” **Energy/utility representative**

### Energy/utility representative

"We need more than just four cameras. It is so important and for a large geographical area we need more."

**Business customer representative**

Table 12:

All stakeholders agreed that appropriate research is being done on the issue of SF6, but felt the manufacturers of switchgear also had a responsibility to invest in solutions.

"I wonder what the manufacturers are doing? They have a responsibility as well."

**Developer/connections representative**

"I wonder how competitive the market for manufacturing switchgears is?"

**Voluntary organisation representative**

Table 13:

Most stakeholders saw SF6 as a serious issue, and thought a business case was the most sensible way to approach the problem.

"I think it's good to look for alternatives, like we do in our industry. If there's a better solutions for the environment and it's cheaper, then it is better."

### Business customer representative

"It seems reasonable that you are spending on research."

**Voluntary organisation representative**

Table 14:

The table suggested the information on SF6 was somewhat vague, and had questions on its scale and impact. They saw the price of the detection cameras as, in context, negligible, and advised continuation of industry research.

“Are leakages increasing? What’s the scale of it?”

**Energy/utility representative**

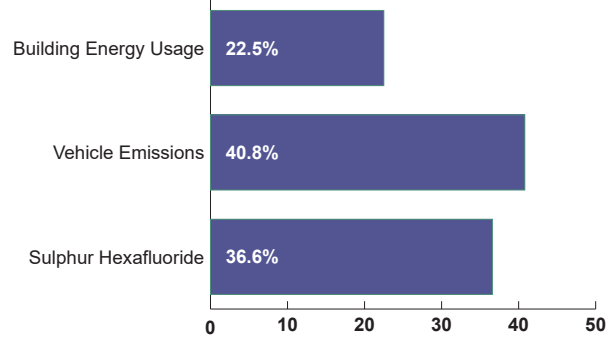
"In the grand scheme of things, buying another camera is a drop in the ocean." **Energy/utility representative**

"I think if you're supporting industry research then you'll find an alternative eventually. That's all you can do."

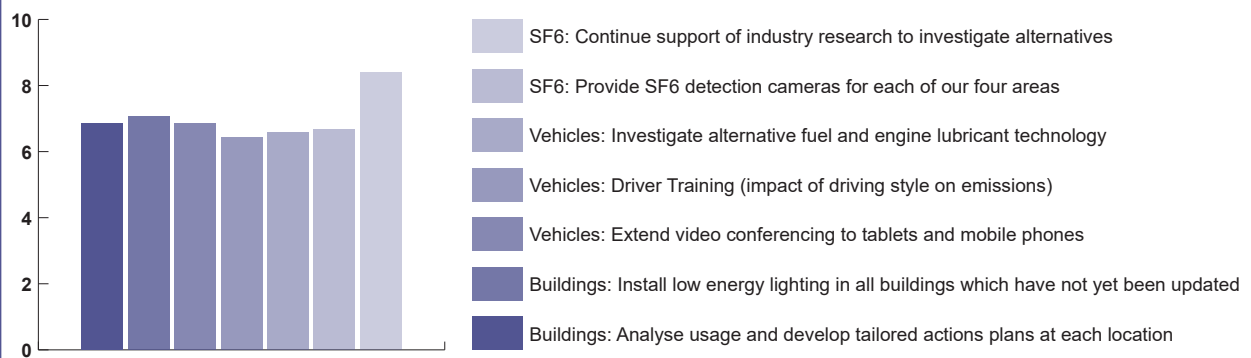
**Local authority officer representative**



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:

- All utilities companies should get together and have one Priority Services Register.
- Suggestions were made to work more closely with: private housing developers; the Pegasus Project (West Midlands Police); Shropshire Fire Authority; and more housing associations.
- It was agreed that Affordable Warmth projects needed to be moved around to higher-need areas and continued in areas where they had been successful.
- It was felt the competition process for organisations to be involved in the innovation scheme was off-putting as it required time with no guarantee of success.

## 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:

- The single point of connections contact is working well, but additional support for small businesses wanting to connect would be appreciated.
- There are difficulties with development sites, as connections costs can wipe out value and/or profits.
- The costs of connections could be explained better.
- Many suggested that constraint and capacity maps would be useful, even at a high level, to give an overview.

