

# Western Power Distribution Stakeholder Workshop: Lincoln 28<sup>th</sup> January 2016



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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.

WPD is committed to continued engagement with its stakeholders over the delivery of the Business Plan and other key strategic decisions.

In January 2016, WPD hosted six workshops in locations across its network area in order to get feedback from stakeholders. The sixth of these workshops took place at the Lincolnshire Showground on 28th January 2016.



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

Each of the workshops began with presentations by senior WPD representatives followed by roundtable discussions and electronic voting on set topics. The roundtable workshops were facilitated by trained WB facilitators and stakeholders' comments were captured by WB scribes.

Where possible, verbatim quotes have been noted by the WB scribes. However, comments were not attributed to individuals in order to ensure that all stakeholders could speak as candidly as possible. In some cases, individual tables did not answer all questions. Where this is the case, the table has not been included in that section of the report.

This report is a recording of the outputs from the stakeholder workshop. A copy of the presentation given by WPD can be found here<sup>1</sup>.

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<sup>1</sup> <http://www.westernpower.co.uk/docs/About-us/Stakeholder-information/January-2016-Workshops/Jan-2016-stakeholder-workshops-presentation.aspx>

## 2. Overview of the workshop

There were three discussion sessions within the overall workshop that provided an opportunity for stakeholders to review the Business Plan and provide WPD with feedback. The discussion sessions were as follows:

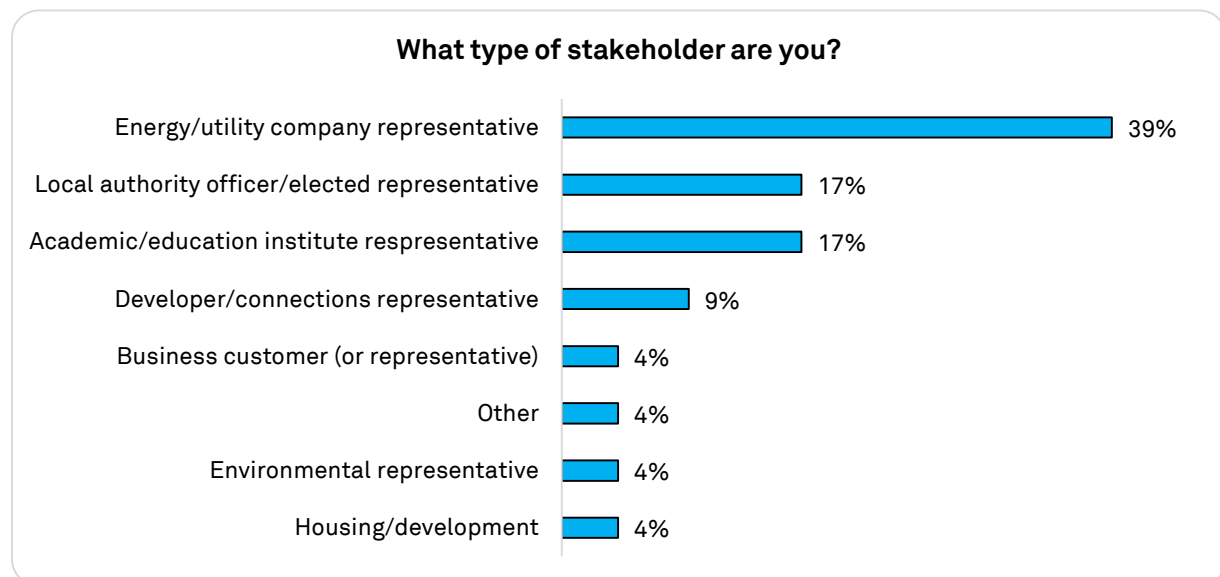
- **Workshop 1: Re-cap of WPD's long-term priorities.** The first workshop involved an update on WPD's long-term priorities in the last year and an interactive session where the groups ranked each of the nine priorities as high, medium or low.
- **Workshop 2: WPD's Business Plan & Current Performance.** The second workshop involved an outline of WPD's performance in the work plan and an interactive discussion on WPD's approach to reporting back to stakeholders.
- **Workshop 3: Long term – starting to address these priorities.** The third workshop involved a more detailed look into two specific long-term priorities: "Smart networks" and "Affordability". This included an in-depth discussion on WPD's approach to smart networks and an interactive session on WPD's planned actions and ideas from other DNOs to address "affordability".

Separate surgeries also took place on the Connections Improvement Plan, social obligations and the role of a distribution system operator ("smart networks").

### Attendees

A total of 26 stakeholders attended the workshop. There were a range of representatives from different backgrounds, including business, local authority, developer/connections, environmental, energy/utility, academic/education and housing/development sectors.

Stakeholders were asked 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:



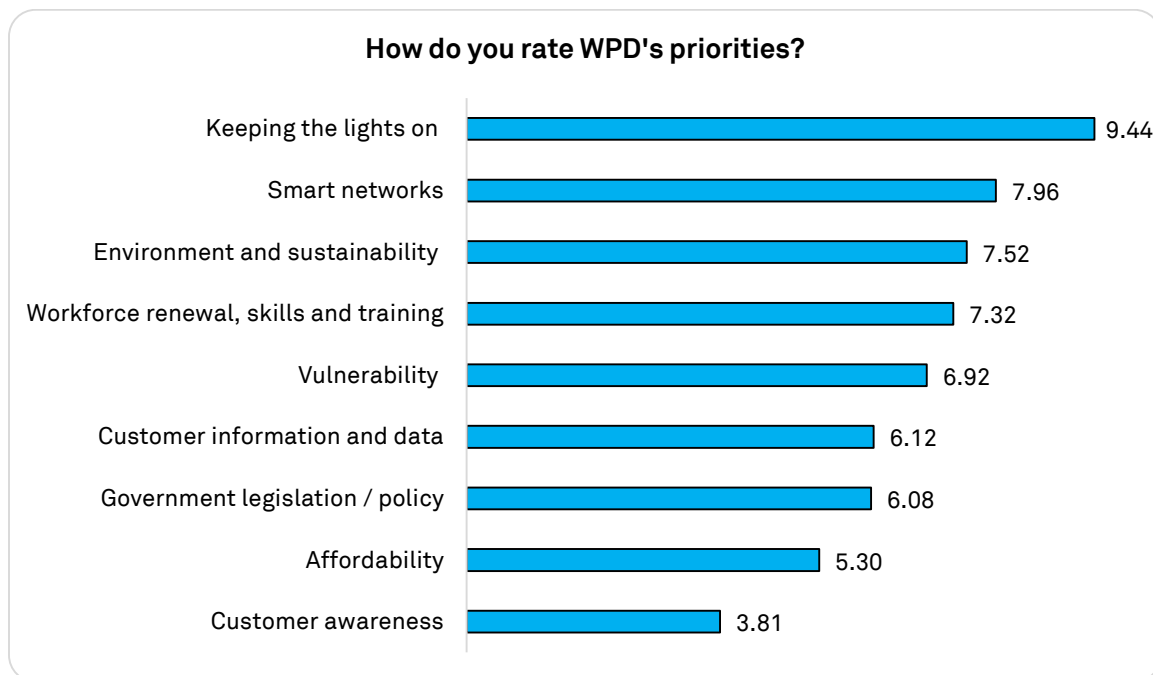
Alongside those attending in a personal or domestic customer capacity, the organisations represented were:

- Anglian Water
- Balfour Beatty
- Beckingham-cum-Sandby Parish Council
- Boston Borough Council
- E.ON UK Plc
- Electricity North West
- ENER-G
- Geldards Llp
- JRC
- Lark Energy
- Lincolnshire County Council
- Lloyds Register
- National Grid
- North Keston District Council
- Nottingham Trent University
- RWE
- South Leverton Parish Council
- University of Lincoln
- Waterloo Housing
- Lincolnshire AONB
- Harlaxton

### 3. Summary of feedback

#### Workshop 1: Re-cap of WPD's long-term priorities.

- The majority of attendees had an interest in WPD's new connections. This included concerns about network capacity for distributed generation and the speed of new connections. A number of these stakeholders referred to "smart networks" as a potential solution to these problems.
- "Environment and sustainability" was also highlighted as a 'hot topic' by attendees.
- Across all tables, "keeping the lights on" and "smart networks" were ranked the highest and second-highest, respectively, in importance among the priorities. "Customer awareness" and "affordability" were ranked least important and second-least important among the priorities. "Affordability" was seen by some as a matter for energy suppliers rather than DNOs.
- "Environment and sustainability", which was a priority that was added following stakeholder feedback at last year's workshops, scored highly ranking third overall, and stakeholders wanted more information on WPD's plans for this priority. "Workforce renewal, skills and training", which was third priority last year, moved down to fourth place.
- Some stakeholders felt that WPD should increase levels of engagement with government to ensure policy-makers understand the potential benefits of smart grids, and to prevent legislation and regulation blocking innovation.



## **Workshop 2: WPD's Business Plan & Current Performance.**

- There was strong support for the 'three levels' model of reporting that WPD will be using to report back to stakeholders on their performance against the business plan.
- The one-page traffic light report was positively received and stakeholders thought it was a good high-level snapshot of information, as long as there is the option of delving into the other reports if they are interested. Despite this, there were suggestions to improve it, for example adding an explanation of how the traffic lights had been allocated.
- The shorter, 20-page summary document was seen as attractive and easy to read because the good layout, graphs and images helped people understand the content.
- It was also suggested that there should be online versions of the reports which could be shared easily on social media, for example the traffic light report would work well on Twitter.
- The longer document was considered to be too detailed for most, but appropriate for those who wish to delve into one particular area in greater detail. It was suggested that a glossary of acronyms would be a helpful addition.
- Another suggestion was to use comparative information, so that stakeholders can understand how well WPD is performing against Ofgem's measures.



In WPD's summary (20 page) report: What are your top 2 topics for inclusion. By topic area:		
Topic area	Topic	% of attendees
Safety	Public safety education	62%
	Accident frequency rates	54%
Reliability	Power cut frequency and duration	88%
	Percentage of customers restored within 1 hour	50%
Environment	Facilitating increased volumes of Low Carbon Technologies (e.g. solar PV)	77%
	= Reducing technical network losses	31%
	= Reducing the carbon footprint of the business	
Connections	= Reducing risk of harmful leaks	
	Time taken to provide quotations and completed connections	58%
Customer satisfaction	Customer satisfaction with the connections process	38%
	Customer satisfaction results	58%
Social obligations	Complaints	46%
	Improving the support services for customers during power cuts	73%
	Data analysis to identify vulnerable customers and to better target services	54%

### Workshop 3: Spotlight on two WPD strategic priorities.

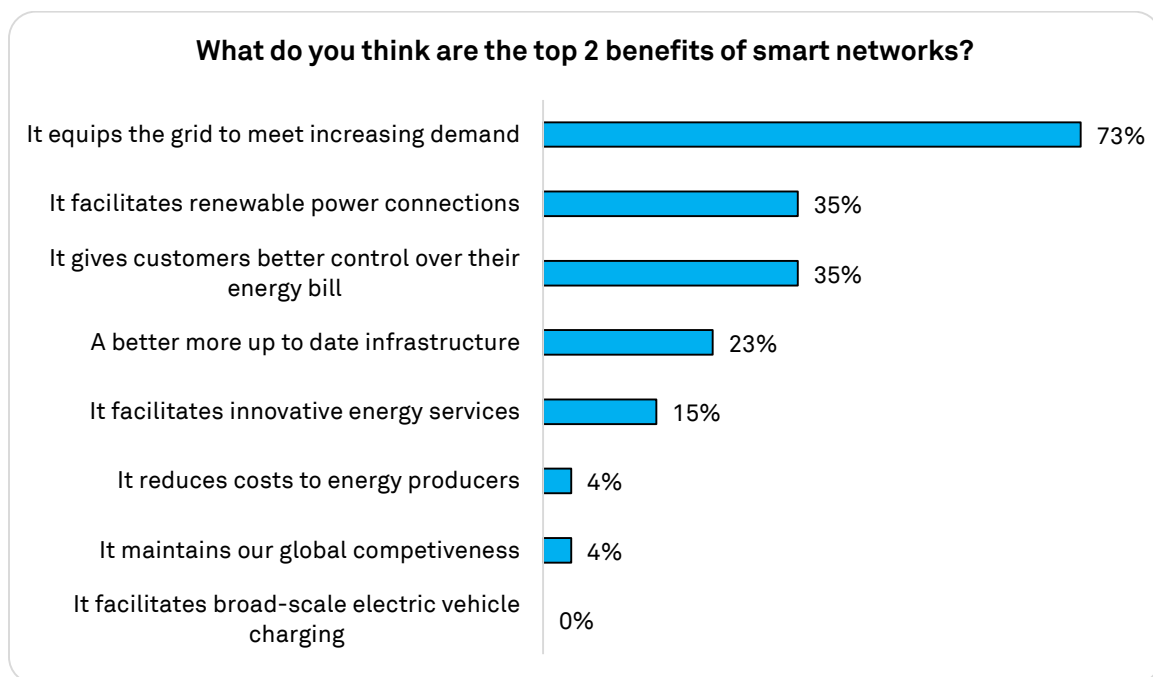
#### Smart Networks

- There was a very mixed understating of smart networks – some stakeholders working in the energy industry had a very detailed knowledge of smart networks whereas others were relatively new to the concept.
- The list of issues WPD would face when moving to “smart networks” was positively received by most stakeholders, and individuals strongly supported voltage rises, two-way power flows and equipment suitability as key issues. Improving public understanding to raise awareness of “smart networks” and promote behaviour change was seen as a missing element.
- Other suggestions of issues WPD faces included harmonics, battery or thermal storage, whether WPD has the budget, capacity or capability to make the changes in



time, and whether the regulatory set up encourages or allows the considerable change required.

- The strategic areas identified were thought to be comprehensive. The main suggestion was to include more future forecasting into the programme.
- There was a strong call for cross-industry collaboration on the issue, particularly with other DNOs, energy suppliers and National Grid.
- Additional stakeholder engagement was suggested, with a variety of different groups. It was stressed that it is important to tailor this engagement to the audience. For example, engagement with domestic customers would need to be simplified, compared with large industrial customers. Other groups to engage included local and devolved governments and academia.

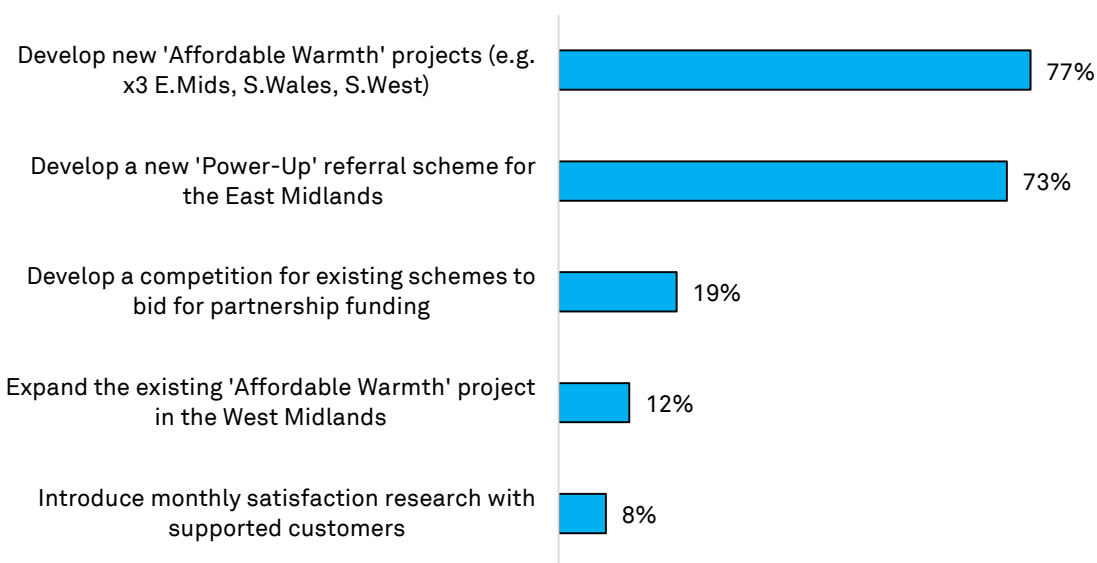


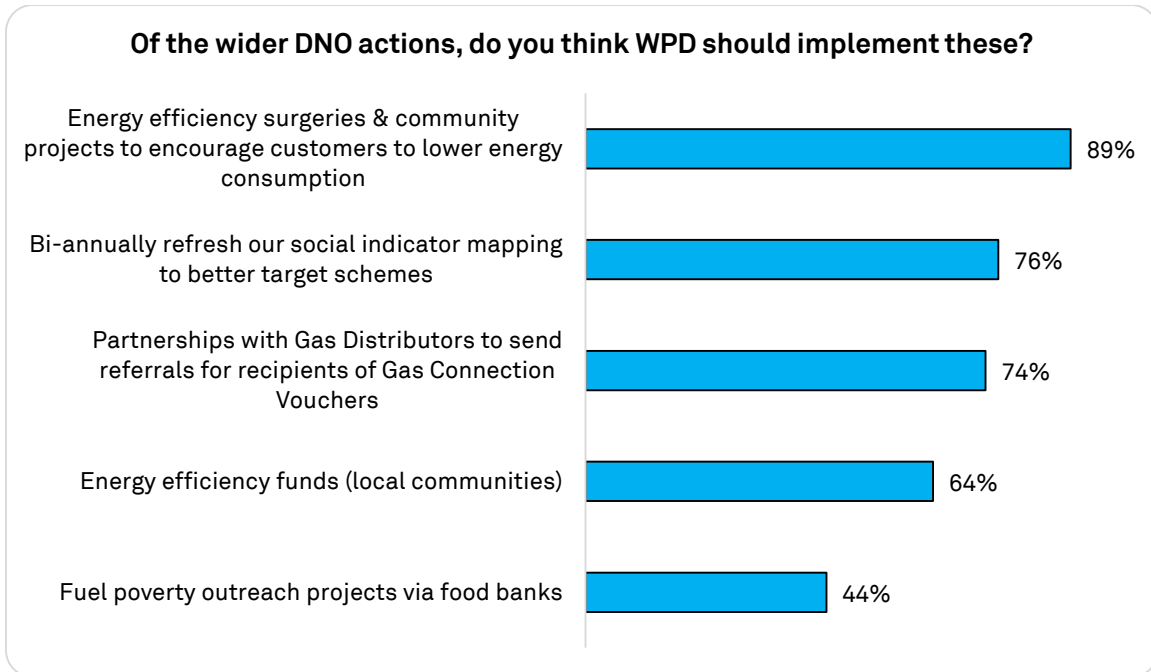
#### Affordability

- The majority of stakeholders thought WPD's approach was appropriate, although a few were sceptical that addressing affordability was outside WPD's remit, and that the suppliers should be taking the lead here. Conversely, energy efficiency was seen as an area that the DNOs should lead the suppliers.
- The referrals networks were supported because they make best use of other organisations' reputations, such as Citizens Advice which is, in general, trusted by members of the public.
- There was a concern raised about the collection and use of personal data of vulnerable people, and whether there was a risk of this data being passed onto other organisations who may misuse it.

- Voting electronically, 'developing new Affordable Warmth projects' was ranked as the highest of WPD's planned actions with 'introducing monthly satisfaction research with supported customers' as the lowest.
- Voting electronically, the highest ranking ideas from other DNOs were 'energy efficiency surgeries & community projects' and 'bi-annually refresh our social indicator mapping'. The lowest ranked ideas were 'fuel poverty outreach projects via food banks' and 'energy efficiency funds (local communities)'.
- Opinion was divided regarding the idea of a competition for existing schemes to bid for funding. Some felt that it would unnecessarily drive down costs and already cash-strapped organisations would be forced to underbid, whereas others felt a competition would drive up innovation and ensure customers are getting best value for money.
- There were concerns from some stakeholders that WPD would be stepping outside their remit if the 'fuel poverty outreach via food banks' idea was adopted. Many agreed that this was a good idea but that the energy suppliers should do this instead.

#### Of the WPD proposed actions what are your top 2 priorities?





### Written Feedback

- 63% of attendees found the workshop **very interesting** while 37% found it interesting.
- 58% of attendees **strongly agreed** with the statement that they had the opportunity to make their points and ask questions. 37% agreed with it while 5% disagreed.
- 21% of attendees **strongly agreed** that the right topics had been covered, while 79% agreed.

Stakeholders were also given a chance to make additional comments on the feedback form, including *'great insight into some of the key issues faced by WPD such as smart grids.'*

## 4. Workshop 1: Re-cap of WPD's long-term priorities

The first workshop involved focussed on WPD's long term priorities. This involved discussions around the following key questions:

- What are your hot topics/priorities?
- Do you agree with WPD's listed priorities?
- Could WPD work with you more/differently to address these priorities?

