



# Annual Stakeholder Workshops 2017

## Plymouth

Westbourne

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## 1 | Introduction

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

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

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

In January / February 2017, WPD hosted six workshops in locations across its network area in order to get feedback from stakeholders. The first of these workshops took place at St Mellion International Resort near Plymouth on 24th 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

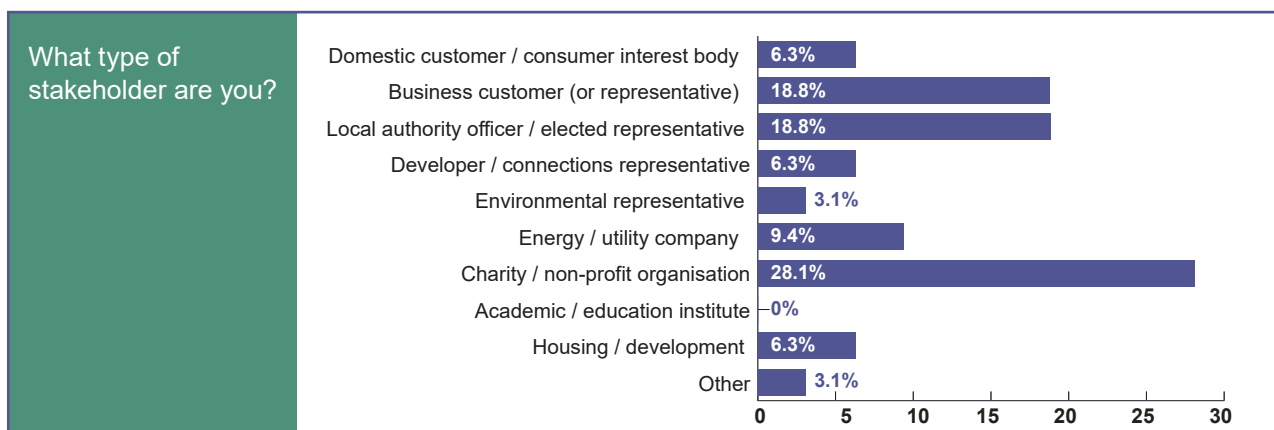
After a brief explanation of WPD's role and an update on its 2015/16 performance, the workshops were split into three discussion sessions. Each session began with an introductory presentation given by a senior WPD representative; after this there were roundtable discussions. At the end of each session, there was an opportunity for stakeholders to give further, qualitative 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 31 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:

- BRE National Solar Centre
- British Red Cross
- Community Energy Plus
- Cornwall Chamber of Commerce and Industry
- Council of the Isles of Scilly
- Dartmoor Preservation Association
- DEBI
- Devon & Cornwall Business Council
- EN Craft
- Kier
- Meshaw Parish Council
- Met Office
- National Energy Action
- Natural England
- NHS
- Plymouth City Council
- Plymouth Energy Community
- Plymouth Manufacturers Group
- South East Water
- South Hill Parish Council
- Warm Wales
- Westward Housing

## 3 | Summary of Feedback

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

- 59.4% of stakeholders preferred a detailed approach, with a further 80.6% preferring a formal reporting style.
- 89.7% of stakeholders wanted to see performance reports for each licence area, with 65.6% wanting to see tables showing detailed targets.
- 30% of stakeholders liked Option 1 for the summary report, but close behind, with 26.7% of the votes, was Option 2.
- 59.4% of stakeholders preferred a detailed approach, with a further 80.6% preferring a formal reporting style.
- 89.7% of tables wanted to see performance reports for each licence area, with 65.6% wanting to see tables showing detailed targets.
- 30% of stakeholders liked Option 1 for the summary report, but close behind, with 26.7% of the votes, was Option 2.
- Most stakeholders felt that the level of detail provided was a core strength of WPD's reporting, and should not be simplified or shortened.
- Several tables mentioned that they would like to see data aggregated at a local level, and that the inclusion of more visuals, graphics and KPIs as well as comparisons between licence areas would be beneficial for customers.
- In light of the approach taken by other DNOs, WPD could include case studies and infographics in future reports.
- There was consensus that it was beneficial to have different lengths of reports available for different stakeholders.
- The current summary report was felt to be user friendly, but more graphics could be used.
- Some tables felt the summary report could be made shorter, to appeal to as wide a range of readers as possible.

### Workshop session 2: Long-term priorities

- Smart networks, vulnerable customers, safety education and fuel poverty were all well-discussed priorities across the tables.
- It was generally felt that customer satisfaction was already very high and did not need improving.
- Table by table, safety education was discussed widely, with a focus on expanding the remit to include energy education.
- Many stakeholders saw that the categories were interlinked, and that if one was improved they might all improve.
- The category that provoked the most disagreement between stakeholders was undergrounding schemes.
- When undertaking an exercise to prioritise each of the below options the aggregated results of the group as a whole are shown below.
- Where stakeholders expressed a preference for WPD to go further than planned, smart networks emerged as stakeholders' highest priority.
- Following close behind with equal emphasis were business carbon footprint and emergency resilience.
- Three widely discussed priorities: safety education, vulnerable customers and fuel poverty, polled very similarly across the board.
- Overall customer satisfaction was felt to be very good as is and did not attract many votes.

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

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Overall customer satisfaction</b>	Rated 8.9/10 <input type="text"/>	9.1/10 <input type="text"/> 1.00	9.3/10 <input type="text"/>	9.5/10 <input type="text"/>
<b>Connections satisfaction</b>	Rated 8.7/10 <input type="text"/>	8.9/10 <input type="text"/> 1.67	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"/> 2.50	By 2020 <input type="text"/>
<b>Business carbon footprint</b>	↓5% by 2023 <input type="text"/>	↓5% by 2021 <input type="text"/>	↓7.5% by 2023 <input type="text"/> 2.00	↓10% by 2023 <input type="text"/>
<b>Undergrounding schemes</b>	55km by 2023 <input type="text"/>	55km by 2021 <input type="text"/> 1.00	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"/>	40% <input type="text"/> 2.00	50% <input type="text"/>
<b>Customer awareness</b>	50% <input type="text"/>	55% <input type="text"/> 1.50	60% <input type="text"/>	65% <input type="text"/>
<b>Safety education</b>	60k children educated a year <input type="text"/>	60k & expanded scope <input type="text"/> 1.20	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"/> 1.33	175k <input type="text"/>	200k <input type="text"/>
<b>Fuel poverty</b>	6.5k supported a year <input type="text"/>	10k <input type="text"/> 1.33	12.5k <input type="text"/>	15k <input type="text"/>

### Workshop session 3: Future networks

- 55.4% of stakeholders, a clear majority, felt fully comfortable with WPD having access to smart meter data.
- 6.9% of those stakeholders polled did not feel comfortable at all.
- 40% of stakeholders felt comfortable with the privacy plan, provided the factors outlined were addressed and consistently upheld.
- 23.3% of stakeholders wanted to ensure the data was only used for network operating purposes and never sold or shared with third parties.
- Stakeholders were keen to see the introduction of more flexibility into the system with the transition from DNO to DSO, with consensus that customers and providers should be more empowered with both energy usage and storage.
- Stakeholders agreed the roll-out of smart meters would benefit the system and should be widely implemented.
- Stakeholders felt that they understood the benefits of smart metering but that the general public may not, and required further information and education.

### Workshop session 4: Environment and Sustainability

- 58.1% of stakeholders felt that buildings energy usage was the most important area for immediate action.
- The lowest priority was vehicle emissions, with 19.4% of the vote.
- There was a fairly even split among voters on the importance of the actions proposed.
- The highest priority, scoring 8.48/10, was industry research into SF6 alternatives.
- Close behind, with 8.23/10, was developing tailored actions to reduce buildings emissions.
- Stakeholders generally agreed that more should be done to make WPD more energy efficient.
- Stakeholders suggested using innovation, incentives and competition to nudge behavioural change in employees to reduce energy usage.
- Stakeholders made comments on revising vehicle fleets to consider lighter and smaller vehicles, minimal kit being used on each vehicle, and driver training alongside trackers, limiters and fuel reports.
- Some stakeholders suggested framing the business case for SF6 detection cameras in more tangible terms, while other stakeholders agreed that research and investment in finding a better product was the best long-term solution.





