



# Annual Stakeholder Workshops 2017

## Bristol

Westbourne

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# CONTENTS

<b>1</b>	<b>Introduction</b>	<b>4</b>
<b>2</b>	<b>Overview of the workshop</b>	<b>5</b>
<b>3</b>	<b>Summary of feedback</b>	<b>6</b>
<b>4</b>	<b>WORKSHOP 1: What do you think about our approach to reporting?</b>	<b>9</b>
1a	What do you think about our approach to reporting for 2015/16? (detailed report)	9
1b	What do you think about our approach to reporting for 2015/16? (summary report)	12
<b>5</b>	<b>WORKSHOP 2: WPD's long-term priorities</b>	<b>15</b>
2a	Do you consider there to be a key action area missing?	16
2b	In which categories do you think WPD's planned approach is appropriate and in which do you think they it should go further?	17
2c	How much would you be willing to pay from your bill to achieve the package your table arrives at?	26
2d	Electronic voting: which is your preferred option for each category?	27
<b>6</b>	<b>WORKSHOP 3: WPD's Future networks</b>	<b>30</b>
	<b>WPD's priorities to enable the transition from a DNO to a DSO</b>	<b>30</b>
3a	Do you agree with WPD's DSO priorities?	31
	<b>The potential benefits of smart meters for networks</b>	<b>32</b>
3b	Do you agree that it will be beneficial for networks to access smart meter data? Have we sufficiently explained the benefits?	32
3c	How comfortable are you with networks having access to and using smart meter half-hourly data in general?	33
	<b>WPD's smart meter data privacy plan</b>	<b>35</b>
3d	What do you think of WPD's 7-point approach to data privacy and how comfortable are you with WPD having access to smart meter data in these terms?	35
<b>7</b>	<b>WORKSHOP 4: Environment and Sustainability</b>	<b>38</b>
	<b>Buildings energy usage</b>	<b>38</b>
4a	Do you agree with our proposed future actions to address buildings energy usage?	38
	<b>Vehicle emissions</b>	<b>40</b>
4b	Do you agree with our proposed future actions to address vehicle emissions?	40
	<b>Sulphur Hexafluoride (SF6)</b>	<b>42</b>
4c	Do you agree with our proposed future actions to address the issue of SF6?	42
<b>8</b>	<b>Afternoon Surgeries</b>	<b>44</b>
<b>9</b>	<b>Written Feedback</b>	<b>46</b>

## 1 | Introduction

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

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

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

In January / February 2017, WPD hosted six workshops in locations across its network area in order to get feedback from stakeholders. The third of these workshops took place at the County Cricket Club in Bristol on 26th January 2017.



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

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

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

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

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



## 2 | Overview of the Workshop

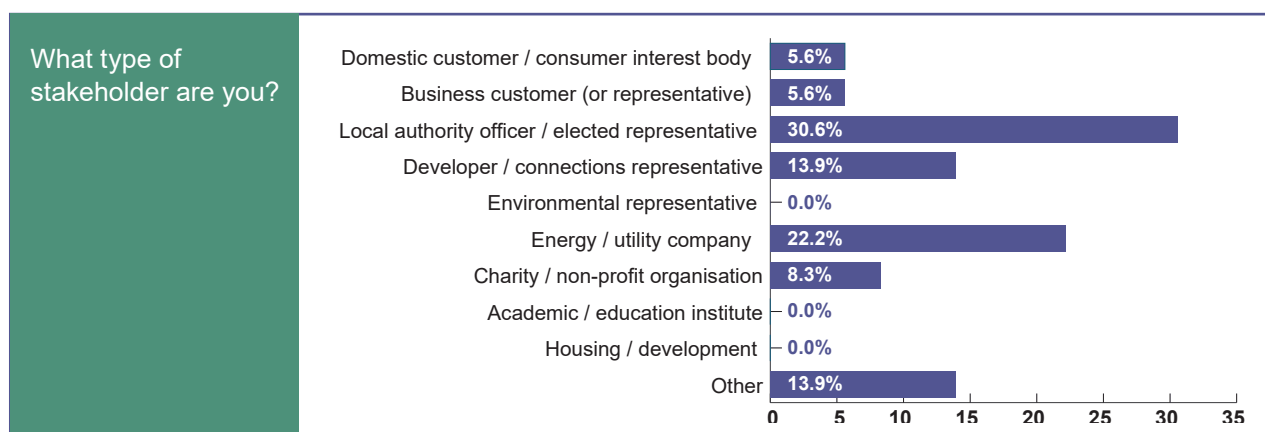
After a brief explanation of WPD's role and an update on its 2015/16 performance, the workshops were split into three discussion sessions. Each session began with an introductory presentation given by a senior WPD representative; after this there were roundtable discussions. At the end of each session,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

The three areas for discussion are shown below:

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

### ATTENDEES:

A total of 40 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 Grid
- Avon and Somerset Constabulary
- Avon Local Councils Association
- BEIS
- Bristol City Council Energy Service
- British Red Cross
- Citizens Advice
- Combe Hay Parish Council
- Devon County Council
- Dwr Cymru Welsh Water
- Ebdon Farm
- Exmoor National Park Authority
- First Gen International
- GE
- Geldards Llp
- Green Frog Power
- Kier
- North Devon Council
- North Somerset Council
- Prevailing
- Regen Sw
- S&C Electric Company
- South Gloucestershire Council
- South West Water
- Stephens Scown
- Sustainable Direction
- UK Power Reserve
- University of Bristol
- Warm Wales
- Wessex Water
- Whitchurch Parish Council
- Worcester City Council

## 3 | Summary of Feedback

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

- Most stakeholders responded positively towards the sample reports presented during this session. The use of colour, design, infographics and imagery were praised, with a small number of stakeholders warning against the reports becoming too stylised at the expense of content.
- Many stakeholders highlighted the importance of providing a range of reports of differing levels of detail, so that specialist stakeholders can access detailed information and generalist stakeholders can gain a broad understanding.
- Many encouraged WPD not to simplify the detailed reports.
- Several stakeholders mentioned how they would prefer information to be broken down by region or license area, so that better or worse performing areas can be identified.
- Some stakeholders felt that the information aimed at customers was too complex, and would be better served by a very basic version of the information, such as a picture-led pamphlet.
- There was agreement from some that as the report would be mainly viewed electronically it should be designed accordingly.

### Workshop session 2: Long-term priorities

- Smart networks, emergency resilience, vulnerable customers, safety education and fuel poverty were all popular priorities; and many stakeholders felt that more should be invested in these areas to achieve more ambitious targets.
- The general view was that customer satisfaction was already adequate, and should not be prioritised further.
- Undergrounding schemes were not considered to be a priority, with many feeling the money would be better spent reducing the impact of future projects or helping vulnerable people.
- Many stakeholders pointed out that the priorities were interlinked, and an improvement in one area could lead to an improvement elsewhere.
- Consensus could not be reached on the willingness to pay for an enhanced package, with some happy to contribute 10% or more and others concerned that any increase could exacerbate fuel poverty.



## 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"/> 1.0	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"/> 1.0	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"/> 2.43	By 2020 <input type="text"/>
<b>Business carbon footprint</b>	↓5% by 2023 <input type="text"/>	↓5% by 2021 <input type="text"/> 1.33	↓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"/> 1.57	40% <input type="text"/>	50% <input type="text"/>
<b>Customer awareness</b>	50% <input type="text"/>	55% <input type="text"/>	60% <input type="text"/> 2.0	65% <input type="text"/>
<b>Safety education</b>	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text"/> 1.57	70k & existing scope <input type="text"/>	70k & expanded scope <input type="text"/>
<b>Vulnerable customers</b>	125k supported a year during power cuts <input type="text"/>	150k <input type="text"/> 1.50	175k <input type="text"/>	200k <input type="text"/>
<b>Fuel poverty</b>	6.5k supported a year <input type="text"/>	10k <input type="text"/> 1.57	12.5k <input type="text"/>	15k <input type="text"/>

### Workshop session 3: Future networks

- Stakeholders were keen to ensure that the DSO model would be tailored to the different needs of different regions, e.g. high levels of intermittent renewables in the south-west.
- Technological development was seen as a priority, as was consumer demand-side management.
- Stakeholders agreed the smart meter roll-out is vital to the effective transition to DSO, and it was widely felt that WPD should work with suppliers to maximise the potential benefits.
- On the whole stakeholders were very comfortable with WPD having access to smart meter data, highlighting the importance of communicating the benefits to customers and providing reassurance regarding data privacy.
- The main concerns raised were ensuring any data is protected and not sold on to third parties, and protection against cyber security risks.
- Having reviewed WPD's privacy plan, stakeholders were asked to rate the extent to which they were comfortable with WPD having access to smart meter data; 78% selected 8 or above (on a scale of 1 being not comfortable at all and 10 being extremely comfortable).
- The most important factor stakeholders wanted WPD to consider, was ensuring data is only used for network operating purposes and is never sold or shared with other parties.

### Workshop session 4: Environment and Sustainability

- There was support from many groups for the plans to reduce buildings energy usage, but many would like more information on the costs and benefits to help prioritise the most effective actions.
- Many felt that WPD had an opportunity to introduce technologies on its sites, for example solar PV generation, smart meters, and innovative heating and lighting solutions.
- There were mixed views about the plan for reducing vehicle emissions, with some feeling that driver training and monitoring would yield strong results, and others believing that money could be invested elsewhere for greater return. Again, a cost-benefit analysis was suggested.
- Stakeholders widely supported WPD's plan to address the issue of SF6. Most felt that the investment in the detection cameras is a sound investment, but argued that in the long term an alternative solution should be found that eliminates the risks.
- 60% of stakeholders felt that tackling SF6 should be WPD's main carbon footprint priority, with 17% selecting building energy usage and 23% selecting vehicle emissions.
- In tackling SF6, stakeholders felt that WPD should focus on investigating alternatives slightly more than the detection cameras.
- For vehicle emissions, stakeholders preferred the driver training slightly more than the video conferencing and searching for alternative fuel and lubricant technology options.
- For buildings energy use, installing low-voltage lighting was slightly more popular than developing the bespoke action plans for each location.