### 4.1 What are your hot topics/priorities?

Table 1:

- An energy/utility representative said s(he) was a *'power co-ordinator trying to get the power connected as quickly as possible. The speed of connections is important, also the "environment".'*
- A housing/developer representative said *'I'm interested in "keeping the lights on" and "environment and sustainability".'*
- An elected representative stated *'I'm here on behalf of the Nottingham Association of Local Councils. I have a broad interest.'*
- An academic/education institute representative added *'I'm a senior engineer at three sites of 30,000 clients and growing. I'm here because I have to be here. I deal directly with WPD. We deal with quite a few issues, but do have a good relationship with you. The only issues we've had are around renewables and plugging into the grid. We're trying to get into wind generation which has caused some issues, our PV generation has stopped growing. We're trying to move to the next stage and WPD are now saying we're starting to cause problems. The service that we get from you is excellent though and I'm struggling to come up with any issues.'*

Table 2:

- An energy/utility representative said *'I'm interested in new technologies and developments in the network, and what opportunities these present to the energy industry.'*
- A local authority officer representative commented *'I am concerned with aligning electricity delivery to housing and growth in my area.'*
- An energy/utility representative stated *'I deal with connections and where to put them on the network. This presents a whole host of challenges, not least that the network is increasingly full up.'*

**“I'm interested in new technologies and developments in the network, and what opportunities these present to the energy industry.”**

- An energy/utility representative explained *‘we look at risks and constraints for delivery. For us it’s about how we can interact with WPD and understand processes so we can secure electricity delivery to our sites, many of which are quite remote.’*
- A local authority officer representative set out that *‘I am interested predominantly in new connections. One issue we have that I would like to raise is the quality of connections. We have issues with industrial operators and the quality of their supply, and we have often had manufacturers complain about power dips.’*
- A developer/connections representative said *‘I look after stakeholder engagement in the North West for energy customers, and as such one of the really important engagement areas for us is with the DNOs.’*
- An energy/utility representative highlighted that *‘pipe lines and laying cables are a problem. Roads are often dug up and this is extremely disruptive. We are interested in how we can work more effectively, and collaboratively, with WPD to ensure that connections aren’t too disruptive for businesses and local people.’*

Table 3:

- A developer/connections representative said *‘mine is the connection issue. We can’t get any connection because of the amount of renewable energy in the grid at the moment.’*
- An academic/education institute representative commented that *““smart networks” is why I am here. We are increasingly looking at getting our hands on our own fiscal utility data so we can monitor and target our usage properly. Anything that WPD can help with would be great. I am also keen on how the changes in the network and moving to “smart networks” is going to affect our business and getting hold of that data.’*
- An environmental representative mentioned that his/her *‘interests are in environmental issues and undergrounding in AONBs, which we have been working with WPD for 10 years now.’*
- A technology representative said *‘I am looking to understand how WPD connects with its stakeholders. Beyond that, I am also interested in how it manages its network, the connections for distributed generation and how it will be managed over the next few years.’*



Table 4:

- An elected representative said his/her *'main priorities are regulatory services, connections, also interested in flood resistance.'*
- Another elected representative mentioned (s)he was interested in *'the ambitious housing growth targets we have, and interested in the connections needed to support that. In essence, how we can work with WPD to ensure supply matches demand?'*(S)he then added that *'power outages are still an issue'*, and also of importance is *'making sure new developments are viable in terms of the cost of connections.'*
- A developer/connections representative said that *'smart grids are very important to me, as are innovative connections and connecting new generators. Energy storage on utility scale is also key, because you need that grid backup.'*

Table 5:

- An academic/education institute representative said *'I have a strong interest in how we can keep the lights on. We've got three sites for which this issue is vital. Sustainability is a big one for us as well.'*
- An academic/education institute representative said *“keeping the lights on” for me is interlinked with every other area.'*
- A local authority officer representative commenting on WPD's priorities said *'that's a fairly solid set, but there's lots of sub-topics.'*
- An energy/utility representative commented that *“smart networks” for us would be a priority, and how that works and interacts with other parts of the grid.'*
- A local authority officer representative suggested that *“government legislation” is an ever-changing topic.'*

“Keeping The Lights On for me is interlinked with every other area.”

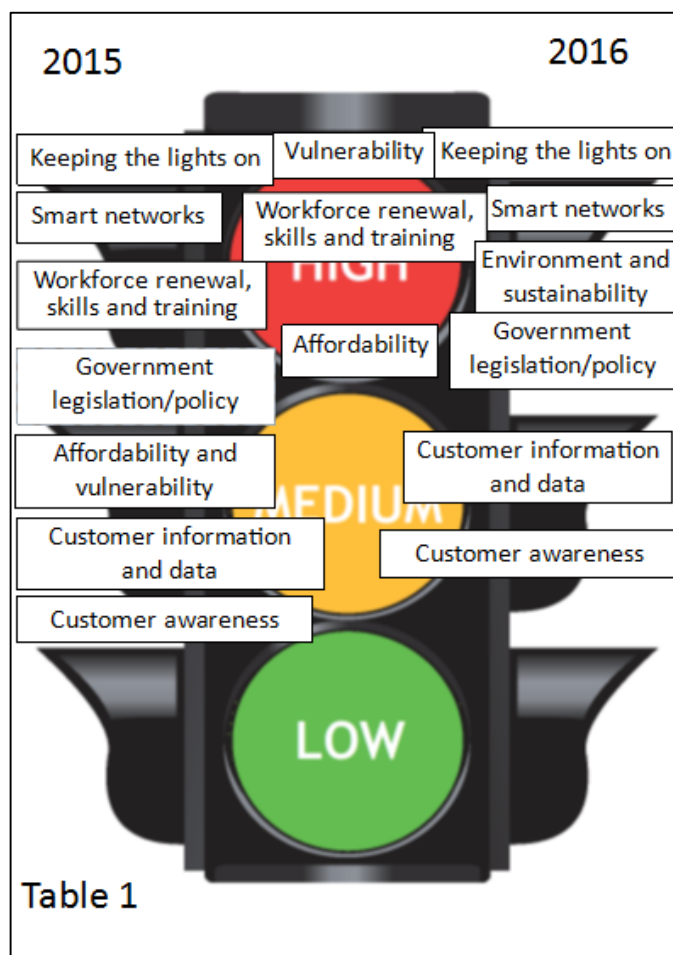
## 4.2 Do you agree with WPD's listed priorities?

Table 1:

- An academic/education institute representative stated *'I think “government policy” is happy where it is now. I'm struggling to think of any particular issues that need to go any further.'*
- An elected representative pointed out that *'if “government legislation and policy” is causing problems they ought to be more involved and it should be higher. Government is good at giving out legislation but bad at putting the legislation in the right place at the right time. I'd go a little higher with it.'*
- A housing/development representative highlighted *“smart networks” is understanding what the benefits are to the customer. It links in with “keeping the*

*lights on". As a customer, you want to know that your bills aren't going to run away, it's how technology can influence costs. People end up with a smart meter and think "and what?"*

- An elected representative said *'if someone said you're using x kilowatts and explained what the best tariff would be, that would be good. You need more visibility to the customer and on saving money.'*
- There was consensus on the table that "smart networks" should remain in the same place.
- With regards to "workforce renewal, skills and training" an academic/education institute representative said *'it's still high, we need to make it more attractive to people. People are frightened by it; it needs to be more attractive. They need to look at the remunerations. The attractiveness of the job is led by learning.'*
- A housing/developer representative explained *'I'd go into high schools and talk about what an engineer is. Kids today don't know. Teachers struggle too. Primary schools don't know what engineers do, maths and physics are scary. WPD have to take a lead on this. We all need to do a lot more. The engineers are just not coming through. There is a challenge we call the marshmallow challenge – they plan, cost and build a structure in 20 minutes, these kids have no skills and have no idea.'*
- An academic/education institute representative said *'the skills base has moved from practical to digital. That's how you need to integrate.'*
- A housing/developer representative said *'it's a different world now.'*
- An elected representative stated *'if you can get children at an early age. Some children can't pass exams but look at the practical side of things. Not just graduates.'*
- An academic/education institute representative highlighted *'The change to further the education within the system is attractive. They can educate themselves and get paid in industry.'*
- There was consensus on the table that "workforce renewal, skills and training" was a medium to high priority.
- An elected representative questioned *"keeping the lights on", that's fairly key isn't it?"*





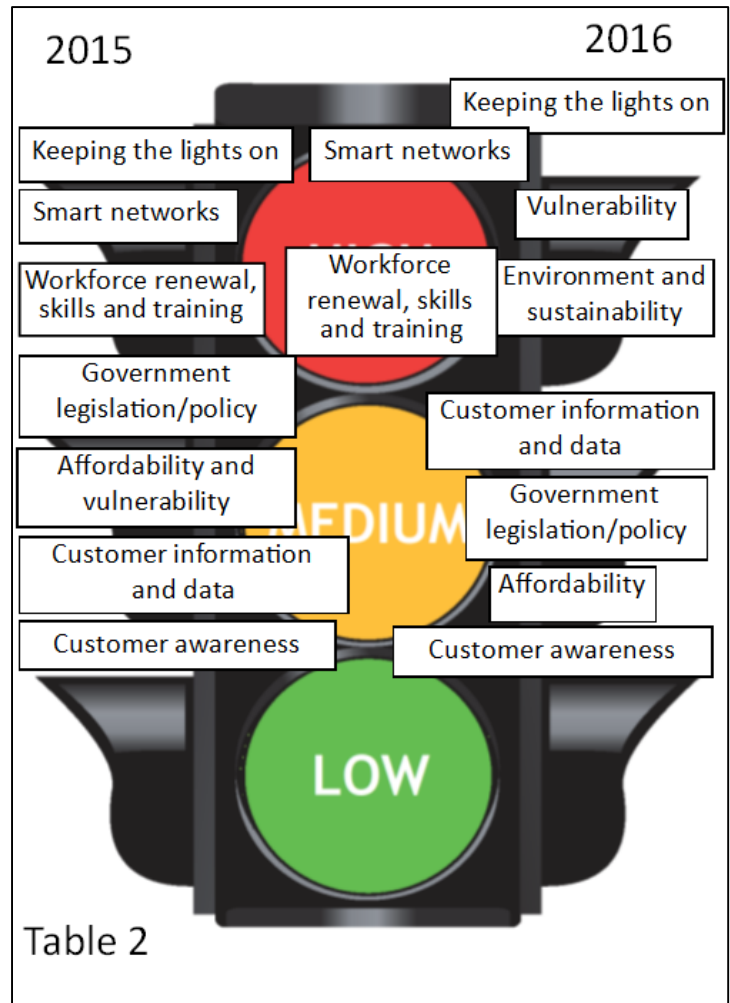
- A housing/developer representative said *‘that’s why you’re here. There’s a safety angle to that too. I live in the North West and I was in York a few weeks ago – it was devastated in the recent flooding.’*
- A housing/developer representative pointed out that *“affordability” is really legislation. The government supports these people through fuel poverty policy. It goes as high as legislation. Some people just can’t afford this.’*
- An elected representative stated *‘you can’t put “vulnerability” anywhere other than the top of the list. It’s life critical.’*
- An elected representative argued that *“customer awareness” is important but it’s not highly important. It depends what you want to use “customer awareness” for.’*
- A housing/development representative said *‘for me everything should be online and on social media. I trawled your website looking for addresses and I can’t find it, it’s not there. Someone might want to report something; the website needs to be clearer.’*
- An elected representative pointed out that *‘not everyone can rely on websites, a lot of old people don’t have connections, certainly not in the villages. Older people don’t even want to be connected because they don’t understand the technology. People don’t realise what WPD does.’*
- An elected representative highlighted *‘I’ve seen the fridge magnets, that’s a great idea.’*
- An energy/utility representative argued *‘I’d put the “environment and sustainability” as medium to high.’*
- An elected representative suggested that *“customer information” is definitely underneath “legislation”.*



Table 2:

- Discussing “customer awareness”, an energy/utility representative felt that *‘there is a lot of information out there on how to contact WPD, so I don’t think it is a high priority.’*
- An energy/utility representative added that *‘yes it is fairly low as a priority, but it should be borne in mind that as we move into a world where everything is online and people access information on WPD online, there is a risk that a total power outage could affect people accessing this information.’*

- A local authority officer representative suggested *'I don't know if WPD talk to councils to make sure their call centres know who WPD is and can refer customers to WPD when there is a power outage, but this could be a good idea.'*
- An energy/utility representative argued that *'I think "environment" has to be high up on the agenda for WPD. Longer term, it's critical to bear in mind energy's impact on the environment, both in terms of climate change and as a result of growing populations who consume more energy than ever.'*
- There was consensus that "environment" was fairly high on the priority list.
- An energy/utility representative stated that *'for me "customer information" is a high priority as I need to know where the network is for my job. Geographic data is hugely important to enable me to manage people's connections.'*
- An energy/utility representative felt that *'this is of critical importance as the network evolves.'*
- An energy/utility representative highlighted that *'I am concerned about the amount of "customer information" out there. The wider availability of "customer information" may present problems in terms of cyber-attacks and privacy. I appreciate the importance of asset data and data on the network, but I don't think customer data should be as widely available. Perhaps customer and network information should be split up in terms of priority areas.'*
- An energy/utility representative agreed, saying *'the title "customer information and data" is misleading as it makes me think of customer information, but you are saying it is much wider than this and incorporates network and asset data.'*
- A local authority officer representative suggested *'it could be called "information for customers".'*
- An energy/utility representative agreed the name of the priority was misleading, and suggested that *'it could be called "third party access to network data". The purpose*



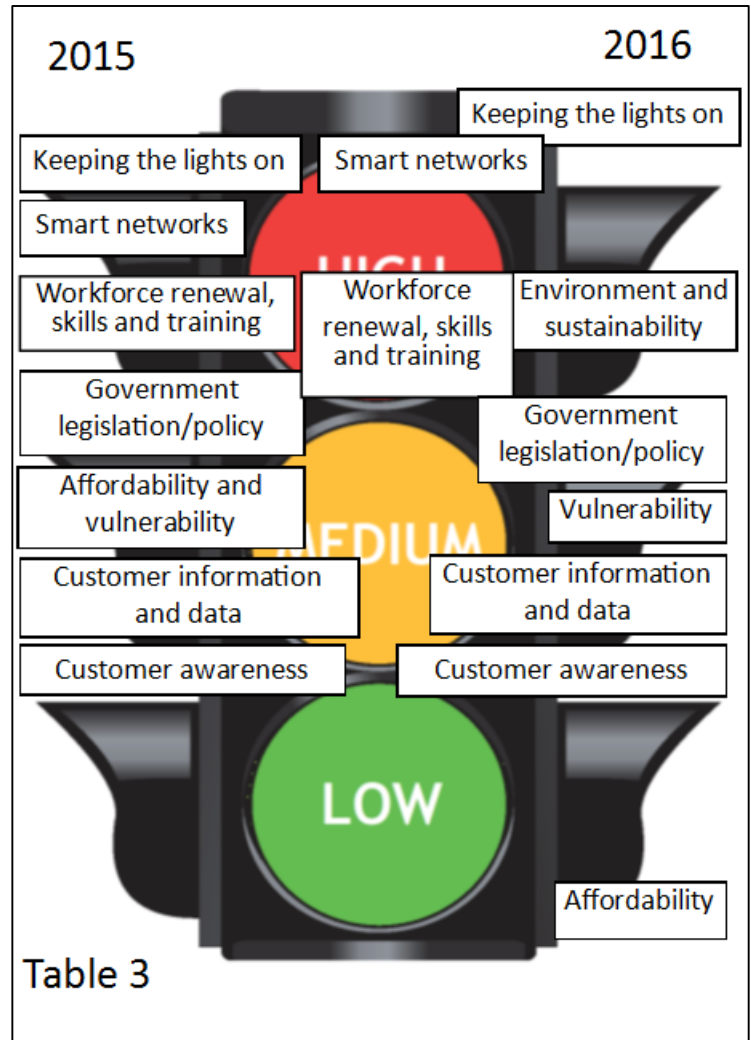
*of it is to give third parties access to data on the network. It is about the network, not about the customer.'*

- An energy/utility representative said *'for me, "vulnerability" should be right at the top. Vulnerable people are deeply affected by power outages.'*
- An energy/utility representative commented *'population increases are pushing this up as a priority as people are living longer, and therefore the number of vulnerable customers is increasing.'*
- A housing/development representative contended that *'from my point of view "vulnerability" and "affordability" go hand in hand. People in poor housing stock are vulnerable and in fuel poverty.'*
- A local authority officer representative said *'I think WPD should keep doing what they are doing around "government legislation".'*
- An energy/utility representative felt that *'I think it needs to be quite high, if you aren't proactive in engaging with government on network policy you will just be thrown policy changes and have to deal with them. WPD need to be in control.'*
- A local authority officer representative made the point that *'you are bound by what comes out of "government policy" so it is important to be proactive on this.'*
- There was consensus that "keeping the lights on" was the top priority.
- An energy/utility representative said *'this is of critical importance as otherwise it's chaos.'*
- An energy/utility represented stated *'it's your raison d'être. If you don't do it, then what are you doing? WPD have to do it, it's a given.'*
- An energy/utility representative said *"workforce renewal" is a problem, everyone in this industry has problems with an ageing workforce.'*
- An energy/utility representative felt that *'for the success of your business you have to invest in your workforce. I recognise it is essential to have the right people in the right jobs to keep the lights on.'*
- A local authority officer representative stated *'this underpins everything.'*
- An energy/utility representative commented that *'I think "affordability" is more of a supplier role than a DNO role.'*
- An energy/utility representative questioned *'what is the impact of WPD on the consumer bill? I wonder how much WPD can influence "affordability" as they are a regulated business.'*
- There was general consensus that "smart networks" are very important.
- An energy/utility representative said *'this goes with "keeping the lights on". It is as important as this.'*

**“For the success of your business you have to invest in your workforce.”**

Table 3:

- The table was in consensus that “environment and sustainability” was a high priority.
- An environmental representative raised a point that *“environment and sustainability” has got to be high because of things like leakage of underground cables. Also, if you can be more efficient, then more energy is getting to the customer and helping them.*
- An academic/education institute representative felt that *‘it has to be higher. If you are not looking at the system in terms of sustainability and helping us move towards a low carbon issue, then we can’t meet the emission targets or even look at cutting our consumption.’*
- An academic/education institute representative emphasised that *‘it is all interlinked really. It is difficult to pull it apart.’*
- A technology representative questioned *‘is WPD doing “environment” for its own sake or is it complying with regulations in which the company has no choice? Is it because it wanted to or it is because it is told to?’*
- An environmental representative highlighted that *‘it all boils down to general environmental awareness. A lot of businesses never engaged in being more efficient and environmentally friendly until the recession hit and they realised it was saving them lots of money. A lot of it is profit driven.’*



- There was consensus that “keeping the lights on” should remain the top priority.
- There was also consensus that “smart networks” should be a high priority.
- A developer/connections representative stated *‘I am biased because it is very important to me. However, it still has to come below “keeping the lights on” because that is your core business.’*
- The table agreed that “workforce renewal” should be a high priority.
- A technology representative said *‘my background is in the industry and I train a lot of people. To meet what we need for the next eight years, we need a lot of people tackling that. If you don’t have “workforce renewal”, you will even struggle to “keep the lights on”.’*



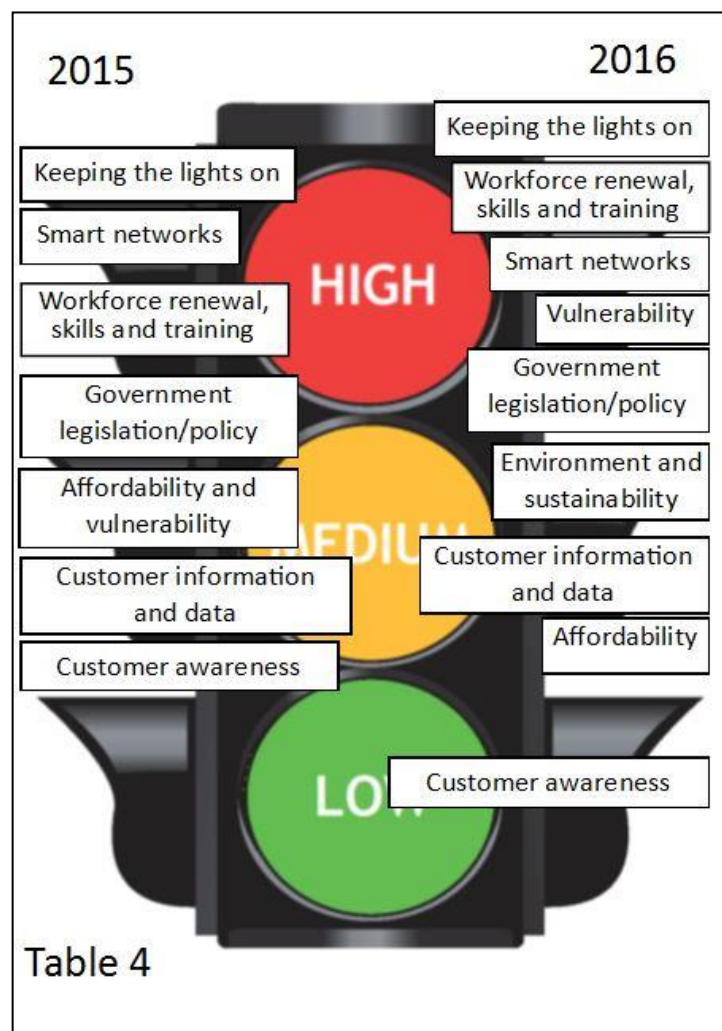
- A developer/connections representative agreed and added that *‘there is a critical shortage of power engineers and you need to go back to apprenticeships and technical training schemes.’*
- An environmental representative mentioned that *‘in a lot of establishments and schools, if you are not going on to higher education and then university, you are seen as not amounting to much. As a country, we don’t put enough stock in the people who work in the ground.’*
- A developer/connections representative observed that *‘it is a national problem.’*
- A developer/connections representative made a point that *‘even when you do get into those areas where people take tertiary education, this industry is still not seen as sexy.’*
- “Government legislation and policy” was considered to be a medium priority.
- An environmental representative felt that *‘if they have to do it, it is probably below the rest.’*
- An academic/education institute representative commented that *‘it is about WPD being able to say to the policy makers that this is the reality of the situation, and what is happening on the ground and lobby them to put appropriate policies in place.’*
- “Affordability” was considered to be a low priority.
- A technology representative raised a point that *‘the contribution that WPD makes towards the bill is fairly small.’*
- A developer/connections representative agreed and pointed out that *‘you have got a limited lever on that.’*
- A developer/connections representative insisted that *‘in terms of schemes, it is not really “affordability” for me but more of general social responsibility. Given that I don’t understand what you can really bring to it, I wouldn’t put it very high up.’*
- An academic/education institute representative said *‘I would equate that more to suppliers. I think you have more of a responsibility on the “vulnerability” side.’*
- A developer/connections representative added *‘or to government even.’*
- There was consensus that “vulnerability” was a medium priority.
- A developer/connections representative stated *‘I am surprised that “affordability” and “vulnerability” were getting below things like “government policy”.’*
- The table were also in agreement that “customer information and data” should be a medium priority.