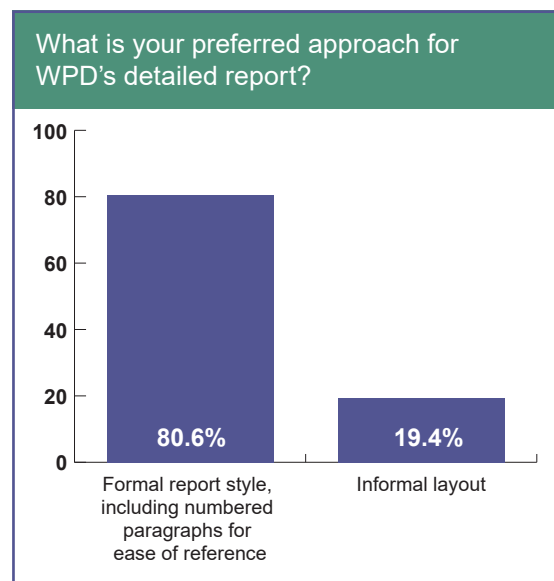
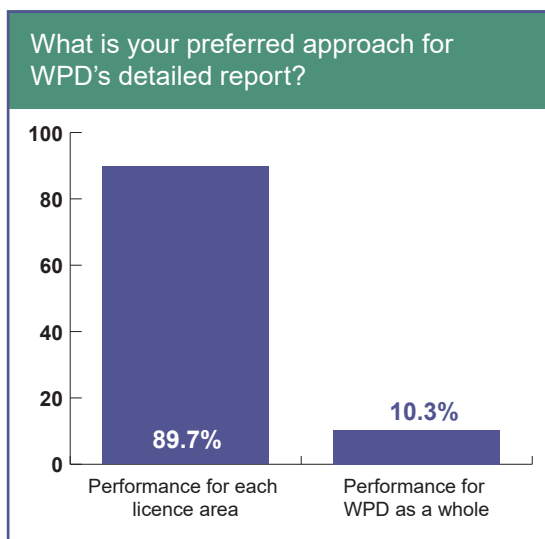
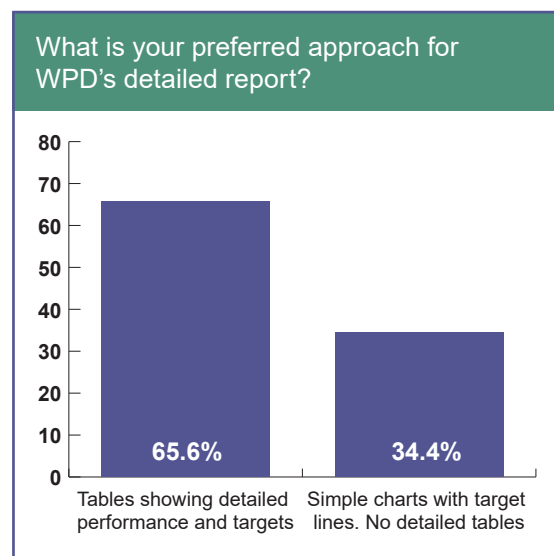
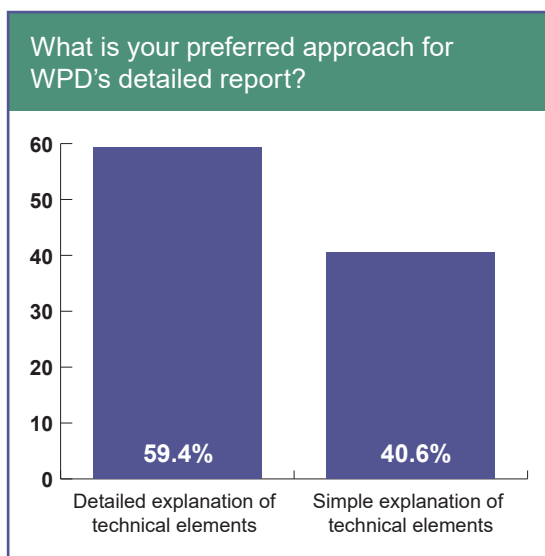
## 4 | WORKSHOP 1: What do you think about our approach to reporting?

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:**

Those stakeholders working in client-facing roles preferred summary reports whereas stakeholders with more technical roles and backgrounds preferred granular reports and precise data. It was agreed that the infographics in Northern Power's report conveyed data quickly and precisely.

"My colleague, who is more specialised in technology, prefers detailed reports. With the type of work that I do, I prefer a more designed one."

**Developer/connections representative**

"In my day job, I prefer more graphics, more colours."

**Business customer representative**

"Colour graphics hit the eye quickly. If you are interested by the graphics, you can carry on reading details if you wish or need."

**Business customer representative**

"It would be preferable to have each section in tabs that you could open if needed."

**Developer/connections representative**

"Regarding Northern Power's report, it seems to me that infographics carry lots of different pieces of information across areas and sectors which is very useful in my job. You are able to see straight away what it is about."

**Business customer representative**

**Table 2:**

Stakeholders agreed that the level of detail within the full report was very good. Several stakeholders mentioned that they would like to see data aggregated at a local level, and that the inclusion of more visuals, graphics and KPIs as well as comparisons between licence areas would be beneficial for customers. There was consensus that complexity should not be jettisoned in favour of simplicity.

"I think it covers all bases in terms of who your audience is."

**Business customer representative**

"What is missing is information on an area profile basis; your data sets are amalgamated so I can't see what's happening at a local level."

**Voluntary organisation representative**

"The existing one is much more detailed, it breaks it down in to license areas, whereas the proposed one is not as detailed."

**Developer/connections representative**

"In the report is there a comparison between your license areas? You could compare to another area and think: 'why is my area not as good?'"

**Regulator/government representative**

**Table 3:**

Stakeholders mostly agreed that the detailed report was successful in enabling access to core data. However other stakeholders stated an interest in seeing a more forensic reader-targeted approach. The table felt that UK Power Network's report struck a good balance between form and content.

"I like that it still gives you access to core data."

**Business customer representative**

"What if you had age group sensitive options such as bigger font size, potentially with QR codes or links to sources of data?"

**Business customer representative**

"UK Power Network's report has a good balance between looking attractive and providing the necessary information."

**Developer/connections representative**

**Table 4:**

There was consensus that the availability of detail is good, but that in reality, nobody would have time to read it. Some stakeholders suggested that WPD include case studies and infographics in future reports, in light of the approach taken by other DNOs.

"Stakeholders aren't going to look at the big report; nobody has time to read it."

**Voluntary organisation representative**

"It's a good resource, but only when needed."

**Developer/connections representative**

"The infographics in the other reports are great, just for capturing information quickly."

**Developer/connections representative**

"A whole page of words doesn't work for our reports. We look to incorporate case studies, to show the pros and cons, and weighing up expenditure."

**Energy/utility representative**



**Table 6:**

The stakeholders agreed that they preferred the higher level of detail WPD provide. There was consensus that WPD should not shift their approach in order to keep in line with other DNOs; in fact, WPD should see themselves as the benchmark.

"The key is having the ability to be able to drill down and find the information you need."

**Environmental representative**

"I don't see the pressure to fall in line with the other DNOs. I wouldn't agree with that. Maybe they need to stack up to match you."

**Business customer representative**

"It's better to have more information than not enough."

**Environmental representative**

**Table 6:**

Stakeholders agreed that the detailed report looks impressive and is of a suitable length and style, although could be larger in size. It was suggested that the detailed report needs to be comprehensible to all stakeholders.

"It would be better for the booklet to be a little bigger; maybe A2." **Local authority officer representative**

"It does not look too lengthy. The booklet looks impressive." **Local authority officer representative**

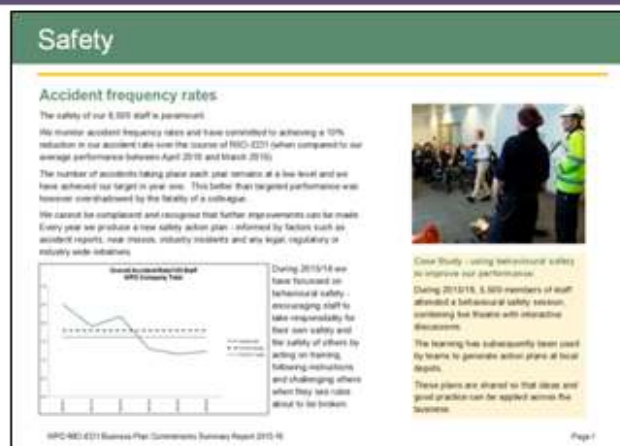
"The purpose of the booklet is to improve knowledge of what is being done from power station to the supplier. It is not easy to get people to study the business, and this needs to be simple for people from all perspectives to understand." **Local authority officer representative**



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

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

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



### Option 2:



### Option 3:



### Option 4:



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

Option 1 30%

Option 2 26.7%

Option 3 26.7%

Option 4 16.7%



**Table 1:**

The table agreed that the summary report was appropriate for non-technical stakeholders, but for others more detail was needed. There was no consensus on a preferred style.

"From my perspective, if I were to look at a report, I would be looking for precise pieces of information. I would like to have extensive details on one given area with the associated data available."

**Connections/developer representative**

"What is interesting is the language that is used; it is perhaps easier to read the summary report for an unspecialised stakeholder."

**Business customer representative**

**Table 2:**

The table agreed that it was beneficial to have different lengths of reports available for different stakeholders. There was consensus that the current summary report was user friendly, but that more graphics could be used.

