

# Western Power Distribution Stakeholder Workshop: Plymouth 19<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 on 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 first of these workshops took place at St Mellion International Resort near Plymouth on 19th 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:

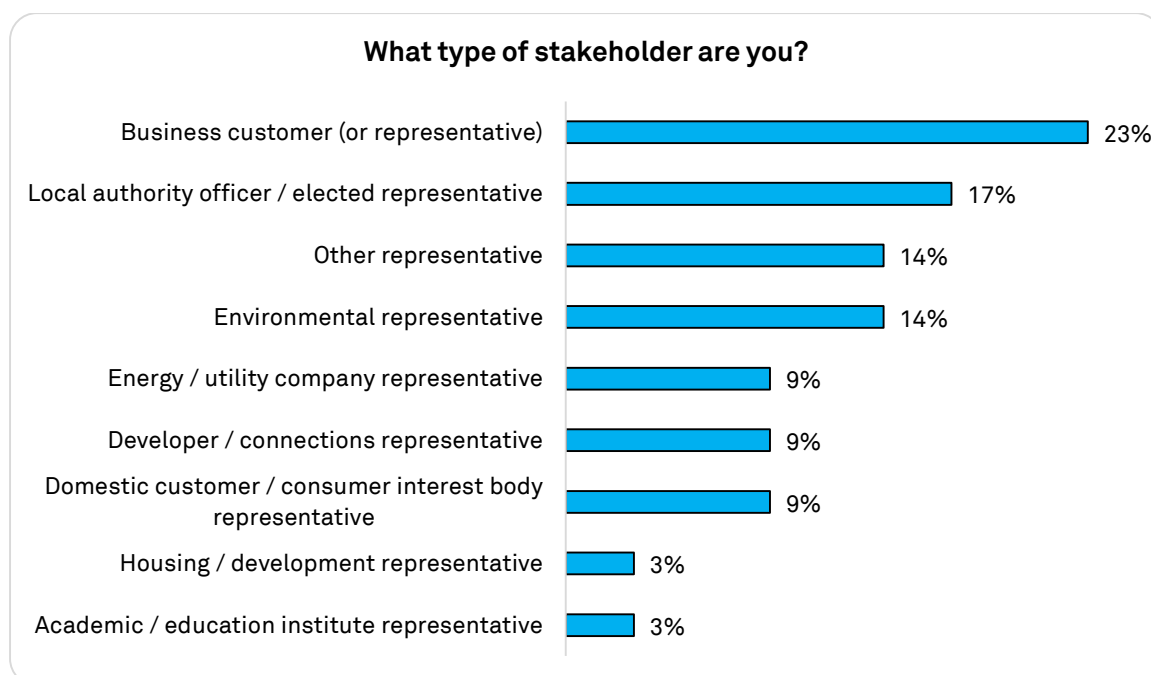
- **Workshop 1: Re-cap of WPD's long-term priorities.** The first workshop involved an update on WPD's long-term priorities in the last year and an interactive session where the groups ranked each of the nine priorities as high, medium or low.
- **Workshop 2: WPD's Business Plan and current performance.** 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 42 stakeholders attended the workshop. There were a range of representatives from different backgrounds, including the domestic, business, local authority, political, developer/connections, environmental, energy/utility, academic/education and housing/development sectors.

Stakeholders were asked to identify themselves as one of nine listed stakeholder types or select ‘other’ if none of the options matched. The results can be found below:



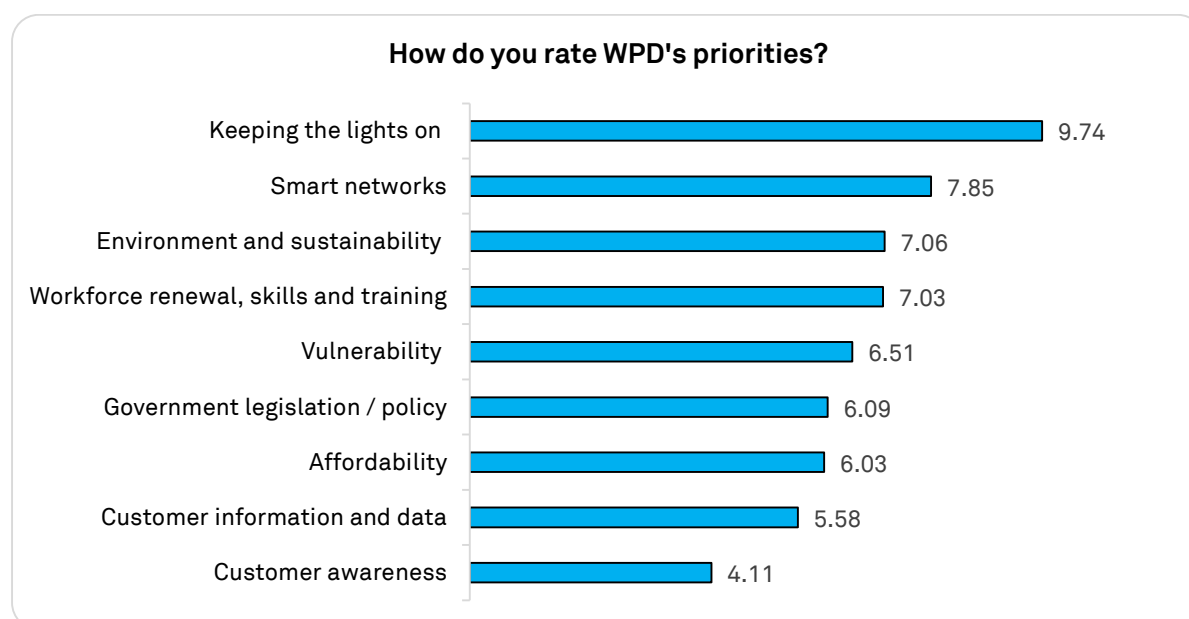
Alongside those attending in a personal or domestic customer capacity, the organisations represented were:

- 361 Energy
- AES
- Amey
- Ashburton Parish Council
- Barnstaple & District Chamber of Commerce
- Cornwall Business Partnership (Devon & Cornwall Business Development Council)
- Cornwall Chamber of Commerce and Industry
- Council of the Isles of Scilly
- CPRE Devon
- Devon County Council
- Exeter City Council
- Federation of Small Businesses - West Devon
- Heart of South West LEP
- Inazin
- Kier
- Lanteglos by Fowey Parish Council
- Met Office
- National Energy Action
- National Farmers Union
- Nortech Management Ltd
- North Devon Coast Area of Outstanding Natural Beauty
- ONG Automation
- Plymouth City Council
- Plymouth Manufacturers Group
- Red Cross (Devon and Cornwall)
- Regen SW
- South Hill Parish Council
- Tamar Valley Area of Outstanding Natural Beauty
- The Co-operative
- TRESOC
- University of Exeter
- Wattstor
- Yarlinton Housing Group

### 3. Summary of feedback

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

- A key concern of attendees, and often a reason for their attendance, was the role of energy in the future. This ranged from technical issues, such as long-term storage, grid capacity and future forecasting, through to more political issues such as renewables, climate change and the impact of EU legislation.
- Reliability and “keeping the lights on” were also highlighted as ‘hot topics’ 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 “customer information and data” were ranked least important and second-least important among the priorities.
- “Environment and sustainability”, which was a priority that was added following stakeholder feedback at last year’s workshops, scored highly ranking third overall.
- Stakeholders felt that WPD should increase their local engagement (e.g. with regional business groups and local authorities), which could help them spot corporate social responsibility opportunities.



#### Workshop 2: WPD's Business Plan and current performance.

The second workshop involved a discussion on how stakeholders would like to see WPD report on performance against their Business Plan, as requested by the regulator Ofgem.



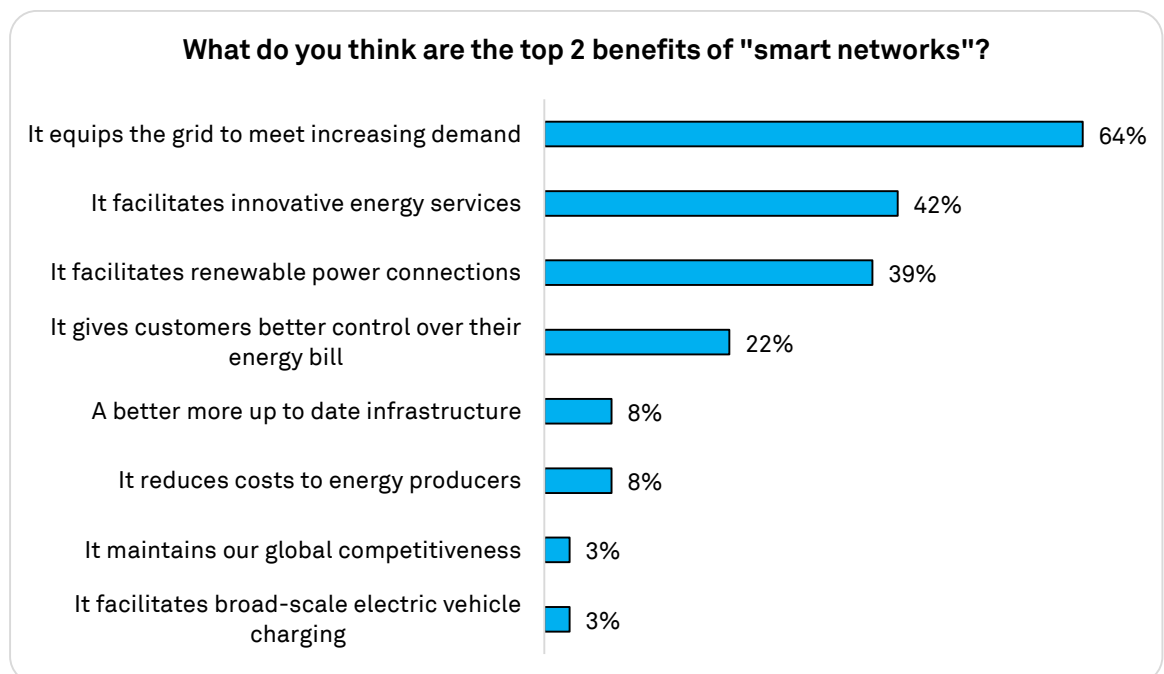
- There was strong support for the ‘three levels’ model of reporting that WPD will be using to report back to stakeholders on their performance against the business plan.
- There was general consensus that the report should be online, with some stakeholders suggesting using an app. Stakeholders wanted printed copies available on request.
- The shorter, 20 page, summary document was generally well-received and thought to be clear and uncluttered.
- Despite this however, there were suggestions to improve it, such as adding a glossary and including a comparison to other DNOs.
- It was also suggested that there should be a printer-friendly version of the report as the pictures could make it difficult or expensive for stakeholders to print out.
- The longer document was considered to be less inviting and engaging, but most stakeholders felt it was appropriate for this level of detail.