- An academic/education institute representative explained that *‘it depends. Are we looking into the future? Who has access to the data? Does the university own its own data or is it out there for people to access? As long as they are not selling off the information in packets.’*
- A developer/connections representative said *‘I presume you have to buy the data from WPD.’*
- There was general consensus that “customer awareness” should be a medium to low priority.

Table 4:

- There was consensus that “keeping the lights on” is still *‘the top issue without a doubt’*.
- A developer/connections representative pointed out *“smart networks” will help keep the lights on, so it is very important.’*
- A developer/connections representative stated that *“customer information” is always useful, but WPD need to hone in on the specific information that is more useful.’*
- A housing/development representative agreed, and said *‘it is about how you manage the data, and about analysing the data in the right way.’*
- A developer/connections representative pointed out that renewing skills and training is *‘vital to WPD.’*
- A housing/development representative agreed by saying *‘it is essential to be “keeping the lights on”.’*
- An elected representative added *‘training the next generation of engineers is vital.’*
- A developer/connections representative highlighted “government legislation and policy” as a priority, stating *‘it is absolutely vital, we need government to get behind new innovations on the network. The government too often stands in the way, particularly DECC and the Treasury. They need to know from WPD that smart grids work, and WPD should also show them the benefits of energy storage.’*



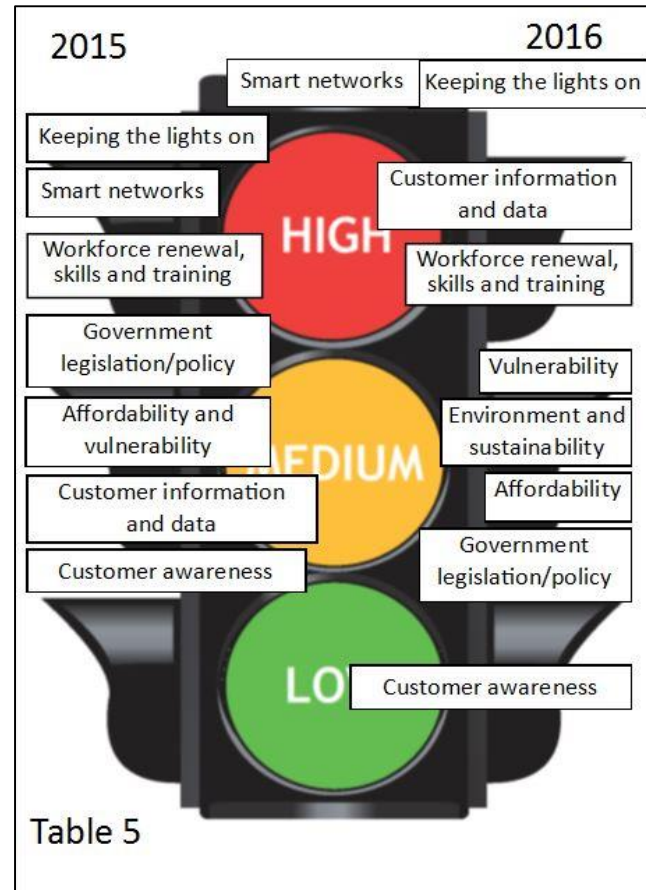
- An elected representative pointed out that *'it can be hard to get government to understand what is possible in the real world, and legislation can be written for political reasons, rather than based on reality.'* (S)he added *'in a complex area like this, you have to work out how much detailed knowledge DECC civil servants actually have.'*
- A developer/connections representative agreed *'I see that the role for WPD is to be proactive and educate the government.'*
- A developer/connections representative said the "environment" is *'absolutely'* a priority. (S)he continued that *'WPD are in a perfect position to lead the way towards a low carbon future, by supporting renewable sources.'*
- An elected representative disagreed, stating (s)he *'is not convinced that the rest of the world are committed in practice to actually implement the Paris deal. Governments are not bound to these deals, and thus the Paris deal is a bit woolly.'*
- A developer/connections representative highlighted that "customer awareness" *'is not that important for end users as most of the time their first point of call should be the supplier, not WPD.'* Others around the table agreed that it was low priority.
- An elected representative considered the importance of "vulnerability", stating that *'it is key, I represent many vulnerable people.'*
- Moving on to "affordability" an elected representative suggested that WPD *'distinguish between "affordability" for end users, and making electricity supply accessible and affordable for new developments.'*
- A developer/connections representative added that *"affordability" for large scale connections is a major issue, WPD often don't understand all the costs involved with connecting these new users.'*

Table 5:

- An academic/education institute representative said that *'skills are a key priority. I'd say it's the most important priority of all.'*
- A technology representative highlighted that *'everything on this list requires skilled people to come in and execute it.'*
- A local authority officer representative suggested that *'if you go back to Central Electricity Board days, you had the complete infrastructure to train engineers. Since privatisation, this has been lost.'*
- An energy/utility representative argued that *'we don't have a problem finding skilled people. We have access to plenty of engineers. We take on a couple of hundred people from two thousand applicants. There are now loads of people doing STEM [science, technology, engineering and maths] subjects.'*
- An academic/education institute representative said that "keeping the lights on" is *'definitely important.'*



- An energy/utility representative commented that there were *‘two elements of this – maintenance and keeping integrity is the first, but increasingly difficult if you don’t start implementing better use of your network, either through “smart networks” or new networks.’*
- An energy/utility representative said *‘the future of “keeping the lights on” will be “smart networks”.’*
- A local authority officer representative suggested that *‘the real factor is making it easier for energy suppliers to access the network. You need to forecast where assets are going to be strengthened.’*
- A local authority officer representative argued that *‘the government needs to make more of an investment in its own infrastructure, there has been a real lack of this since privatisation. DNOs don’t have much power over this.’*
- A local authority officer representative said *“vulnerability”, under WPD’s definition, would have to go lower. There must only be a small minority who get affected by power cuts. You have to be brutal in terms of priorities.’*
- A technology representative disagreed, saying it should be higher.
- An academic/education institute representative argued that *‘given recent floods, there are a lot of people affected by this topic.’*
- A local authority officer representative suggested that *“affordability” should be higher than “vulnerability”.*
- An academic/education institute representative disagreed, saying *‘it should be lower, as DNOs are only responsible for around 10% of the overall cost of energy bills.’*
- An academic/education institute representative said *‘the “environment” is very important – it should be put above “vulnerability”.’*
- A local authority officer representative suggested that *‘it comes down to what WPD could really do about it. You have to look at business decision making processes about what you can do about it. I don’t think much can be done, so I would put it below “vulnerability”.’*
- A technology representative said *‘I would put it even lower than this.’*
- An academic/education institute representative said *‘as far as the general public is concerned, “customer awareness” is fairly important. But probably not more*



**“The real factor is making it easier for energy suppliers to access the network.”**

*important than other areas. WPD still has a lot to do in reaching out to the wider public. We moved house recently and needed to get in touch, and I wouldn't have known about WPD had I not been in my industry.'*

- *An energy/utility representative said 'I would put "customer information and data" higher, because at Network Rail we require weekly updates to implement smart networks. This is going to make it vital.'*
- *An energy/utility representative said "government legislation" should be slightly lower than "vulnerability". I think it is extremely hard to influence government once they've made their mind up on something.'*

#### **4.3 Could WPD work with you more/differently to address these priorities?**

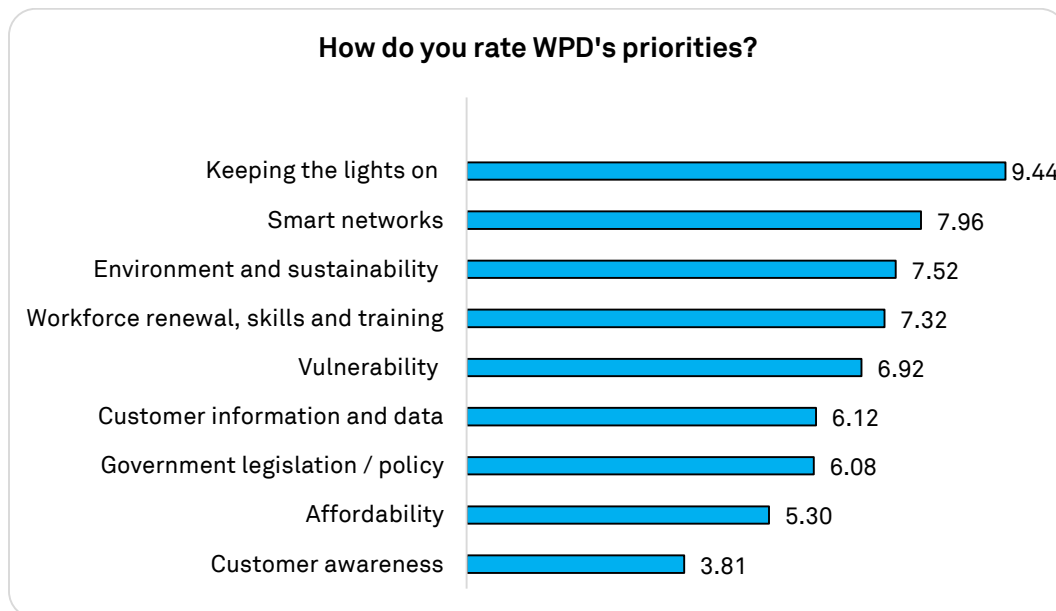
Table 4:

- *An elected representative praised WPD as doing well in this area, so 'don't worry about it'. (S)he expanded 'WPD are very quick to get in touch, and they maintain positive customer relations, so it is easy to get hold of them when there is a problem.'*
- *Another elected representative said that 'WPD have been good at explaining the energy network to them in a simple way, which has been invaluable to us, we can pick up the phone at any time to speak to them. WPD has a very good reputation for responding quickly to people's problems.'*
- *A developer/connections representative agreed 'I feel blessed that we all live in a WPD area. They are certainly the best DNO in my experience. WPD staff are very approachable.'*

#### **4.4 Individual voting results**

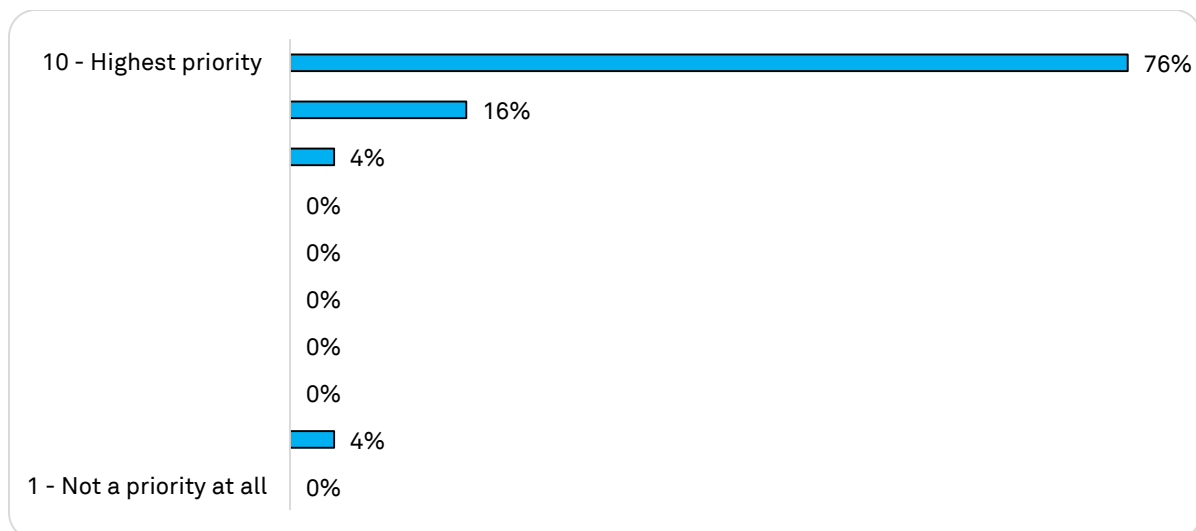
After group discussions, the stakeholders were asked to vote individually on what they considered to be top priorities. Each person was able to cast a vote through an electronic voting system. The results are displayed below.

## Overall results:

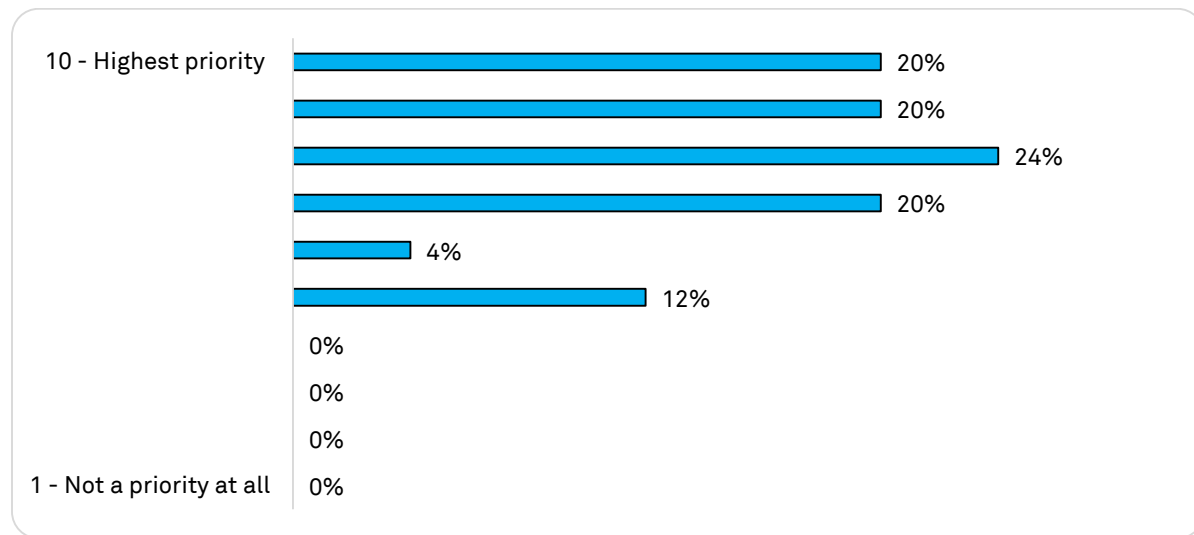


## Priority-by-priority results:

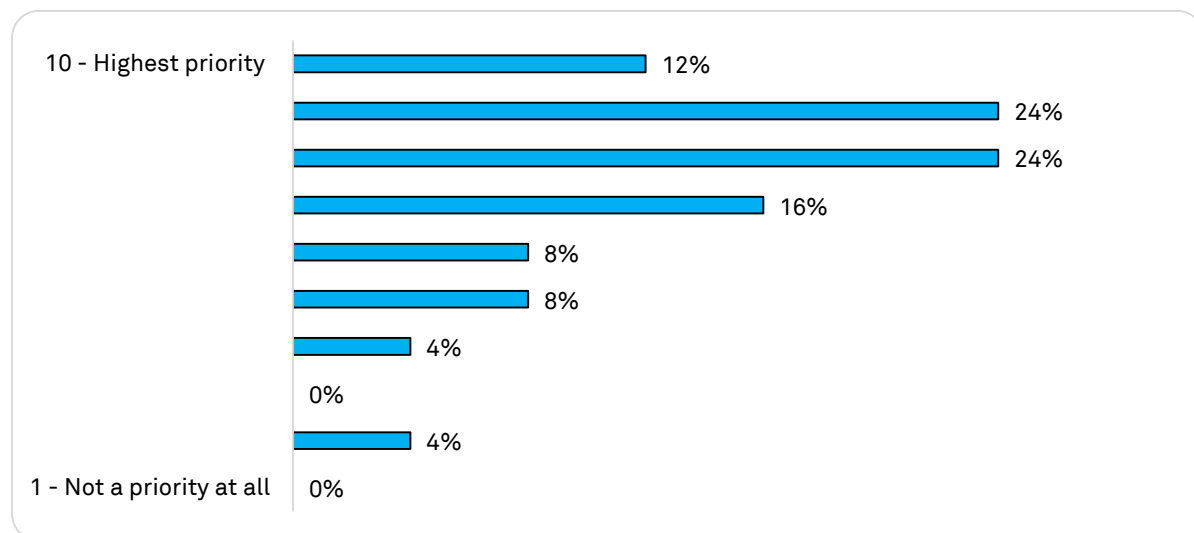
How do you rate “keeping the lights on” as a long-term priority?



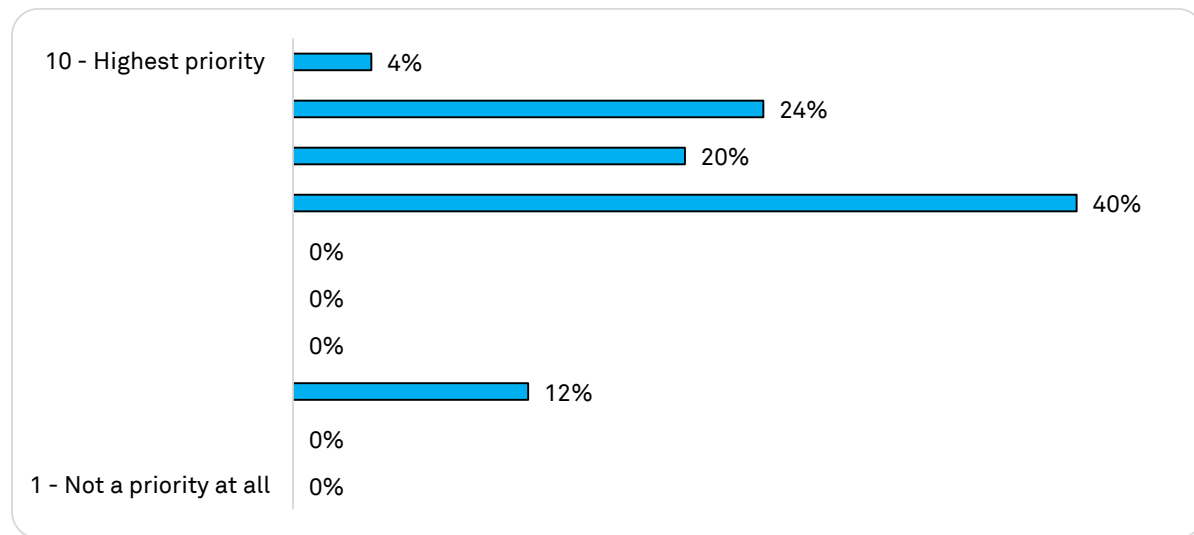
How do you rate “smart networks” as a long-term priority?