## Emergency Resilience

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

Key points stakeholders raised were:

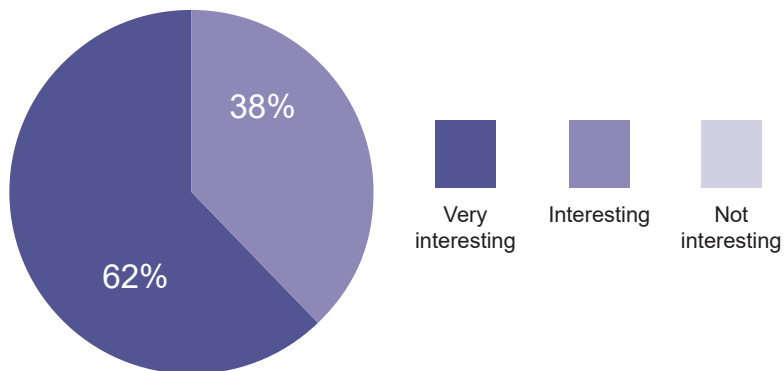
- The emergency 105 number should be added to the booklet.
- The ten-minute checklist should be prioritised and moved from page 8 to the beginning of the booklet, or to the back cover.
- The booklet was found to be useful, with good use of colour and graphic design.
- The contents could be just as applicable to domestic customers, and therefore the booklet could be amended for wider use.



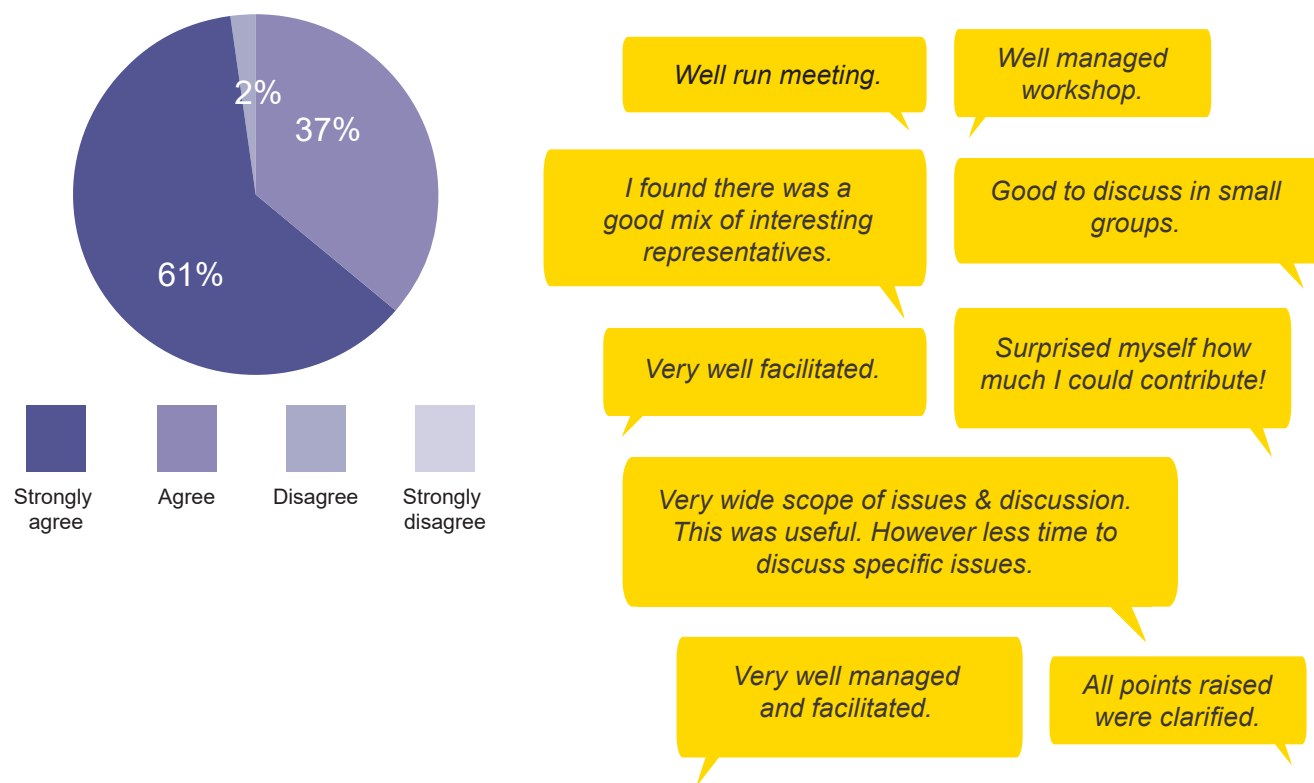
Of the 66 stakeholders who attended the workshop, **56 completed and returned their feedback forms.**

## 9 | Written Feedback

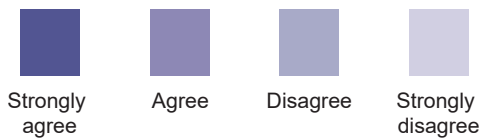
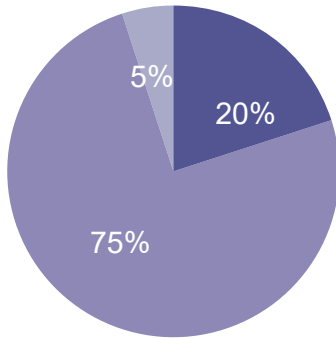
Overall, did you find the workshop to be:



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



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



*Wasn't too sure what my involvement would be today (police) but an interesting learning day.*

*Opportunity for more technical attendees to comment on technical matters would be useful.*

*I was here for resilience but the whole thing was fascinating. Thank you.*

*There could have been more choice of question around future innovation and DSO role and more understanding of money involved in trade-offs.*

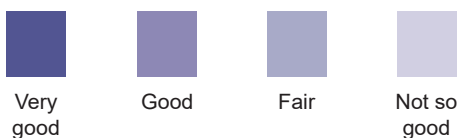
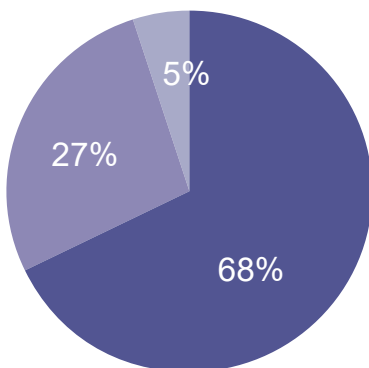
*Wasn't too sure how technical you were going to go today but happy!*

*I appreciate with a wide stakeholder engagement everything is not going to appeal to everyone.*

*It would be useful to clarify and confirm the WPD role in reference to fuel poverty and vulnerable people.*

*Right topics. Better balance to be achieved (less time on environment & sustainability).*

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



*Well managed & everyone given opportunity to speak.*

*An excellent program.*

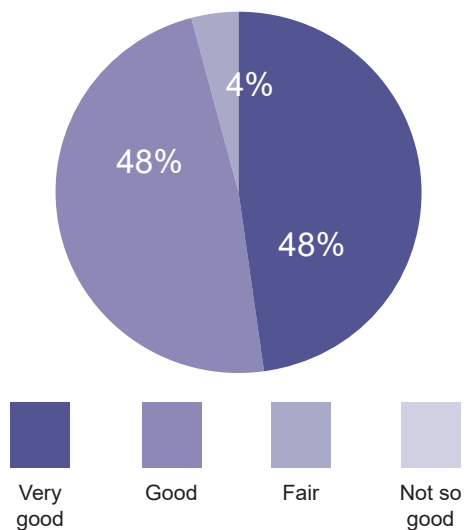
*Westbourne did a superb job.*

*The roundtables broke up the presentations & allowed for deeper discussion of the issues of the day.*

*Great team work by all and ensured we all had the opportunity to contribute! Thank you!*

*Worthwhile discussions with an interesting cross section of views as always.*

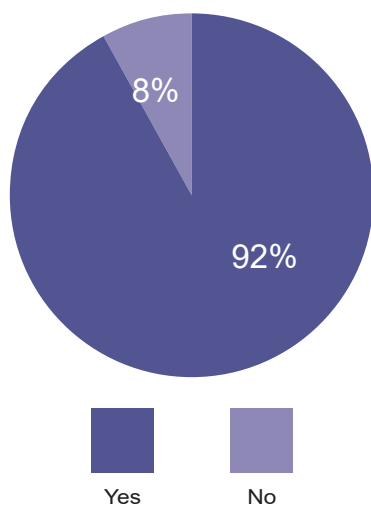
### What did you think of the venue?



*Haven't had lunch yet but it smells good.*

*Good but very cold.*

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



*The booklet with the slides was useful, helpful and professional.*

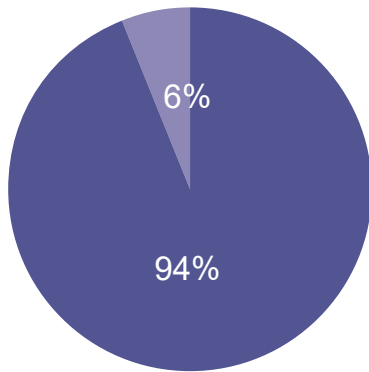
*Could not see overheads but happy to use booklet.*

*Great copies of the presentation.*

*The booklet with the slides in was an excellent idea.*



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



Yes No

*I do enjoy learning what WPD is doing / planning to do in the future.*

*Please talk about safety and innovation at future events.*

## ANY OTHER COMMENTS

*Excellent event and management.*

*Thank you for a very informative day!*

*These meetings do feel that WPD is productive.*

*Thank you for a very interesting morning. I am leaving with more knowledge of WPD's systems and working practice.*


*Well done. Extremely professional...maybe genuinely world class event (and company).*





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