WPD's summary (20 page) report: What are your top 2 topics for inclusion?		
Topic area	Topic	% of attendees
Safety	Compliance with health and safety legislation	53%
	Accident frequency rates	50%
Reliability	Power cut frequency and duration	83%
	Percentage of customers restored within 1 hour	39%
Environment	Facilitating increased volumes of Low Carbon Technologies (e.g. solar PV)	64%
	Reducing technical network losses	44%
Connections	Time taken to provide quotations and completed connections	64%
	= Customer satisfaction with the connections process	42%
	= Steps to facilitate a more competitive connections market	
Customer satisfaction	Customer satisfaction results	58%
	= Improved communication with customers = Consultations and engagement with stakeholders	39%
Social obligations	Data analysis to identify vulnerable customers and to better target services	52%
	= Addressing fuel poverty – WPD's referral schemes and outreach services	50%
	= Improving the support services for customers during power cuts	

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

#### Smart Networks

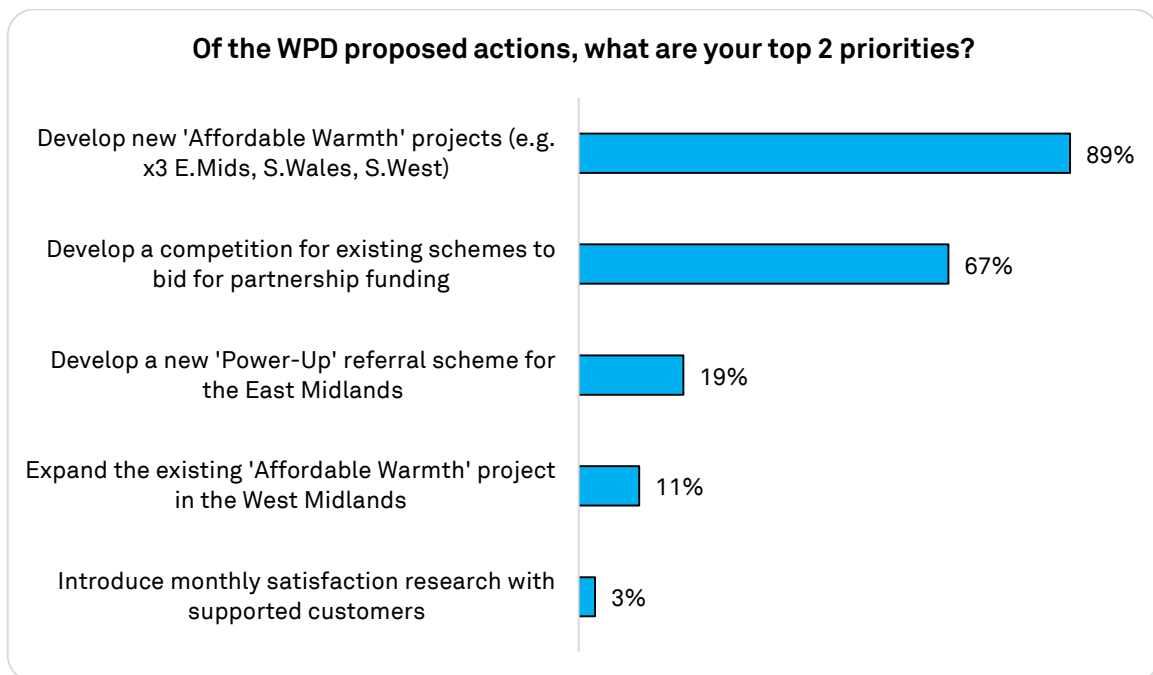
- On the whole stakeholders were aware of what a smart network is and the video, which helped to define it, was thought to be useful. However, those stakeholders that were not from the energy industry tended to have lower awareness of what a smart network was.
- The list of issues WPD would face when moving to “smart networks” was well-received. Although it was felt that public engagement to raise awareness of “smart networks” and the role of technological change and innovation were both missing.
- Other suggestions of issues WPD would face included cross-industry engagement, energy storage and commercial issues.
- The strategic areas identified were thought by most to be comprehensive. The main suggestion was to make sure issues like cyber-security and hacking were covered by IT systems.
- Other stakeholders suggested including the physical infrastructure that would be required, as well as a broader comment on the role of behavioural change in public engagement.
- There was a strong call for cross-industry engagement on the issue, particularly with other DNOs.

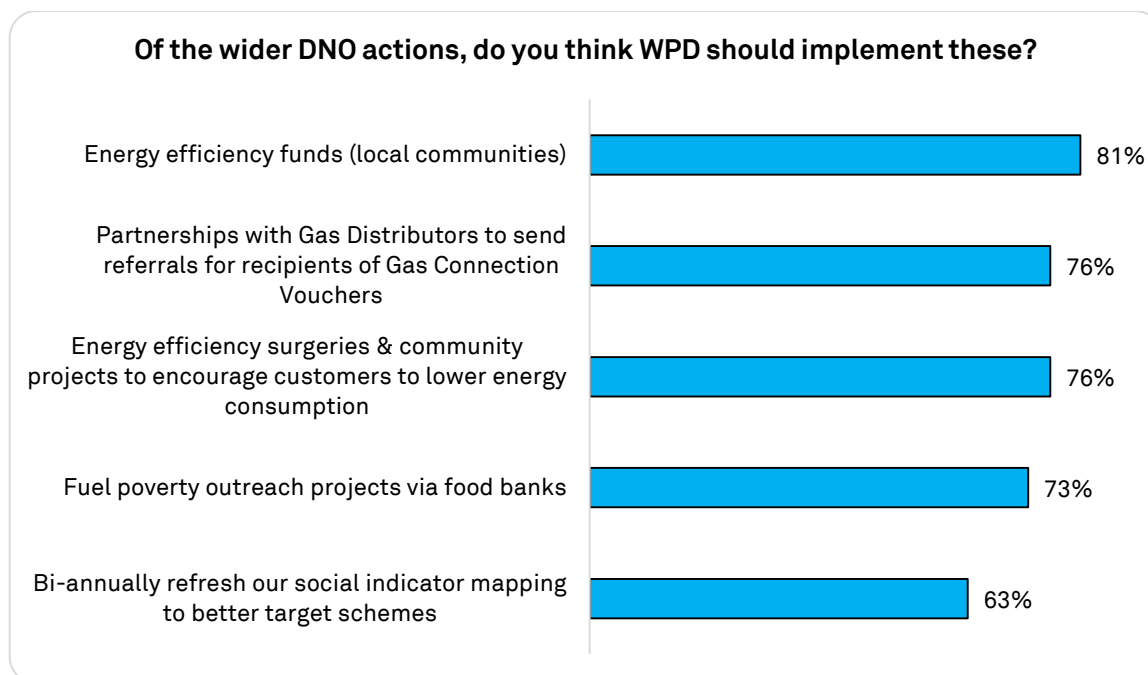


#### Affordability



- It was clear that while stakeholders thought it was good that WPD was addressing affordability, it was seen on the whole to be a responsibility of the suppliers, not the DNOs.
- Referrals were seen as a very good method of identifying people in fuel poverty, as they may be reticent about identifying as fuel poor themselves.
- Citizens Advice Bureaus were identified by a number of stakeholders as the most effective referral partner, with other suggestions including local authorities and social landlords.
- It was also suggested that WPD utilise existing government data, particularly the index of local deprivation, to ensure they are not duplicating the identification process.
- At the vote, following the discussions, 'develop new Affordable Warmth projects' was ranked as the highest of WPD's planned actions, with 'introduce monthly satisfaction research with supported customers' as the lowest.
- At the vote, following the discussions, the highest ranking ideas from other DNOs were 'energy efficiency surgeries & community projects' and 'energy efficiency funds'. The lowest ranked ideas were 'fuel poverty outreach projects via food banks' and 'bi-annually refresh our social indicator mapping.'
- There were concerns from some stakeholders that WPD would be stepping outside of its remit if some of the ideas from other DNOs were adopted, such as the 'energy efficiency funds' and 'fuel poverty outreach via food banks.'