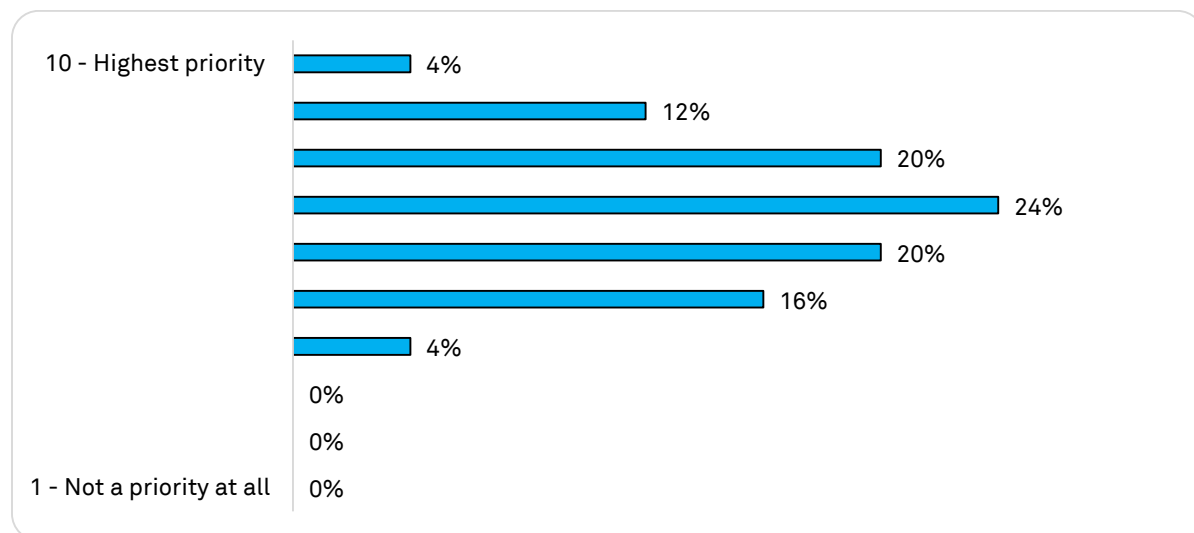
How do you rate “environment and sustainability” as a long-term priority?



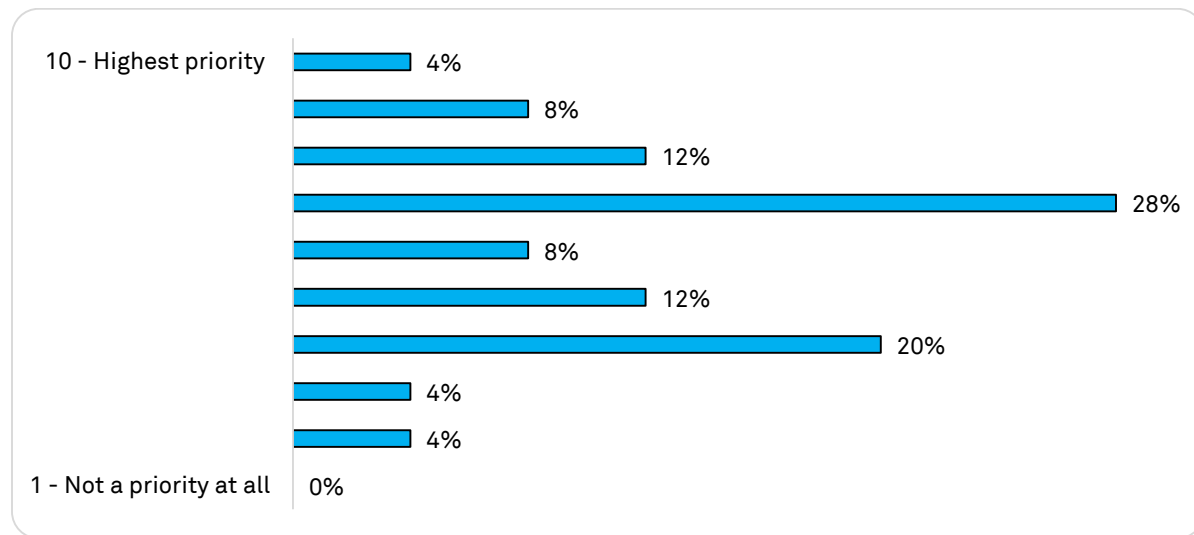
How do you rate “workforce renewal, skills and training” as a long-term priority?



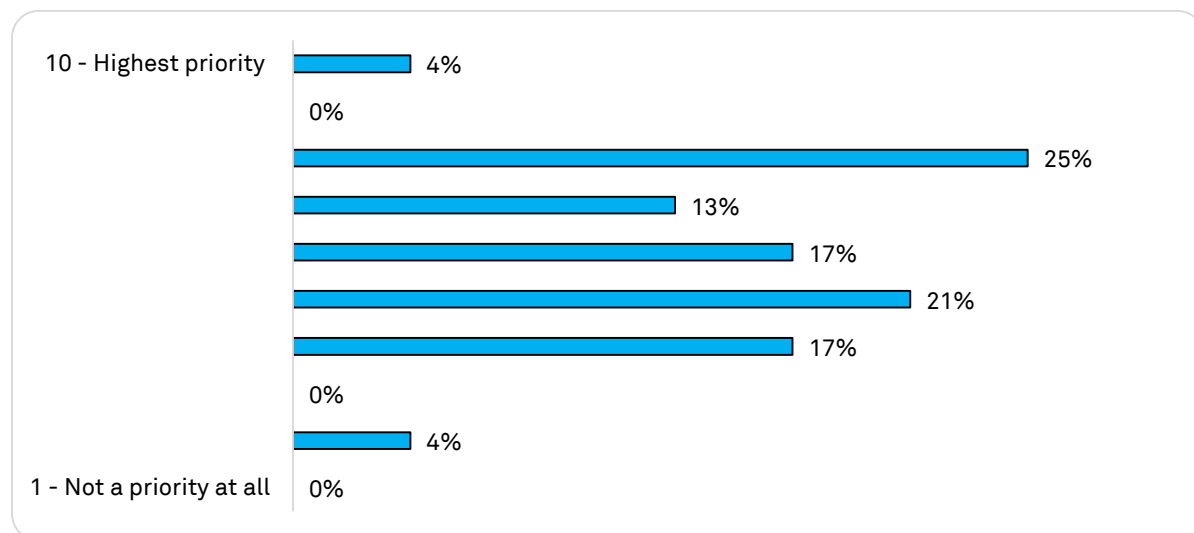
How do you rate “vulnerability” as a long-term priority?



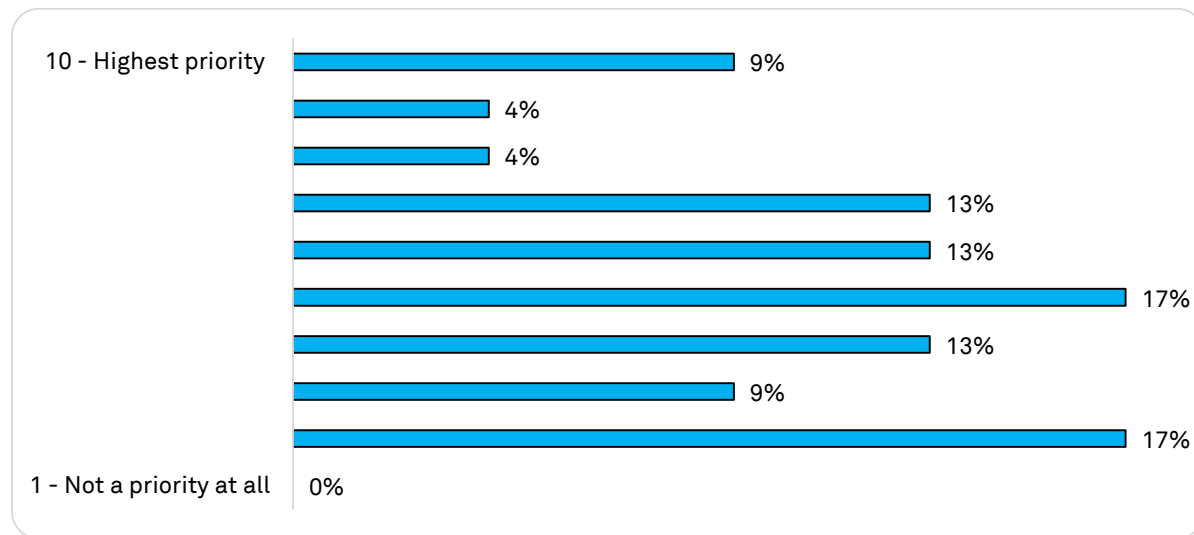
How do you rate “customer information and data” as a long-term priority?



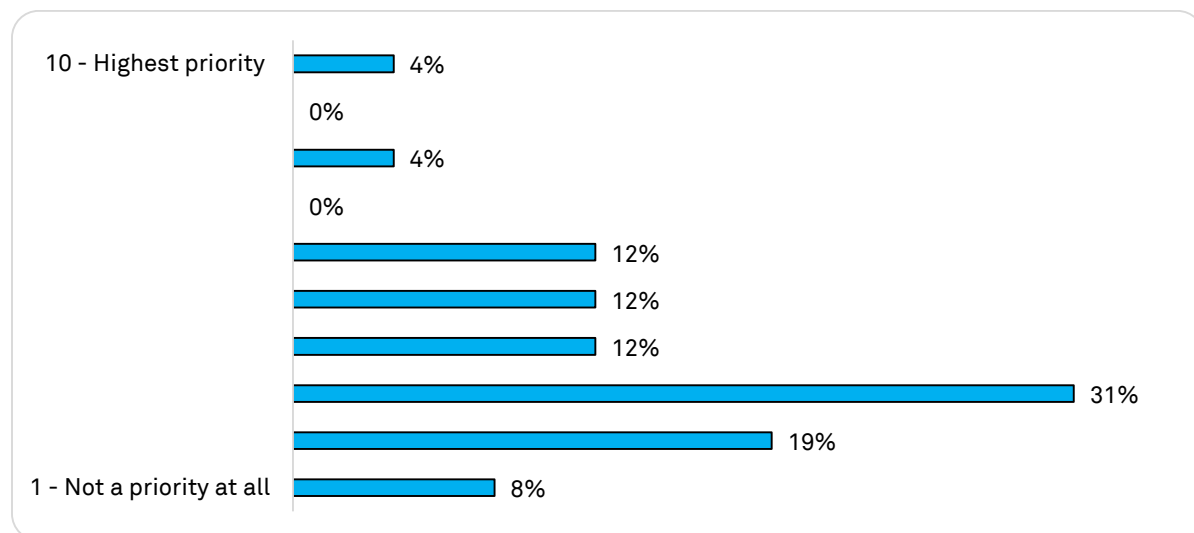
How do you rate “government legislation/policy” as a long-term priority?



How do you rate “affordability” as a long-term priority?



How do you rate “customer awareness” as a long-term priority?





## 5. Workshop 2: WPD's business plan & current performance

The second workshop involved a discussion on the reporting of WPD's business plan and current performance. The regulator, Ofgem, has asked all DNOs to report annually on the delivery of their business plans. However, they have asked companies to engage with their stakeholders around the format that this reporting would take.

This workshop included a number of handouts in order to give stakeholders an indication of the types of format that WPD were considering. This involved discussions around the following key questions:

- Is our proposed approach (three levels of reporting) still suitable?
- What do you like/dislike about the short summary document?
- What do you like/dislike about the detailed report of performance?

### 5.1 Is our proposed approach (3 levels of reporting) still suitable?

Table 1:

- A housing/developer representative said *'it feels about right having different levels of information for different people.'*
- An energy/utility representative asked *'is this in place now?'*

Table 2:

- A developer/connections representative asked *'how is this information made available to people? If you wanted to make this information available to vulnerable groups, with low literacy, how would you make sure these people have actually read it?'*
- An energy/utility representative said *'as a domestic customer, I wouldn't give a jot about a high level summary on WPD. Bits of it need to be pulled out. People in the industry will be much more interested in a detailed breakdown.'*
- A local authority officer representative stated *'I think the single page document or summary is enough. I only want a quick update.'*

**“ People in the industry will be much more interested in a detailed breakdown. ”**

Table 3:

- An environmental representative commented that *'if you put a single page traffic light on Twitter that could be shared easily.'*
- A developer/connections representative felt that *'20 pages does not seem very short. Why not six pages, one for each output, rather than 20?'*
- An environmental representative mentioned that *'the detailed report of performance wouldn't interest me per se. However, as a stakeholder, it could give me a lot of information and allow me to extract data for our own partners. I think having the three different layers of information is good because you can pick which one you want.'*
- A developer/connections representative acknowledged that *'the suggested distribution is right as well. Everyone gets the short traffic light one and only interested people get the longer versions.'*
- An environmental representative stated *'there is merit for all three options. I have ploughed through your thick documents before but I do appreciate the traffic light option too.'*



Table 4:

- An elected representative stated *'do it whatever way you want, but the more money you spend on detailed reports, the less you invest in the network. WPD are doing a very good job, so I won't interfere with those decisions although short and sharp is probably better.'*
- Another elected representative said *'it depends on who your stakeholders are, I certainly wouldn't need the detailed version, but the summary document is useful. Stakeholders like me won't need to delve much deeper into the detail.'*
- A developer/connections representative commented that *'it has to be easy to find the specific area you are interested in. You are not wanting to wade through an enormous amount of data to find your specific area of interest.'*
- A housing/development representative said *'I am more interested in the larger report, because I want to know what WPD want us to deliver. So the more information WPD gives us, the better, so we can tailor our efforts to WPD's needs and goals.'*

Table 5:

- An academic/education institute representative said *'I think it's a good way to produce a report. The one-page traffic light system is easy to look at and gets straight to the point. If you need more info it's in the detailed report. Overall, it's pretty good.'*
- An academic/education institute representative commented that it *'seems a sensible way of doing it, you don't need to wade through lots of info. There are clear signposts which help you to dig down to find the information you want.'*

“ There are clear signposts which help you to dig down to find the information you want.”

## 5.2 What do you like/dislike about the short summary document?

Table 1:

- An elected representative complained that *'there are no yellow or red lights on the front page. People will always be suspicious if everything is fantastic. It's putting a green light there, there's no explanation for what that means. The end user customer needs to understand more.'*
- An elected representative said *'the traffic light needs to be in the top right hand corner with an explanation.'*
- A housing/developer representative highlighted *'you lose the green traffic light colour with the background. Maybe change the colours.'*

Table 3:

- An environmental representative said *'there are a lot of graphs. Everybody likes a graph.'*
- A developer/connections representative made a point that *'it feels quite approachable and clear. It looks like its attractive and I am revising my idea as to how many pages it should be.'*
- An environmental representative mentioned that *'we actually do the same thing with pictures in our annual review.'*

Table 4:

- A developer/connections representative commented *'it is still much more information than I need really, despite it being the shorter one. You need a good table of contents,*

*so you can quickly find what you are looking for. It is full of stuff I don't need to know; it targets a different kind of stakeholder than me.'*

- An elected representative said *'it is extremely well presented and comes across very well. I like the visual aspects, it is generally impressive.'*
- A local authority officer representative comments that *'there is a lot of information in this short document, but it is still easy to dip in and out of. There is more than enough detail in it for me. It is a good snapshot.'*
- A housing/development representative said that *'it is ideal for someone looking at it on the internet.'*

Table 5:

- A technology representative said *'it's nicely broken up into relevant sections.'*
- An academic/education institute representative commented that *'it's been done very well.'*

### 5.3 What do you like/dislike about the detailed report of performance?

Table 1:

- A housing/developer representative said *'you've got to be quite driven to want to read stuff like this. It's typical regulatory stuff. But if people really want it, they want the detail too. I'd expect it to be on the website.'*
- An elected representative argued *'don't waste paper on it, I can't imagine someone really burning to have this.'*
- A housing/developer representative highlighted *'it's a bit like how Ofsted communicate; the parents get a brief summary, everyone gets the one pager, but then everything else is held on the school or Ofsted website. They do it well. Ours is a pdf on the website. Everyone's moving away from printing. For those that want to get behind the data the long report is there for them. You've got to think about the customer, they're not mathematicians, simple graphs, simple terminology, and no acronyms – that doesn't mean anything to the average customer.'*
- An academic/education institute representative pointed out *'it depends who you're trying to reach. If you're trying to attract a younger audience, use Facebook.'*

Table 2:

- An energy/utility representative commented *'There are some priorities I would want to look into in a detailed report. I think this is a good balance.'*
- A developer/connections representative felt that *'I think this is brilliantly presented. At a glance it is really great, and also the detailed version is really great. It is certainly very accessible.'*
- An energy/utility representative said *'I wonder what the cost versus impact of producing a detailed report is, but even as a domestic customer I enjoy reading this. It's about balance. There will be a proportion of domestic customers who will be sufficiently engaged and want to know more about it, but then there are others who will put it straight in the bin.'*
- A local authority officer representative questioned *'I assume that in the one-page summary you are referred to the detailed report for further information should you wish to read it?'*
- A developer/connections representative asked *'would WPD consider including comparative information in the report? For example, an Ofgem measure versus a WPD measure.'*

Table 3:

- A developer/connections representative commented that *'if you are going to go into the level of detail, I think you just have to be prepared to wade into it.'*
- An academic/education institute representative raised a point that *'it would be interesting to have a top line figure as to how the business is doing and the company's annual statistics.'*
- An environmental representative agreed and added *'that is a great idea because we have a vested interest. At the end of the day, it is what most people are interested in.'*
- A developer/connections representative argued that *'90% of the general public doesn't understand the difference between a DNO and a supplier so doing that might confuse them.'*
- An environmental representative suggested that *'they could follow the figure up with saying it is only 16% of the bill.'*

**“ It would be interesting to have a top line figure as to how the business is doing and the company's annual statistics. ”**

Table 4:

- A local authority officer representative said that *'this document is too detailed and not relevant for stakeholders like us.'*
- An elected representative agreed *'it is ok for online only, but it should not be sent out via hard copy.'*
- A developer/connections representative stated *'most people wouldn't really use the top level document.'*

Table 5:

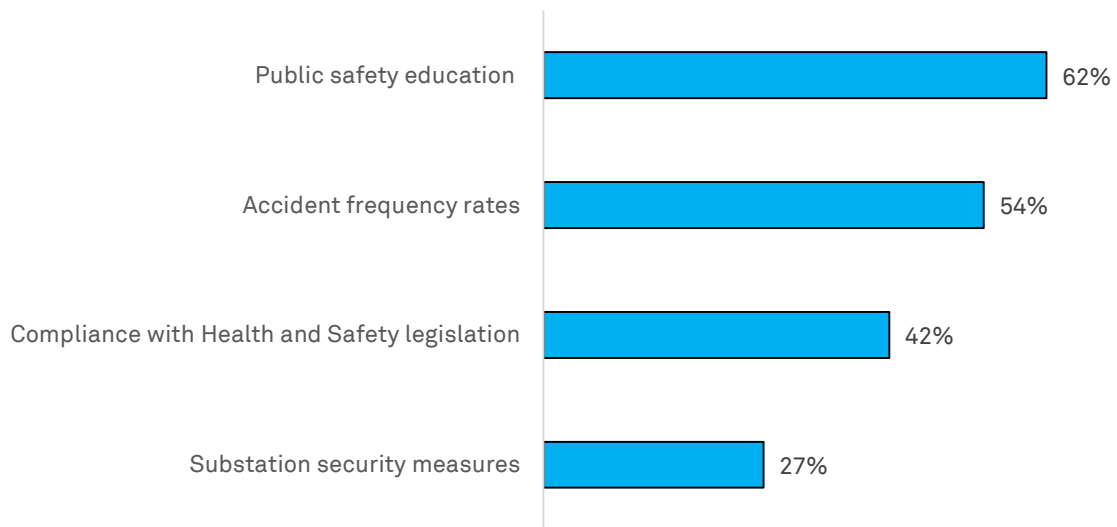
- An academic/education institute representative said *'I think it's structured well, and it's got the correct headings. It's easy to follow and clear and methodical.'*
- An academic/education institute representative commented that *'it has got a lot of info but that's exactly what you want in a document like this.'*
- An academic/education institute representative argued that *'you should include a glossary of acronyms to make sure all readers can understand the report.'*
- A local authority officer representative asserted that *'WPD should put it in graphical form rather than table form. Keep it visual, so that it is easier to analyse the details.'*
- There was agreement on the table that they would rather use the middle document than the longer one.