"I think any document has to be user friendly and I think this is, I think it's very good."

**Regulator/government representative**

"I think more visuals would be good."

**Business customer representative**

**Table 3:**

The table agreed that, in comparison to the other DNOs, the summary report could be more visually engaging. There was consensus that while infographics could provide enhanced engagement, there needs to be a way to break down data and interrogate key statistics. One stakeholder suggested that breaking down data to county level would be useful.

"I like the photos, but there needs to be a way to interrogate any key statistics."

**Developer/connections representative**

"It wasn't initially very engaging on the eyes."

**Business customer representative**

"The ability to break the data down to county level would be very useful."

**Local authority officer representative**

**Table 4:**

The summary report was well liked, with stakeholders appreciating the balance of text with graphics.

"It's well designed, got enough information to give a taste of what you do." **Developer/connections representative**

"A good balance of information pictures and text, and if you need more detail you can look in the big document."

**Voluntary organisation representative**

**Table 5:**

The table suggested that the summary report might contain even less detail, as its purpose was to make it easier to find more detail in the other report. There was consensus that the table preferred option 2 for a summary report.

"It's about the ability to move from the summary to the detail. I would maybe take out some of the detail in the summary." **Voluntary organisation representative**

"I'd probably read the summary and I'd like the summary to make it easier to find the detail."

**Housing/development representative**

**Table 6:**

The table felt that the summary report could be made even more concise, in order to make the information available to people from different backgrounds.

"Make it more concise, so that it could be sent out to ordinary households. It might be good to have two versions – a reduced format and the long format."

**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:

"Reliability may be missing and should be targeted."  
**Developer/connections representative**

Table 2:

"The obvious thing that's missing is inter-utility working, because looking at the figures, you've got 1.3m customers on your priority register, and fuel poverty support for 6,500 a year."

**Voluntary organisation representative**

"You've got to do more. Alignment of resources with other utilities is where you can do a lot more to identify who these vulnerable people are." **Voluntary organisation representative**

Table 3:

"You should reduce your business carbon footprint and do more to be energy efficient."  
**Business customer representative**

Table 4:

"From a Cornish point of view, congestion is missing, because that's a big issue for the community energy sector. The network's capacity is full, and I feel it hasn't been touched on."

**Developer/connections representative**

Table 5:

"Innovation probably is missing because for me that ties in with environment and sustainability."

**Environmental representative**

Table 6:

"Attribution to transmission lost, and the actions that WPD takes to address the problems is missing."  
**Local authority officer representative**



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

**Table 1:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
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
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Connections satisfaction	Rated 8.7/10	8.9/10	9.1/10	9.3/10

### Connections satisfaction:

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

**Developer/connections representative**

### Overall customer satisfaction:

"In my opinion, you are already providing stellar customer service, compared to the other DNOs. As long as you maintain this quality and granularity of service, it shouldn't be a priority as an area to improve."

**Business customer representative**

### Connections satisfaction:

"Compared to other DNOs, WPD deals particularly well with connections. They are brilliant at getting back to us compared to others. It is difficult because I almost did not want to bring in the inconsistency I mentioned above because sometimes it works in our favour."

**Developer/connections representative**

### Vulnerable customers:

"I believe we could support more vulnerable people. It is tricky though because the issue is if you do put emphasis on it, you are also encouraging people to rely on this system. In the long run, it may not be a sustainable system."

**Voluntary organisation representative**

### Safety education:

"Energy resilience is not a priority. Safety and education are more important to me."

**Developer/connections representative**

"On the expanding scope, it would be great if you could include discussions on smart meters at schools."

**Developer/connections 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
Emergency resilience	20% communities and businesses supported to improve resilience	30%	40%	50%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Safety education	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

#### Smart networks:

"I think smart networks is important because it would automatically link, in my view, to customer satisfaction. The smart networks will lead to better use of the network which will drive customer satisfaction."

**Regulator/government representative**

#### Emergency resilience:

"I would argue for emergency resilience (before fuel poverty). By tackling emergency resilience, you tackle fuel poverty. Emergency resilience lets you know where vulnerable people are at time of outage, so by tackling that you can tackle fuel poverty."

**Voluntary organisation representative**

#### Fuel poverty:

"Yes, but fuel poverty is also about offering people support. It's all quite interlinked, but you need to be seen to be doing more here."

**Business customer representative**





**Table 3:**

How they voted:

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

#### Vulnerable customers

“The support of vulnerable customers should be more of a priority than fuel poverty. Fuel poverty should maybe be more of a focus for the supplier I feel.”

**Developer/connections representative**

#### Undergrounding schemes

“From a tourism point of view it's important for pylons and cables to go underground, so one vote for me.”

**Business customer representative**

“Given the cost of these schemes I feel like the money would definitely be better off spent elsewhere.”

**Housing/development representative disagree**

“It's a nice thing to have but isn't a necessary.”

**Business customer representative**





**Table 4:**

How they voted:

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

#### Fuel poverty:

"I'm naturally drawn to fuel poverty, but I'm slightly conflicted; I don't think it's WPD's responsibility to sort this problem, it's the government's responsibility."

**Voluntary organisation representative**

"We are in a phase when the government aren't doing what they should be doing."

**Voluntary organisation representative**

"Yes, and the utility companies too."

**Voluntary organisation representative**

"WPD are way down the line of people that should be picking this problem up."

**Local authority officer representative**



**Table 5:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
<b>Business carbon footprint</b>	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023
<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>Undergrounding schemes</b>	55km by 2023	55km by 2021	75km by 2023	90km by 2023
<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

#### Business carbon footprint:

"I'd like to see your business carbon footprint reduced by 10% by 2023." **Environmental representative**

"A 5% reduction in the business carbon footprint by 2023 isn't very ambitious."

**Voluntary organisation representative**

#### Safety Education:

"It shouldn't necessarily be about safety. It should be about energy usage." **Environmental representative**

"I'm not convinced you can rely on parents to educate their children on safety. There are children dying."

**Business customer representative**

#### Connections satisfaction:

"I need greater availability of data online to do my job so I'd spend more on connections satisfaction purely for this." **Developer/connections representative**

"Connections are important but I don't really know why connections satisfaction is separate to overall satisfaction." **Business customer representative**

"The challenges for DNOs are environmental, sustainability, etc., and if we improve that then the satisfaction will improve itself."

**Voluntary organisation representative**

"By spending money on smart networks, emergency resilience, you will automatically improve satisfaction."

**Developer/connections representative**



**Table 6:**

How they voted:

CATEGORY	AS NOW	OPTION 1 1 vote	OPTION 2 2 votes	OPTION 3 3 votes
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020
Connections satisfaction	Rated 8.9/10	8.9/10	9.1/10	9.3/10
Overall Customer satisfaction	Rated 8.9/10	9.1/10	9.3/10	9.5/10
Undergrounding schemes	55km by 2023	55km by 2021	75km by 2023	90km by 2023
Customer awareness	50%	55%	60%	65%
Vulnerable customers	125,000 supported a year during power cuts	150,000	175,000	200,000
Fuel poverty	6,500 supported a year	10,000	12,500	15,000
Safety education	60,000 children educated a year	60,000 & expanded scope	70,000 & existing scope	70,000 & expanded scope

#### Undergrounding schemes:

“Putting everything underground is expensive with all the heat build-up and I do not understand why it is given priority.”

**Local authority officer representative**

“All the old network cables are currently overhead, and parish councils are keen to see certain areas to go underground.”

**Local authority officer representative**

#### Smart networks:

“Smart networks are still under the radar but in the future, it will become more prominent and more important. More weight should be put into smart networks roll out.”

**Business customer representative**

#### Safety education:

“Safety education prevents accidents and it should be expanded. When you start the education at primary school the knowledge would stay throughout the student’s life. When you educate the children, the knowledge would get passed to the parents as well.”

**Local authority officer representative**

“Why does WPD not use fully trained people to carry out safety education, but instead use apprentices? This shows a lack of emphasis and importance placed on the issue.”

**Local authority officer representative**

#### Fuel poverty:

“Fuel poverty is one of the major issues in the village. I understand the problem is with the energy companies and is not the distributor’s issue, but great priority should be placed on this area.”

**Local authority officer representative**



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

**Table 1:**

The table agreed that customers would not be prepared to spend more, and if there was to be an increase on the bill- it would have to be very limited.

**Table 2:**

There wasn't a consensus from the table on this question.

**Table 3:**

Stakeholders felt that they wouldn't pay in excess unless there was a very good case.

"We already have the highest grid charges in the country so we wouldn't want to pay more."

**Local authority officer representative**

**Table 4:**

Stakeholders generally felt reluctant to pay more for stretched targets.

"Personally I'd be willing to pay more but many aren't in a position to do that, they are choosing between putting food on the table or turning the heating on."