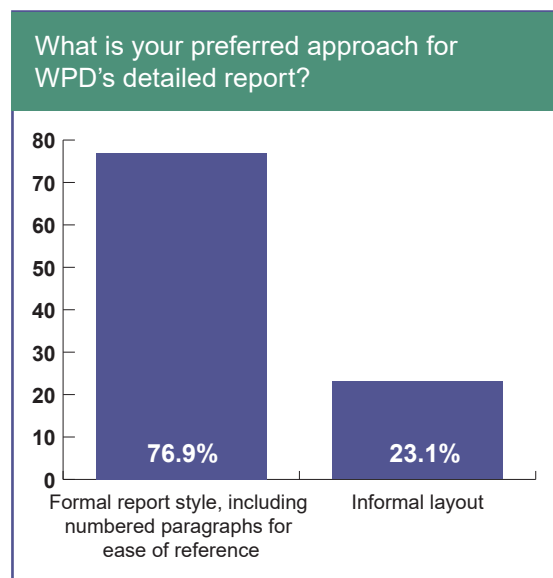
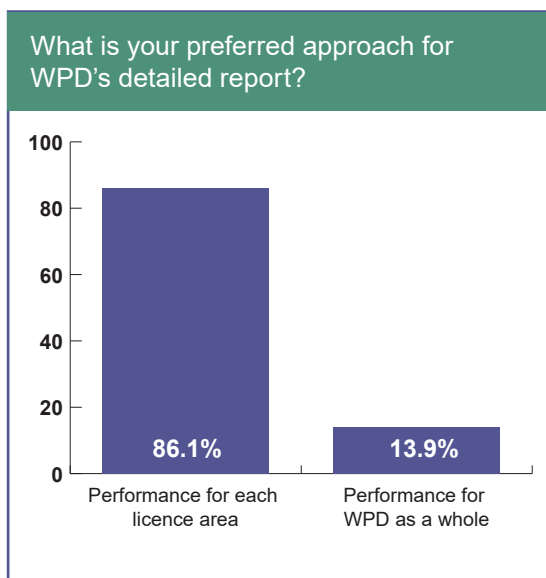
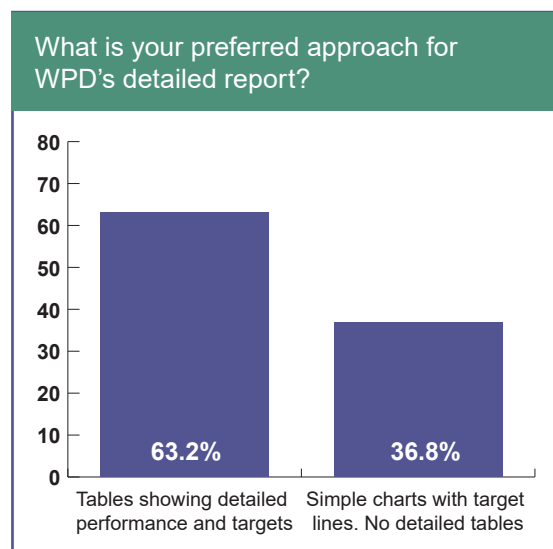
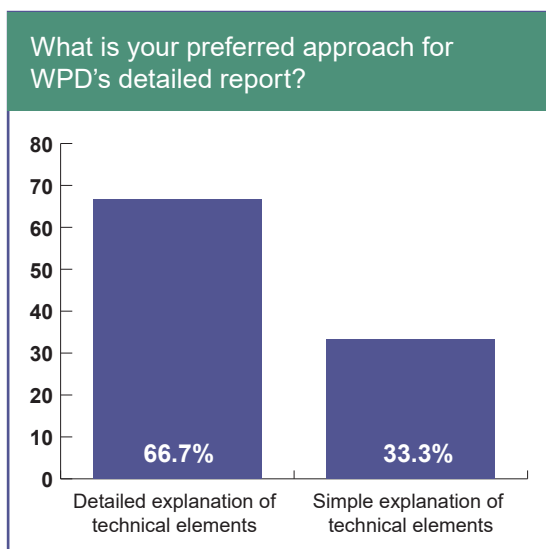
## 4 | WORKSHOP 1: What do you think about our approach to reporting?

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

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

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

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



**Table 1:**

There were mixed views from stakeholders on the approach to reporting. Most felt positively towards the new version, including the use of space, colour, design and images. They appreciated the level of detail in the full report, but suggested the document could be “daunting” and warned against the use of too much jargon. A few made specific comments on the design and layout, including dividing into more chapters and a better design for the contents page. One stakeholder noted that WPD should be careful not to become ‘too stylised’ with its reporting, as it can compromise the information being communicated.

“I would read either of these two [the chapter and the reworked chapter] cover to cover because they’re attractive, it’s got pictures, it’s very easy to see what the topic is. Whereas to pick that up (full report) and read from page 1, it’s daunting.”

**Local authority officer representative**

“I think you’ll switch people off if it’s too much jargon, but if the graphs are easy to read, and it’s simple, it’s easier to use.”

**Developer/connections representative**

“What I don’t like with other companies is when they include pictures of something random, random customers just switching a light on or something, but what you’ve done is really your work which is great.”

**Domestic customer representative**

“Lots of effort has gone in to the rest of the report but the contents page is pretty blank. It could be designed better to help you get around the report.”

**Developer/connections representative**

**Table 2:**

Stakeholders on this table agreed that it was useful to have the shortened summary reports, particularly for parish councils. However, the group discussed how information in the detailed version is of interest to many industry stakeholders and should also be presented in an intelligible way. There was consensus that the depth of information in the detailed report should be maintained, including adding new information such as the return on regulatory equality (RORE).

“I think it’s really helpful to have snapshot versions, but I think for the detailed version, you want as much detail as possible presented in an intelligible way.”

**Voluntary organisation representative**

“For the professionals, the detailed report will be really useful, but anything with around 100 pages, for a parish council, isn’t going to be read. Short and snappy is good for us.”

**Elected representative**

“Return on regulatory equity (RORE) is missing from the detailed report.”

**Developer/connections representative**

**Table 3:**

Stakeholders agreed that the report was attractive and accessible, praising the use of graphics, photos and clear layout. They were unsure whether the level of detail in the detailed report was sufficient.

“It seems simple enough to follow and has a clear overview that can lead people onto more detail if they need it.”

**Local authority officer representative**

“The graphics and photos would attract me to the blue report”.

**Voluntary organisation representative**

“Depends upon what the range of stakeholders reading need from it... unsure whether the level of detail is insufficient.”

**Local authority officer representative**

**Table 4:**

There was consensus on this table that the level of detail required in the reports depended on the type of stakeholder reading it. Most agreed that they would not read the detailed report in full, preferring the summary report; but would refer to it when looking for specific bits of information, and agreed that indexing enabled them to find information quickly. One questioned whether the cost of producing these reports diverts funds from other areas of the business.

“It depends on who is reading it and what they require from the report. For me, the shorter the better.”

**Local authority officer representative**

“I have to read a lot of business plans and this would be an absolute godsend because of the level of detail I can take from it. The report choices allow distinct options for different people.”

**Voluntary organisation representative**

“I wouldn’t sit down and read it, but if someone asked a question I would refer to it. I would be interested in the cost of producing it. What isn’t being done because you are producing this report?”

**Energy/utility representative**

“I think the revised version is more readable.”

**Local authority officer representative**

**Table 5:**

After a discussion about who the reports are aimed at there was consensus that the reports are too detailed for domestic customers, with some suggesting that picture-led pamphlets would be more appropriate.

“I’m struggling to understand who the documents are aimed at? If it’s for domestic customers, it’s too detailed. I don’t think it works.”

**Environmental representative**

“For a summary I think it’s still too heavy on text. People need to be able to just grab key stats and information from it.”

**Environmental representative**

**Table 6:**

Some stakeholders found the detailed report extremely useful, hitting the right balance with the level of detail and providing all the detail they required for their area of work. However, the group felt the information aimed at customers was not appropriate, and could be made more accessible.

"I took a look at it and as you know I researched it heavily, I found it very accessible, told me everything. I liked the detail. I found it good." **Law firm representative**

"I think it strikes a right balance with not too much detail. If you overload it, you lose some worthwhile fact. It's good it's not such a frightening size it will scare people off." **Domestic customer**

"This is obviously aimed at customers. For the customers it's about risk and for them you need to translate that into customer language." **Energy/utility representative**

**Table 7:**

One stakeholder questioned the premise of producing detailed reports, as customers would not be interested in this level of detail. However, the rest of the table disagreed, arguing that it is important for WPD to publish information to ensure transparency and openness. There was consensus that it is useful to have a range of reports available with differing levels of detail, and that the full detailed report is vital for many people in the industry. Stakeholders would like to see information divided into geographical zones.

"I think there's a problem with lack of interest from most participants. The man on the street doesn't care about your report at all!" **Local authority officer representative**

"It's important that they produce the detailed report to show transparency and openness. We need to have access to this detailed report." **Business customer representative**

"Having that full and comprehensive information for those who want to access it, who may be a very different group, is important." **Environmental representative**

"Well they could break up the report into different areas and maybe this would be private internal information?" **Local authority officer representative**

"One thing I wanted to bring up after the presentation is they mentioned a performance improvement of 49% in terms of off time. That's rather confusing. It's well known the performance in some Western areas was terrible. A 49% improvement in the West Midlands could hide 10% failings in other areas. So yes, I would like to see regional reports." **Business customer representative**

**Table 8:**

The group agreed that the detailed report will be useful for those with a professional interest in one of the aspects of the business. It was felt that the detailed report acts as a back-up to the summary report, and allows interrogation. Some praised the new chapter report for being "approachable" and "friendly". Others questioned the usefulness of the new chapter report, arguing that it glossed-over much of the important detail, and people would only be interested in either the top line summary or detailed report.

"The information that's in the summary needs to be backed up somewhere, and I guess that's what the detailed report does." **Developer/connections representative**

"If someone is in a hurry the new version is good, if you don't want to get bogged down in it all." **Domestic customer representative**

"The style of the new version is good, but it reduces the detail, and detail is the whole point of the longer report." **Local authority officer representative**

"You want to see the service specific to different areas, but the new version gives general information, you are glossing things over in the new report if you don't show how it all works in the different areas." **Domestic customer representative**



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

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

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

**Safety**

**Public safety education**

Children and other members of the public may not always be aware of the potential dangers from the electricity distribution network. We're committed to providing over 1,000 educational resources to over 400,000 school children over the course of R10-16/17.

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

We've made good progress - during 2015/16 we delivered over one thousand educational resources benefiting in excess of 60,000 children.



**Think safe. Stay safe.**

**Public safety leaflets**

We recognise that those engaged in work or recreational activities near our network assets may be unaware of the potential hazards around them. We've committed to distributing 500,000 safety leaflets over the course of R10-16/17.

So far we've distributed over 200,000 safety leaflets. We use social media and advertising to make sure that the information we provide is accessible to a diverse range of individuals.

WPD R10-16/17 Business Plan (Governance Summary Report 2015-16) Page 1

**Safety**


**Accident frequency rates**

The safety of our 8,500 staff is paramount.


We monitor accident frequency rates and have committed to achieving a 10% reduction in our accident rate over the course of R10-16/17 (when compared to our average performance between April 2015 and March 2016).

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

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



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



Once fully - using behavioural safety to improve our performance.

During 2015/16, 8,500 members of staff attended a behavioural safety session, combining live theatre with interactive discussion.

The learning has subsequently been used by teams to generate action plans at local depots.

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

WPD R10-16/17 Business Plan (Governance Summary Report 2015-16) Page 1

### Option 2:

**Safety**

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**Think safe. Stay safe.**

WPD R10-16/17 Business Plan (Governance Summary Report 2015-16) Page 1

### Option 3:

**Safety** - a fundamental to everything we do

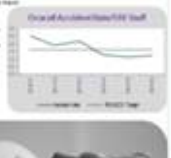
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WPD R10-16/17 Business Plan (Governance Summary Report 2015-16) Page 1

### Option 4:

**Safety... is fundamental to everything we do**

**Behavioural safety in action**

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WPD R10-16/17 Business Plan (Governance Summary Report 2015-16) Page 1

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

Option 1 50%

Option 2 23.7%

Option 3 13.2%

Option 4 13.2%



**Table 1:**

Stakeholders liked the summary report, and praised the summaries on each page which spelled out key indicators.

"I like that every section started with a summary and it spelled out your indicators, I like that I can how you measure yourselves."

**Domestic customer representative**

**Table 2:**

The table agreed that the combination of a detailed and a summary report is effective and clarity of layout is important, as are graphs and infographics. Stakeholders pointed out positive points from other DNOs' reports, including the clarity of information in Scottish Power's report and the useful colour coding in UK Power Networks'.

"I've read the detailed report and the other DNO reports, and I found the extra level of detail in the WPD report really useful. I think many of the other reports left questions unanswered."