**“ You should include a glossary of acronyms to make sure all readers can understand the report.”**

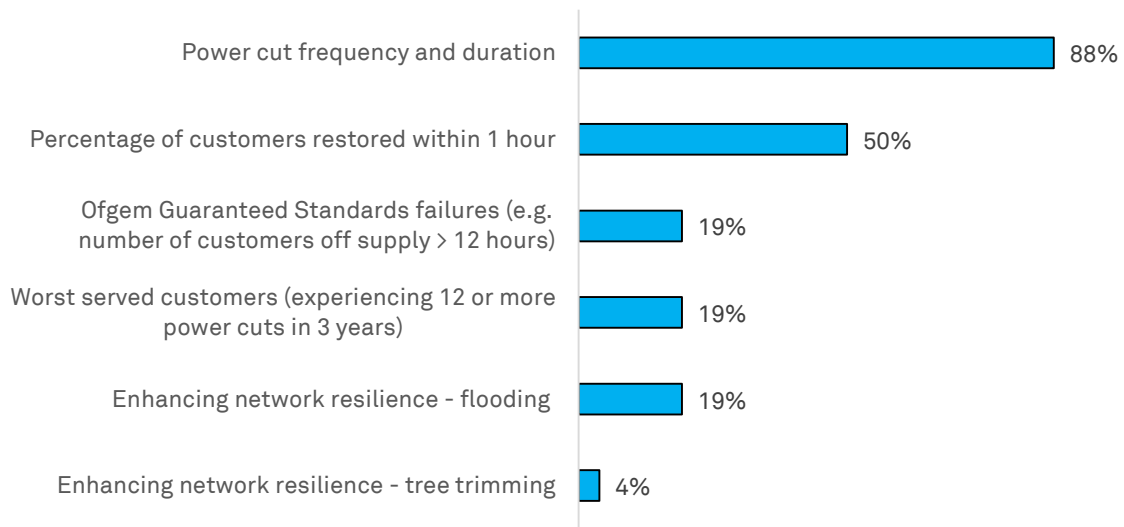
## 5.5 Individual voting results

After group discussions, the stakeholders were asked to vote individually on their top two topics to be included in each section of the summary report. The results are displayed below.

**In WPD's summary (20pg) report: What are your top 2 safety topics for inclusion? WPD's performance in relation to:**

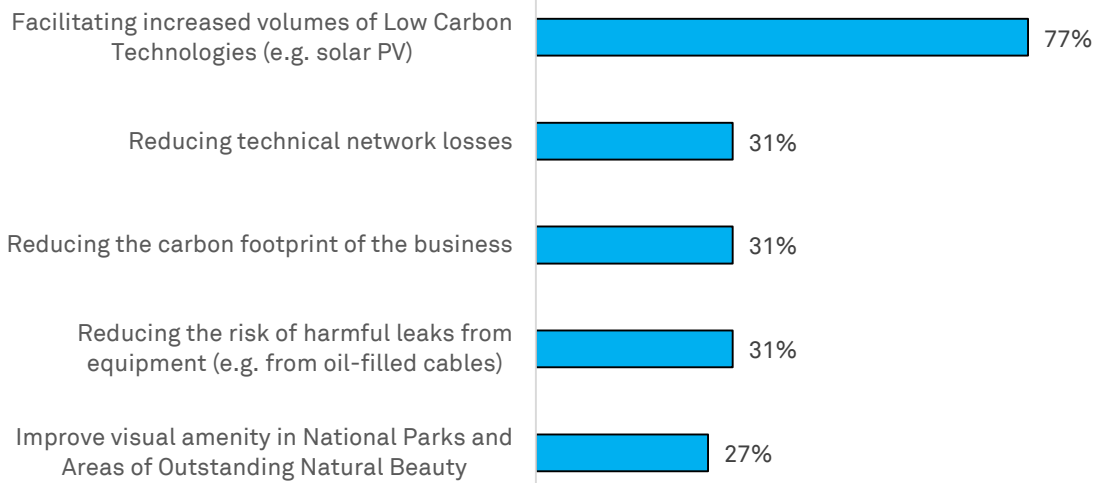


**In WPD's summary (20pg) report: What are your top 2 reliability topics for inclusion? WPD's performance in relation to:**

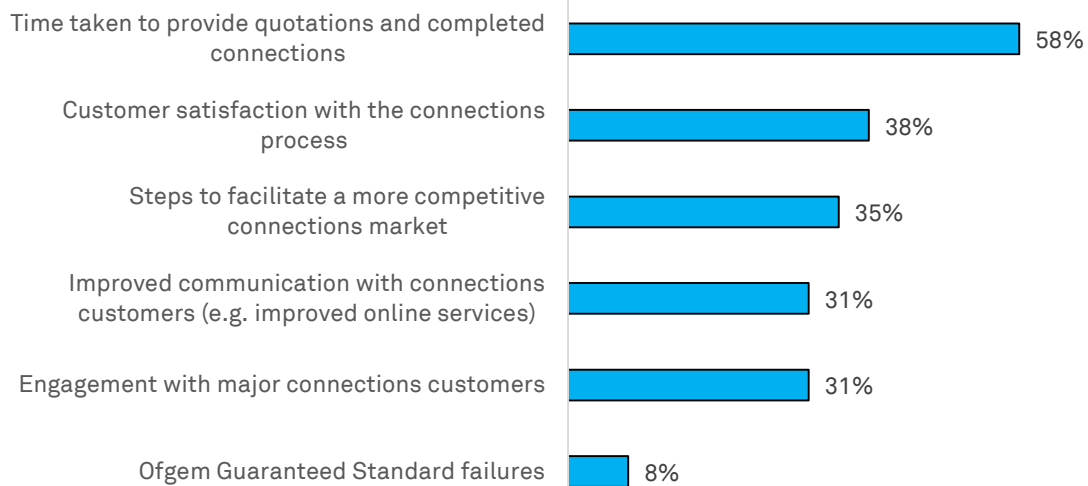




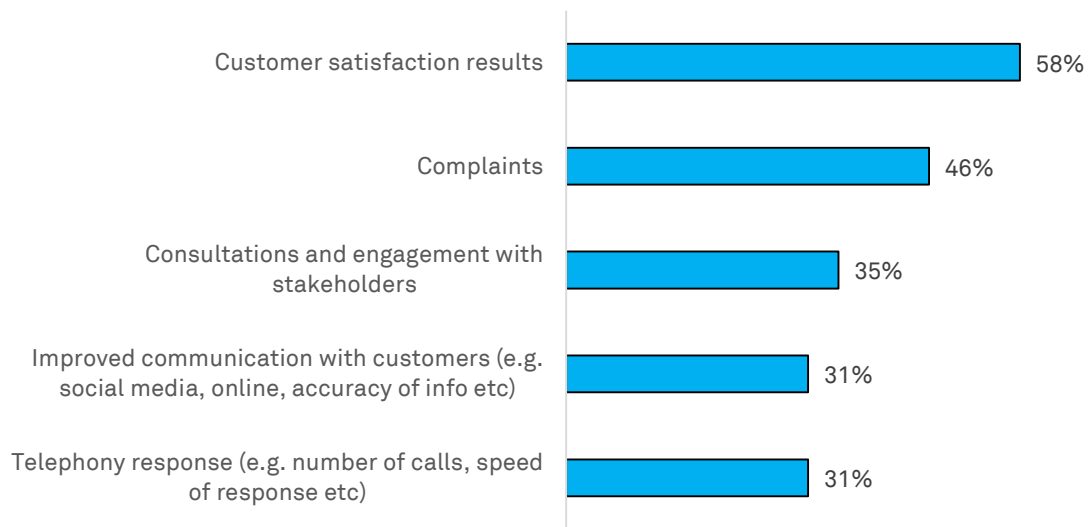
**In WPD's summary (20pg) report: What are your top 2 environment topics for inclusion? WPD's performance in relation to:**



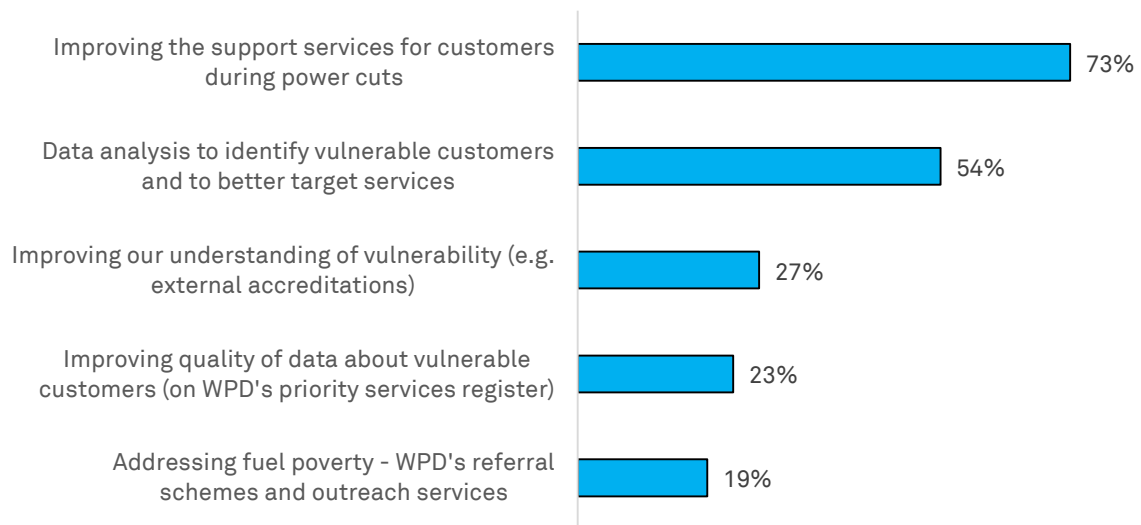
**In WPD's summary (20pg) report: What are your top 2 connections topics for inclusion? WPD's performance in relation to:**



**In WPD's summary (20pg) report: What are your top 2 customer satisfaction topics for inclusion? WPD's performance in relation to:**



**In WPD's summary (20pg) report: What are your top 2 social obligations for inclusion? WPD's performance in relation to:**



## 6. Workshop 3: Spotlight on two WPD strategic priorities

The third workshop involved a detailed look at two specific WPD priorities:

- “Smart Networks”
- “Affordability”

### Smart networks

Within this workshop session, discussions were held around the following key questions:

- Do you understand what a smart network is and what its advantages are?
- Have WPD correctly identified the key issues in transitioning to be a smart network?
- What do you think of WPD’s five strategy areas?
- How should WPD engage with stakeholders on this issue in the future?

#### 6.1 Do you understand what a smart network is and what its advantages are?

Table 1:

- An energy/utility representative shared *‘I only had a limited knowledge on smart networks so the video was quite useful, the child narrator was a bit strange though.’*
- An academic/education institute representative agreed *‘yes, what the chap said about moving energy to where you need it at the right time was interesting.’*
- A housing/developer representative said *‘it influences people’s habits and behaviours on how to use equipment in their houses.’*
- There was consensus on the table that all had a general understanding of what smart networks are.



Table 2:

- An energy/utility representative said *‘I get the whole concept of a smart network, but what I am still trying to get my head round is the issue of peak times and demand. I see you recommend that everyone puts on their washing machines on at night for example, but surely the grid will run out of power again’.* (S)he continued *‘there is also the safety*

*element to consider, for example of having your washing machines on at night. I wouldn't be comfortable with that.'*

Table 3:

- An academic/education institute representative explained that *'it connects everything from the user to the generator, communicating it so that you can balance the system and be more energy efficient. People can lower their bills because they can consume at different times.'*
- A developer/connections representative said *'from a business perspective smart networks allow us to connect generation where we can't at the moment. There will also be much more visibility of the network, and hopefully it will give you the tools to connect more without investing millions of pounds.'*
- An energy/utility representative complained that *'they keep giving us smart meters to use at home, but I am personally against it. I just want to do things when I want to do them and not be told when I can.'*
- A developer/connections representative pointed out that *'it goes back to the point where we are told about how to use our energy by our suppliers. It is a big mind-set issue.'*

**“From a business perspective smart networks allow us to connect generation where we can't at the moment.”**

Table 4:

- An elected representative said *'perhaps WPD need to elaborate a bit further on their precise definition. The video is good, but is there anything else we need to know?'*
- A developer/connections representative suggested that *'WPD should focus on the benefits of smart networks concerning distributed generation rather than central generation, and to show how it can decrease the energy losses made. Local data is crucial to this.'*

Table 5:

- A local authority officer representative said *'it's essential. 10 years ago, many people in the industry wondered how they were going to keep the grid going. Smart networks are the way to resolve this.'*
- An academic/education institute representative explained *'WPD has asked us to put in a network to monitor what energy we're exporting, if any. We use a lot of power*

*ourselves on site, but at night time we have empty buildings. We need to understand where energy is going and how it is monitored.'*

- An academic/education institute representative argued that *'having a system where you're not bothered about what time gadgets work is great – it means that the grid will be able to work much harder and much longer.'*
- An energy/utility representative remarked that *'this will have a huge impact and influence on National Grid. Bringing in a smart network is a big challenge for us as coal begins to go off the grid. Two points for us – on the coldest day in winter, is gas going to be there? And the first bank holiday in spring – there will be lots of solar generation but no demand. A third of all supply grids will export more to National Grid than National Grid exports to them. It is therefore essential that all DNOs start acting on smart networks and get smarter with their networks. The volume and complexity of the work to do is huge. It will be the next big issue. Otherwise we won't hit any of our 2020 targets.'*
- A local authority officer representative said *'it's the actual management of it for the end customer. DNOs need to monitor energy usage and proactively improve it.'*
- A local authority officer representative argued that there was *'a need for a national coordinator to do this.'*
- An energy/utility representative pointed out that *'National Grid can do this activity, but problem is that DNOs will increasingly take a DSO role. Time is also against us. We have 11-12 gigawatts on the network made by solar power. We need to build a network that can handle this.'*



## **6.2 Have WPD correctly identified the key issues in transitioning to be a smart network?**

The issues that WPD identified were:

- Voltage rise/drop
- Two-way power flows
- Thermal capacity
- Fault level
- Equipment suitability

Table 1:

- A housing/developer representative argued *'affordability has got to be one, these are all technical points.'*
  - An elected representative highlighted that *'people need to see the benefits and I don't think that came out on the video.'*
  - An elected representative pointed out *'the idea of telling people when they should do things could be a challenge.'*
  - An academic/education institute representative asserted *'education is another point, educating people on how to save money and help themselves would be invaluable.'*
  - An elected representative said *'people do things in an ordered way. For me, when I was younger, washing was a Monday. For the network distributor, times have changed and people don't do all the washing on a Monday anymore. People should understand power at all times vs power outages.'*
  - A housing/developer representative commented *'it's about individuals' habits, you need to change their behaviours.'*
  - An elected representative suggested *'you may have to have certain estates who do their washing on a certain night and others doing it on another night.'*
  - An elected representative argued *'price is a key factor.'*
  - A housing/developer representative pointed out that *'if a customer went smart there's got to be a benefit, otherwise why bother?'*
  - An elected representative concluded *'on a technical level, I think they're all imperative.'*
  - A housing/developer representative raised the point that *'all your appliances would have to be smart as well otherwise you wouldn't get the benefits.'*
  - An elected representative commented *'the poorer people won't be able to change to get smarter equipment, so what are you going to do about that?'*
  - An academic/education institute representative remarked *'the problem is you can't store enough at the moment; the technology isn't there.'*
- “It's about individuals' habits, you need to change their behaviours.”**

Table 2:

- An energy/utility representative asked *'what about harmonics, these are an issue with wind farms for example, but I can't see them in the issues WPD has set out with smart networks?'*
- A developer/connections representative asked *'is it a given that DNOs will become DSOs? One has to ask about the capacity and capability of the workforce of DNOs to achieve this transition to a smart grid.'*



- An energy/utility representative made the point that *'I don't know which is the right body to be communicating with customers about switching their washing machines off, and being flexible with their energy use. I am not sure if DNOs should do this.'*
- A developer/connections representative made the point that *'I think it is important to bear in mind the communication of smart networks to consumers and customers. There is a degree of awareness around this table that already exists, but this can't be assumed for all of WPD's stakeholders, so WPD need to bear in mind communication of what a smart network is and how it will work for all of its stakeholders.'*
- An energy/utility representative stated that *'smart networks to me are difficult to understand, I don't know the ins and outs.'*
- An energy/utility representative felt that *'there is undoubtedly a telecommunications challenge for WPD. I think WPD are right to identify this as a key issue in the transition to a smart network'. (S)he continued 'WPD don't want to know what is happening in individual households, but what is happening at your local substation so I think this presents a real challenge.'*

Table 3:

- A developer/connections representative raised a point that *'there should be more about explaining and putting it all in context. That is a big piece which is missing from customer proposition.'*
- A technology representative reiterated that *'it is about communication and telling people why and what they are doing.'* S(he) also suggested that *'if you tell the end consumer, then everybody in between can get to know it as well. It is just about managing the change between a passive network to an active network.'*
- An energy/utility representative also pointed out that *'you need to take into account political regulations because it is the way WPD charges for the system. If they make it more complicated, there is a real challenge. It is to convince the wider public that there is a need for this.'*
- A developer/connections representative agreed and considered that *'until you introduce time of use charging, you are not going to change anyone's habit as to doing their washing at 3 in the morning.'*
- An environmental representative highlighted that *'it will also cost a lot of money. It will save money from reinforcing the network but there will be costs coming out in terms of managing it. WPD don't seem to have acknowledged the cost of things.'*



Table 4:

- A local authority office representative pointed out that *‘a major part of creating a smart network is advising customers about what they can do, and the benefits and incentives for their actions. It is about persuading customers to buy into the processes, but some people will be stuck in their ways, and not want to change.’*
- A developer/connections representative responded to this by stating *‘this awareness will come with time, as customers become aware of the costs of using energy at peak times, particularly in evenings when energy costs are at their highest.’*
- A developer/connections representative then added that *‘energy storage and solar panels must be set automatically to react to demand side management (DSR).’*
- An elected representative felt that *‘as a customer, I do not know what the key issues are. It is up to WPD to know.’*
- A local authority officer representative said that *‘the two-way power flows are a big issue for me. WPD need to try and forward plan this, and understand what the issues will be down the line.’*
- An elected representative raised the point that a sudden rise or fall in voltage *‘can have big effects, surges can damage equipment, and low voltage can damage vulnerable people who need a certain voltage for their care equipment.’*
- A housing/development representative concluded that *‘it all comes back to equipment suitability. All of these things feed into, and can be managed to some extent, by your equipment. Choosing and futureproofing your equipment is vital, otherwise electricity bills will only go up in the future.’*

Table 5:

- An energy/utility representative said *‘I’d put battery storage in there. They’re being installed on the system already.’*
- A local authority officer representative argued that *‘we’ve got to think about thermal storage.’*
- An energy/utility representative pointed out that the slide in the WPD document *‘needs to describe the network much more as one grid. The medium is becoming less and less important. It is actually becoming meaningless. Everybody on the grid will have to have proper roles and responsibilities.’*

### 6.3 What do you think of WPD’s five strategy areas?

The strategy areas WPD identified were:

- Data integrity



- Market integration
- IT systems
- Customer propositions
- Equipment

Table 1:

- A housing/developer representative argued *‘culture is vital as part of customer proposition.’*
- A housing representative asked *‘what allowance do you have? If you’re going to put a load of telecoms in, what allowance do you have? Because your network is distributing everywhere, it feels like for it to work it has to be available everywhere.’*
- An elected representative pointed out that *‘at domestic level, people can generate electricity and store it.’*

Table 2:

- An energy/utility representative felt that *‘the more DNOs and energy suppliers can work together the better. We have to try to balance what WPD want, and what National Grid want. This is difficult, but better collaboration would make this easier to manage.’*
- A housing/development representative said *‘I think the education around smart networks is extremely important.’*
- An energy/utility representative made the point that *‘a customer of WPD could be domestic through to a large industrial company, so when you talk about smart networks to the customer, I would be interested in how you reach different customers with different propositions. It is about how each customer gets the maximum value from what is being done on smart networks.’*
- An energy/utility representative felt that *‘I notice there is nothing here about value. WPD need to clearly and communicate the value of smart grids to the end customer.’*