### Written Feedback

- 80% of attendees found the workshop **very interesting**, while 20% found it interesting.
- 55% of attendees **strongly agreed** with the statement that they had the opportunity to make their points and ask questions, 42% agreed with it, while 3% (one attendee) disagreed.
- 32% of attendees **strongly agreed** that the right topics had been covered, while 65% agreed and only 3% (one attendee) disagreed.

Stakeholders were also given a chance to make additional comments on the feedback form. Some of these comments included: *'[it was a] good open opportunity to discuss with excellent support from WPD attendees'*, *'the format was good and it included a good system to conclude the pulse of the room'*, *'[the venue] was easy to get to'* and *'a bit too much time [was spent] on the fuel poverty item. I don't feel this is really a distribution company's problem.'*

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

The first workshop 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 elected representative suggested *'making sure long term planning is included in "smart networks" or "keeping the lights on", however "keeping the lights on" depends more on the effects of wind and solar power generation and the challenges they provide.'*
- An energy/utility representative commented that *'renewable and battery storage is included in "smart networks", but may be something that should be pulled out as an individual goal. WPD must take into account things such as the potential for electric vehicles to provide storage as well as demand.'*
- A developer/connections representative questioned whether *'storage technology is something WPD should actually be involved in at all. WPD should really concentrate on maintaining the network, and as a business should stick to what they can do.'*
- An energy/utility representative justified that *'things are happening so rapidly that we may have to look at storage technology. A look at Germany shows WPD could be left a few years behind in the future.'*

**“ We have serious concerns about the capacity of the network to absorb the power that is being generated. ”**

Table 2:

- A business customer representative said *'being in Cornwall with the new EU programmes which encourage renewable energy projects, we have serious concerns about the capacity of the network to absorb the power that is being generated. We have not yet received reassurances that the network can accommodate this. It is pointless generating lots of renewable power if the network can't accommodate it.'*
- A developer/connections representative explained that *'we are here to find out how we can pump out more power. We are particularly interested in storage, and exploring how this could help us increase the power we can provide to WPD. In short*

*we are interested in how we can help WPD keep the lights on and increase their use of renewable technologies.'*

- An environmental representative commented that *'we are interested in improving the capacity of the grid to accept more power.'*
- A local authority officer representative stated that *'fuel poverty is our main issue. Working for the council, it is surprising how many people are in fuel poverty. Our town is relatively small and yet we have 3,000 people in fuel poverty. For a town council this is a big concern.'*
- A business customer representative highlighted that *'the speed of connectivity into business premises is a huge concern for us. Business customers have experienced problems in connecting, and this has significant ramifications for business expansion.'*
- An academic/education institute representative stated that *'we are interested in the massive restraints we are experiencing in our business plans, and tied to this, how you reshape the network into a much more distributive system. In other words, we have problems because of the rules and regulations that constrain connectivity.'*
- An energy/utility representative pointed out that *'whilst connectivity problems persist, I am so pleased to see that WPD have recently added "environment and sustainability" to their priority list. A big driver in what WPD do ought to be related to climate change- that's the subject I would like to see us talk more about.'*
- A business customer representative felt that *'the lack of feedback from WPD to our concerns is worrying. We haven't yet seen a real strategy of how WPD will address the long standing concerns of businesses.'*
- A housing/development representative added that *'we are interested in how WPD are going to spend their money, so today should give us a better idea of their priorities.'*



Table 3:

- An elected representative stated *'I want to say that the little luminous telephones were very useful. There's been an update on that and I hope everyone has received this so that everyone knows what to do if a power cut affects them.'*
- An elected representative made the point that *"affordability" and "vulnerability" are very useful and very relevant in my parish.'*
- A local authority officer representative commented that *'those fridge magnets are a fantastic idea. Bits of paper get lost everywhere but the fridge magnets are a great – well worth keeping.'*

- A housing/development representative pointed out that *‘from a contractor’s perspective it’s about understanding what WPD’s priorities are. We can engage with WPD to understand what the priorities are, plus we can work with you to solve those issues with our customers. It’s about how we can support you in your work while understanding what the stakeholders want, as well as what you guys want.’*
- A local authority officer representative said that *‘I’m here because of grid capacity. We’re working on a range of schemes around the area and if there is a local project trying to connect to the grid we want to know what’s going to happen if you can’t take the new electricity - particularly if you have problems with grid capacity being reached. So we want to help solve any capacity issues that may occur due to poor forecasting.’*
- An energy/utility representative highlighted *‘we’ve worked with WPD on different aspects and try to forecast what the potential demand would be. To some degree you know what WPD is doing, but it’s important to see what everyone’s different viewpoints are.’*

Table 4:

- A local authority officer representative said *‘I’m interested in the innovation side and “smart networks”, particularly in using renewable energy. In terms of Plymouth, it’s resilience as well.’*
- A business customer representative commented that *‘from a business point of view, our customers are very interested about the price, but also the reliability of supply, as a lot of customers are out in the countryside and susceptible to power cuts.’*
- An elected representative felt that *““smart networks” and the possibility of what they can do for reliability are great.’*
- A voluntary organisation representative stated *““affordability” is obviously the main one for me because of how it affects people who are our main concern.’*

Table 5:

- A local authority officer representative said *‘we don’t have gas connections, so electricity is key for us. We’re interested in a range of these concerns.’*
- A business customer representative said *‘my particular interests today are on the generation side. I’m very interested in small-scale generation, but I’m also very keen to look at the demand-side response – I have a wide range of interests.’*
- A housing/development representative commented *‘I’m interested in everything.’*
- A business customer representative explained *‘I’m interested in the whole conversation, but particularly, we hear that the cost of connections are a barrier to growth.’*
- A voluntary organisation representative commented *‘if WPD can’t support their customers, we step in. My interest is in support for vulnerable groups and vulnerable people.’*

- A technology representative said *'this is a good way for me to understand stakeholders and WPD to support our work in systems.'*
- A business customer representative wondered *'should "affordability" not be higher up the list?'*
- A local authority officer representative stated *'the role that electricity has in constructing growth is important to us.'*
- A technology representative argued that *"affordability" is much more than just the price of electricity.'*
- A local authority officer representative said *'the council works with WPD on a number of these items. I'm not sure of the nature of our work on "vulnerability", but we're looking into "smart networks". I don't think we're working on "customer awareness" or "workforce renewal, skills and training", and big data is a part of our overall look at "smart networks".'*
- A business customer representative commented that *'connections, the availability and "affordability" of networks and "smart networks" are my key concerns.'*
- A housing/development representative said *"keeping the lights on", "affordability" and "vulnerability", customers and some areas of legislation are our concerns.'*
- A business customer representative said *"keeping the lights on", particularly as a route to growth, is our key concern. If enabling growth were another option, I'd put it towards the top.'*
- A voluntary organisation representative said *'for me it's "vulnerability", but it's also about "keeping the lights on", because that supports our operations and keeps everything going.'*



Table 6:

- A technology representative described themselves as *'a domestic customer, a business customer and a supplier.'*
- A local authority officer representative said that (s)he was interested in *'resilience and smart grids. Also a lot of businesses are having issues with growth due to a lack of ability to connect.'*
- A housing/development representative came to the workshop as (s)he is *'contracted to do WPD's digging and cable laying.'*
- A business customer representative said *'in Devon we've had a number of issues; we've all seen the maps of the issues on the grid, there are a number of issues with new developments. Businesses on industrial estates just want to grow and need more capacity. There's also a generation side of it. I want to understand more about how the issues can be solved.'*



- Another business customer representative added *‘I want to echo that. Also I want to say these workshops are really helpful for meeting with the business community, but what do you do for the rest of the year? You should be engaging with local and regional bodies about how to grow the local economy. Other infrastructure suppliers are very good, I’m thinking of Network Rail. On a more detailed level, I want to think about people who want to grow their businesses and the problems that brings.’*
- A business customer representative said *‘we think the Government has changed its policy on energy generation at a local level. Clearly there is a big opportunity, but we need to work out how that works with the DNO. The difficulty is to manage 500 farms generating energy. Let’s look at how we can work together to influence government policy. I’m pleased to hear you’ve engaged with MPs. I think that’s particularly important and I’d encourage you to do more, not only with MPs, but with local authorities and LEPs.’*
- A business customer representative pointed out that *‘we’ve got a separate LEP for Cornwall, Devon and Somerset. We’re expecting to be regularly engaged with at that level, not with every single business.’*
- Another business customer representative said *‘I think it would be helpful for you to do that as you can’t talk to all the businesses.’*
- A technology representative’s concern was *‘mostly about capacity for load and capacity for generation.’*
- A business customer representative commented *‘we recognise the problems with workforce as well. We’re big STEM employers. Can I put a plea in that you support local initiatives designed to increase and support STEM. For example we have a women in engineering scheme in Plymouth. It would be nice if you could send some of yours along.’*

**“You should be engaging with local and regional bodies about how to grow the local economy.”**

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

Table 1:

- There was a general consensus amongst the group with the list of priorities.
- A housing/development representative said that *‘customer information should stay at the same level of priority.’*
- An energy/utility representative stated that *“smart networks” and storage could be a solution to vulnerable customers in a power cut for up to a day.’*
- An energy/utility representative made the point that *‘legislation is important but probably requires the least amount of time to deal with.’*
- A developer/connections representative countered that explaining *‘if new legislation is made it will be important to you no matter what, so it should be above “affordability” - you will have to do as you are told.’*



- An energy/utility representative commented *‘I have lobbied my local MP over the feed-in tariff and the solar industry has lobbied the government and it didn’t make much difference – so maybe it doesn’t need that much time for WPD despite being important.’*
- A business customer representative added *‘to be honest they’re all important points, aren’t they.’*
- An elected representative complained *‘sometimes WPD employ sub-contractors which we aren’t told about.’*
- A housing/development representative pointed out *‘given the age of the workforce, “workforce renewal” is important.’*
- A business customer representative highlighted that *‘this is not just a WPD problem – it’s a nationwide issue.’*
- An elected representative felt that *‘employment at WPD used to be all about empowerment.’*
- A housing/development representative raised the point that *‘the workforce issue overlaps with sustainability quite a lot.’*
- An energy/utility representative stated *““keeping the lights on” is the business, we can all agree it’s the highest priority.’*
- A business customer representative added *““smart networks” are also very important.’*
- An elected representative said *‘although important, “keeping the lights on” has to be affordable, you could pay a fortune to be able to do it.’*

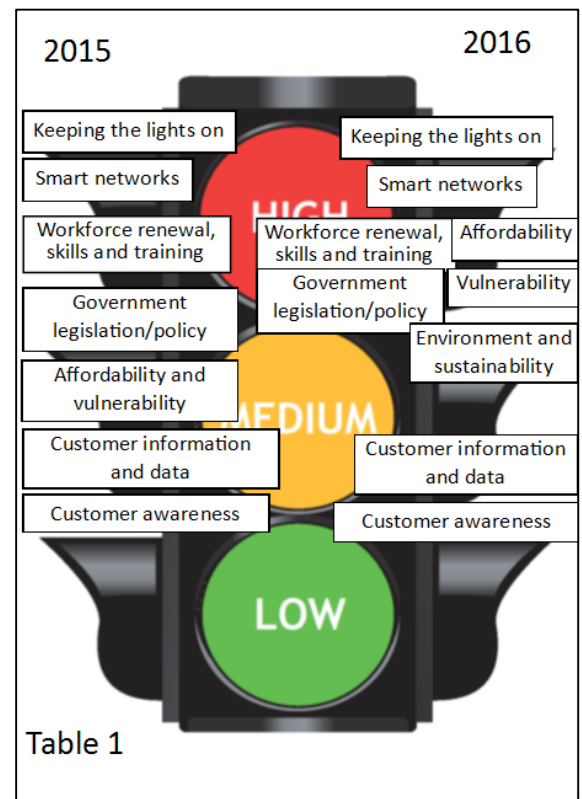
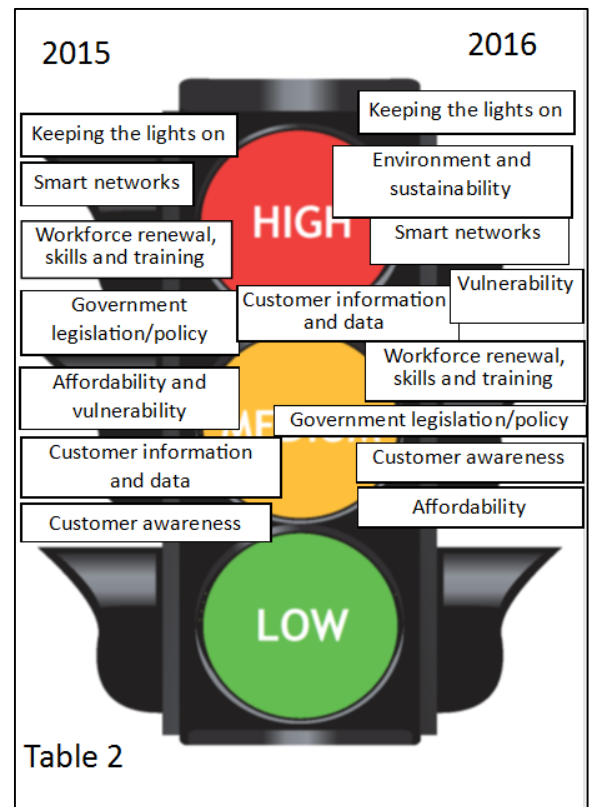


Table 2:

- There was general consensus on the table that “smart networks” were of high importance.
- A business customer representative said that *‘for me, “smart networks” are hugely important.’*
- The table agreed that “keeping the lights on” was WPD’s top priority.
- A local authority officer representative commented that *‘at the end of the day it’s about keeping customers happy and this means “keeping the lights on”.’*
- A local authority officer representative felt that *‘if you haven’t got a happy work force you have a bad company, especially out on the field. Everyone who works for WPD says how important the employees are. This must be sustained.’*

- The general consensus on the table was that “workforce renewal, skills and training” was of a relatively high priority.
- A business customer representative made the point that *‘in the business community, “customer awareness” is particularly important so I feel WPD should prioritise this to a certain extent.’* (S)he added that *‘this should be the other way around. It is more important WPD has awareness of its customer’s needs not just that customers need to be aware of WPD.’*
- An environmental representative said *‘in my experience as a customer, WPD is very good for “customer information and data”. I have found it is much more difficult to get hold of direct energy suppliers, which can be a nightmare.’*
- An energy/utility representative pointed out that with regard to “government legislation/policy” *‘I am not sure this should be too much of a priority for WPD given that they have little influence over “government legislation/policy”. I would like them to have more of an influence but they don’t.’*



- A developer/connections representative disagreed, arguing that *“government legislation/policy” is a lower priority to me as a customer, however it does affect the business, so is obviously important for WPD.’*
- A housing/development representative concurred that whilst *‘as stakeholders “government legislation/policy” is quite low on our priorities, it should be important for WPD as they need to try and maximise their influence.’*
- An academic/education institute representative contended that *‘if WPD don’t dedicate time to Government regulation then they can make no progress in this area. The more effort they put in, the more influence they will get surely.’*
- An energy/utility representative said *‘I think “vulnerability” is more to do with the supplier rather than the DNO, so I wouldn’t classify it as a top priority for WPD.’*
- A housing/development representative disagreed, and argued that *‘making sure the network is reinforced for hospitals and other vulnerable groups is very important.’*
- A developer/connections representative felt that *“affordability” is a very small part of a WPD bill. We appreciate that our energy prices aren’t down to WPD but are to do with the energy suppliers. I wouldn’t say that “affordability” is a high priority for WPD.’*
- A housing/development representative pointed out that *“customer information and data” ties in with “vulnerability”. It is important for WPD to know who falls in to the “vulnerability” category, so I would say that both “vulnerability” and customer information are high priorities.’*

- An academic/education institute representative said that *“customer information and data” is a similar priority to “vulnerability”, as WPD need this information to determine who is vulnerable.*
- An environmental representative felt that *‘the environment is undoubtedly important for a company like WPD. WPD needs to bear in mind the environment and the climate in everything it does.’*



Table 3:

- A local authority officer representative said *‘my instinct is if you have nine priorities already you probably have too many.’*
- An environmental representative felt that *“workforce renewal” is more involved with WPD itself rather than engaging with stakeholders, so that’s not much to do with us.’*
- An energy/utility representative raised the point that *“keeping the lights on” is the fundamental role of the DNO so that’s got to stay up there.’*
- A housing/development representative agreed *‘yes it’s the fundamental issue.’*
- An energy/utility representative remarked *‘I think “smart networks” are interrelated with “keeping the lights on”; they are separate, but imperative to keeping them on. You could almost say it’s a sub of “keeping the lights on” - it’s a sub-priority.’*
- A housing/development representative asked *‘does WPD have the right skill force and correct resources to set up the smart network to be fully maximised? Without the skills, training, people and understanding are you in a position to build a smart network?’*
- An elected representative concurred *‘yes workforce training is critical because without that none of the other points can happen!’*
- An energy/utility representative stated *‘WPD does the active network management already, they’re all interchangeable, but “government legislation/policy” really needs to move up to a higher priority as the last five months will make a significant difference.’*
- An elected representative felt that *“government legislation/policy” should be a higher priority; there is conflict between “government legislation/policy” and the “environment and sustainability” which wasn’t on the list last year.’*

**“ Keeping the lights on is the fundamental role of the DNO so that’s got to stay up there. ”**

- An environmental representative mentioned *‘I would say fuel poverty is a big issue – so it’s definitely high. Most people feel the pinch of domestic bills as a whole so it’s really a big issue.’*
- A local authority officer representative argued *‘the 16% on a bill WPD charges isn’t that much of an issue. Maybe to EDF who do the rest of the bill it might be an issue, but it’s not for WPD.’*
- A local authority officer representative said *‘I would put “vulnerability” high; if you’re a vulnerable member of the community you’re at the mercy of everything WPD does.’*
- An energy/utility representative commented *‘ranking priorities them from one to nine is bad because you have cross cutting themes in each. For instance “government legislation/policy” lines up with “vulnerability”, then you have “workforce renewal, skills and training”, “customer information and data” and “customer awareness” branched underneath that. You should have two major sub priorities instead – there are two main sections to all of your points.’*
- An elected representative remarked *‘it’s about knowing who the vulnerable people are.’*
- A housing/development representative felt that *‘the information and the data for your company is important, but even without people knowing much about this you can still achieve what you need to.’*
- An energy/utility representative made the point that *‘you sold “customer awareness” with a fridge magnet.’*
- An environmental representative raised the point *‘I would rank the “environment and sustainability” very high.’*
- A local authority officer representative felt *‘it should be around the medium point.’*