**Developer/connections representative**

"As a retail customer, the Scottish Power report appeals to me, because there aren't too many pictures or small boxes, but lots of clear writings. It's a smart and clear layout." **Business customer representative**

**Table 3:**

There was a consensus that the report would normally be read on a screen, and a discussion on whether the report should be designed specifically for electronic viewing. The table was also in agreement that an overview section that can clearly lead readers on to more detail if they wanted it would be beneficial. Many mentioned how much they like info graphics and clear colour schemes.

"As most people will read it on a screen it should be tailored accordingly." **Law firm representative**

"A balance needs to be struck however because, on occasion, paper versions are needed."

**Local authority officer representative**

"There needs to be a link that takes people from the contents page to the page they need."

**Voluntary organisation representative**

**Table 8:**

"The blue chapter of the longer report would be a better style for the summary report, the one you've got isn't very readable, you need to be able to quickly flick through."

**Local authority officer representative**

**Table 4:**

There was consensus that the 2015/16 report is effective, and is more accessible than the detailed report. There was agreement that the optimum style would really depend on who it was designed for, but infographics are easier to digest. Most chose option 2 as the preferred option, due to the level of colour and the fact it could be easily printed off. Stakeholders praised Energy North West's infographics but criticised the use of colour on Northern Powergrid's report.

"Option 4 looks very cluttered and 2 is better than 3 because of the colour."

**Local authority officer representative**

"Energy North West's infographics for the performance snapshot is good. It is similar to the Northern Powergrid one." **Energy/utility representative**

"I don't like the use of red in the Northern Powergrid report. It is not comfortable on the eyes."

**Local authority officer representative**

**Table 5:**

Stakeholders on this table agreed that the small summary is too big for domestic customers to receive in the post and it would be better to have a one-pager with a link to a website.

**Table 6:**

The table agreed that the preferred style should remain focused on detail, and that the options were fairly similar aesthetically.

"Aesthetically they look very similar."

**Law firm representative**

"I would prefer more detail and fact than the fluffy stuff."

**Energy/utility representative**

**Table 7:**

No consensus could be reached regarding preferred design styles, and the group did not want to discuss other DNOs' reports. A majority agreed that it would be useful to see reports broken down by area, and for the report to be laid out landscape.

"I think that's rather puerile actually. It doesn't matter how the others do it - it's about if the information is there."

**Business customer representative**

"Other reports have nothing to do with it. You don't make it very clear that you are a set of different areas and that you are managing it very well."

**Local authority officer representative**

"I've always preferred the landscape approach because its more readable."

**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 did not think there was anything missing.

**Table 2:**

There were no immediate suggestions for missing areas. However, later in the conversation, electricity losses along cables emerged as a potential additional area.

**Table 3:**

"Perhaps the smart networks priority areas should be expanded above and beyond just active network management zones. For instance, it should include 'battery storage priorities' or 'automatic restoration'."

**Law firm representative**

**Table 4:**

The table did not think there was anything missing.

**Table 5:**

The table agreed the list was comprehensive and did not think there was anything missing.

**Table 6:**

"One other question is coming up: network security. There has been a lot of discussion in the States around network security. I think you should think about the next level of security, so what would you do in the instance of terror and that risk to security."

**Energy/utility representative**

**Table 7:**

The table agreed the list was comprehensive and did not think there was anything missing.

**Table 8:**

The table did not think there was anything missing.





## 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
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
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
Connections satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%

### Smart networks:

"You've got a lot of constraint issues at WPD, so I think for you smart networks will be really helpful. Everyone's catching up now (other DNOs) and they're starting to find the problems, you're leading the way."

**Regulator/government representative**

### Undergrounding schemes:

"Undergrounding comes in to smart networks, with education, with other things – I think if you're clever about it you can work with targets together. You're at 8.9, 9.1 (customer satisfaction), but look at the weaker areas and bring them together so you can bring those other areas up. If you're going to underground in an AONB, you can make it a smarter network as it goes, bring them together."

**Developer/connections representative**

### Emergency resilience:

"The emergency response when it's happening is OK, but the resilience is preparing us for when it happens, I don't think 25% is enough, at least 30%."

**Domestic customer representative**

### Business carbon footprint:

"If you do more work, your footprint can go up though! You're spending a small fortune to bring your energy in your buildings down to a good level. My view is that you have to sit within some regulation on this, no-one will let you go above that and create a massive impact."

**Developer/connections representative**

### Safety education:

"I am for the expanded scope (of safety education), we can get through life without basic education on safety, but if children were educated on energy efficiency for example in an old persons' home this would be great."

**Domestic customer representative**

**Table 2:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Fuel poverty	6,500 supported a year	10,000	12,500	15,000

#### Smart networks:

“Doing some of the work on smart networks would alleviate some of the constraints on connections.”

**Developer/connections representative**

#### Business carbon footprint:

“Regarding business carbon footprint, there may actually be a missing action area here: electricity losses along the cables.”

**Developer/connections representative**

#### Customer satisfaction:

“I personally think customer satisfaction is quite a good score as it is, and actually, focusing on other areas might not only be more important but could improve customer satisfaction anyway.”

**Business customer representative**

#### Undergrounding schemes:

“I believe there is a link between undergrounding and emergency resilience. For the policing side, underground cables are more secure, both from attacks and traffic collisions into poles. There is the visual bit, which does make a big improvement, but I think it's more about business continuity - in severe weather, too. So, I would put down 90km by 2023.”

**Business customer representative**

“Is it WPD's responsibility to improve business continuity? It would be good to improve resilience, but is it WPD's job?”

**Business customer representative**

#### Vulnerable customers:

“Vulnerable customers represent some of the most critical safety work WPD does. Making sure, when problems occur, that the people most in need are helped.”

**Voluntary organisation 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>Fuel poverty</b>	6,500 supported a year	10,000	12,500	15,000
<b>Smart networks</b>	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
<b>Connections satisfaction</b>	Rated 8.9/10	8.9/10	9.1/10	9.3/10
<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

#### Safety education:

“Safety education should be expanded further. Education should be expended more to vulnerable people and should go beyond just direct contact... Family networks should be utilised.”

**Local authority officer representative**

#### Customer awareness:

“Brand awareness is not as important as contact availability. WPD should make sure they are contactable and their information is available, over promoting brand knowledge and awareness.”

**Energy/utility representative**

#### Fuel poverty:

“Fuel poverty should receive a greater weighting in the priorities, as it is such a big national issue.”

**Developer/connections representative**

#### Emergency resilience:

“Enhanced emergency resilience is especially important to rural areas... WPD should focus on where they are providing the resilience.”

**Local authority officer representative**



**Table 4:**

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

#### Connections satisfaction:

“What would improving connections satisfaction mean? Would it mean doing additional things? That is a very high figure still. I am quite happy with the status quo.” **Academic/education institute representative**

#### Business carbon footprint:

“With business carbon footprint I usually ask people to drive things as fast as possible, but WPD is not a major component of the carbon footprint so it is not a problem. I would rather you prioritise helping others to reduce their carbon footprint.”

**Academic/education institute representative**

#### Fuel poverty:

“WPD can be involved in schemes that could directly improve fuel poverty issues.”

**Voluntary organisation representative**

#### Emergency resilience:

“I think emergency resilience is very important. It should be pushed forward as far as it can go.”

**Local authority officer representative**

“The more you can do now the better. It is quite hard for customers to understand resilience. It is really hard for them to get their heads around it unless they have experienced it themselves. I do think there is more to do more on that.” **Energy/utility representative**

#### Vulnerable customers:

“I think that the plan around vulnerable customers needs to be improved because it is so important. You are doing a fantastic job to improve it. But it is so important.” **Local authority officer representative**





**Table 5:**

How they voted:

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

**Smart networks:**

"Improved smart metres and networks would potentially create savings further down the line."

**Environmental representative**

**Undergrounding schemes:**

"It's a 'nice to have', but not essential. If you had enough money for everything else, I'd say it'd be worth investing in. But otherwise, I'd say it's definitely not a priority."

**Law firm representative**

"With my customer and conservationist hat on I'd say yes because it makes a place look nicer, but my business hat tells me it's not a priority."

**Local authority officer representative**

**Emergency resilience:**

"Especially because that links in with vulnerable customers. Two votes - I would immediately say you should try to double whatever you are already doing."

**Local authority officer representative**

**Safety education:**

"I'd like to see you driving costs down - but most of what I see is finances being incurred. Even though there are certain things like 'safety education' that I would say should not even really be a concern of WPD's. I think a certain % of the bills should be reduced."

**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
Customer awareness	50%	55%	60%	65%
Overall Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
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

#### Underground schemes:

"I really would question value for money with underground schemes. I would rather my money was spent on smart networks and customer service."  
**Energy/utility representative**

#### Safety education:

"I think there would be merit in broadening the safety education strategy. Teach kids what a smart network is and to be responsible citizens in the future."  
**Law firm representative**

#### Emergency resilience:

"That impacts on absolutely everything. I can't see this going down. It'll be an increasing curve with the weather and environment."  
**Domestic customer**



**Table 7:**

How they voted:

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

#### Customer / Connections satisfaction:

“There are some issues at the moment. It takes us a minimum of 90 days from application to connection. If we had better intelligence on what the capacity is it would help us to plan.” **Energy/utility representative**

#### Smart networks:

“I think ANM is getting a bit of a mixed reception. I’m not keen on it. Developers want to know how to make a project viable. So if you have 20MW set aside for a project that’s never built, there’s an issue.” **Business representative**

#### Undergrounding schemes:

“I represent protected landscapes. If it’s considered to be an AONB we need to look very carefully at visual intrusion. We have to be careful of these elements.” **Environmental representative**

#### Vulnerable customers and fuel poverty:

“If someone registers as a vulnerable customer they expect you to call them - it’s not a target. It needs to be 100%. It’s a service you are offering to all so all should benefit.” **Developer/connections representative**

#### Customer awareness of WPD:

“I don’t think there needs to be increased customer awareness as long as you’re helping the vulnerable.” **Local authority officer representative**

#### Safety education:

“This is absolutely paramount. Particularly with children as they’re not getting information any more.” **Developer/connections representative**  
“Broadening the scope is important.” **Business representative**

#### Emergency resilience:

“My gut feeling is there should be some more emergency resilience. But I don’t agree it should be done through the chamber of commerce.” **Business representative**

**Table 8:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
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

“Emergency resilience is very important. Emergency resilience impacts on the community as a whole more than the other categories”

**Local authority officer representative**

“There must be more focus on emergency resilience in the areas that are more prone to flooding than others - it must be location specific.”

**Developer/connections representative**

### Smart networks:

‘Smart networks, personally I see that as key and I think it’s a big, big feather in WPD’s cap, if they’re going to get smart networks for the whole of their regions by 2023 - that’s a lot of work and a lot of money, just to do that, never mind pulling it forward to 2020.’ **Developer/connections representative**

### Customer satisfaction:

8.9 is a pretty good satisfaction rating, getting higher than that, you are putting more effort in for less and less return, but if the connection satisfaction is the same as the customer satisfaction, that’s a good sign, we should focus on that.”

**Local authority officer representative**

### Fuel poverty:

“I think from my perspective, if we are going to spend money on undergrounding instead of fuel poverty, then I’d definitely go for helping people.”

**Environmental representative**







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

**Table 1:**

There was no consensus on the how much stakeholders would be willing to pay, as each person would feel differently depending on the sector they work in. One argued that smart networks will lead to savings in the long term, which could be invested elsewhere.