**“ WPD need to clearly and communicate the value of smart grids to the end customer.”**

Table 3:

- An energy/utility representative commented that *‘from a network point of view, they are absolutely spot on. I do agree that there should be communication.’*
- A developer/connections representative complained that *‘it’s good that there are five strategies but there doesn’t seem to be a plan or information as to whether the effort is going to be spread evenly and done in terms of incremental changes or all implemented at once.’*

- A technology representative argued that *‘a lot of issues WPD have, the other DNOs will also have. Perhaps they should speak as one industry.’*
- S(he) also suggested that *‘perhaps we are being quite premature. I think we need to have all the progress on electric cars first before any of these steps can be taken?’*
- An environmental representative emphasised that *‘for the strategy areas, there has to be slightly different approaches for the public and the business side of things.’*

Table 4:

- A developer/connections representative said *‘demand side response is very important to many of my customers, they rely on it a lot, and there can be a real benefit. It is a key area. It is good to know WPD are addressing this, because there are lots of good opportunities there.’*
- The same developer/connections representative then pointed out that *‘talking to your customers is key. There is a bit of a conflict of interest here, as WPD want to keep the lights on, but the big six utilities want to sell as much power as they can.’*
- An elected representative agreed, and commented *‘it is difficult to engage with domestic consumers, as the suppliers usually do it first.’*
- A local authority officer representative described how *‘most customers don’t talk to WPD unless they have a supply issue, but perhaps WPD could be more proactive. Many businesses have not sat down and understood the savings they can make through DSR and energy storage. There is a clear conflict of interest here between WPD and the suppliers.’*
- A developer/connections representative then stated that *‘energy companies do need to make a profit, but other things are more important to WPD and National Grid. They want consumers to use energy at peak times of the day, when prices are highest. They also encourage more generation at these peak times. Educating consumers to step back from the grid at those peak times would be a great thing.’*



Table 5:

- An energy/utility representative said *‘we would like to see more forecasting. What will the network look like in 15-20 years’ time? That’s the biggest thing. Everything else is the practical stuff. But what will generation look like in 20 years’ time?’*

- A local authority officer representative said *'I don't understand what customer propositions mean.'*
- An energy/utility representative said *'before you can start talking about customer propositions, you need to know who those generators belong to and where they are, and so on. The big challenge is getting this data first. Making sure you know where everyone is on a detailed level is the first step.'*

#### 6.4 How should WPD engage with stakeholders on this issue in the future?

Table 1:

- A housing/developer representative said *'I think it's a huge social impact so it's got to be local government and local authority. There a huge change in parts affecting citizens, devolved government particularly. Also academia because it's technical and technology.'*
- A housing/developer representative suggested *'I think you guys have had telecoms as a really big challenge with this, you should be engaging with BT and Vodafone. They've got it but you don't want to pay for it. There's got to be influence with government to get into their network.'*
- An elected representative asked *'why don't they telephone over the top of the network?'*
- A housing/developer representative stated *'I used to work for Electricity North West they had a company called Norweb telecoms, they invented telecom carrier. There is technology for power line carry. It's innovation.'*
- An academic/education institute representative pointed out *'there's lots of forms – to go down one route only is putting yourself at risk, you need to spread the risk. If you lose your lines you use everything.'*
- A housing/developer representative suggested *'you want diversity if one system fails you want a fall back system.'*
- A housing/developer representative highlighted *'we talk about the digital economy but we really do need to put a lot more infrastructure in place.'*

**“ WPD need to raise the awareness and engage in discussions with stakeholders about smart networks.”**

Table 2:

- An energy/utility representative made the point that *'at the moment, I think the average customer would find it quite difficult to understand and discuss smart networks on this level. I think WPD need to raise the awareness and engage in*

*discussions with stakeholders about smart networks. There should be separate types of engagement depending on the type of stakeholder.'*

- An energy/utility representative commented *'I think there is an opportunity here. If we go back to "workforce renewal" and the engineering skills gap, I think better communicating the opportunities for engineers to work on something as interesting and exciting as a smart grid could help address this problem for companies like WPD.'*

Table 3:

- A technology representative said *'I would use advertisements to get it in people's heads.'*
- A developer/connections representative raised a point that *'looking at the first five challenges, they are so technical. This needs to be simplified before you spread it among the public.'*
- A developer/connections representative added that *'the video seemed like a good idea. Maybe we can make it go viral on YouTube.'*
- An energy/utility representative felt that *'they are looking at the right places but communication with stakeholders will need to run alongside that.'*
- A developer/connections representative felt that *'DNOs shouldn't individually lobby. The ENA should work more on the political angle of things.'*

Table 4:

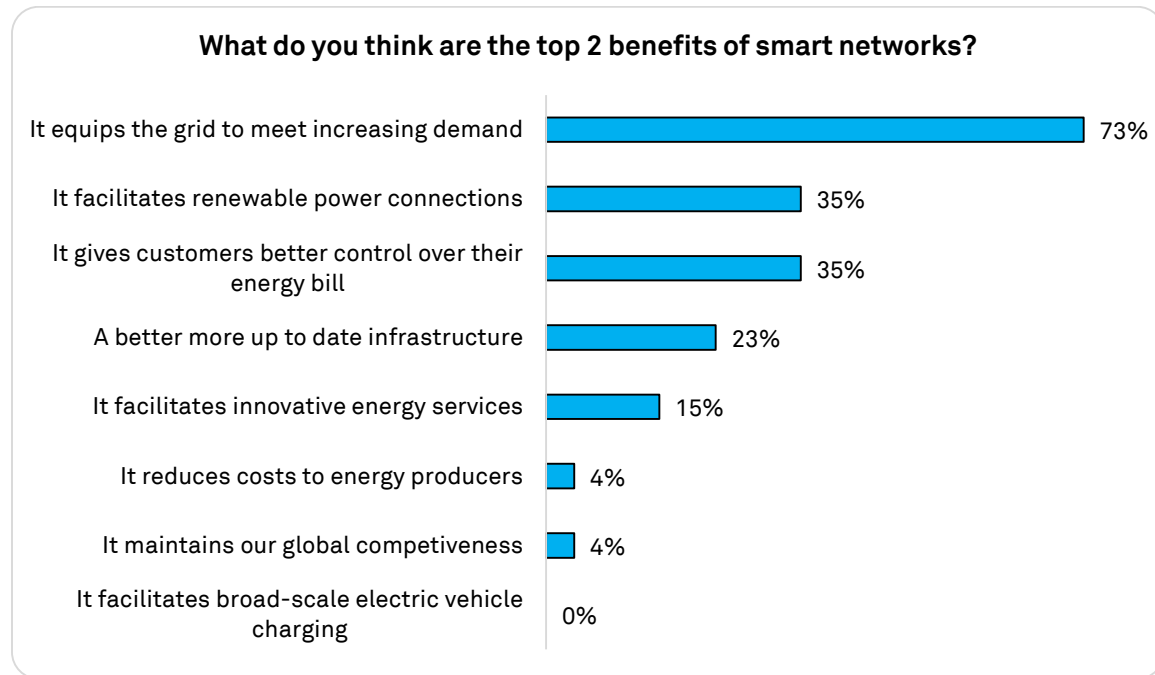
- A local authority officer representative suggested that *'WPD should proactively engage to increase awareness. It would be worth your while to engage with customers to show them the difference these changes can make; it is only the bottom line that will persuade the majority of users to change their habits.'*

Table 5:

- An energy/utility representative said *'WPD should engage with generators, national grid and other DNOs. Engage with those first then move on to others. But those are the most crucial. It is too premature to speak to domestic customers at the moment.'*
- An academic/education institute representative disagreed, arguing *'I think you should engage with domestic customers.'*

## 6.5 Individual voting results

After group discussions, the stakeholders were asked to vote individually on what they considered to be the top two benefits of smart networks. The results are displayed below:



## Affordability

Within this workshop session, discussions were held around the following key questions:

- What do you think of WPD's current approach and the projects so far?
- What do you think of WPD's proposed next steps?
- What do you think of ideas from other DNOs?

### 6.6 What do you think of WPD's current approach and the projects so far?

Table 1:

- A housing/developer representative said *'you're trying to help people help themselves and tap into other sources. It's a social obligation to do it and you're pointing them in the right direction.'*

Table 2:

- The consensus around the table was that referral networks were the right approach.
- An energy/utility representative asked *'how could you attract referrals from more organisations at a minimum cost? You don't have to have an official partnership, but some form of mechanism to achieve an even greater scope for referrals would be worth exploring. Only by creating a mechanism to allow people to make referrals from any organisation will enable all the vulnerable people in a community to find their way onto your register.'*
- A housing/development representative stated *'an app would be a good way of enabling people to self-register and would enable organisations such as housing organisations to quickly and easily register people they come across to be on the vulnerability register.'*
- A local authority officer representative disagreed, stating that *'an app is just another way of registering, yes it might provide a more appealing vehicle to register but it doesn't motivate anyone to go away and download the app. You still have the engagement challenge.'*
- An energy/utility representative felt that *'you want something that is accessible to everyone. For example, there could be something on your bill which says "do you know anyone who is vulnerable?". There must be so many people who fall through the net as they aren't in touch with any of your partner organisations, but someone must know about them.'*
- A local authority officer representative asked *'are there data protection issues with collecting this information on vulnerable customers and passing this customers information on to a partner organisation?'*

Table 3:

- An environmental representative said *'personally, I would have never thought any DNO would be doing anything like this because it is not really their remit. Kudos to them though.'*
- A technology representative considered that *'it might be part of the RIIO-ED1 requirements.'*
- A developer/connections representative commented that *'there is a danger that you might stray too far from your core functions.'*
- A developer/connections representative pointed out that *'but CAB is stretched as an organisation. Does this not just make it harder for them if you keep referring loads of customers that they can't handle?'*
- An environmental representative felt that *'it is effectively outsourcing social obligations.'*

**“ There is a danger that you might stray too far from your core functions. ”**

Table 4:

- An elected representative said *'they are about right.'*
- A developer/connections representative stated that these aims are *'all very laudable, but this job is supposed to be handed to the energy companies. It's brilliant that you are stepping into this space, but are WPD being told to as a DNO?'*
- A developer/connections representative then added that *'WPD clearly have committed to this area to some extent, so they obviously think they have the ability to. But it is more about CSR though than anything else. Energy efficiency is an area where we are lacking amongst poorer people. It makes more sense the DNOs doing this than the suppliers.'*
- A local authority officer representative said *'the key issue for WPD is you are not crossing over or investing effort into areas that are covered by other people. WPD's Achilles heel is that you have a huge amount of customers, and it is hard to find the vulnerable minority within that huge group.'*

Table 5:

- A technology representative said *'I think it's really good, I didn't know this kind of thing existed.'*
- A local authority officer representative commented *'other bodies do similar things, why does WPD do it? It seems outside of their remit.'*
- An academic/education institute representative stated that *'partnerships with gas distributors would be really beneficial.'*



- An academic/education institute representative suggested that *‘the only way to improve would be more partnerships, but I can understand that it can be impossible to engage with that many.’*
- An academic/education representative argued that *‘to successfully do any of these projects you need to collect data on those who are under your responsibility first.’*


## 6.7 What do you think of WPD's proposed next steps?

Stakeholders were asked to refer to the list of next steps WPD had identified to address “affordability” and identify any that may be missing. The list can be seen in the respective tables below.

On occasion, stakeholders agreed to add a suggested activity to vote on as a table. In these instances, there are six ‘planned actions’ on the respective tables below.

Table 1:

Workshop Three – Strategic Priorities: Affordability			
WPD Planned Actions			
ACTIVITY	MORE	ABOUT RIGHT	LESS
Develop a new ‘Power Up’ referral scheme for the East Midlands	✓		
Introduce monthly satisfaction research with supported customers		✓	✓
Expand the existing ‘Affordable Warmth’ project in West Midlands	✓		
Develop new ‘Affordable Warmth’ projects (e.g. x3 E.Mids, S.Wales, S.West)	✓		
Develop a competition for existing schemes to bid for partnership funding – e.g. innovative projects in areas of network constraint and high fuel poverty	✓		



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- There was consensus around the table that setting up a new ‘Power Up’ referral scheme was a good idea.

- Discussing monthly satisfaction research, an elected representative said *'I don't think you'd want it any more than monthly.'*
- An academic/education institute representative argued *'I'd say less, maybe every three months. People get annoyed with too many questions.'*
- A housing/developer representative disagreed, remarking *'I think it's good to have this monthly.'*
- An academic/education institute representative made the point that *'if the existing Affordable Warmth project works, then yes expand it. That's why you try it out. If it's a positive benefit you've got to take it further.'*
- There was consensus that the 'Affordable Warmth' project in the West Midlands should be expanded.
- A housing/developer representative pointed out that *'a competition is a pull; you want people coming to you saying look what we can do for you. They'll do all the homework for you if they get it right. You'll learn lessons from that that you could put about the rest of the company. I like the idea of competition in a way and how you'd externalise this as a business. This would be really good.'*
- An elected representative explained *'there are partners out there doing this already. You've got to reach out and work with these people.'*

**“ There are partners out there doing this already. You've got to reach out and work with these people. ”**

Table 2:


Workshop Three – Strategic Priorities: Affordability			
WPD Planned Actions			
ACTIVITY	MORE	ABOUT RIGHT	LESS
Develop a new 'Power Up' referral scheme for the East Midlands	✓		
Introduce monthly satisfaction research with supported customers	✓	✓	
Expand the existing 'Affordable Warmth' project in West Midlands		✓	
Develop new 'Affordable Warmth' projects (e.g. x3 E.Mids, S.Wales, S.West)	✓		
Develop a competition for existing schemes to bid for partnership funding – e.g. innovative projects in areas of network constraint and high fuel poverty		✓	
Develop an app		✓	

  
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- There was consensus that WPD should develop a new 'Power Up' scheme for the East Midlands and that this should be prioritised.
- There was consensus that WPD should introduce monthly satisfaction research.
- On the 'Affordable Warmth' project an energy/utility representative asked *'is this a costly activity to undertake? Asking a partner organisation to find out this information doesn't seem to me as very expensive. Or do WPD fund the actual intervention?'*
- A developer/connections representative said *'I think obviously some areas of fuel poverty and affordability are already covered by organisations that aren't DNOs.'*
- An energy/utility representative made the point that *'obviously helping customers is hugely important, as long as this isn't too costly for all of WPD's other customers.'*
- An energy/utility representative asked *'would a competition deliver better value for WPD's customers than just WPD choosing a partner organisation?'*
- A local authority officer representative made the point that *'there has to be an added value for WPD being involved in this area.'*

Table 3:

Workshop Three – Strategic Priorities: Affordability			
WPD Planned Actions			
ACTIVITY	MORE	ABOUT RIGHT	LESS
Develop a new 'Power Up' referral scheme for the East Midlands	✓		
Introduce monthly satisfaction research with supported customers			✓
Expand the existing 'Affordable Warmth' project in West Midlands		✓	
Develop new 'Affordable Warmth' projects (e.g. x3 E.Mids, S.Wales, S.West)	✓		
Develop a competition for existing schemes to bid for partnership funding – e.g. innovative projects in areas of network constraint and high fuel poverty			✓
Ensure effective organisations undertake delivery of project	✓		

  
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- The table agreed that more should be done towards developing a new 'Power Up' referral scheme for the East Midlands.
- An environmental representative commented that *'if it's just a matter of doing it in another place, then yes.'*
- There was consensus that less should be done in terms of introducing monthly satisfaction research with supported customers.
- A developer/connections representative argued that *'the layer of reporting seems a bit over the top. You have already done your bit.'*
- An environmental representative said *'I would get worried that they won't stop contacting me.'*
- Everyone thought that the plan to expand the existing 'Affordable Warmth' project was about right.
- A developer/connections representative felt that *'one area should not be particularly favoured over the others.'*
- There was also agreement that less should be done towards developing a competition for existing schemes.

- A developer/connections representative questioned *'it sounds dreadfully like you only want to spend very little to help these people and want to drive down the cost by finding the person who will deliver it for the least money.'*
- A developer/connections representative stated that *'the word competition just worries me.'*
- An environmental representative pointed out that *'it is like tendering a contract to groups that are there to help the less fortunate and fuel poor. CAB's funding, for example, has been slashed to the bone and now you are saying that if they want the project, they should drop their price a bit and if not this other firm will undercut them.'*
- A developer/connections representative agreed and suggested that *'it should be judged based on effectiveness rather than price.'*
- An environmental representative raised a point that *'there are certain areas where there is a community group which has more context locally so it is also about choosing the organisation that has the most impact in the area.'*
- A developer/connections representative agreed and reiterated that *'the danger is that, if you do it based on competition, you might exclude the very key people who would be best suited to do it.'*
- An environmental representative emphasised again that *'it should be more about ensuring effective local organisations undertake delivery.'*



Table 4:

Workshop Three – Strategic Priorities: Affordability			
WPD Planned Actions			
ACTIVITY	MORE	ABOUT RIGHT	LESS
Develop a new 'Power Up' referral scheme for the East Midlands		✓	
Introduce monthly satisfaction research with supported customers		✓	
Expand the existing 'Affordable Warmth' project in West Midlands		✓	
Develop new 'Affordable Warmth' projects (e.g. x3 E.Mids, S.Wales, S.West)		✓	
Develop a competition for existing schemes to bid for partnership funding – e.g. innovative projects in areas of network constraint and high fuel poverty		✓	

  
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- On the 'Power Up' referral scheme in the East Midlands, a housing/development representative said *'it makes sense.'*
- An elected representative added that *'the billing organisations who bill people for power call the shots, and they run counter to what you are doing. So perhaps WPD should be putting more pressure on the suppliers to be more responsible.'*
- A developer/connections representative agreed that *'WPD are uniquely placed to have a role in this.'*
- A developer/connections representative said that *'monthly customer satisfaction research makes sense.'*
- A developer/connections representative commented that *'Affordable Warmth' projects in the East Midlands 'are interesting because not many people use electricity for warmth and heating yet.'*
- A developer/connections representative added *'if the 'Affordable Warmth' projects are working, why not have more?'*
- A local authority officer representative said *'if WPD are running 'Affordable Warmth' projects, you will know from the feedback from customers whether it is worth expanding or not.'*
- A housing/development representative said that bringing in more competition *'would create the right incentives and get the best return. All the savings made go back to*

**“ WPD are uniquely placed to have a role in this.”**

*the general public in the end. The advantage of competition is that it brings forward innovative solutions.'*

Table 5:

Workshop Three – Strategic Priorities: Affordability			
WPD Planned Actions			
ACTIVITY	MORE	ABOUT RIGHT	LESS
Develop a new 'Power Up' referral scheme for the East Midlands		✓	
Introduce monthly satisfaction research with supported customers		✓	
Expand the existing 'Affordable Warmth' project in West Midlands		✓	
Develop new 'Affordable Warmth' projects (e.g. x3 E.Mids, S.Wales, S.West)		✓	
Develop a competition for existing schemes to bid for partnership funding – e.g. innovative projects in areas of network constraint and high fuel poverty		✓	

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- An academic/education institute representative described the 'Power Up' referral scheme as *'a good idea.'*
- An academic/education institute representative felt that monthly satisfaction research was *'definitely a good idea.'*
- A local authority representative explained s(he) believed that *'these are all good ideas, but the question is where do you stop? The funding cannot keep going for all these things.'*
- There was consensus amongst the table that more 'Affordable Warmth' projects should be set up.
- Discussing the competition, a local authority officer representative said *'I am not so sure about developing a competition – introducing commercial competition doesn't always work out the way you want it to. People could underbid, and it could lead to inequitable outcomes. If you do that, you need proper feedback put in as well.'*



- An academic/education institute representative said *‘as long as it doesn’t take away from the others, I can see the need for it. Targets help when they are needed – which I think they could be in this scenario.’*
- A local authority officer representative emphasised that *‘you have got to have quality control.’*

## 6.8 What do you think of ideas from other DNOs?

Stakeholders were asked to refer to the list of ideas from other DNOs around “affordability” and identify any that may be missing. The list can be seen in the respective tables below.

On occasion, stakeholders agreed to add a suggested activity to vote on as a table. In these instances, there are six ‘ideas from other DNOs’ on the respective tables below.