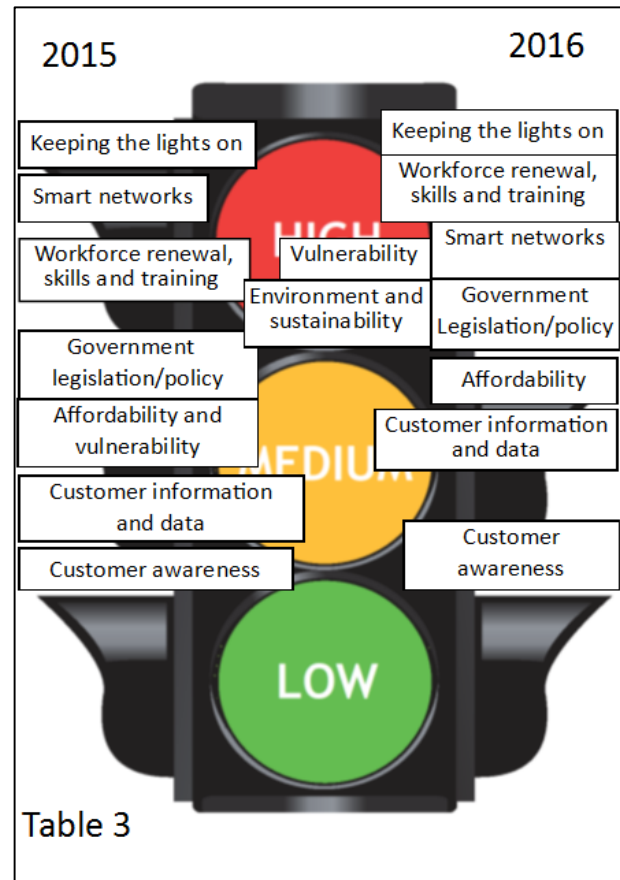


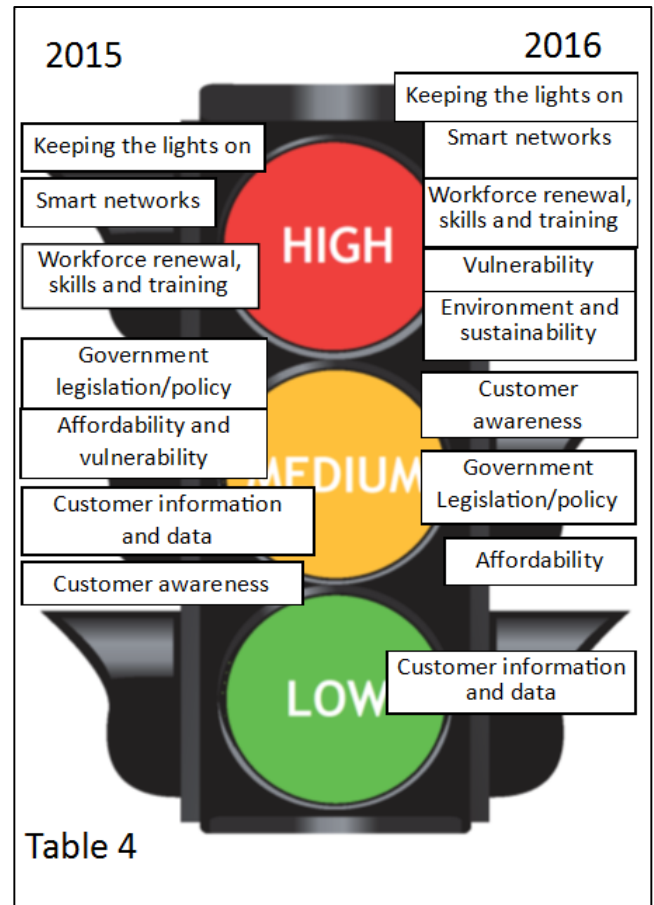
Table 4:

- A voluntary organisation representative commented that *‘the list looks pretty spot on from my point of view.’*
- A housing/development representative said *‘resilience is the main issue. I know that WPD has been working really hard on alternative resilience plans especially when they know there is “vulnerability”. Our main concern is how much is planned in the next business period to improve the resilience of the network.’*





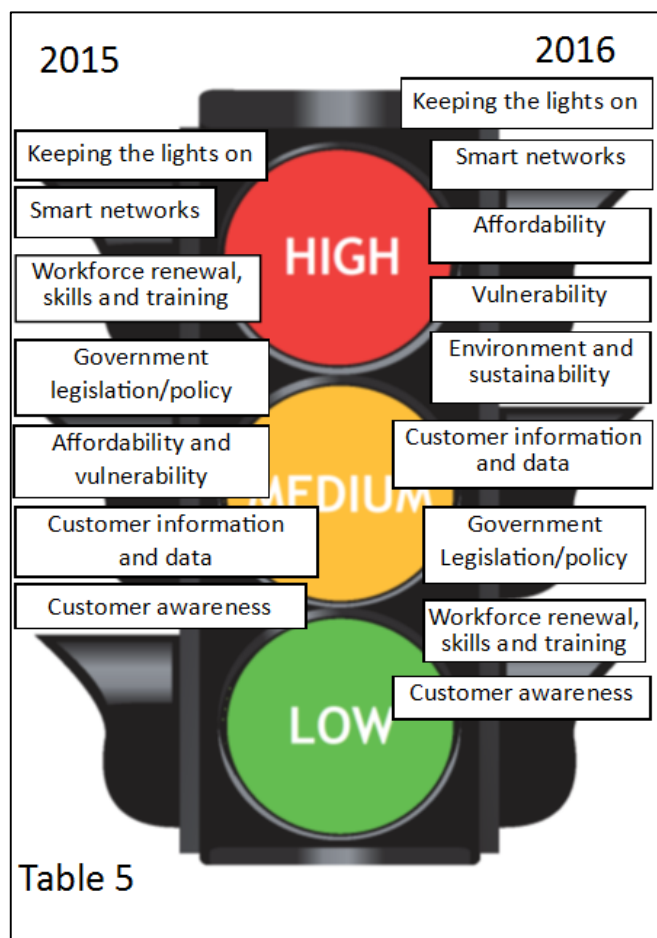
- A housing/development representative raised the point that *'if it isn't, it should be a rolling programme in every area.'*
- A business customer representative felt that *'there is a severe constraint in this part of the UK.'*
- A business customer representative insisted that *"customer awareness" should be a bit higher because I suspect the vast majority of consumers would wrongly contact their energy suppliers rather than the DNO when there is a power cut.'*
- A voluntary organisation representative felt that *"affordability" should be kept at the same place and "vulnerability" raised a bit higher because there is a larger impact you can make with "vulnerability". It also links in with "customer awareness" because they are a key group that need to be informed.'*
- A housing/development representative raised the point that *"workforce renewal, skills and training" needs to be a higher priority. Our industry is suffering from the lack of investment in training and it is cyclical. We are always very short sighted. We never recognise a skill shortage until it hits us. We are all vying for the same workforce because there are not enough trained people out there and we need to be more long sighted with that.'*



- We never recognise a skill shortage until it hits us. We are all vying for the same workforce because there are not enough trained people out there and we need to be more long sighted with that.'*
- A business customer representative considered that *'as an engineer by profession, in the last 20 years there has been a lack of engineers and skilled technicians. The Government does not seem to be addressing the problem.'*
  - A housing/development representative commented *'we have to train them not only on digging holes but also on "customer awareness" because they need to be ambassadors as well as digging holes. So it's getting harder and harder to recruit the right sort of people.'*
  - A local authority officer representative made the point that *"environment and sustainability" crosses over with "smart networks". Isn't it also about doing things to reduce cost in the future by becoming more efficient? It should be a priority then.'*
  - There was general consensus that "customer information and data" should be considered a low priority, instead of a medium priority.