**Table 2:**

This group did not discuss this question.

**Table 3:**

One stakeholder suggested a 10% increase would be acceptable, and another suggested that customers are given an opt-in option if they want to see improvements.

"10% of a £98 bill is probably worthwhile for the improvements suggested for most people."

**Local authority officer representative**

"WPD should rephrase this to customers by suggesting that they could opt-in to help pay for these improvements by contributing above and beyond their normal bill."

**Local authority officer representative**

**Table 4:**

Consensus could not be reached on this point, some felt 10% would be enough and others would contribute even more. Another warned that consumers are looking to make savings, not see bills rise further.

"I would give 10% of the bill to bring things forward. But there is not enough information to provide a reasonable answer."

**Academic/education institute representative**

"People usually want to find ways to save."

**Energy/utility representative**

**Table 5:**

The group was in agreement that the burden of additional investment should not be borne by consumers, which would exacerbate fuel poverty. Queries were raised in relation to WPD's profits and comparisons drawn with the water industry which has been reducing bills.

"As a company I feel that WPD makes an excessive amount of profit. You're not regulated hard enough I feel. So I feel you are definitely able to carry out your services at a lower cost."

**Local authority officer representative**

"It's interesting that the cost of water is going down whilst electricity is going up?"

**Local authority officer representative**

"It's interesting that there's no option to reduce the costs attributed to anything on these boards. What if we wanted to reduce the focus on certain areas?"

**Local authority officer representative**

**Table 6:**

A 10% addition was suggested on this table.

**Table 7:**

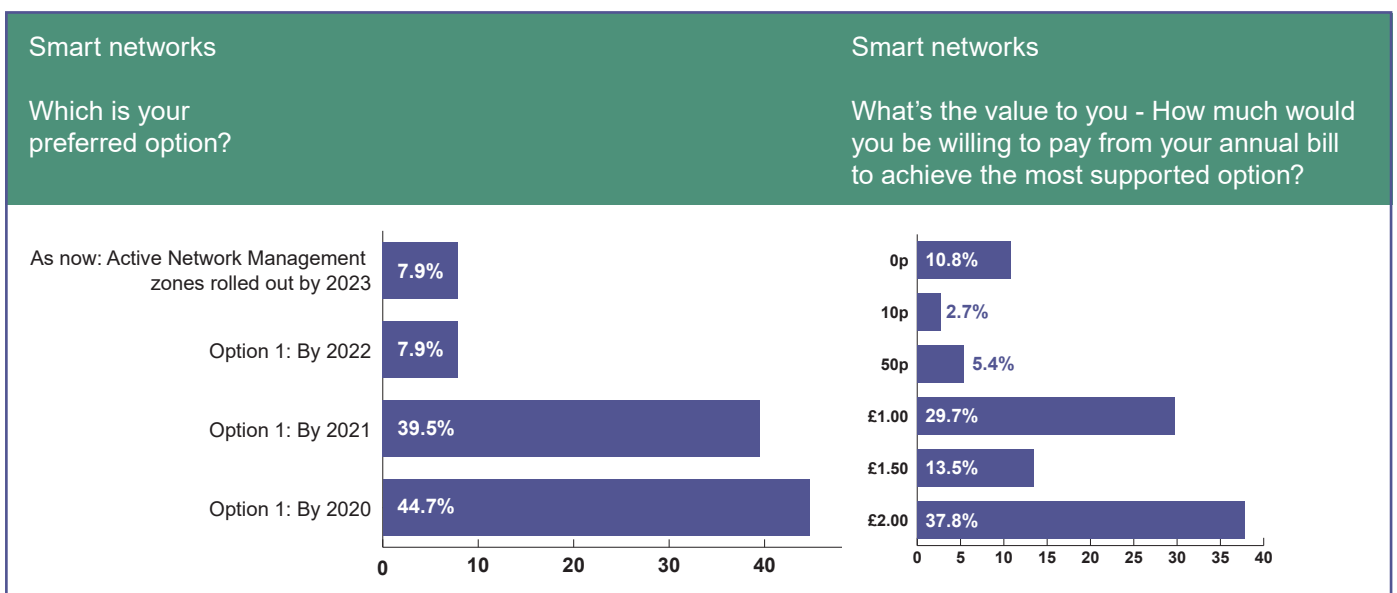
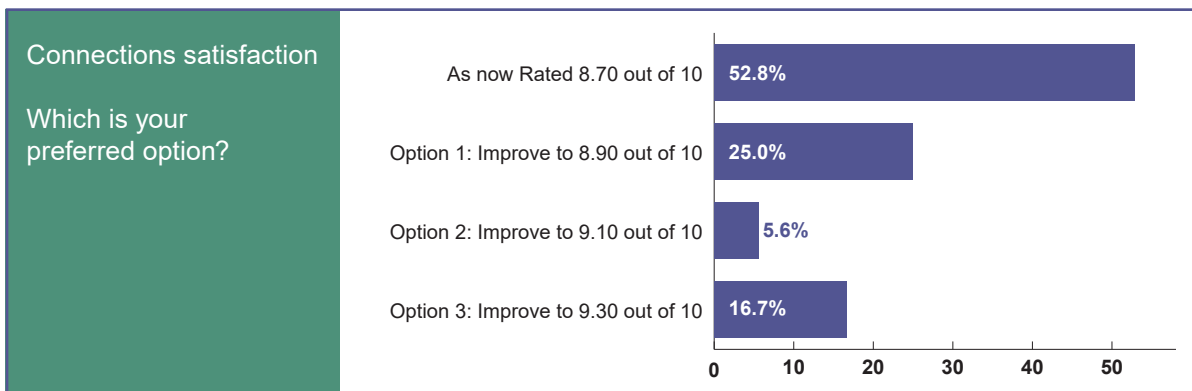
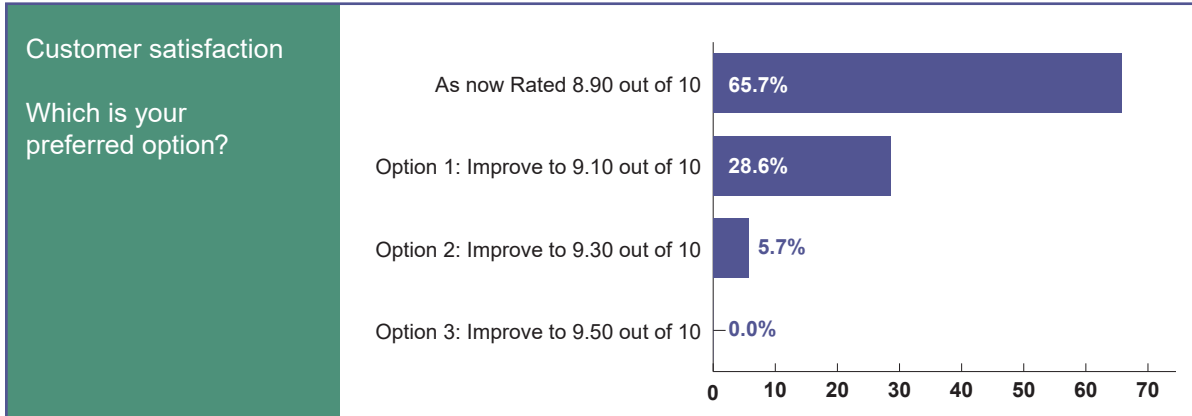
This question was not discussed as no consensus could be reached on the package.

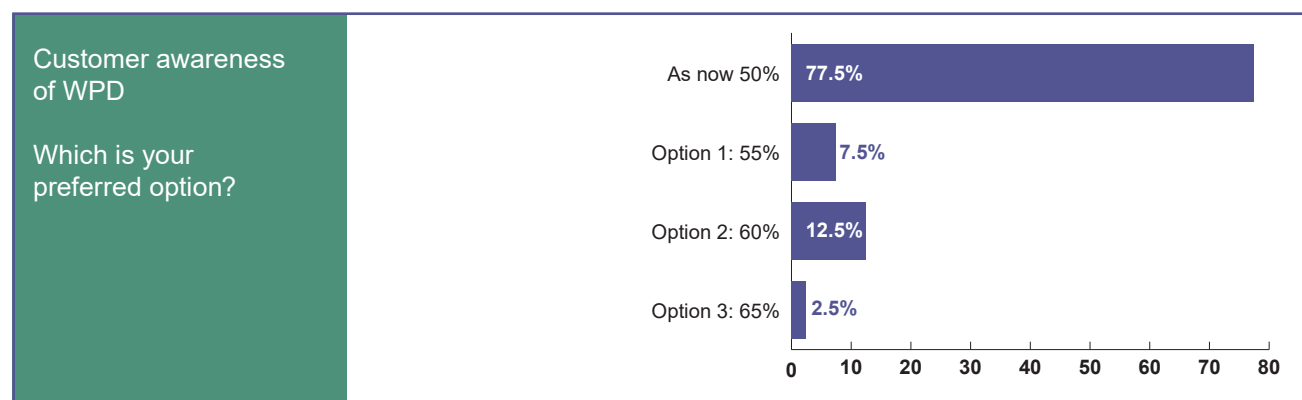
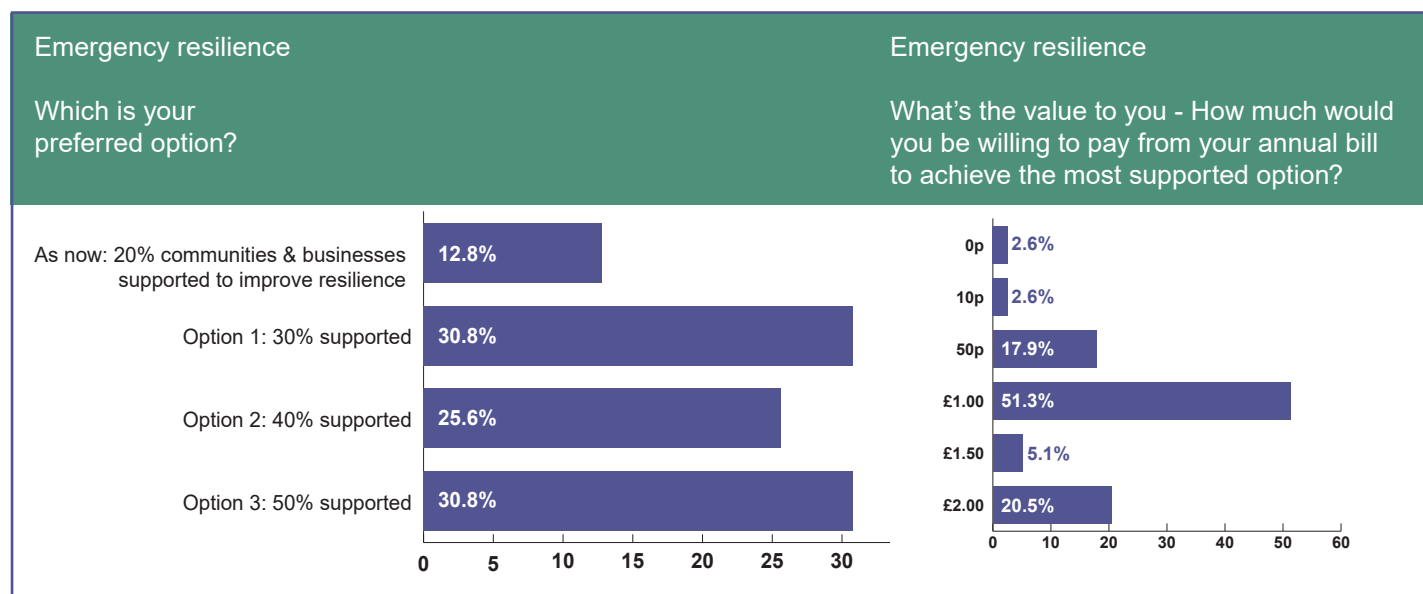
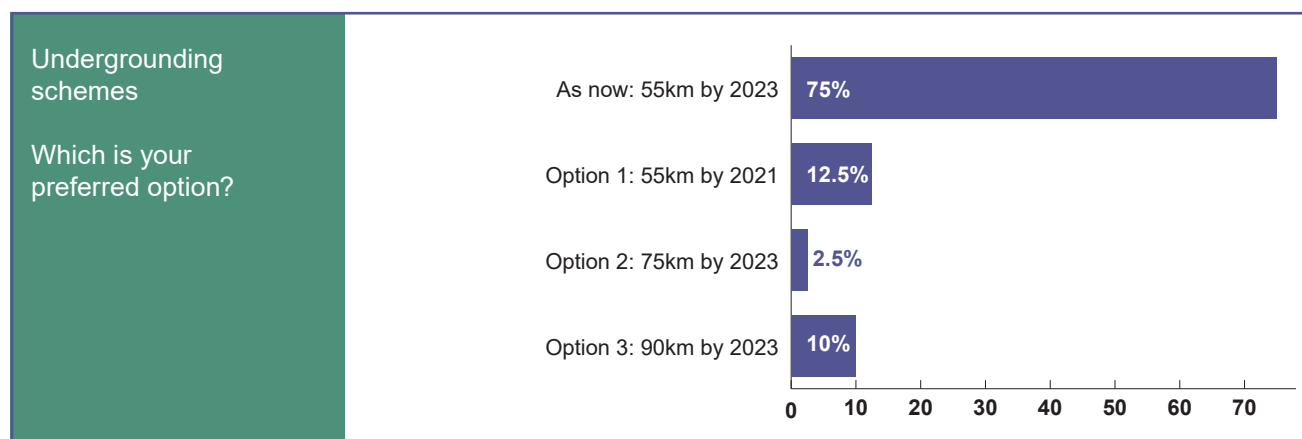
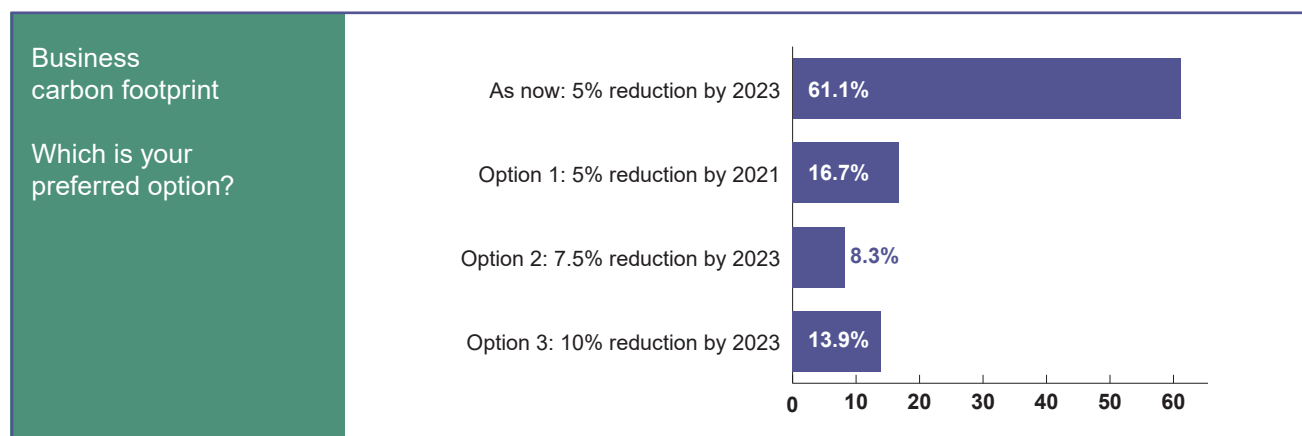
**Table 8:**