Table 1:

Workshop Three – Strategic Priorities: Affordability			
Ideas from other DNOs			
ACTIVITY	YES	NO	NOT SURE
Partnerships with Gas Distributors to send referrals for recipients of Gas Connection Vouchers			✓
Fuel poverty outreach projects via food banks		✓	
Bi-annually refresh our social indicator mapping – to better target schemes	✓		
Energy efficiency surgeries & community projects to encourage customers to lower energy consumption			✓
Energy efficiency funds (local communities)	✓		

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- A housing/developer representative asserted *‘I think working together with gas companies would be positive. The how you do it bit needs a bit of thinking through. To*


*be honest, the gas connection people could do it themselves, you wouldn't need any intervention at all.'*

- An academic/education institute representative made the point that *'it depends how they operate the food banks; are they means tested?'*
- A housing/developer representative argued *'that doesn't seem right to me. There's one in Derby I walk past it all the time. People just turn up.'*
- An academic/education institute representative emphasised that *'you need to make sure any help you give is targeted to people in real need.'*
- An energy/utility representative made the point that *'it's a good idea, it's something that should be done but not by a DNO.'*
- An academic/education institute representative said *'social indicator mapping blends in with the one we just answered.'*
- A housing/developer representative argued *'that's important, you need to know where to target, where do you start otherwise?'*
- A housing/developer representative said *'energy efficiency surgeries are a job for the energy companies, not the distributors.'*
- An elected representative felt that *'the end user should be educated to use electricity more efficiently.'*
- An academic/education institute representative argued *'energy efficiency funds are a big yes from me, you're either in it 100% or not at all.'*
- An elected representative described funds as *'giving back money to the local community from the people who were buying the power in the first place.'* S(he) concluded *'I don't have a problem with that.'*
- A housing/developer representative questioned *'it's WPD's money you're handing over isn't it?'*

“Energy efficiency surgeries are a job for the energy companies, not the distributors.”

Table 2:


Workshop Three – Strategic Priorities: Affordability			
Ideas from other DNOs			
ACTIVITY	YES	NO	NOT SURE
Partnerships with Gas Distributors to send referrals for recipients of Gas Connection Vouchers	✓		
Fuel poverty outreach projects via food banks		✓	
Bi-annually refresh our social indicator mapping – to better target schemes			✓
Energy efficiency surgeries & community projects to encourage customers to lower energy consumption	✓		
Energy efficiency funds (local communities)		✓	


  
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- A local authority officer representative said *'partnerships with gas distributors sounds like a relatively simple, low cost effort for WPD.'*
- An energy/utility representative felt that referrals via food banks was *'an example of opening up another channel for referrals to WPD. Food banks know who vulnerable people are, so it is important this information can be communicated to WPD.'*
- A developer/connections representative questioned *'the thing is, once WPD get a referral from a food bank, what action could WPD take? These are people who struggle with "affordability", not necessarily "vulnerability" so they may not be right for WPD's vulnerable register.'*
- An energy/utility representative said *'I think energy efficiency surgeries are a good idea but is WPD the right organisation to be doing it, or should suppliers be doing it? I think this is a supplier responsibility first and foremost.'*

Table 3:

Workshop Three – Strategic Priorities: Affordability			
Ideas from other DNOs			
ACTIVITY	YES	NO	NOT SURE
Partnerships with Gas Distributors to send referrals for recipients of Gas Connection Vouchers			✓
Fuel poverty outreach projects via food banks		✓	
Bi-annually refresh our social indicator mapping – to better target schemes	✓		
Energy efficiency surgeries & community projects to encourage customers to lower energy consumption		✓	
Energy efficiency funds (local communities)		✓	


  
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- The table was not sure whether partnerships with gas distributors should be pursued.
- An environmental representative said *‘I would certainly say send information to them.’*
- An environmental representative considered that *‘if they make it easier to make it connect to gas, their electricity bills will actually come down so I am curious as to why a DNO would be keen on that.’*
- There was general consensus that fuel poverty outreach projects should not be implemented.
- An environmental representative pointed out that *‘the chances are they will already be known or on metered cards.’*
- A developer/connections representative suggested that *‘you could sponsor a box of leaflets to be put in the food bank but should not go to the extent of putting people in there.’*
- An environmental representative highlighted that *‘a lot of people now using food banks actually have jobs and houses but still use these services to save some money. They might not want to be seen going to the food bank and chased down or identified as being fuel poor.’*
- An environmental representative said *‘I wouldn’t put WPD staff doing that but there is no harm creating leaflets with the projects you are collaborating with.’*
- Similarly, the table agreed that energy efficiency funds should not be pursued either.

- A developer/connections representative felt that *'it is the supplier's role as well. They are making enough money for it.'*
- Everyone was in agreement that energy efficient surgeries should not be implemented.
- A developer/connections representative argued that *'that is what energy suppliers should be doing as part of their funding and eco commitments.'*
- An environmental representative said *'I wouldn't put WPD staff doing that but there is no harm creating leaflets with the projects you are collaborating with.'*
- Similarly, the table agreed that energy efficiency funds should not be pursued either.
- A developer/connections representative felt that *'affordability is the supplier's role as well. They are making enough money for it.'*
- An environmental representative pointed out that *'there is a negative connotation to free hand-outs and you might also start having people taking advantage of that.'*

**“Affordability is the supplier's role as well. They are making enough money for it.”**

Table 4:


Workshop Three – Strategic Priorities: Affordability			
Ideas from other DNOs			
ACTIVITY	YES	NO	NOT SURE
Partnerships with Gas Distributors to send referrals for recipients of Gas Connection Vouchers	✓		
Fuel poverty outreach projects via food banks	✓		
Bi-annually refresh our social indicator mapping – to better target schemes			✓
Energy efficiency surgeries & community projects to encourage customers to lower energy consumption	✓		
Energy efficiency funds (local communities)	✓		

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- When discussing partnerships with gas distributors, a housing/development representative said *'it depends on how you measure your successes in the past, and if it is worth continuing in the future or not. If there are benefits, it is a good thing.'*
- A local authority officer representative stated *'many in Lincolnshire don't have access to gas, and gas is cheaper than electricity. So perhaps that affects fuel poverty in a rural context where they can't access gas.'*
- Most were doubtful about the benefits of outreach projects at food banks.
- An elected representative said (s)he is *'not sure what the direct correlation between the two would be, or how effective that would be.'*
- Most of the group wanted to improve access to energy efficiency surgeries. A local authority officer representative would like to *'increase it if anything.'*
- When discussing local community energy efficiency, a local authority officer representative stated that *'most people would agree this would be very useful.'*

Table 5:

Workshop Three – Strategic Priorities: Affordability			
Ideas from other DNOs			
ACTIVITY	YES	NO	NOT SURE
Partnerships with Gas Distributors to send referrals for recipients of Gas Connection Vouchers	✓		
Fuel poverty outreach projects via food banks		✓	
Bi-annually refresh our social indicator mapping – to better target schemes	✓		
Energy efficiency surgeries & community projects to encourage customers to lower energy consumption	✓		
Energy efficiency funds (local communities)		✓	



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- An academic/education institute representative felt that partnerships with gas suppliers should be *'a number one priority to get connected with people not on the radar with other organisations.'*

- A local authority officer representative asked *'how do you deal with people who don't have gas? People in isolated villages could well be missed.'*
- An energy/utility representative said *'it seems sensible to share data sets, if only to check who you're in touch with.'*
- A technology representative said *'I'm not sure about food banks. It's probably a step too far, as it's not really the role of a DNO.'*
- On bi-annually refreshing social indicator mapping, a technology representative said *'you're doing enough already, you don't need to do it more often.'*
- An academic/education institute representative disagreed, arguing that *'things can change very quickly, so it's important to keep up to date.'*
- An academic/education institute representative said *'I think energy efficiency surgeries are a good idea. A lot of people don't know about energy consumption and what they're doing to make it worse. They need to be informed.'*
- An academic/education institute representative highlighted how *'in the old days, there was a role for the regional electricity provider. But now it's so distributed with different suppliers. If you do it on a targeted area basis, then DNOs are better placed than suppliers.'*
- An academic/education institute representative agreed, saying *'WPD should definitely be doing this.'*
- There was general consensus that setting up funds for customers was going too far.
- A local authority officer representative commented that *'other people are doing it anyway, how much more can DNOs do?'*
- An academic/education institute representative said *'I didn't realise quite how much WPD is doing, and I don't think it needs to do much more.'*



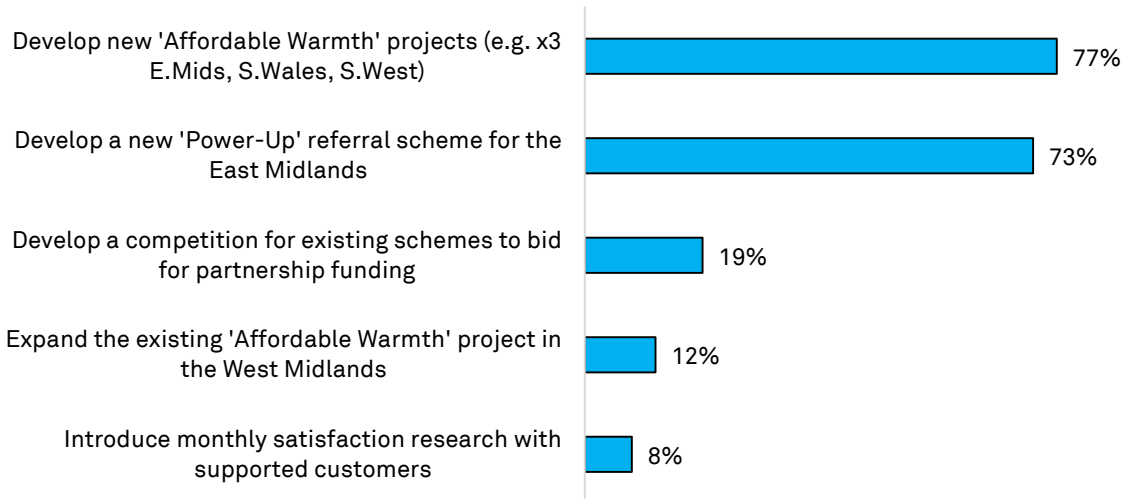
## 6.9 Individual voting results

After the group discussions, stakeholders were asked to vote again.

Firstly, of WPD's proposed actions, stakeholders were asked to vote for their top two priorities. The results are shown below:

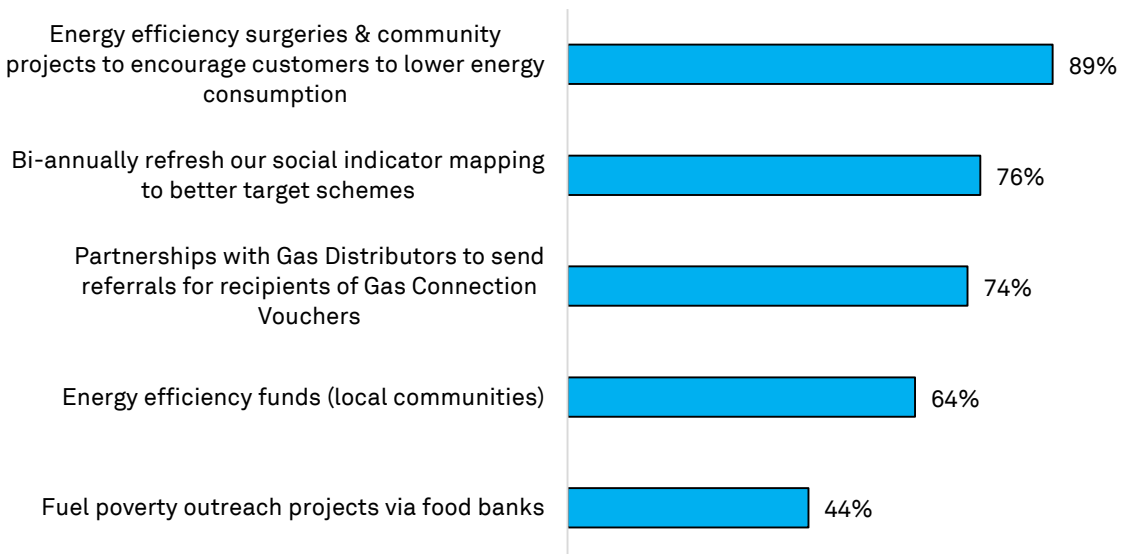


### Of the WPD proposed actions what are your top 2 priorities?



In the second vote in this workshop, stakeholders were asked to vote individually on which of the DNO actions WPD should implement. The results are displayed below:

### Of the wider DNO actions, do you think WPD should implement these?



## 7. Surgeries on specific topics

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Following the workshops, WPD held three afternoon surgeries on specific topics with stakeholders able to sign up to their preferred session throughout the day. The surgeries included a presentation from a WPD technical expert, followed by an open Q&A session. The sessions lasted approximately one hour.

### 8.1 Connections Improvement Plan

Summary: This surgery included a presentation on WPD's Incentive on Connections Engagement (ICE) plan: what the ICE plan is, a summary of WPD's ICE workplan and the priorities for 2016.

A link to the presentation given on the day can be found [here](#)<sup>2</sup>.

Key points stakeholders raised were:

- Top priorities were: post acceptance performance; code of practice harmonisation; and implementation of best practice.
- That the current connections process could be improved by increasing the visibility of the legal process and having an account manager who can be a single point of contact for applicants.
- Whether WPD will move towards an online applications system.

Other points discussed included:

- WPD should innovate more to allow more generation to connect to the grid and the assumption that generation is going to be used all day long has got to stop (referencing the smart networks presentation).

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<sup>2</sup> <http://www.westernpower.co.uk/docs/About-us/Stakeholder-information/January-2016-Workshops/Stakeholder-Workshop-January-2016-Connections-Impr.aspx>

## 8.2 Social Obligations (vulnerability & fuel poverty)

Summary: Following the morning session on “affordability”, this surgery looked at social obligations as a whole including both “affordability” and “vulnerability”. The presentation started with a recap of WPD’s social obligations strategy, summarised the key developments in 2015 and provided an overview of how WPD is scoring on social obligations against other DNOs. However, the focus of the presentation and the discussion was around the priorities WPD has identified for 2016. There were four identified priorities for 2016:

- Expand and scale-up successful fuel poverty schemes towards ‘business as usual’
- PSR referral networks
- Establish area-wide ‘affordable warmth’ services that expand existing pilots
- Train all front-line staff on vulnerability and support services WPD can provide

Stakeholders were also asked to rank a series of objectives for each priority. Stakeholders were given forms to vote on what level of priority they thought each objective should be (high = 3 points, low = 1 point), as well as whether WPD should do more, the same or less on the objective in future (more = 3 points, less = 1 point).

A link to the presentation given on the day can be found [here](#)<sup>3</sup>. The summary of the discussion and the voting has been divided by each priority below.

### General feedback

Key points stakeholders raised were:

- That it was interesting that WPD use the PSR as the anchor to its social obligations work.
- How WPD work out what the average saving is.
- Agreement with the health and wellbeing integration point.
- Whether ensuring no vulnerable customer is off supply for more than 12 hours only applies in normal weather.
- That WPD has a soft evolve and build strategy with the social obligations work – listening to stakeholders and building on outputs in the business plan.

### Expand and scale- up successful fuel poverty schemes towards ‘business as usual’

#### *Voting form*

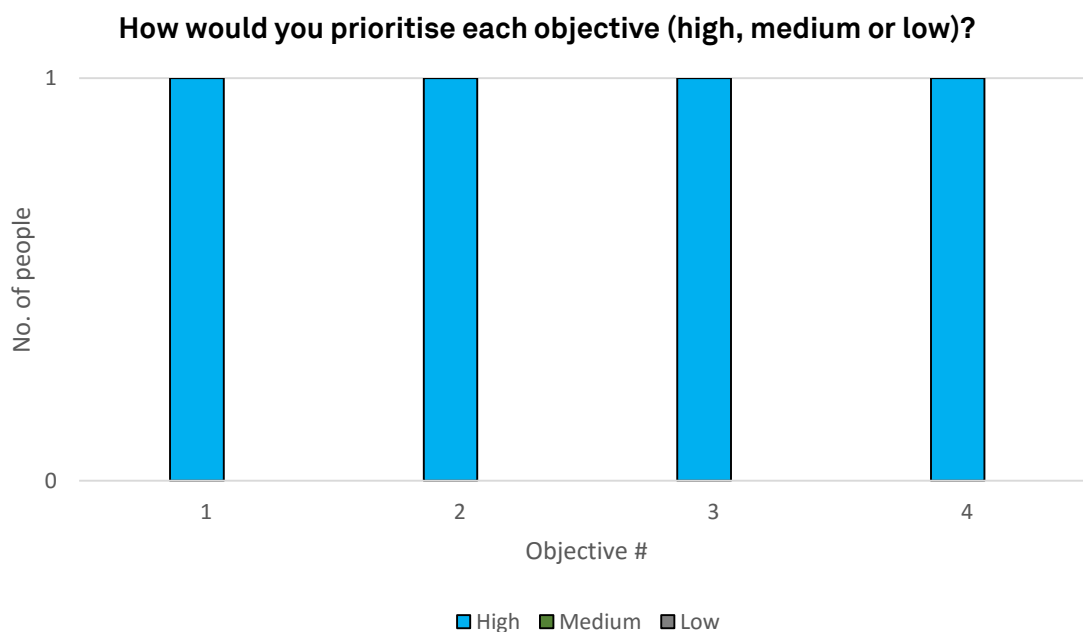
The table below summarises the voting results for the objectives for fuel poverty referral schemes. The average scores are set out below.

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<sup>3</sup> <http://www.westernpower.co.uk/docs/About-us/Stakeholder-information/January-2016-Workshops/Stakeholder-Workshop-January-2016-Social-obligatio.aspx>

Objective #	Objective	Priority average	Future actions average
1	Expand referral project capabilities to include interventions relating to 'Health & Wellbeing'	3.00	3.00
2	Renew and expand existing 'Power Up' fuel poverty schemes (with Citizens Advice, Energy Savings Trust & Centre for Sustainable Energy)	3.00	3.00
3	Set up a 4th 'Power Up' fuel poverty scheme in East Midlands (ensure one per licence)	3.00	3.00
4	Trial 'Affordable Warmth' fuel poverty projects with local authorities and other existing schemes (incl. receiving referrals onto WPD's PSR)	3.00	3.00

Detailed scores are in the below tables:



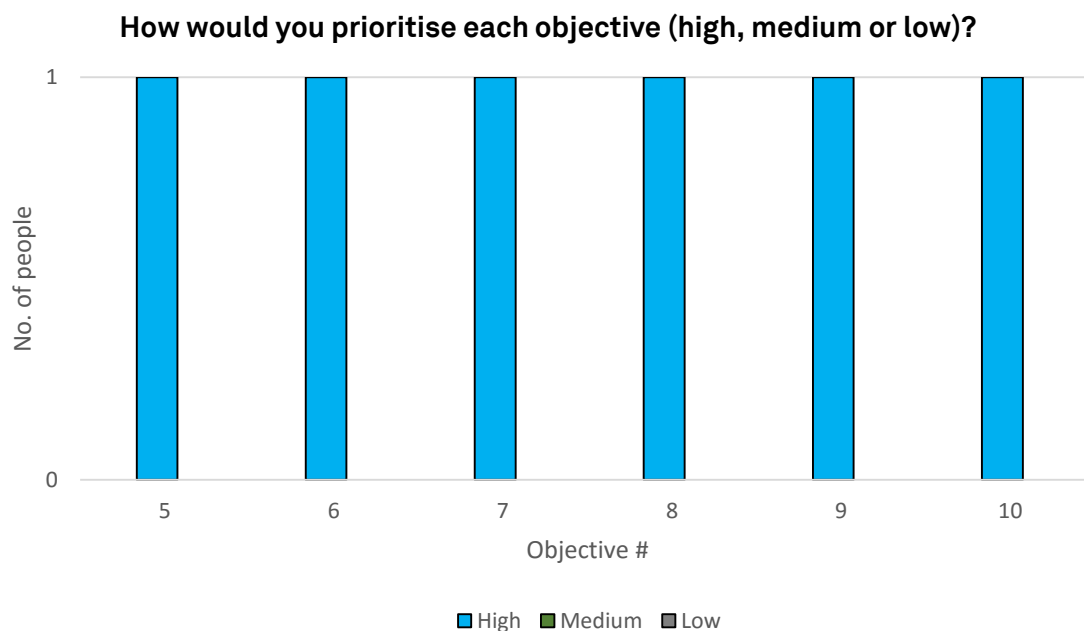
## PSR referral networks

### *Voting forms*

The table below summarises the voting results for the objectives for PSR referral networks. The average scores are set out below.