Table 5:

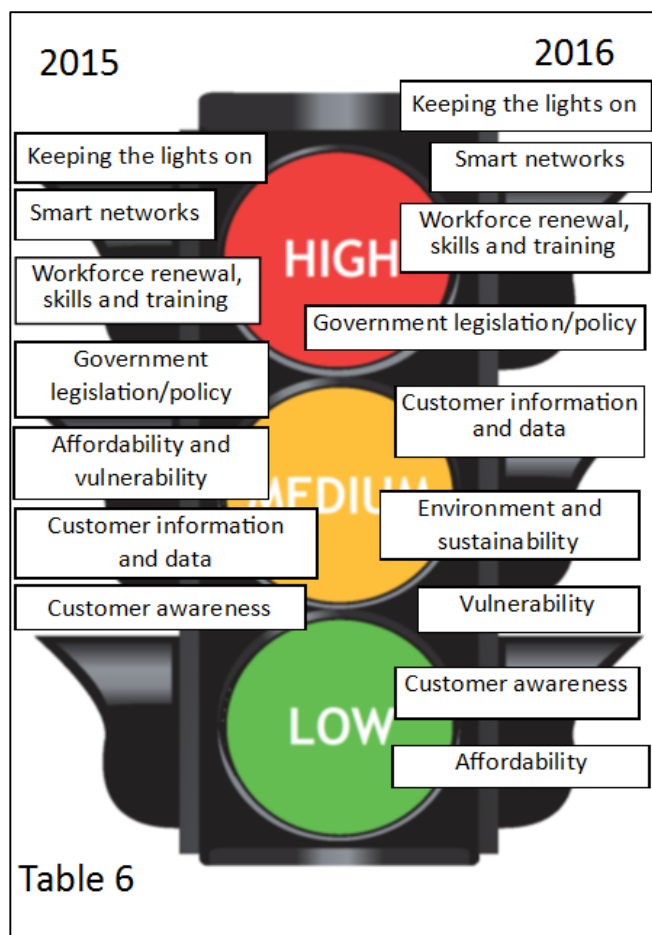
- A local authority officer representative said *‘on a fundamental level, “keeping the lights on” is the first thing you’ve got to do.’*
- A voluntary organisation representative and a housing/development representative agreed.
- A business customer representative suggested *“smart networks” is very integrated with “keeping the lights on” – if we get better at managing our energy, we’ll keep the lights on.’*
- A technology representative said *‘workforce issues are WPD’s problem. If you’re sitting in your cottage and the lights go off, you just want them back on.’*
- A voluntary organisation representative agreed.
- A technology representative suggested *“workforce renewal, skills and training” should be a medium priority.’*
- The table agreed that “workforce renewal, skills and training” should be a medium priority.
- A business customer representative suggested that *“vulnerability” should come immediately after “affordability” – they’re interrelated.’*



- A business customer representative argued that *‘without “customer information and data” we can’t power our networks, but it should be below “vulnerability” and before “workforce renewal, skills and training”.’*
- A technology representative and a voluntary organisation representative agreed.
- A business customer representative argued that *“government legislation/policy” is a low priority for customers – that’s WPD’s concern.’*
- A voluntary organisation representative suggested *“environment and sustainability” should be a medium priority.’*
- A local authority officer representative commented *“environment and sustainability” is linked to price.’*
- A technology representative argued that *‘we need to ensure our grandchildren still have a planet, so “environment and sustainability” concerns are essential.’*
- A business customer representative argued that *“government legislation/policy” should be more important – things like demand-management policy.’*

Table 6:

- A business customer representative asked *'is enhancing the network and increasing load all captured within "smart networks"?'*
- A business customer representative called for *'greater flexibility over connections.'*
- A business customer representative asked *'how does a business interface with WPD to get the level of demand they need, where does that fit?'*
- There was consensus that something specific on increasing the capacity of the network was missing.
- A technology representative questioned *'are you allowed to increase the capacity of the network?'*
- An energy/utility representative responded *'am I right in thinking you're pretty much reactive in developing the network, can you be proactive?'*
- An energy/utility representative argued that *"keeping the lights on" has to be the top priority.'*
- A business customer representative agreed that this *'goes without saying, it's what the business is all about.'*
- An energy/utility representative suggested that *'I think the term smart network is banded about, but I don't think people properly understand what it's all about. For me it's about managing supply and demand; what they've done in the U.S. with dynamic tariffs is interesting. We don't do it and it would drive the development of "smart networks" as it would provide an incentive to use "smart networks".'*
- A technology representative believed that workforce was *'a sort of longer term thing. You could do nothing about it now and for 10 years it wouldn't matter, but in 10 years' time it would'.*
- A business customer representative suggested that *"workforce renewal, skills and training" is part of "keeping the lights on".'*
- A technology representative felt *'it comes back to the whole economy side of things. Every industry has a problem with recruitment and training. As a nation we have a problem with it.'*
- A business customer representative argued that "vulnerability" was *'more of a residential issue than a business issue.'*





- A business customer representative shared that *'my mother is in her 80s and had a power cut last Friday night. It's a hygiene issue. It's something you need to be doing and we take you as doing.'*
- On "affordability" a local authority representative officer said *'I don't understand your role in that and how you can influence "affordability".'*
- A local authority representative officer suggested that *'WPD have more of a reason to give energy efficiency advice, as you don't have an incentive to sell more energy.'*
- An energy/utility representative commented *'my understanding is you have no or very little room with usage system charges, as they are socialised across all customers. Are you foreseeing any change in that in the future? There's obviously an area, as far as smart grid and energy storage, where you've got large amounts of customers who are storing their own energy and so not using the network as much. It then becomes unfair to charge them as much so you should reduce those costs to incentivise them.'*
- A business customer representative asked *'do we pay more heavily down here because we're more remote from the centres of generation and the losses are greater on the line?'*
- A technology representative argued that *"vulnerability" and "affordability" are issues for society. I don't think they're issues for the network operator. I'm not sure I want to set you the job of getting too involved in an 80 year old's issues. Somebody should be, but I'm not sure it's you. For WPD it should be a lower priority.'*
- A local authority representative officer believed that *"customer information and data" should be higher because you want to do smart metering and be cleverer in managing the network. If you don't have the data how do you actively manage the network?'*
- A technology representative agreed and added *'that's good, because if you have the data and know there are significant numbers of vulnerable customers in an area, you can aggregate the data it, but you shouldn't be working with individual customers.'*
- A local authority representative officer suggested *'I would swap the order of "vulnerability" and "affordability".'*
- Engaging with regional bodies to support local growth was agreed to be a missing priority.

**“ Vulnerability and affordability are issues for society. I don't think they're issues for the network operator. ”**

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

Table 1:

- A housing/development representative noted *'when we make new heating installations we need to make sure the network has the resilience for additional loads, so WPD should make sure it provides the information needed.'*

Table 2:

- A business customer representative highlighted that *‘in council meetings, the problem of connections comes out time and time again. We feel the problem is WPD’s responsiveness to our concerns about connections.’*
- A developer/connections representative felt that *‘WPD have always been very engaging. Our experience of interacting with WPD has always been good.’*
- An environmental representative complained that *‘in my experience there doesn’t seem to be much engagement by WPD when new lines are being put in. For example, occasionally a power line appears and we wish they had spoken to us about that.’*
- A local authority officer representative stated that *‘the generation side of things is the biggest concern for us, in particular the costs. I appreciate WPD don’t have a lot to do with this element though.’*
- An energy/utility representative raised the point that *‘it doesn’t matter what hats we’re wearing, we’re all concerned about the “environment and sustainability”. It’s only going to come more into the fold as climate change becomes a bigger problem, so I am happy to see WPD engaging on this.’*

Table 3:

- An environmental representative pointed out *‘I would like to work with WPD on “affordability” issues, especially with people struggling with fuel poverty and solving the issues of vulnerable people. Maybe it could be part of your corporate social responsibility, but I think that’s a key area for you to resolve.’*
- An environmental representative stated *‘the “environment and sustainability” are such large issues you have to figure out what the specifics are - is it reducing your carbon footprint or reducing the amount of physical waste, or even the types of vans you use? Make sure you know which areas of the “environment and sustainability” you’re addressing.’*

Table 4:

- A regulator/government representative pointed out that *‘there is a very close link between “keeping lights on” and “smart networks”. I think they come hand in hand. The emergence of more “smart networks” will help “keep the lights on”.’*
- A local authority officer representative argued that *‘in Plymouth, we have big users like the universities, which use huge amounts of electricity and don’t seem to be taken into account.’*
- A regulator/government representative considered that *‘maybe smarter thinking is needed as well for smarter networks.’*
- A housing/development representative agreed and said *‘quite a lot of people know what we are talking about in the room here. But if you talk to a general layman, understanding the difference between a DNO and the people they pay a bill to, they generally don’t understand that. Even if you explain it to them, they just don’t grasp*

*it. They don't understand that WPD is not a generator and why they aren't paying their bills to WPD.'*

- A local authority officer representative mentioned that (s)he *'had some information as a customer such as a sticker to put on the fridge with a number to ring. So maybe WPD just needs to expand their efforts.'*

Table 5:

- A voluntary organisation representative said *'we've certainly found WPD really helpful.'*
- A housing/development representative mentioned *'I work with WPD daily, hourly even, and we have to work well together.'*
- A local authority officer representative explained *'we have very good local links with WPD, and although the smart network stuff is new to us, WPD have been eager to assist us.'*

Table 6:

- A business customer representative state *'yes, end of; we need more local engagement and more engagement with organisations representing business groups.'*
- A business customer representative commented *'we live in a world where if we work together we have more influence and impact. We have diverse interests, but we are all actually going in the same direction. Whether it's Ofgem, or whoever, a group working with WPD has more influence.'*
- A business customer representative concurred, *'there will be areas where, if we will benefit, we will work with you guys.'*
- A local authority representative officer asked *'do you have area managers? Are there engineers on the ground that build and fix the network? It's really useful to know that that exists.'*
- A business customer representative questioned *'can we find that information [who the area manager is] very easily.'*
- A energy/utility representative explained *'we work with WPD on export limiting. It's fairly simple to work with WPD. We're trying to work towards some sort of self-certification, if it were possible. I understand there is an issue of responsibility, I'm not sure how it's worked out, but if we have to get a witness test then the people we have to deal with bend over backwards to accommodate us. However, it's still an added level that makes our business more complicated. We had a situation where we thought we had and didn't need a witness test, but were told abruptly that we did.'*