A 10% addition was suggested on this table.

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

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

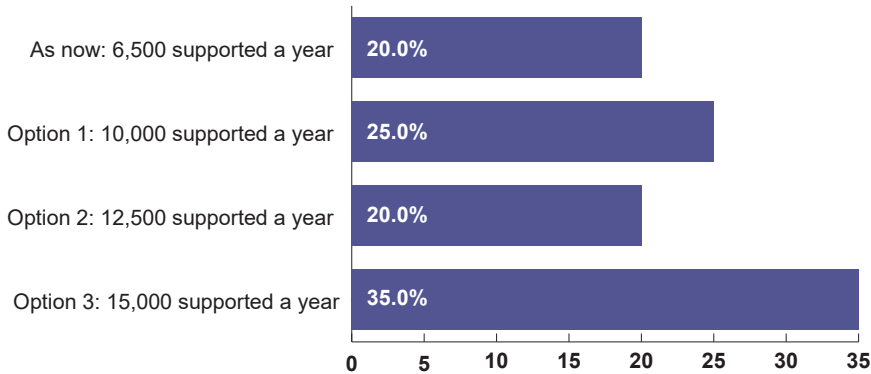






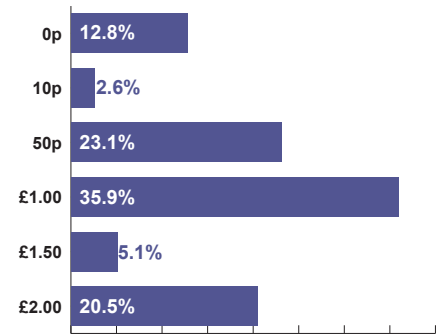
## Fuel poverty

Which is your preferred option?



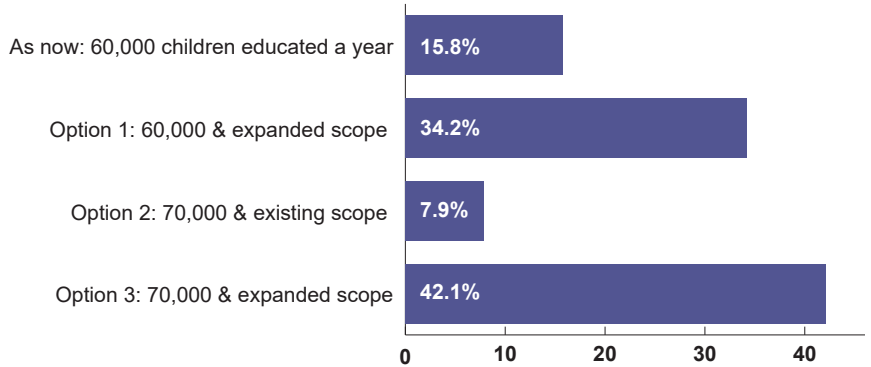
## Fuel poverty

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



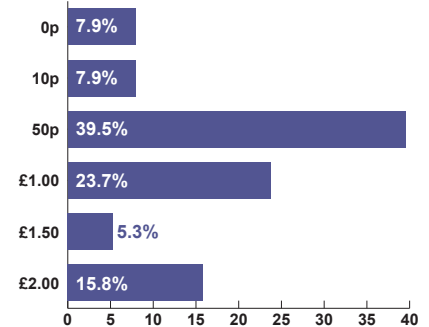
## Safety education

Which is your preferred option?



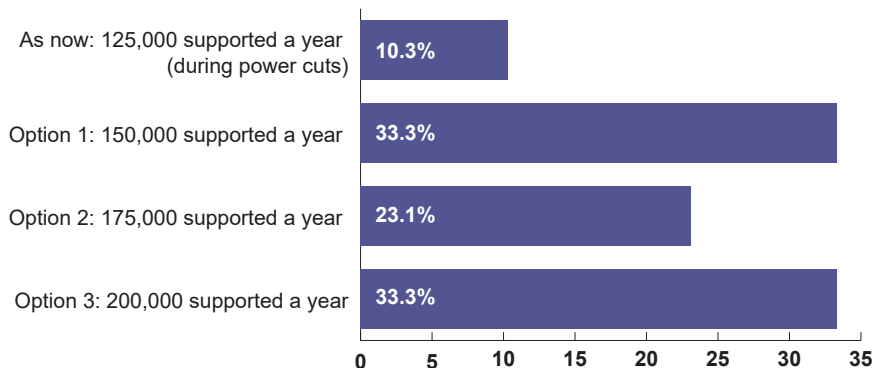
## Safety education

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



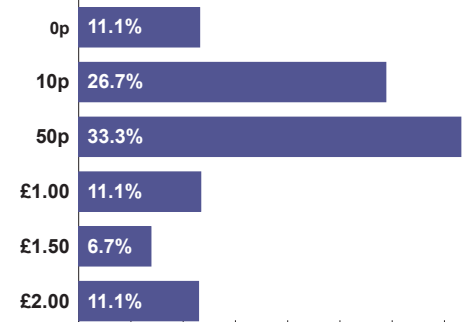
## Vulnerable customers

Which is your preferred option?



## Vulnerable customers

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



## 6 | WORKSHOP 3: Future networks

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

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

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

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

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

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

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

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



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

**Table 1:**

Stakeholders were keen to clarify WPD's definition of a DSO, and understand Ofgem's perspective. The variance across regions was also raised as an issue.

"I think each region has its particular issues, e.g. the south west has more intermittent renewables, I think there will be different areas that have different needs, which you might need to consider."

**Regulator/government representative**

**Table 2:**

This table agreed with the list of priorities, and felt that technological development should be a priority.

"It looks about right to me - it's covering all the main points. My understanding is that network reinforcement, and the commercial arrangement of services, are both really important."

**Developer/connections representative**

"They need to improve the technology, and move away from such a conservative way of thinking. Digital substations, for example, is a specific example that could improve a lot of other things."

**Business customer representative**

**Table 3:**

Most agreed with the list of priorities, with one stakeholder querying how this change can facilitate more choice for customers.

**Table 4:**

Stakeholders on this table had no additions to the list of priorities.

**Table 5:**

Stakeholders mentioned electric vehicles and charging points as additions, or areas where more emphasis should be placed.

"Speaking about electric vehicle roll out in Bristol, can WPD facilitate easier connection of vehicles so it's not just local authorities leading on this? To make it easier for people with electric vehicles to charge them at least."

**Local authority representative**

"My challenge to WPD would be to play a bigger leading role in bringing community hubs together or creating charging points. As it's a bit of a catch 22 but without them (charging stations) more people won't begin buying more EVs."

**Local authority representative**

**Table 6:**

Stakeholders on this table discussed the issues relating to privatisation, and the fact that generation and distributors are not joined-up.

"Generation and distributors are joined up in many other countries. I think we could do this but we are simply following regulation."

**Energy/utility representative**

**Table 7:**

Some stakeholders in this group felt they lacked enough knowledge to comment, but felt that consumer demand-side management should be encouraged. Others discussed WPD's role in moving towards a DSO model and the level of involvement it should have in managing demand.

"What is generated is generated to demand. It always has been and always will be. Of course, what is generated is what's installed. There's no need for WPD to get involved in this. It's already done. So what about smaller generations? That's once a year in the late afternoon on a Friday in early January."

**Local authority officer representative**

"The problem is we've all become lazy. There is much more demand; more people using dishwashers and not washing up; no one hanging up washing but putting on the dryer. There will be much more demand as we are slaves to our appliances."

**Developer/connections representative**

**Table 8:**

The table did not discuss the question.