Objective #	Objective	Priority average	Future actions average
5	Create PSR referral partnerships where partners sign-up customers to the PSR directly via their front-line services (initially 1 per licence area, per partner (4 in total))	3.00	3.00
6	Develop links between key relevant services – e.g. Fire Service home fire safety checks	3.00	3.00
7	Count and report the number of customers we have informed consent from to share data	3.00	3.00
8	Expand WPD's PSR data cleansing teams to ensure contact with c.500,000 PSR customers annually	3.00	3.00
9	Lead industry changes to PSR (e.g. common needs codes, 2-way data flows between suppliers & DNOs)	3.00	3.00
10	Initiate PSR data sharing trials with other industry members (e.g. suppliers, gas networks, water)	3.00	3.00

Detailed scores are in the below tables:



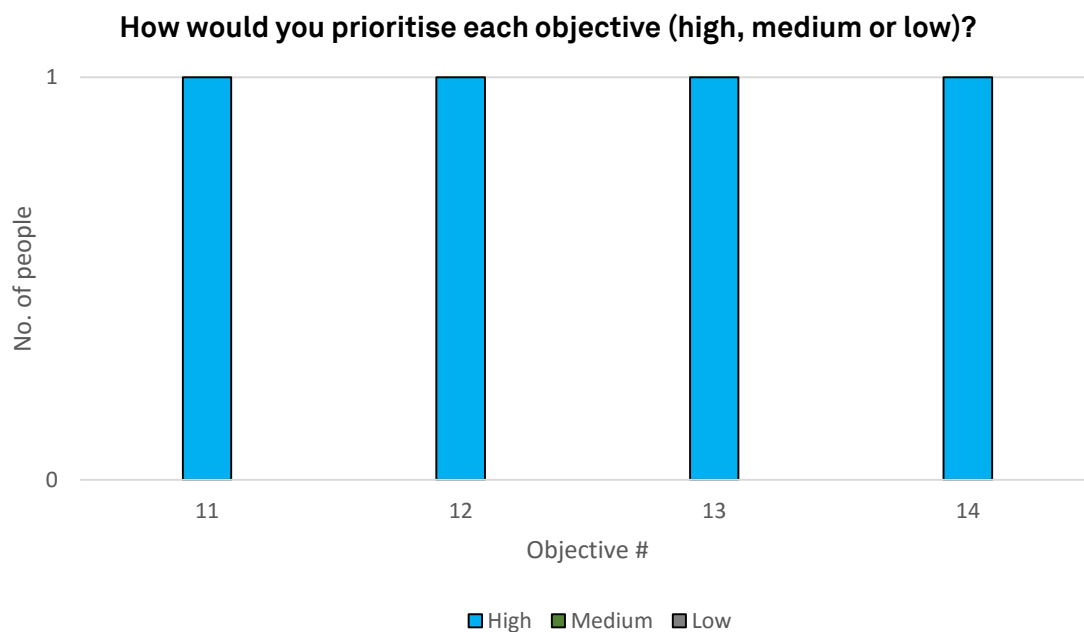
## Establish area-wide 'affordable warmth' services that expand existing pilots

### *Voting forms*

The table below summarises the voting results for the objectives for Affordable Warmth services. The average scores are set out below.

Objective #	Objective	Priority average	Future actions average
11	Expand the existing 'Affordable Warmth' project in West Midlands	3.00	3.00
12	Develop new 'Affordable Warmth' projects (e.g. x3 E.Mids, S.Wales, S.West)	3.00	3.00
13	Develop a competition for existing schemes to bid for partnership funding	3.00	3.00
14	Install devices to automatically notify WPD of power cuts in potentially vulnerable/fuel poor households, in areas of above average power cut levels	3.00	3.00

Detailed scores are in the below tables:



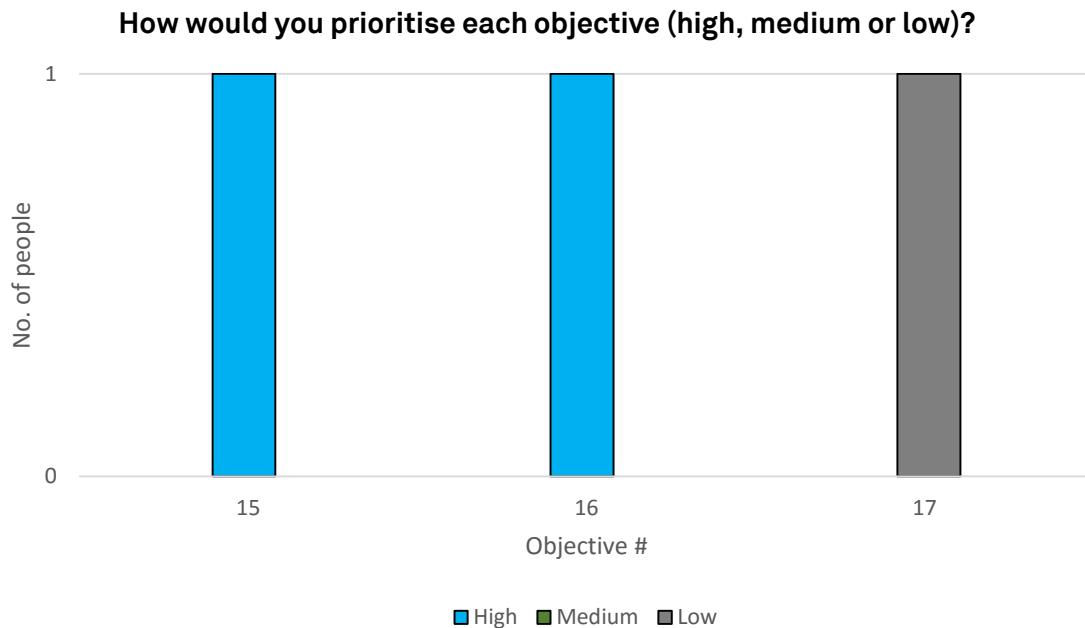
## Train all front-line staff on vulnerability and support services WPD can provide

### *Voting forms*

The table below summarises the voting results for the objectives for training all front-line staff. The average scores are set out below and the highest averages are in bold.

Objective #	Objective	Priority average	Future actions average
15	Vulnerable customer training to field staff. Enable staff to: <ul style="list-style-type: none"><li>• Arrange for customers to be signed-up to the PSR</li><li>• Call-out welfare support (catering or British Red Cross)</li><li>• Distribute Crisis Packs</li></ul>	<b>3.00</b>	<b>3.00</b>
16	Monitor 12 hour faults impacting vulnerable customers specifically	<b>3.00</b>	<b>3.00</b>
17	Introduce a WPD standard to ensure no vulnerable customer is off supply >12 hours (in normal weather)	1.00	1.00

Detailed scores are in the below tables:





### 8.3 The role of a Distribution System Operator (smart networks)

Summary: With new developments in the market, DNOs are in transition to also becoming a DSO. The presentation looked at the need for DSO functions, the capabilities required of a DSO and WPD's readiness to be a DSO. Discussions revolved around data integrity, market integration technologies being considered and other issues around demand supply response, including the need for coordination between DNOs, NGET and Ofgem/DECC.

A link to the presentation given on the day can be found here<sup>4</sup>.

Key points stakeholders raised were:

- Stakeholder felt that storage is growing in importance and it was commented that 2016 was going to be a big year for storage.
- There was discussion on the electrification of heat and it was noted that there will still be a role for gas networks for the foreseeable future.
- The point was made that there will continue to be a big role for biomass and anaerobic digestion because one can control the output.
- There was discussion on the merits of modular nuclear reactors and the role that this may play in the future energy mix.
- With regard to managing flexibility it was noted that WPD had trialled a scheme in Milton Keynes on demand side response which was successful but showed that, as an industry, DNOs need a set of defined terms and conditions.
- It was noted that the data that comes from smart networks will enable DNO's to become better at monitoring which will, in turn, enable them to aggregate energy output over a number of sites.
- WPD then talked stakeholders through the different scenarios they have looked at in order to shape their future plans. It was noted that these are the four scenarios that National Grid also use.
- There was discussion on the need for European Standards, particularly when it comes to smart meters.

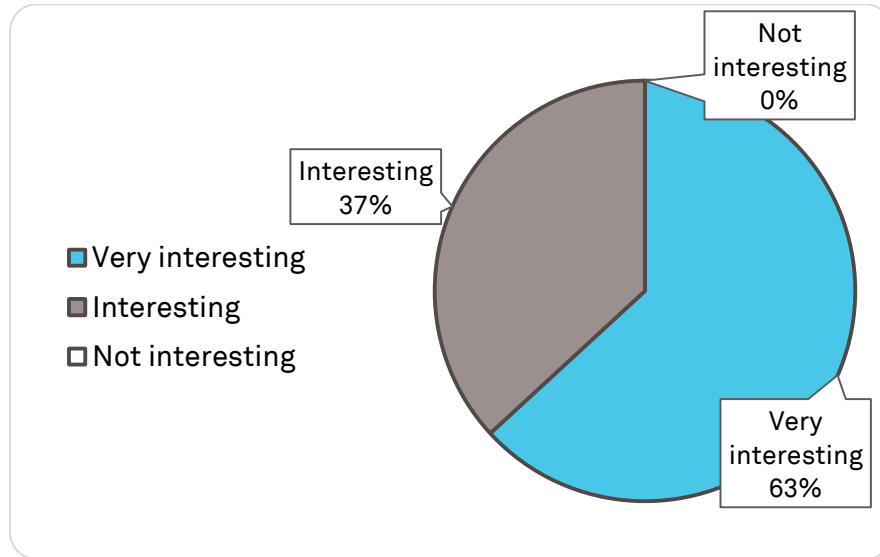
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<sup>4</sup> <http://www.westernpower.co.uk/docs/About-us/Stakeholder-information/January-2016-Workshops/Stakeholder-Workshop-January-2016-The-Role-of-a-DS.aspx>

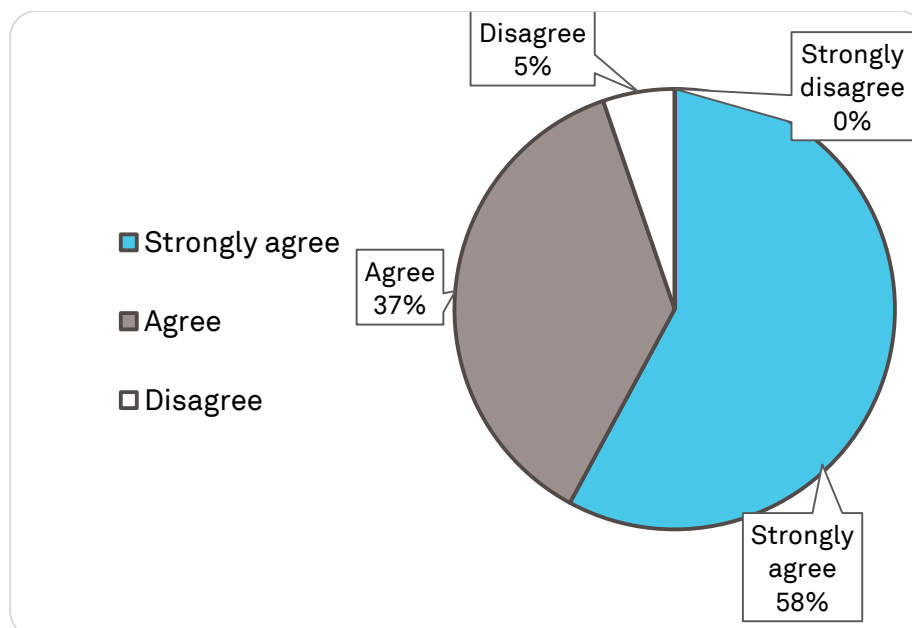
## 8. Written feedback

Of the 26 attendees who attended the workshop, 19 completed and returned feedback forms on the day's event. Stakeholders were asked a set of seven questions. The responses can be found below:

### Q1. Overall, how did you find the workshop?



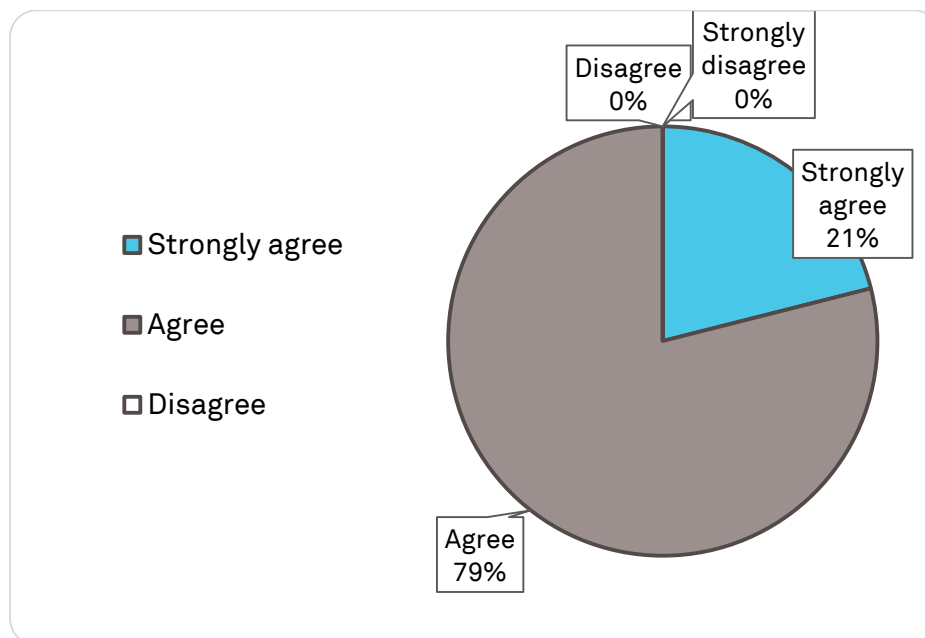
### Q2. Did you feel that you had the opportunity to make your points and ask questions?



Stakeholder comments included:

- *Good discussions, well facilitated.*
- *Well moderated and facilitated*
- *Very informative and friendly approachable staff.*
- *Round table discussions felt a bit rushed. Louder people were heard most.*

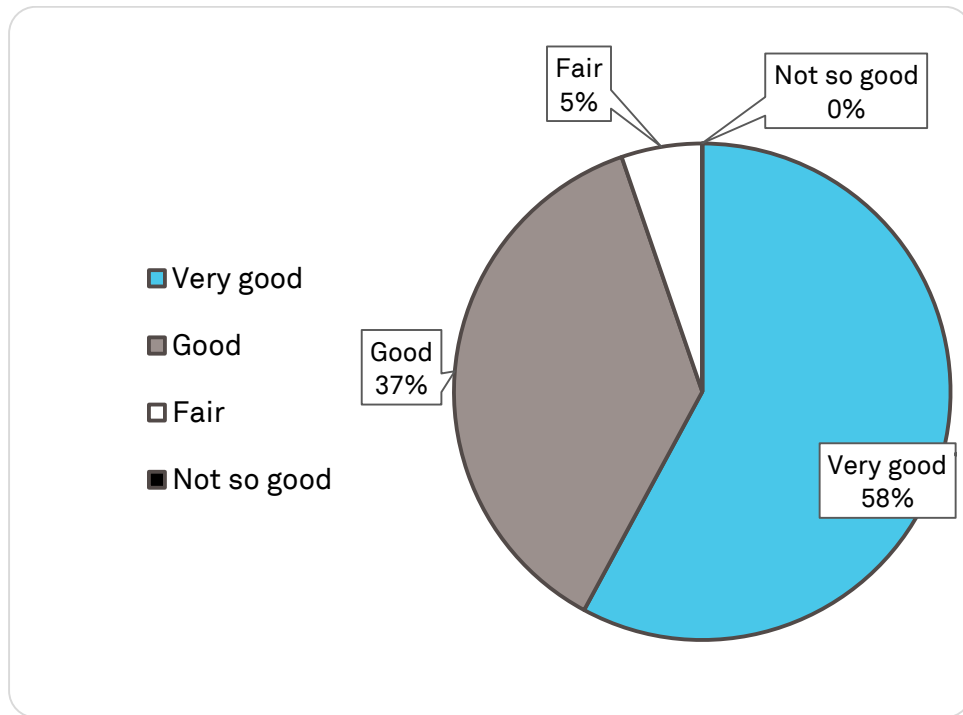
**Q3. Did we cover the right topics for you on the day?**



Stakeholder comments included:

- *Good to see from DNO side of things.*
- *Workshop covered mainly social consequences rather than technical issues.*

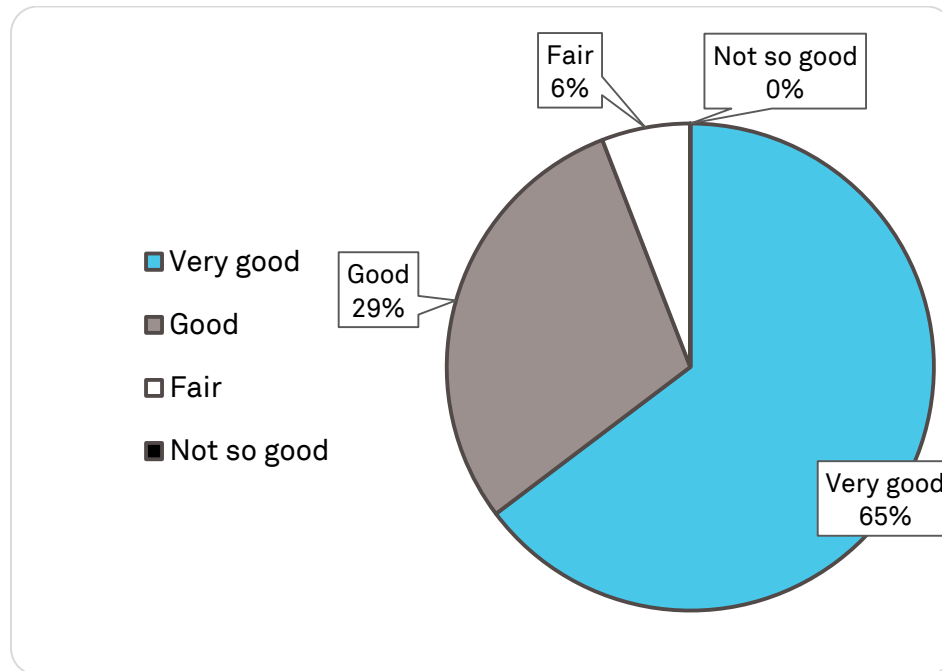
**Q4. What did you think of the way the workshop had been facilitated?**



Stakeholder comments included:

- Using a 3rd party facilitator makes the WPD workshops superior to other DNOs.
- A wide spread of experiences.
- Very interesting and well thought out
- More effort needed to get everyone's opinion.

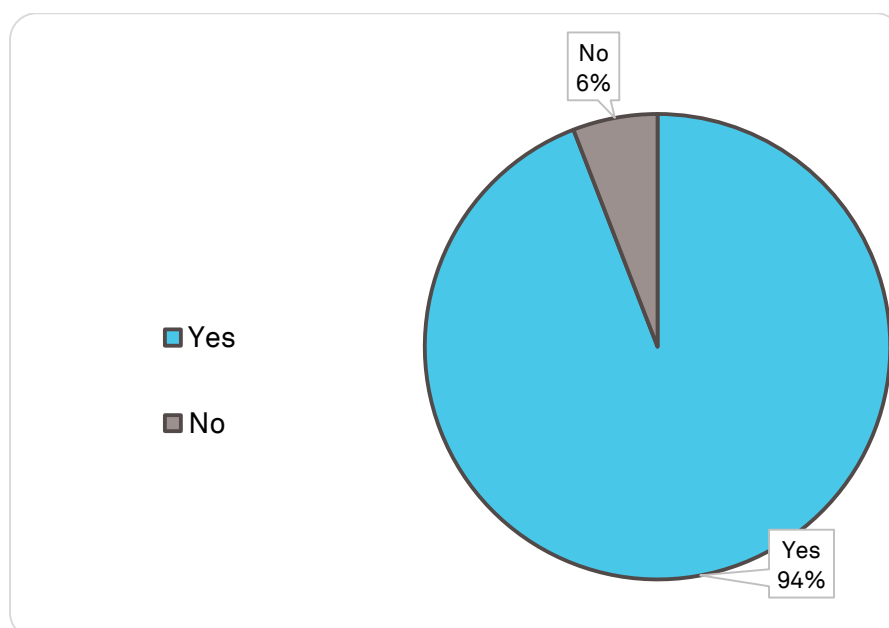
**Q5. What did you think of the venue?**



Stakeholder comments on this question included:

- *Could have been nearer public transport.*
- *Very close for me!*

**Q6. Would you be interested in attending future workshops on this subject?**



**Q7. Do you have any other comments?**

Stakeholder comments included:

- Great insight into some of the key issues faced by WPD such as smart grids.