- A energy/utility representative recounted *‘going back a year or two there was always an us and them between the people who wanted to connect and those who wanted to manage the network, but you build a relationship and the engineers are good guys; we see how to help each other.’*

#### 4.4 Are there any other points you would like to make?

Table 3:

- A local authority officer representative highlighted that *‘my big concern is grid capacity. If we can find some solutions for that it’d be fantastic and it sounds like you have some plans to tackle it already.’*

**“I will say that through our interaction with WPD, because we work with them very closely during emergencies, customer service is something they take extremely seriously.”**

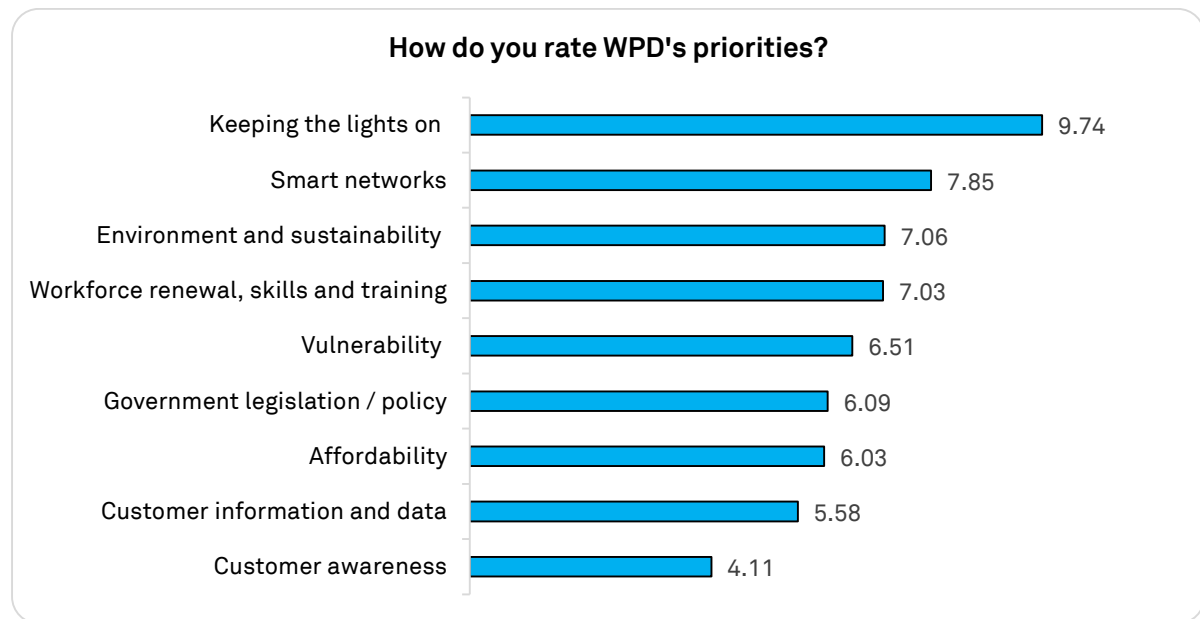
Table 4:

- A housing/development representative said *‘I will say that through our interaction with WPD, because we work with them very closely during emergencies, customer service is something they take extremely seriously. It isn’t lip service. It is an aspiration that we would like to achieve when we can.’*

#### 4.5 Individual voting results

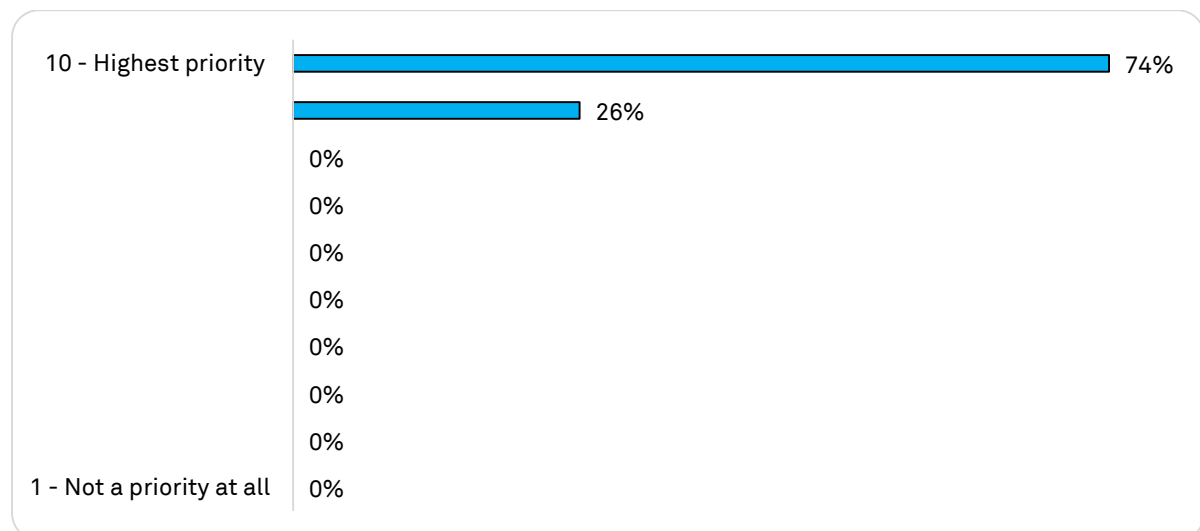
After group discussions, the stakeholders were asked to vote individually on what they considered to be top priorities. Each person was able to cast a vote through an electronic voting system. The results are displayed below.

## Overall results:

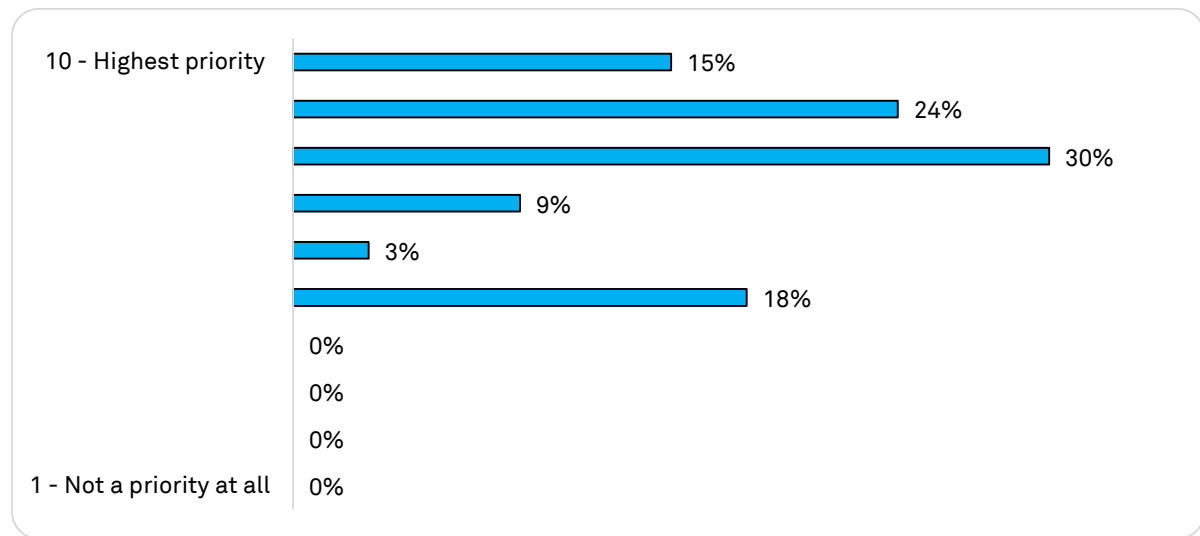


## Priority-by-priority results:

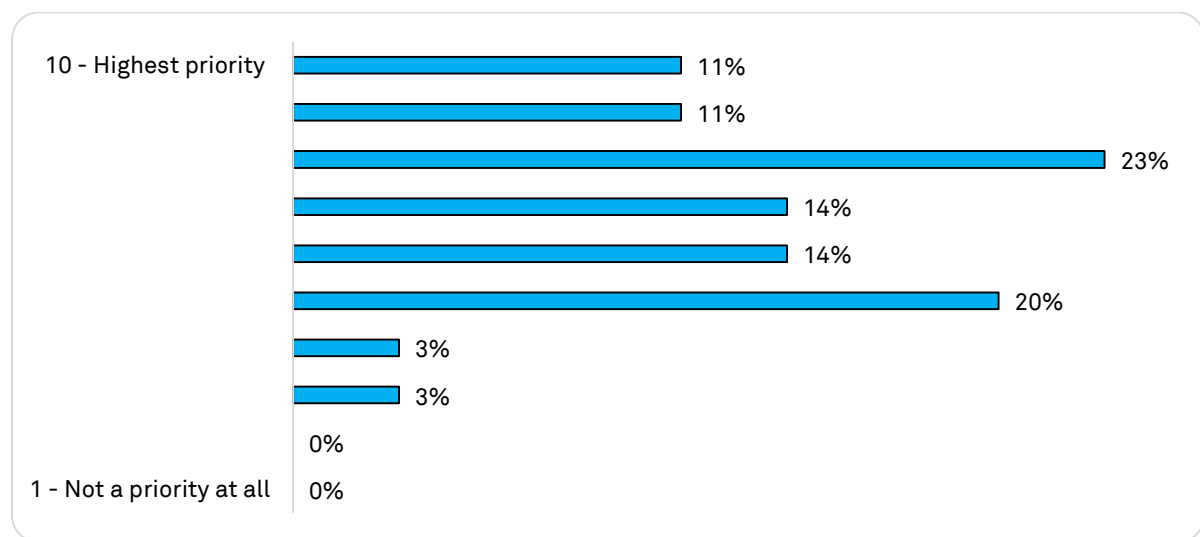
How do you rate “keeping the lights” on as a long-term priority?