## 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:**

One stakeholder warned that it is important there is communication with customers regarding access to smart meter data.

"I would think that to consumers it's not that obvious as to why you would need that data. A good understandable one is to explain that you (WPD) know when there's an outage, but anything around voltage is really difficult to communicate." **Domestic customer representative**

**Table 2:**

There was consensus on this table that it is vital for networks to access smart meter data, and one stakeholder suggested that the data could also be useful in identifying irregularities that suggest criminal activity.

"Would you be able to make comparisons between streets or users to identify irregularities? That could be a benefit. Moreover, where you have something like a cannabis farm, it becomes a safety consideration as well as a law-and-order consideration." **Business customer representative**

**Table 3:**

Stakeholders on this table were sceptical as to whether consumers would be convinced of the benefits to them.

"WPD need to be very clear with customers about how their use of their data will benefit them in order to receive a consensus for it." **Law firm representative**

"The savings are minimal to the consumer, but are huge to the energy supplier. Therefore whether customers will be willing to allow this to happen is debatable." **Developer/connections representative**

**Table 4:**

Stakeholders felt there would be a range of views from the public, with younger people feeling more comfortable with sharing data.

"There is a spectrum of opinion. There is a generation who are used to sharing personal data but others who feel much less comfortable."

**Academic/education institute representative**

"The older population will find it more difficult, they will need more communication around the benefits of smart metering and how to use it."

**Local authority officer representative**

**Table 5:**

Opinions were mixed on this table, with some concerned about privacy and others feeling more comfortable but concerned that the benefits are communicated properly to consumers.

"We need more of a detailed and ultimate explanation of what the real benefit is for the user. I don't feel like that's clear enough." **Environmental representative**

**Table 6:**

There was consensus that accessing smart meter data was essential, but from a consumer perspective more of a concern.

"As a consumer no, but as a stakeholder then yes." **Law firm representative**



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

**Table 7:**

The group agreed that accessing smart meter data is important, and if pricing is changed to reflect supply peaks, consumers could ultimately benefit. The importance of active engagement with customers was highlighted.

"Yes. It's beneficial because they can understand how people use it. They can understand the peaks and in what type of households. You can then change pricing so it reflects the demand and cost - optimising supply and demand relationships."

**Business customer representative**

"There needs to be active engagement with the customers. The degree of engagement with your smart meter tails off fast unless you're an energy geek. Interest would wane over time unless there is active engagement."

**Business customer representative**

**Table 8:**

The group agreed on the importance of data sharing, with some concerned about data protection and another highlighting the safety benefits seen from the smart meter roll out in Australia.

"I think if anything it's more about educating people about what is being collected and why."

**Business customer representative**

"The fact that tariffs can be cut off or changed remotely is a potential concern that should be looked into and explained."

**Developer/connections representative**

**Table 1:**

There was consensus among the group that if data is protected and does not lead to unsolicited marketing calls, they were comfortable with networks having access to half hour smart meter data. They were also concerned that suppliers and networks work together to ensure domestic customers are not confused by multiple communications.

"As long as there are no other ramifications for what you want to use it for...don't sell it to anyone else!"

**Regulator/government representative**

"I wonder whether, for efficiency, that the proposal to the customer (for data sharing) could be done with the DNO and the supplier together, so the customer doesn't get two letters asking them for their data which is confusing."

**Domestic customer representative**

**Table 2:**

All stakeholders agreed that they would be completely comfortable with this data being shared.

**Table 3:**

A concern about the interaction with community networks was raised.

"First it is about the use of the data itself, but second people are concerned about having many local connections going through their house and how it may interact with community networks."

**Law firm representative**

**Table 4:**

Stakeholders on this table were positive about the potential benefits of data sharing, but sought reassurance on data security and protection.

"I'm all for it. I wouldn't be without it. But I think it is a genuine concern that if the data did fall into the wrong hands, even if that is an employee at WPD and it shows that there are six weekends in a row that you aren't in the house for example, this information could be open to abuse." **Energy/utility representative**

"I think there are lots of benefits with this and I'm sure it will help us to reach carbon goals and address fuel poverty and I'm sure that the risk will be as low as is reasonably practical, but there is a risk that this data could be released through hacking."

**Academic/education institute representative**

**Table 5:**

There was consensus on the table that they would be comfortable with WPD having access to their domestic usage data.

"I think it's a great thing. It helps drive down efficiencies on the network and helps people to save money as it gives them choices. Choices are key as they allow users to see what times might be better for them to do certain things or use electrical appliances (compare times)."

**Local authority officer representative**

**Table 6:**

Stakeholders discussed the potential for controlling customers' supply, and whether additional cyber security needs to be put in place. The group accepted that to transition to a smart network this was a necessary step.

"It's a balance of interest. If we want to transition then we have to accept that WPD will use data and use the data to improve the service. With anyone that handles data it's about a level of trust. We go back to customer satisfaction, if your customer trusts you then they'll trust you with their data." **Law firm representative**

**Table 7:**

The group agreed that this data sharing was sensible. However people's fear of 'Big Brother' needs to be assuaged.

"So how do you persuade every consumer to accept this policy? I have many paranoid residents. What does WPD do if only a percentage agree? Do they install 80% of households or seek to have enforcement? Do people suspect that they can adjust the tariff between 4-5pm in January to get demand down?"

**Local authority officer representative**

**Table 8:**

This group discussed the potential implications, including the facilitation of new tariffs. Concerns were raised about hacking and cyber security.

"I'm hearing horrendous stories about smart appliances that connect to meters like this. I'm not sure I would like those. My concern is hackers getting in and taking over. Disabling burglar alarms, those kind of things."

**Domestic customer representative**

"It's all a bit Big Brother. We're getting used to it, but when it's right inside your own home, there are issues."

**Domestic customer representative**

## WPD'S SMART METER DATA PRIVACY PLAN

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

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

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

Table 1:

The group agreed that the 7-point approach looked in-line with the BEIS guidance, and were very comfortable with WPD having access to this data as long as it is not misused.

Table 4:

One stakeholder suggested that there should be an audit trail to demonstrate adherence to the privacy policy.

Table 5:

This table did not discuss these questions.

Table 2:

There was consensus that the approach was appropriate, but a warning that "the devil is in the detail". The group reiterated that as long as real benefits could be achieved, and communicated, to domestic customers, there should be acceptance of data sharing. One stakeholder queried point 7 of the approach, but felt overall it was stronger than other companies seeking to address this.

Table 6:

One stakeholder felt that customers should accept data monitoring as a part of energy supply.

"I think we sometimes we go over the top. You have to sign up to it if you use the energy. If you don't like it then you can go off grid." **Energy/utility representative**

"I think it's really good here to spell out really clearly that data won't be misused. If I was being picky, I might query point 7, but this is much further along the right lines than other plans we've seen."

**Voluntary organisation representative**

Table 7:

There was consensus agreement to both questions.

Table 3:

The group discussed the approach, raising a number of points, including the potential benefits of aggregation and opportunities for smart meters to enhance privacy.

"Aggregation provides a pretty solid system of data protection for individuals."

**Local authority officer representative**

"Smart meters might have the potential to actually enhance privacy and security as they could indicate if there is something out of the ordinary happening."

**Voluntary organisation representative**

Table 6:

In reference to the 7-point approach, stakeholders felt the approach was adequate, and were not concerned about WPD having access to the data, but expressed concern on cyber security and fraud protection.

"I think it's ok as far as it goes, but hackers always find a way of doing things eventually, and when technology improves, the security will have to follow."

**Developer/connections representative**



## Smart Meters – Potential benefits for networks

- Currently we have limited visibility of real-time load – mostly based on past experience (e.g. seasonal)
- Smart meters allow us to get half hourly (HH) consumptions from all our customers – enabling a very accurate picture of what is happening on the network
- We are seeking to use data from smart meters to:
  - Automatically understand when outages occur to be able to respond earlier to faults
  - Detect issues with the voltage delivered rather than rely on the customer telling us
  - Understand the load on our low voltage network to be able to detect potential overloads earlier and assess new connection applications



WESTERN POWER DISTRIBUTION

## ENVIRONMENT

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

Last year

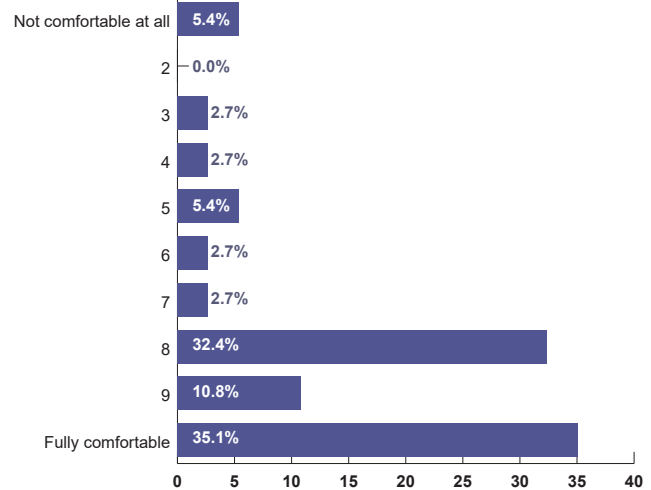
- Refreshed our approach on potential Low Carbon technology hotspots to aid planning
  - Identified areas of overhead (cable) to be replaced
  - Identified areas for future development
  - Identified areas for future development
- Time and cost we do



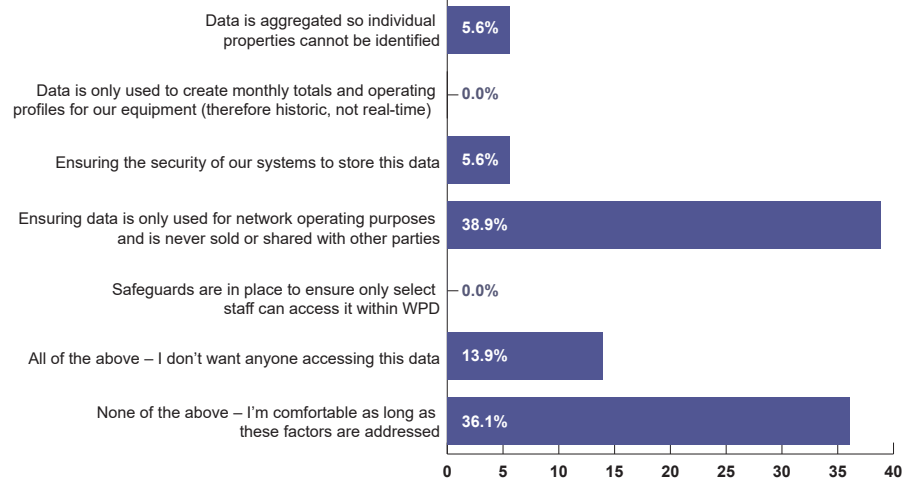


Having reviewed the objectives of WPD's data privacy plan, how comfortable are you with WPD having access to smart meter data in these terms?

1 = Not comfortable at all  
10 = Extremely comfortable



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



## 7 | WORKSHOP 4: Environment and Sustainability

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

### BUILDINGS ENERGY USAGE

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

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

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

Table 1:

Stakeholders suggested that WPD should measure embodied energy, utilise recycled building materials and install PV on depots. One stakeholder described an issue with waste management on site, which could be improved.

"In your CO2 emission footprint, do you measure the embodied energy in your buildings? You can get building materials that are recycled materials."

**Domestic customer representative**

"I think the depots are good, but I think there's more that could be done on the ground. I've had to pick up WPD waste before and bring it back. You could maybe do a bit more there around skips and things."