**Voluntary organisation representative**

"I think WPD is only one player in a big landscape, the utilities companies have a lot to contribute and take advantage of people, and are the reason so many people are struggling."

**Business customer representative**

**Table 5:**

There was no consensus on the table on this question.

"I'd be happy with £5 a year. That isn't very much for improvements."

**Environmental representative**

"I would expect WPD to pay for business carbon footprint. It's not a customer responsibility. I would pay more for smart networks but not for business carbon footprint."

**Developer/connections representative**

"I'd be willing to pay £2 for smart networks."

**Developer/connections representative**

"As a business customer I don't see why I should be paying for business carbon footprint. It's their responsibility."

**Local authority officer representative**

**Table 6:**

The discussion was more focused on the actual average spending of customers rather than the question at hand.

"People would be willing to pay extra to improve the service; people do not have knowledge of where the money is going to anyway."

**Local authority officer representative**

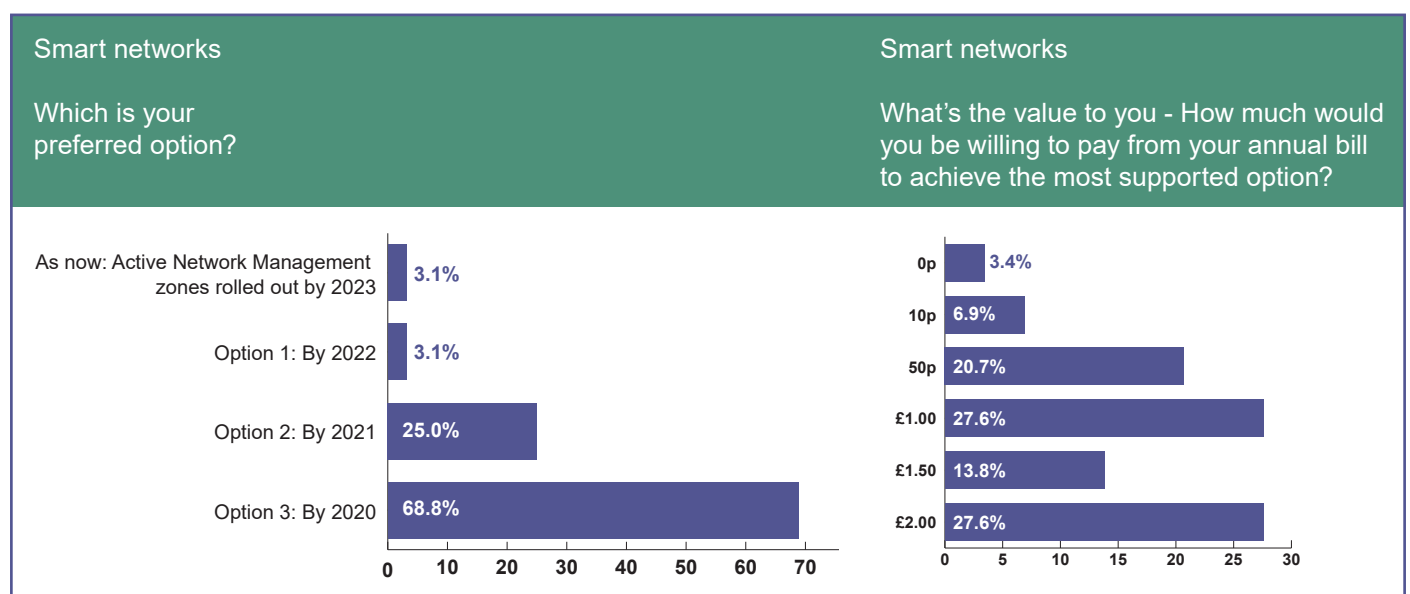
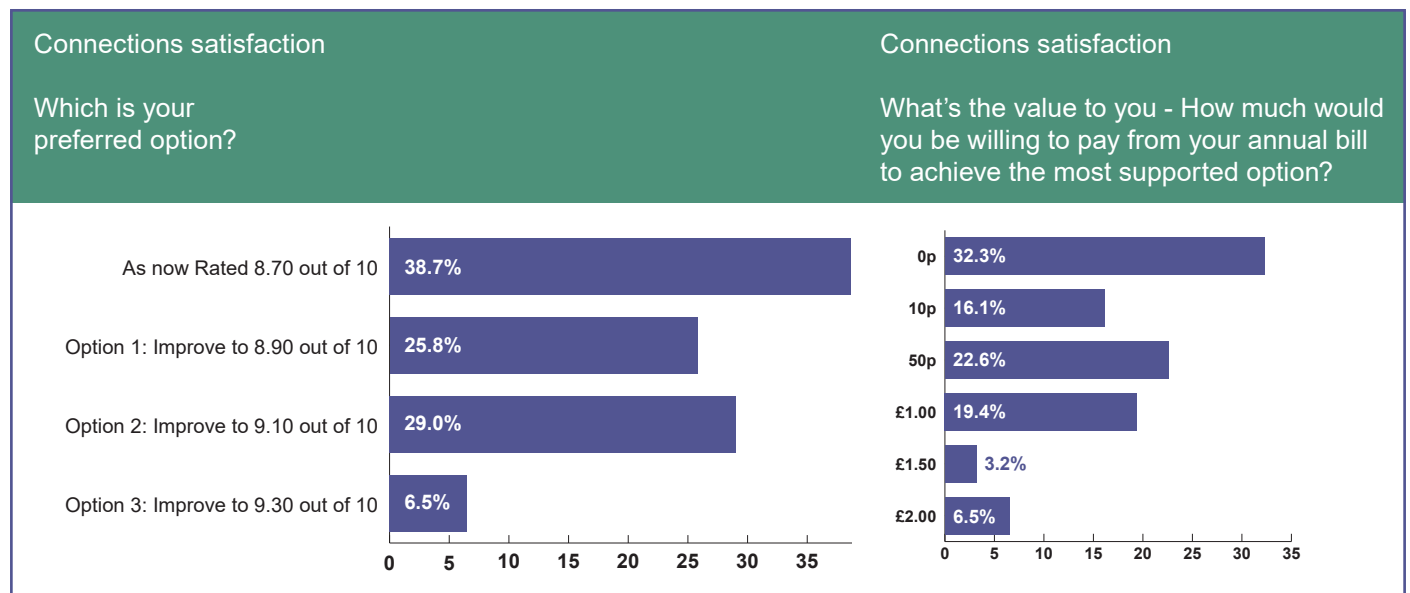
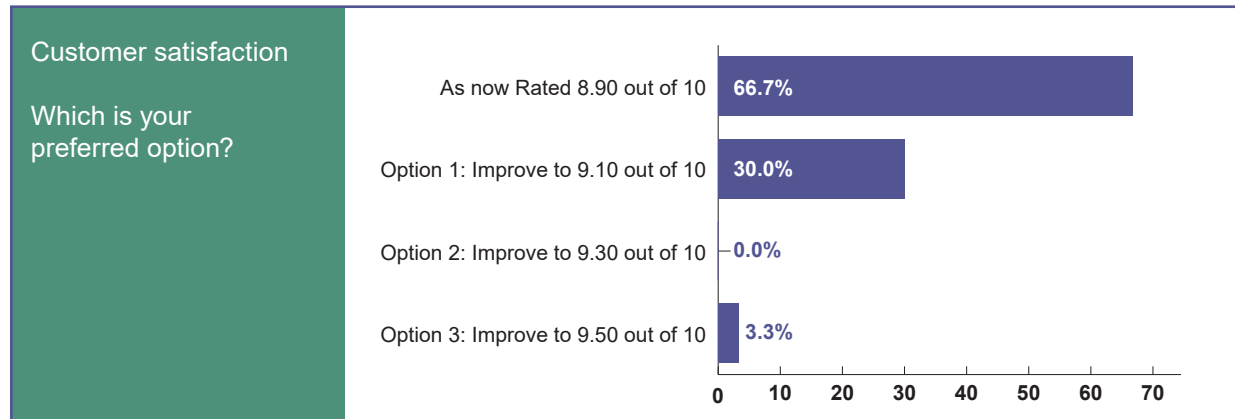
"The national average of costs stated do not seem to be reflective of the surveying result listed here."

**Local authority officer representative**



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

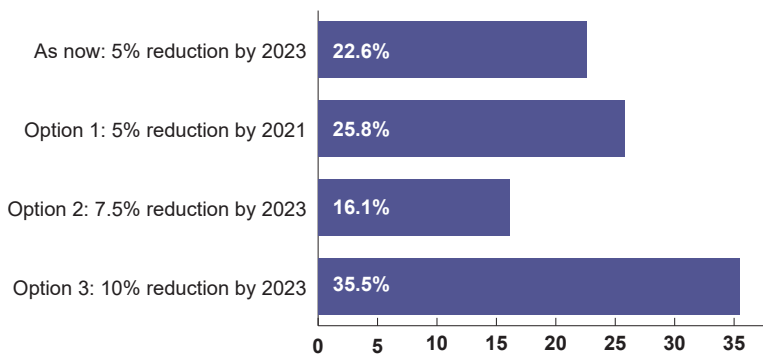
Stakeholders were asked to vote electronically on their preferred Option for each category. If they voted for an Option beyond WPD's planned approach (Options 1, 2 or 3) they were then asked to attribute a value to this. Each value relates to an amount per annum, per customer.