**Developer/connections representative**

Table 2:

The group agreed there are a variety of measures that could be adopted, but these should be carefully considered in terms of which would have the biggest impact. One stakeholder suggested the installation of renewable energy to supply WPD's buildings.

"I think energy companies need to be leading by example regarding renewable energy sources."

**Business customer representative**

Table 3:

There was agreement that WPD's proposals were appropriate and "seemed like common sense". Stakeholders discussed the challenges of deciding whether to rebuild or renovate, in terms of which has the lowest overall impact.

"The difficulty here is deciding whether to demolish and rebuild, or to renovate. WPD need a systematic planning evaluation in order to establish the most cost efficient way of doing this... An action to consider is the implementation of a longer-term planning perspective for WPDs sites and buildings."

**Local authority officer representative**

Table 4:

Stakeholders on this table wanted more information about the cost effectiveness and efficacy of the different solutions before passing judgment.

"I think what we don't know is how cost effective these actions are. I suppose every organisation is different. I would like them to ring fence their budget for efficiency. Without knowing that I can't really advise."

**Academic education institute representative**



**Table 5:**

This group felt more could be done to improve the efficiency of older buildings, retrofitting new technologies and rolling out solar power and smart meter technologies. Other suggestions included air recycling and a regular 'Power Down Hour'.

Checking on the heating capabilities of buildings and surveying them, especially older ones using insufficient boilers would be a smart idea. Thorough audits of buildings especially old ones, and retrofitting them would be a good idea." **Local authority officer representative:**

"In our ICT suites in City Hall we have a pond in the front where we recycle our air. It's worth looking into alternative and innovative ways to deal with or re-direct energy, heat and air from your buildings." **Local authority officer representative**

"We have a Power Down Hour that helps to keep these things at the forefront of people's minds. It's reinforced through text messages." **Environmental representative**

**Table 6:**

The table were of the view that improving buildings efficiency is vital. Suggestions included low-energy lighting, on-site renewable generation, heat pumps and infra-red ceiling heaters.

"Yes, I would say it's pretty good. What about heating rather as well as lighting? Low energy lighting?" **Energy/utility representative**

"One of the things we've looked at – using infra-red ceiling heaters. You heat the person/worker rather than the room." **Energy/utility representative**

**Table 7:**

The consensus amongst stakeholders was that measures should only be taken after thorough cost-benefit analysis. There was strong agreement around the table that WPD should reduce the level of printed materials produced and that conferencing should be made available for clients and customers.

"I would have liked for most of them to be in progress already to be honest." **Environmental representative**

"You could have appliances automatically controlled by atmospheric conditions. But again it's a cost benefit thing. As long as WPD is managing its energy consumption then I'm comfortable with everything." **Developer/connections representative**

"Something we've noticed with WPD is that you print and post everything. There's no need for it. We've asked you to stop. You are the only DNO we work with that do it." **Energy/utility representative**

**Table 8:**

This group felt that more could be done to make older buildings more energy efficient. For example, target older windows, install solar generation, improve recycling and retrofit energy efficient technologies. Stakeholders warned against devolving decisions to local managers, as it could slip down the priority list.

"If you want to do something fairly dramatic you need to target the older windows and get new glass and insulation." **Developer/connections representative**

"Devolving this to managers at local level could be problematic. There has to be separate money to do this kind of thing." **Local authority 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:**

There was support across the group for driver training, including use of trackers and score-boards in depots to encourage good practice. Stakeholders also supported the use of new road laying materials so that WPD can carry out works in 'one-hit', rather than sending multiple vehicles to sites over a number of days to scope out, carry out and clear up works.

"We've done the green driving training which is very good. With your footprint it's more to do with your working practices, like the Gas Board (Wales & West Utilities) are now much more insistent that they do a one-hit reinstatement, rather than spreading the work over several days, they've managed to do that by trialling a new material that doesn't have to be laid at certain temperatures so the material can hang around and they can do it all at once."

**Local authority officer representative**

"I think the driver training is brilliant, I've done that. Vehicles are tracked, so you can see where your vehicles are. We've used score cards as well which is a bit naming and shaming, but you can have a laugh with it, see who's been braking most."

**Developer/connections representative**

**Table 2:**

Although certain initiatives were supported, there was a sense from this table that vehicle emissions reduction may not be the most effective investment, given greater impact could be achieved elsewhere. Stakeholders queried the return on investment, and warned against the company collecting too much data that goes unused.

"I see the argument for leading by example, but I wonder whether the ROI on this is comparable to other priority areas, for instance with network issues or carbon reduction? I think investment should be directed where the greatest ROI occurs."

**Voluntary organisation representative**

"On driver training, we've got tracking systems for things, but we never have time to look at the data! I'm not sure you're going to gain too much, especially in normal driving conditions. You can put the telematics stuff in, but it's whether or not you have the time and resources both to look at the data and to change things if need be."

**Business customer representative**

**Table 3:**

Some stakeholders on this table felt strongly that WPD should prioritise this issue, and others suggested that the effectiveness of these proposals depend on internal communication and incentivisation.

"There should be better communication between the patches so that it is always the closest vehicle and team which responds to problems."

**Voluntary organisation representative**

"Vehicle emissions could be monitored or incentivised. It would be good to know whether staff emissions are considered as this would convey the economic viability of measures."

**Voluntary organisation representative**

**Table 4:**

The group questioned the emissions figures for 2014/15, but felt overall that WPD has approached this appropriately. They also requested more detail on the cost effectiveness of the different options.

**Table 5:**

Stakeholders on this table suggested WPD introduce car tracking, videoconferencing, car sharing schemes, cycling schemes, and engaging with a vehicle manufacturer to develop a fleet of cars suited to the company's needs.

"If WPD were to approach Nissan and say we have a large commercial fleet and will change 1000 cars a year, no doubt they would listen and work to create a vehicle suited to your needs. Thus changing the landscape of vehicles."

**Local authority officer representative**





**Table 6:**

The group suggested that it would be sensible to extend the initiative to all staff, not just operational, and that the weight and aerodynamics of the different operational vehicles should be considered.

"It would be sensible to extend it to all staff, not just the operational staff. Something else not mentioned - all of the vehicles have ladders, on the big operational vehicles this causes 6% drag. Has anyone thought about removing the ladders and reducing the drag?"

**Domestic customer representative**

**Table 7:**

Stakeholders discussed the need for a cost-benefit analysis of the different solutions, and suggested that WPD should also consider embodied energy. One stakeholder questioned whether WPD could extend video conferencing facilities to clients.

"With the video conferencing, is that something you'd do with clients? We have a couple of thousand miles of travelling just for four of us to get here. WPD should extend conferencing to customers and clients not just internally."

**Developer/connections representative**

"On vehicle emissions, you need a cost benefit analysis. You're spending money on investigating these things but the question is, does it matter? Does it save any money or is it just a good thing you're proud of doing?"

**Local authority officer representative**

"The biggest issue here is missing. The impact of each vehicle's life cycle and embodied energy impact. The steel, collection, everything."

**Business customer representative**

**Table 8:**

The table agreed that individual drivers should be targeted or incentivised to improve driving, but questioned the workforce's response to being monitored.

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

**Developer/connections representative**

"Initially we had complaints from the workers' union and we went back to each union but they agreed with us in the end."

**Developer/connections representative**



## SULPHUR HEXAFLUORIDE (SF6)

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

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

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

**Table 1:**

The table expressed support for the camera, querying whether more could be made available. They suggested that WPD could undertake a cost-benefit exercise to gather support for the budget required to purchase cameras.

**Table 4:**

The group agreed that SF6 was an issue that needed to be addressed, and the cameras were a good idea. One stakeholder suggested that researching different type of gas would mean that WPD is dealing with the problem rather than the symptom.

**Table 2:**

The table agreed that SF6 cameras represent a solid investment, dependent on the costs involved and potential for long-term savings. Stakeholders mentioned new switchgear technologies that eliminate SF6 or the new GQ substitute gas.

**Table 5:**

A range of queries were raised on this table, including more detail on the size of the SF6 gas bank, what happens to the copper and the level of responsibility of the equipment manufacturers. One stakeholder felt this issue should be more widely publicised as there is currently little awareness.

"In the context of money involved, four cameras doesn't sound like much given WPD's overall budget and the long-term savings involved." **Elected representative**

"Have any figures been released by WPD regarding the size of the SF6 gas bank? Because it's hard to tell how much that 1% leakage equates to in comparison to say car emissions or household emissions."

**Local authority officer representative**

"It's something that should be publicised so that people can be fully aware of it." **Law firm representative**

"Whoever makes the switch gear also needs to be contacted, because if that's where the leaks are taking place then they need to be made to create better gears in order to reduce leaks."

**Local authority officer representative**

**Table 3:**

The group agreed that SF6 is a major issue and WPD should be doing all it can to eliminate its effects. The table came to the consensus that WPD may require more than four cameras to understand whether SF6 is leaking. Stakeholders suggested that Ofgem introduce penalties for SF6, as actions against it will ultimately depend on commercial viability.

"DNOs do not get penalised by Ofgem, and that in the future they probably will be."

**Developer/connections representative**

"Ultimately actions on SF6 depend on commercial viability." **Voluntary organisation representative**

**Table 6:**

Stakeholders in this group came to the consensus that the camera investment seemed redundant as time and money should be spent on future research to find a replacement gas instead.



Table 7:

This group asked many questions regarding the details of this issue, concluding that the responsibility may lie with the manufacturers to find alternative solutions.

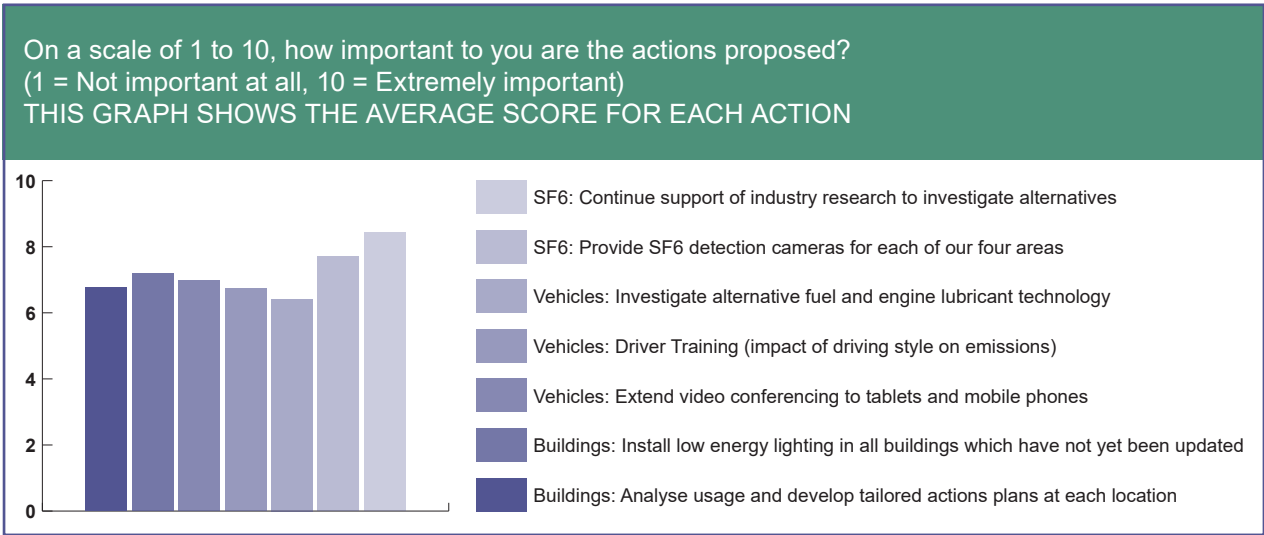
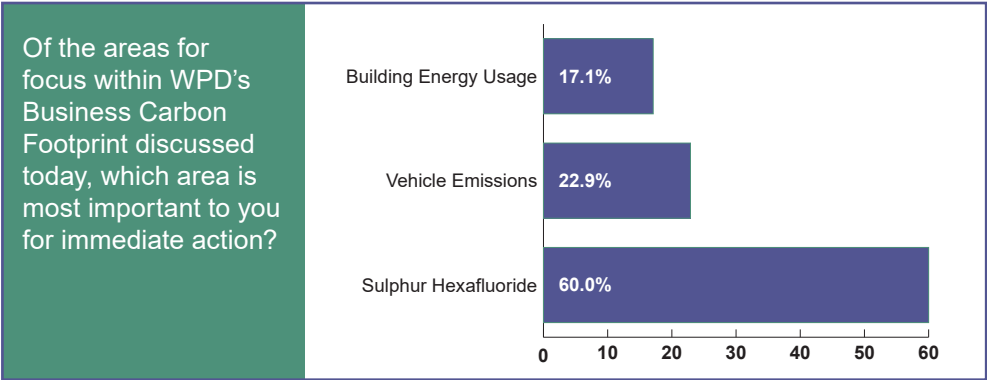
“I would have thought this is the responsibility of the manufacturer. I would suggest lobbying the manufacturers and industry to find alternatives. With SF6 at least you have a gauge to measure if the gas has escaped or not.”  
**Developer/connections representative**