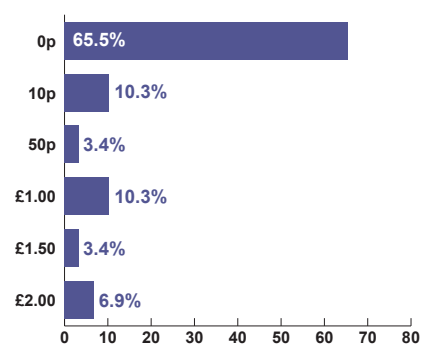
## Business carbon footprint

Which is your preferred option?



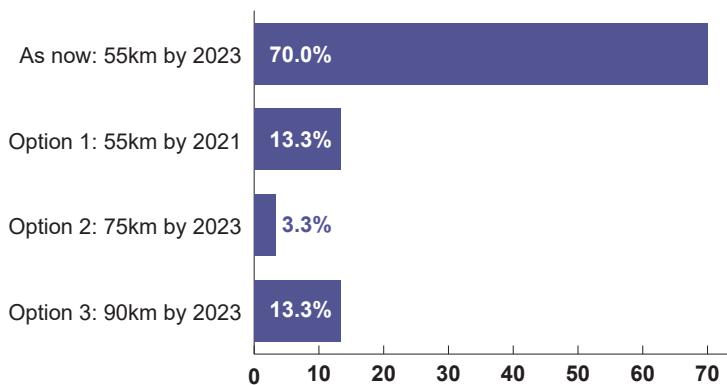
## Business carbon footprint

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



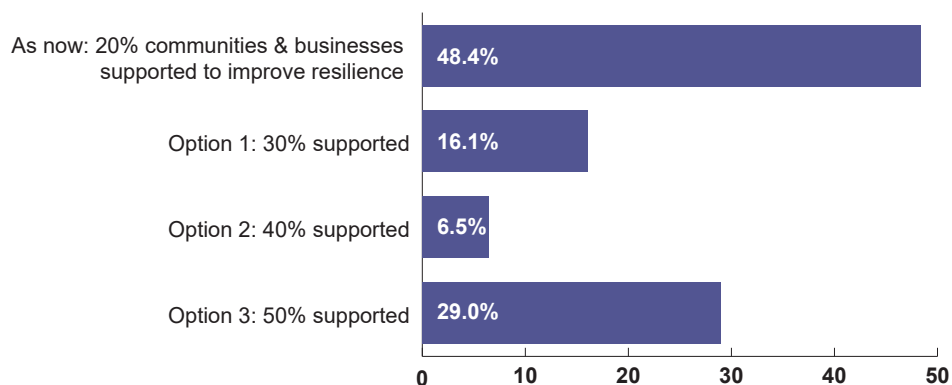
## Undergrounding schemes

Which is your preferred option?



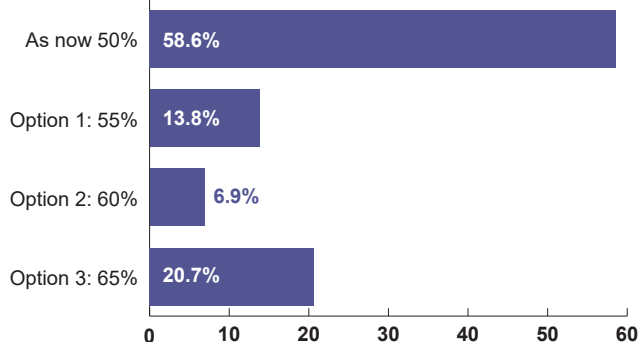
## Emergency resilience

Which is your preferred option?



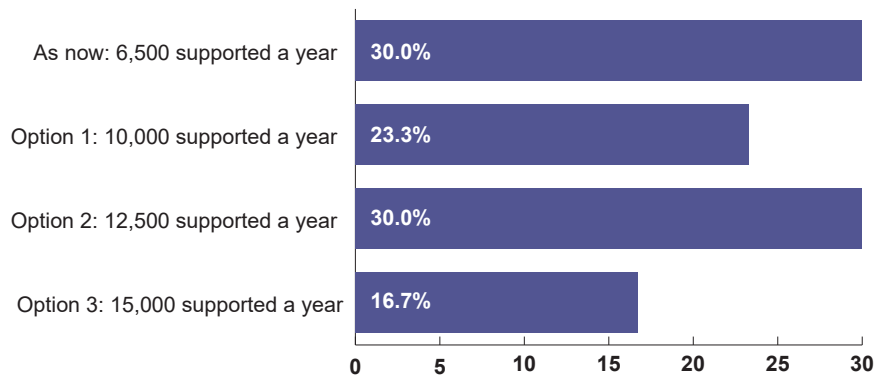
## Customer awareness of WPD

Which is your preferred option?



## Fuel poverty

Which is your preferred option?

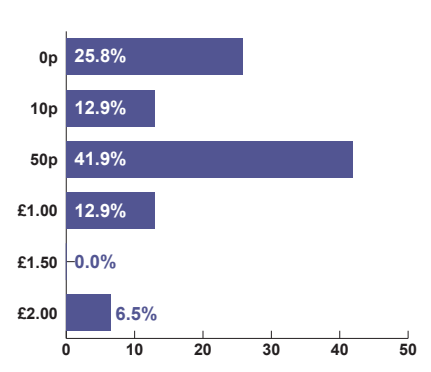
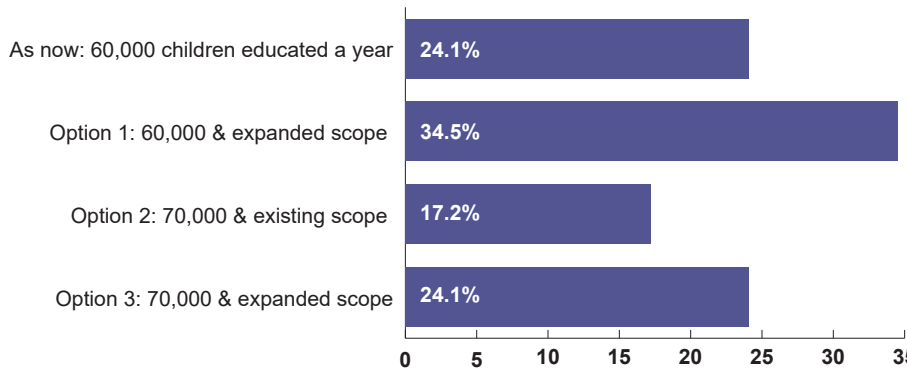


## Safety education

Which is your preferred option?

## Safety education

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

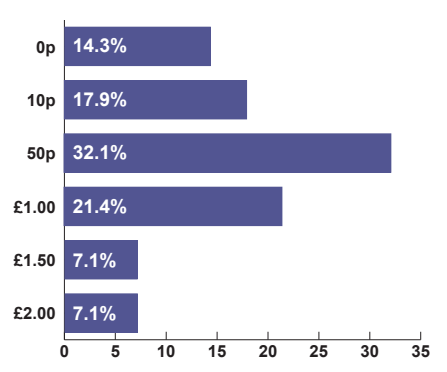
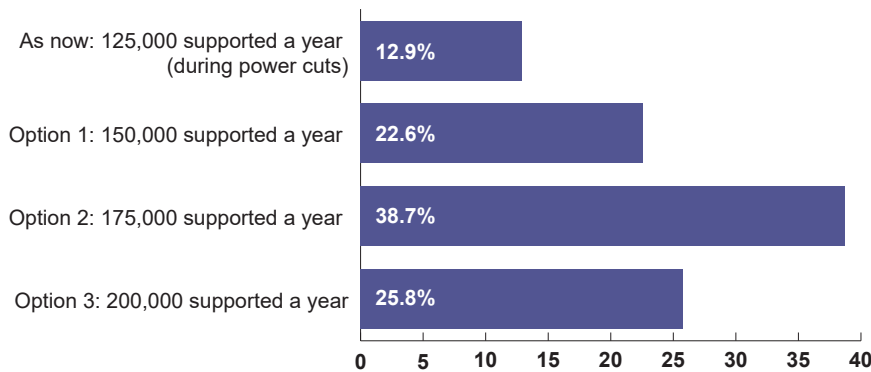


## Vulnerable customers

Which is your preferred option?

## Vulnerable customers

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



## 6 | WORKSHOP 3: Future networks

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

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

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

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

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

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

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

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



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

**Table 1:**

Stakeholders were keen to see the introduction of more flexibility into the system with the transition from a DNO to a DSO, with consensus that customers and providers should be more empowered with both energy usage and storage.

"Many heavy energy using companies would like to know how to reduce energy consumption. Some of them would also like to store themselves where possible."

**Business customer representative**

"It could improve resilience if people were allowed to store electricity. To go further, if they were linked to a cloud, they could exchange and work together."

**Business customer representative**

**Table 2:**

The table did not discuss the question.

**Table 3:**

The table agreed with WPD's DSO priorities, although they stated they might be more clearly identified as priorities.

"It just lacks information stating that these are prioritised areas. Otherwise it all looks good to me."

**Business customer representative**

**Table 4:**

All the stakeholders agreed with WPD's DSO priorities.

"They've kind of covered everything, high voltage and low voltage." **Voluntary organisation representative**

**Table 5:**

There was broad agreement that WPD's DSO priorities were correct, although two stakeholders felt efficiency and consumer involvement should be included.

"Energy efficiency is a priority. We can deal with the need to supply by energy efficiency at a business level." **Voluntary organisation representative**

"Embedding energy efficiency and consumer involvement in the DSO priorities should be paramount." **Developer/connections representative**

**Table 6:**

The table agreed that protecting the integrity and safety of lower voltage networks does not hold as high a priority as the other DSO priorities, and felt WPD lagged behind in managing new technologies, such as wind power.

"If new technologies like wind power are more efficient, why is WPD lagging behind in the implementation." **Local authority officer representative**



## THE POTENTIAL BENEFITS OF SMART METERS FOR NETWORKS

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

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

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

**Table 1:**

Stakeholders agreed the roll-out of smart meters would benefit the system and should be widely implemented.

"It would seem almost criminal not to use this data. As far as I am aware most of the work is based on worst case scenario. This is hugely expensive and we could improve our systems by getting access to this data. We, as developers, probably know more than you because you rely mostly on customers' feedback. WPD could benefit from more accurate figures."

**Developer/connections representative**

**Table 2:**

Stakeholders felt that they understood the benefits of smart metering but that the general public might not.

"If we packaged discounts across all utilities, together with electricity, gas and water deals, instead of waiting for people to opt for it, we could promote it."

**Voluntary organisation representative**

"The majority of Joe Public out there doesn't know what this is about and why, and that it would benefit them."

**Regulator/government representative**

**Table 3:**

Stakeholders were in general agreement that it was beneficial to access smart meter data, but stated that not everyone would feel the same.

"From talks I've given there are definitely those who aren't so comfortable with it."

**Housing/development representative**

"More data is always good."

**Business customer representative**

**Table 5:**

The table felt the benefits of smart meters had been explained but some stakeholders felt they need to 'mature' and become more useful to customers so that they are reliably used in the long term.

"Smart meters give a better sense of customer behaviours and that information can be used to encourage changes in the long term."

**Voluntary organisation representative**

"Currently smart meters are made useful for people like WPD who use it, but I think it needs to mature a bit to be useful to customers as well."

**Developer/connections representative**

**Table 6:**

Stakeholders were all comfortable with WPD having access to smart meter data, with some stakeholders feeling it was a community prerogative, although one stakeholder pointed out that not everybody might be so comfortable.

"I think smart meters are a good thing but not everyone has that opinion."

**Local authority officer representative**

"Consumption of energy is a community and social product. As a domestic user, I don't feel I have the right to withhold the information."

**Environmental representative**

**Table 6:**

The table was comfortable with WPD accessing smart meter data, but did not dig deep into the question at hand.



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

**Table 1:**

The table was very prepared to let WPD access the half-hourly data.

"I am much more comfortable with suppliers having access to data as a network operator."

**Developer/connections representative**

"It would be almost criminal not to use smart meter data."

**Developer/connections representative**

**Table 2:**

Stakeholders had differing opinions on how comfortable they felt with networks having access to half-hourly smart meter data.

"I need to get used to the idea of the smart meter first, and then maybe I'd be happier about the data."

**Business customer representative**

"Personally, I can't wait, anything to get my daughter to use less electricity!"

**Regulator/government representative**

"I think there'd be too much data for people to use it and abuse it."

**Business customer representative**

**Table 3:**

The table was in broad agreement about the benefits of half-hourly data. However there were a few concerns raised about the need for customers to be educated on why and how data is collected, and the question of operating tariffs remotely.

"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 4:**

There was disagreement on the table regarding data privacy and how much control there should be on the sharing of information with third parties.

"There needs to be some customer reassurance in terms of their cyber security arrangements - they want to know who has their information."

**Water utility representative**

"We've gone too far with privacy; if we want good, effective data we need to collect it and share it."

**Developer/connections representative**

**Table 5:**

The table was enthusiastic about the usage of half-hourly data, quoting cost saving benefits and stating that some data sharing was in the public good.

"We embrace them whole heartedly because it cuts down billing error. We're on to upgrading our last 20 of about 300 smart meters. It saves us money."

**Housing/development representative**

"Bring it on."

**Environmental representative**

"Data protection legislation misses a trick in that there are situations in which data should be shared for the public good."

**Voluntary organisation representative**

**Table 6:**

The table did not discuss this topic, except for one stakeholder to state that they did not have the expertise to comment.

"I do not understand smart meters enough to make a comment."

**Local authority officer representative**

## WPD'S SMART METER DATA PRIVACY PLAN

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

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



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

**Table 1:**

The table agreed that the data privacy plan was comprehensive but wanted to make sure that data would not be shared under any circumstances.

"The data privacy plans kind of covers it but I just want to make sure it is not shared with third parties."

**Developer/connections representative**

**Table 2:**

Most stakeholders felt that WPD's approach to data privacy was good and clear, but one stakeholder mentioned that it should 'be taken one step further' to ensure data cannot be abused.

"I'd take it one stage further and make sure that no-one can get hold of it to abuse it."

**Developer/connections representative**

**Table 3:**

The stakeholders agreed that the data privacy plan is comprehensive, and were comfortable with the sharing of data under these terms. A question was raised regarding the potential of too rigid a data policy ending up holding back the interests of stakeholders.

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

**Business customer representative**

**Table 4:**

The table approved the 7-point approach to data privacy provided WPD remain transparent in their use of the data. The table went a step further, stating that WPD should also have access to utility companies' data.

"I think you should have the ability to see utility business data, they should share that."

**Local authority officer representative**

"Obviously the individual energy companies will have usage data for individual houses, why don't you have access to that information?"

**Voluntary organisation representative**

**Table 5:**

The table agreed that the smart meter data privacy plan was more than ample, and were very comfortable with WPD having access in these terms, with some stakeholders expanding on how the use of this data would lead to customers becoming more smart about how they consume energy.

"The plan looks perfectly reasonable. I would say it's over egging it slightly."

**Developer/connections representative**

"This takes out the competitive market. This could help with opening up the market where previously the customer hasn't really engaged with it."

**Developer/connections representative**

"If you're aware it will be cheaper for you to use it at a cheaper time then you might be more likely to take that into consideration."

**Business customer representative**

"Even getting more vulnerable customers to change their energy supply can save them so much a year."

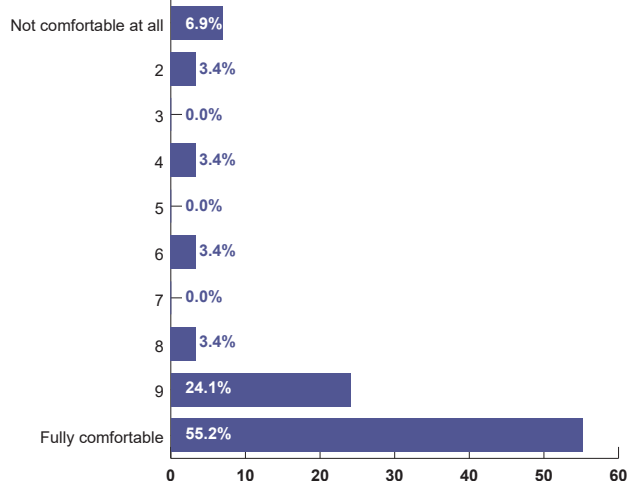
**Developer/connections representative**

**Table 6:**

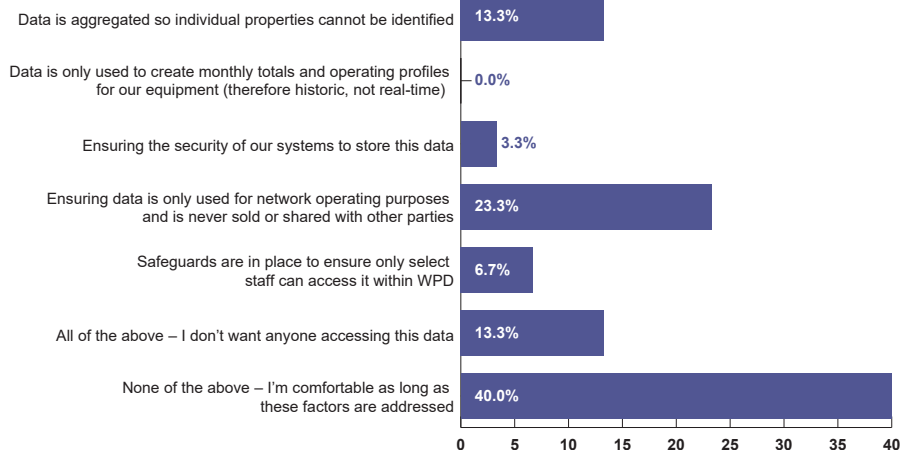
The table agreed that they were comfortable with WPD having access to the data on these terms, but the questions were not discussed at length.