Table 8:

Stakeholders agreed that cameras were a good interim solution to the SF6 issues. However, longer term investment into SF6 alternatives was considered a better use of resources by all stakeholders.

“It’s a really serious issue for me, the fact you are increasing your bank of this stuff is awful, and I would be Donald Trump on this and put my foot down and say you should design your network so you don’t need it as much. Simple.”  
**Local authority officer representative**

“You should invest in technology and find an alternative.”  
**Developer/connections representative**





## 8 | Afternoon Surgeries

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

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

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





## Social Obligations

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

Key points stakeholders raised were:

- There was a willingness to see information on vulnerable customers shared with other relevant organisations.
- There was praise for training being given to field staff.
- It was noted that it could be problematic calling customers to see if they were on the PSR as some may feel it is 'cold calling'.
- There was a good deal of praise for the Affordable Warmth Scheme. However, it was noted that six months is a relatively short period of time for a trial.

## Connections and Distributed Generation

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

Key points stakeholders raised were:

- There was consensus that WPD is falling behind slightly on the provision of constraint maps and that work should be done to address this.
- It was felt that customers are given the worst-case capacity scenarios, but WPD should apply more flexibility for example connecting generation and trialling it.
- All stakeholders felt that the amount of information available at present is excellent, but it is hard to access with multiple files that require downloading.
- It was felt WPD is biased towards some technologies, for example the timeframe associated with a hydro scheme is much longer than a solar scheme which will have implications.
- The point was made that constraint maps should be developed so they are more strategic, allowing DNOs to dictate where and when they want to connect.
- Inconsistency between DNOs and within WPD is seen as a problem. There was a real will for processes and agreements to be standardised.

## Emergency Resilience

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

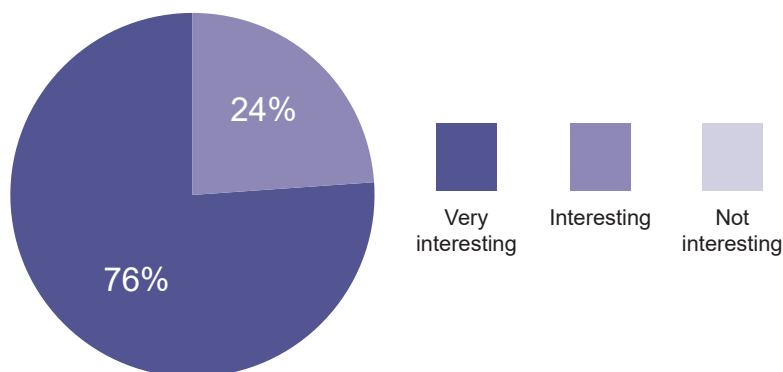
Key points stakeholders raised were:

- It was commented that information on response times in emergencies would be useful.
- The point was made that peoples' first instinct on receiving the booklet might be to throw it away so it would be good to have a sticker on it to inform them that it includes important information.
- It was felt by most that the booklet would not encourage their organisations to alter their behaviours.
- The observation was made that WPD has been incredibly proactive in reaching out to vulnerable individuals and should replicate this for vulnerable businesses.

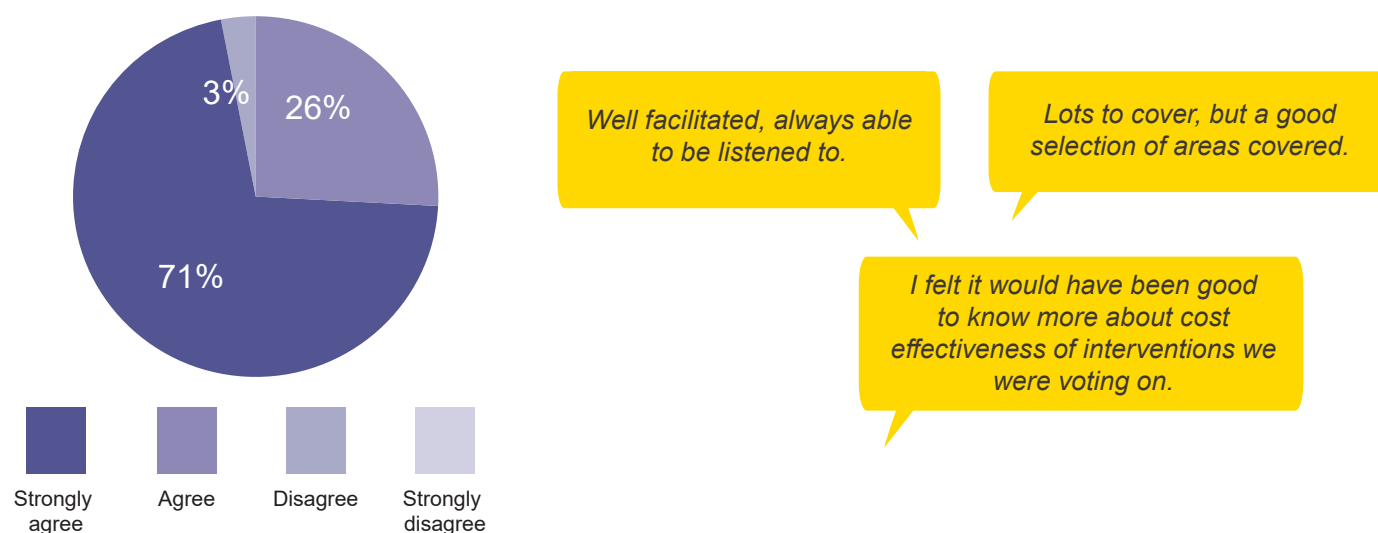
Of the 40 stakeholders who attended the workshop, **34 completed and returned their feedback forms.**

## 9 | Written Feedback

Overall, did you find the workshop to be:



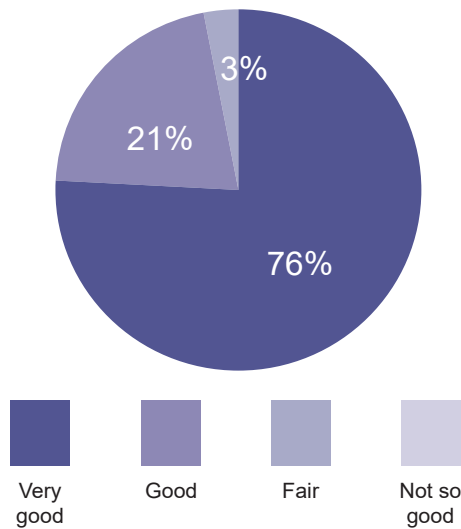
Did you feel that you had the opportunity to make your points and ask questions?



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



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



*Good length of input/ presentations. Very good facilitators on table.*

*Very well organised.*

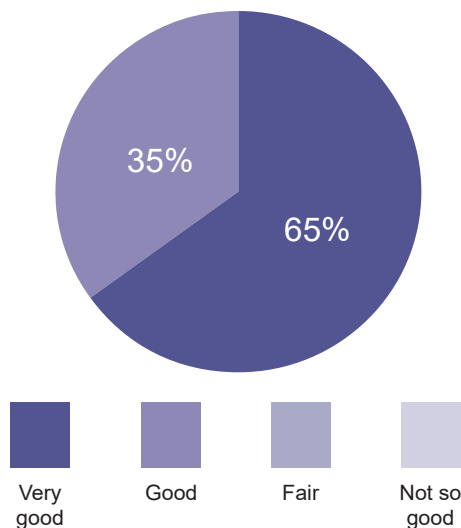
*Well organised and facilitated in all respects.*

*Good mix of participants. Opportunity to make points. Interesting discussions.*

*Good use of technology, facilitators excellent, clearly spoken, well-presented and good facilitation at the table.*

*Very well structured.*

### What did you think of the venue?

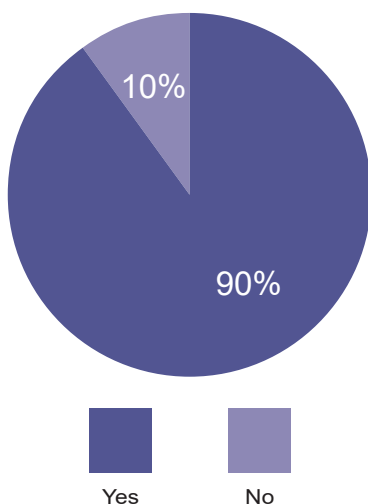


*A venue nearer to a motorway would have been better.*

*Mention availability of parking on site. Detail directions from main road for this venue.*

*Could have been easier by public transport.*

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



*Handouts good so no real issue.*

*Table packs were very useful.*

*Too small for people sitting away from the screen.*

*Why not use the TV screens all around the room for display of information?*

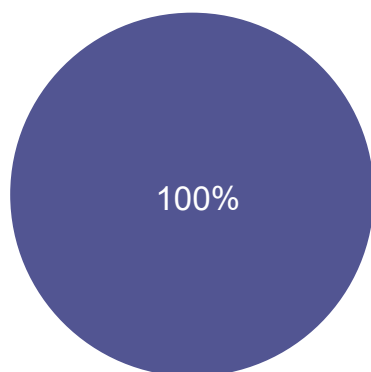
*Writing a bit small at times but not a problem.*

*Good idea to have flip chart of notes.*

*I also like the handout.*

*Duplicate screens around room?*

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



Yes



No

*If relevant to my job.*

*Excellent event.*

## ANY OTHER COMMENTS

*I would have been happy to have a longer event and have more time for discussion on tables.*

*Excellent event.  
Congratulations to organisers.  
More utilities should copy format!*

*Thank you.*

*Very good, thanks.*

*Smart meter content was particularly interesting. Other topics to consider- storage- more content- future energy scenarios- engaging vulnerable consumers.*

*Excellent provision of material duplicating the PowerPoint to read as some views were obstructed.*






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

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

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