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?





## Reviewing these priorities

...to review these priorities  
...if areas are shifting

...the 'value to you' of possible  
...in delivery and stretches to  
...within the next 1-5 years

...of actions, within some of the  
...priority areas – but not all – are  
...where obvious action today

...everything at once, but can  
...to prioritise some

...the baseline of deliverin  
...outputs by 2023



## 7 | WORKSHOP 4: Environment and Sustainability

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

### BUILDINGS ENERGY USAGE

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

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

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

Table 1:

Stakeholders generally agreed that more should be done to make WPD more eco-friendly and energy-efficient. They emphasised the diversity and number of initiatives which could be launched, and argued that it was also a matter of focusing on smaller but good practices, such as switching off the lights.

"All proposals felt technical in nature but they didn't seem to be rewarding or engaging further action; I would suggest you focus more on good practices."  
**Business customer representative**

Table 2:

Stakeholders suggested undertaking thermal modelling to identify heat loss in building stock, and steps to incentivise staff to keep buildings emissions low.

"Have you done any thermal modelling? Checking where heat leaks are."  
**Voluntary organisation representative**

"Something I've found is in channelling results back to staff; if they've got a financial interest in achieving those savings, they've got more incentive to do it. Even if it's B&Q vouchers."  
**Regulator/government representative**

Table 3:

Stakeholders found no agreement on the issue of reducing buildings energy usage as there were numerous options they felt could be explored, such as frequent reporting and relationships with suppliers.

"More frequent reporting would be a good idea. Real time or daily / 'day plus one' reporting is a must I think."  
**Business customer representative**

"Every office should have its own smart meter."  
**Housing/development representative**

"Have you looked into your relationships with suppliers? They could be improved to help drive and increase performance."  
**Local authority officer representative**

Table 4:

The table agreed that in terms of building and vehicle energy usage it was about encouraging culture changes among the staff.

"It's about changing the culture; switching computers off, putting things in the right recycling bin."  
**Energy/utility representative**

"Can you get something like an energy champion who tells everyone to 'switch that off', recycle etc. – that works in every business."  
**Voluntary organisation 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 5:**

The table were pleased that WPD used the BREEAM standard where they could, and suggested looking at Marks & Spencer's strategy for ideas, as well as solar panelling on depot roofs.

"I'm very pleased you've got BREEAM in there. There's also BREEAM in use, a process which identifies what the KPI's could be and then an annual process to help you work towards them."

**Business customer representative**

"If you look at M&S's strategy, there's lots of other large companies which manage. There's a lot of learning to be done here."

**Developer/connections representative**

"Presumably you have a large amount of roof space. Do you have a solar panel programme?"

**Environmental representative**

**Table 6:**

The table agreed that WPD is doing well regarding sustainability, and suggested using innovation, incentives and competition to nudge behavioural change in employees to reduce energy usage.

"Buildings should be more open to innovative solutions, such as solar panels, and how to make the depots responsible for the energy usage."

**Local authority officer representative**

**Table 1:**

The table agreed with the actions, and also suggested 'gamifying' good driving behaviours as a potential solution.

"I do agree with the emphasis on behaviours and drivers."

**Business customer representative**

"For fleet behaviours, it would good to gamify it: that way staff have incentives to be more energy-efficient. The initiative is called light foot: the teams can see whether drivers are keeping their fuel consumption down."

**Connections/developer representative**

**Table 2:**

The table agreed with the actions but felt more could be done. Stakeholders made comments on revising vehicle fleets to consider lighter/smaller vehicles, minimal kit being used on each vehicle, driver training alongside trackers, limiters and fuel reports.

"Have you looked at pool cars? So that teams can tag up."

**Developer/connections representative**

"You could consider reciprocal arrangements between utilities for vehicle use in emergencies."

**Voluntary organisation representative**

"The amount of kit that's on each vehicle, it adds to weight and cost. Do they need to carry everything all the time? Can it be stored in suitable places?"

**Business customer representative**

"Driver training drives behaviour in the short-term, but we also have trackers and limiters on our vehicles."

**Business customer representative**

**Table 3:**

The table were of the view that more should be done to reduce vehicle emissions, such as videoconferencing, route planning and electric vehicles.

"Video conferencing is a very sensible thing to integrate into the business. I think you could also look at route planning." **Business customer representative**

"Electric vehicles, are they being considered as an alternative? With charging points within your buildings or sites?" **Developer/connections representative**

**Table 4:**

The table discussed how a better selection of vehicles for different tasks would reduce the amount of energy used and agreed that this should be a policy that covers the whole workforce.

"We've got 'light foot' in all our corporate vehicles that sends warnings to the drivers when you go over the revolution limit, and if you ignore it, it notifies the manager." **Energy/utility representative**

"One of the things we've introduced is standardisation for all company cars. They can only have a certain range of vehicles, including the managers." **Energy/utility representative**

**Table 5:**

Some stakeholders felt this topic would be best left to WPD, and that the graphs used to calculate emissions were confusing. One stakeholder wondered if electric vehicles could be better utilised.

"The transport is difficult to comment on because the table shows an increase and then decrease in emissions. We're not sure what's driven those changes." **Voluntary organisation representative**

"Do you have an ambition for a percentage of your cars to be electric?" **Developer/connections representative**

"There are 4x4 vehicles that have electric capability, and the range you're doing in these vehicles lends itself to electric vehicles." **Environmental representative**

**Table 6:**

The table agreed that motivation was the best method to improve driving practices. One stakeholder suggested implementing vehicle tracking, but pitching it as a security rather than management issue.

"Charity donations or rewards when people reduce electricity by using public transport. Perhaps encourage carpooling and other initiatives." **Business customer representative**

"Track the vehicles, since it would bring about better driving techniques and reduces private usage. However, it is best to pitch it as a security and safety strategy rather than driving management." **Local authority officer 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:**

Those stakeholders who had heard of SF6 proposed constant monitoring of leaking switchgear as a solution.

"Regarding emissions, if we had it monitored all the time then you would be able to act quickly and efficiently if a leak was to occur."

**Business customer representative**

**Table 2:**

The table suggested framing the business case for SF6 detection cameras in more tangible terms, for example calculating SF6 loss in terms of equivalent household CO2 emissions.

"What's the loss of SF6 equivalent to in houses? If you can say it's several thousand houses this could help your business case."

**Voluntary organisation representative**

**Table 3:**

There was general consensus that plans in place for reducing SF6 emissions were reasonable.

"If these SF6 cameras are reasonably priced I don't know why you wouldn't get more."

**Business customer representative**

**Table 4:**

There was consensus that on SF6 the table weren't specialised enough to comment.

"This is a technical speciality, I don't feel knowledgeable enough to make a comment."

**Voluntary organisation representative**

"It is an important issue, so if it works, then go for it, but I don't really know anything about it."

**Local authority officer representative**

**Table 5:**

Stakeholders were of the view that more should be done to combat the SF6 issue, but needed more information to give a specialised opinion.

"1% lost to the atmosphere, but what actually is the amount in the bank. It's hard to know which area has the most impact and so say which area should be more important without knowing."

**Environmental representative**

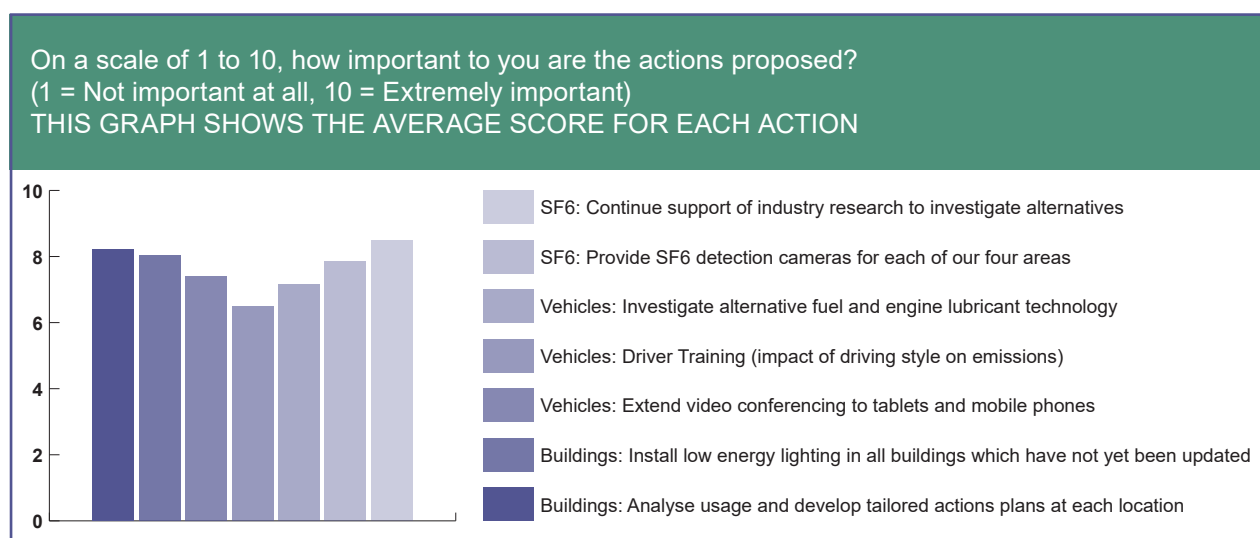
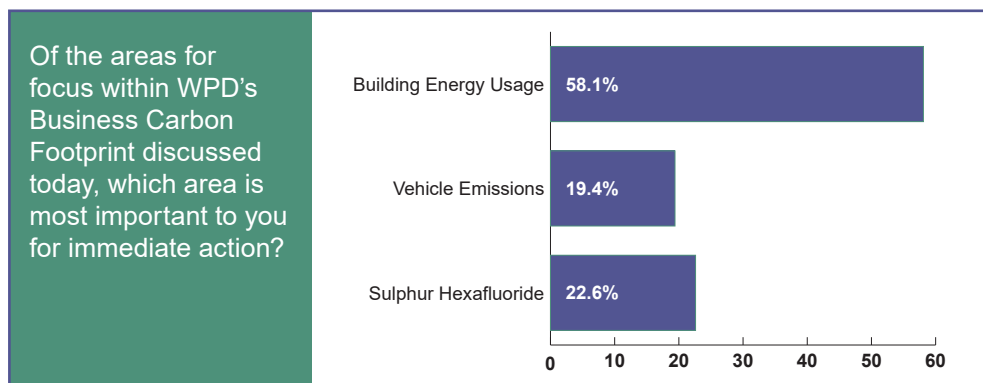
**Table 6:**

The table was shocked at the price of SF6 detection cameras, and agreed that research and investment in finding a better product was the best long-term solution. Stakeholders had a discussion as to whether the switchgear manufacturers could contribute to the research.

"Do the manufacturers of the switchgears have any alternatives or any solutions?"

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

## Connections and Distributed Generation

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

Key points stakeholders raised were:

- There is a clear desire to use renewables as a community, and for WPD to look at organisations to provide battery storage.
- There appears to be a lack of consistency across WPD when it comes to applying for new connections.
- There was consensus that WPD needs to focus on producing detailed heatmaps.
- Scottish and Southern Energy have a good system where you can identify capacity easily down to the substation.
- Customers have a sense that WPD as a company are overstretched with periods of radio silence in communication.

## Emergency Resilience

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

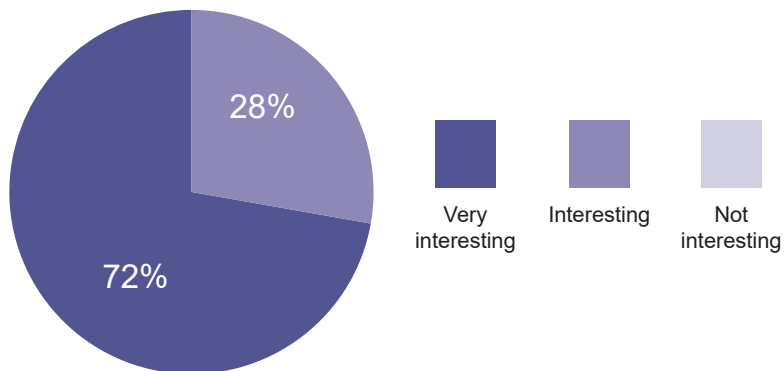
Key points stakeholders raised were:

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

Of the 31 stakeholders who attended the workshop, **28 completed and returned their feedback forms.**

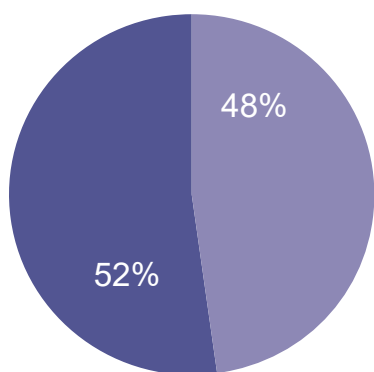
## 9 | Written Feedback

Overall, did you find the workshop to be:



No comments given

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



We had many opportunities.

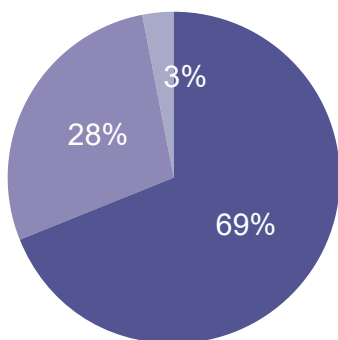
Very well facilitated - liked the mix of table discussion and electronic voting.

Very good to feel involved in future development of WPD.

Good open forum, well facilitated.

Well facilitated to encourage everyone's participation.

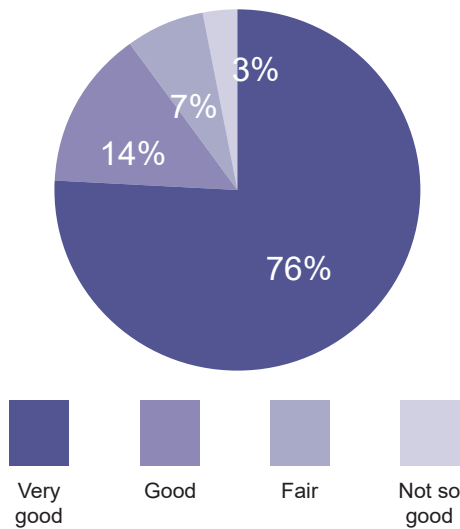
Did we cover the right topics for you on the day?



Good to have opinions to add on areas we felt needed to be included.

Yes, good range of topics.

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



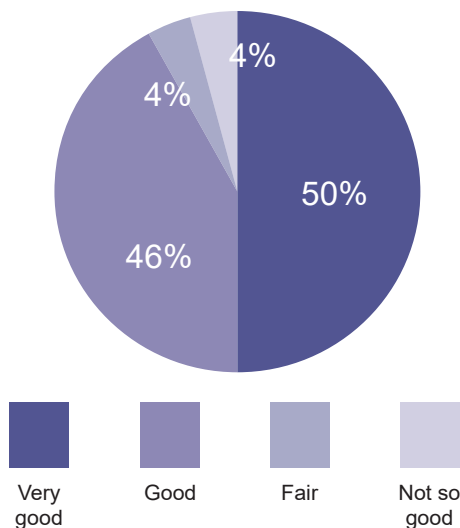
*Yes, well facilitated with plenty of option to contribute.*

*Well managed.*

*Great approach very enjoyable.*

*Liked the digital voting system.*

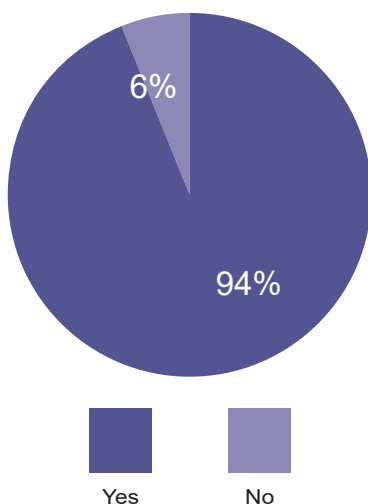
### What did you think of the venue?



*Could have been easier to get to using public transport.*

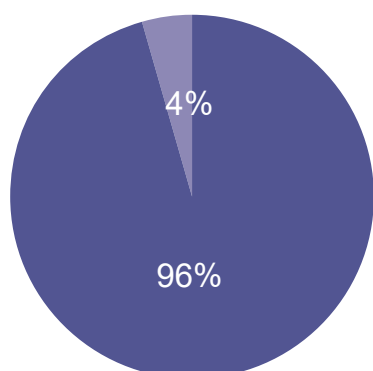
*Ladies toilet not working - lengthy queue.*

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



*I particularly like the A5 spiralbound copy for ease of reading if you are distant from the screen.*

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



Yes No

*As good as usual.*






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

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

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