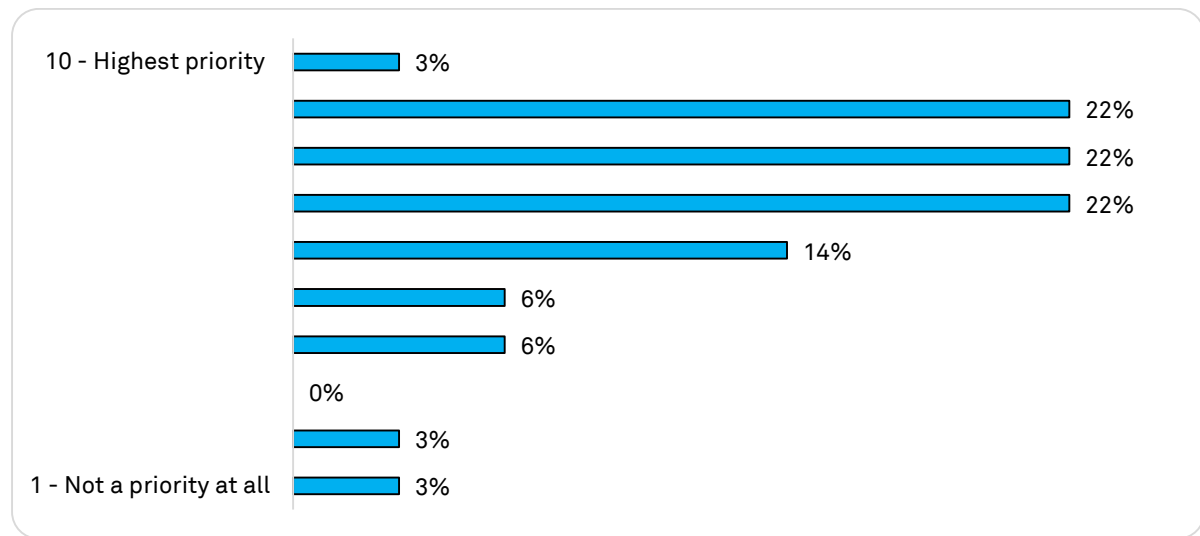
How do you rate “smart networks” as a long-term priority?



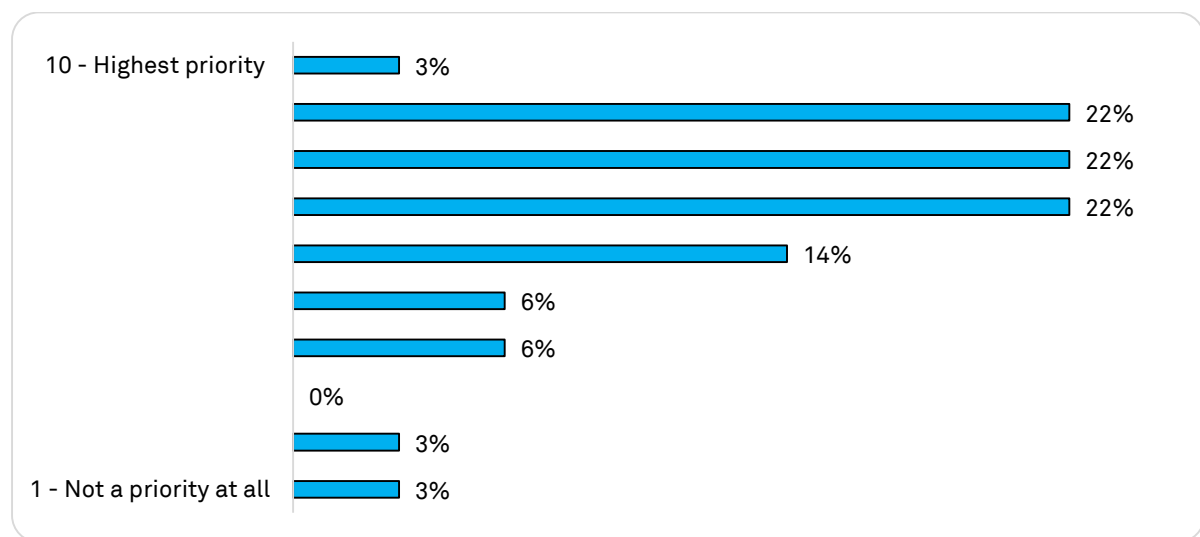
How do you rate “environment and sustainability” as a long-term priority?



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

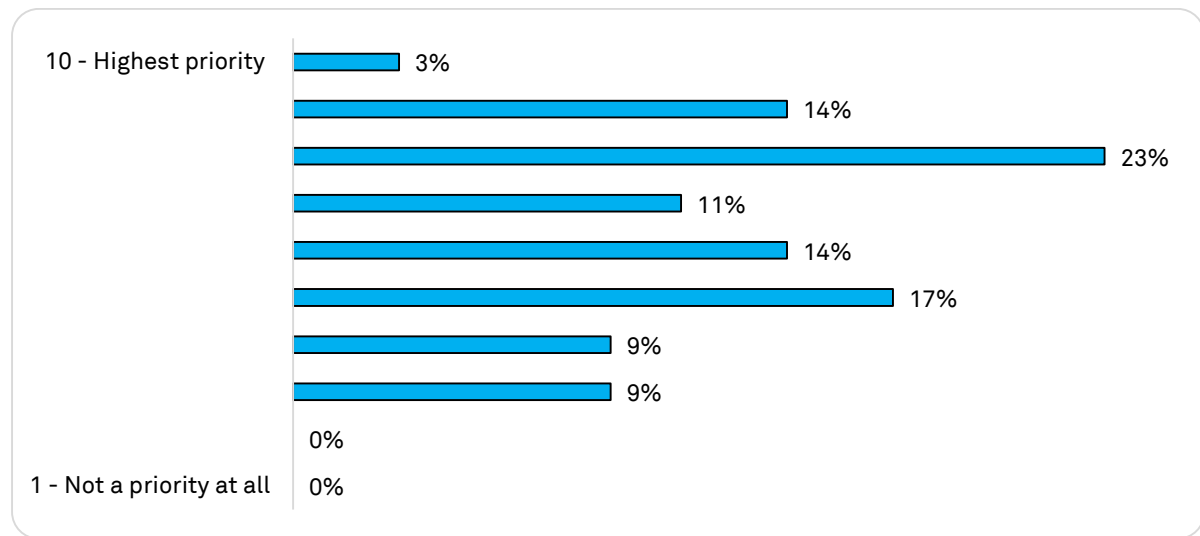


How do you rate “vulnerability” as a long-term priority?

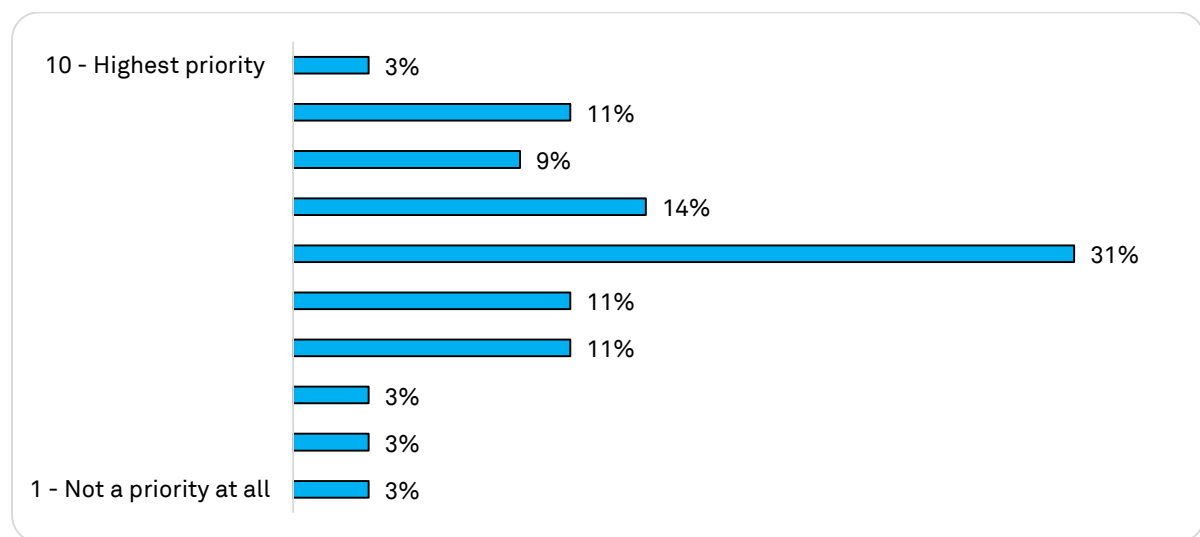




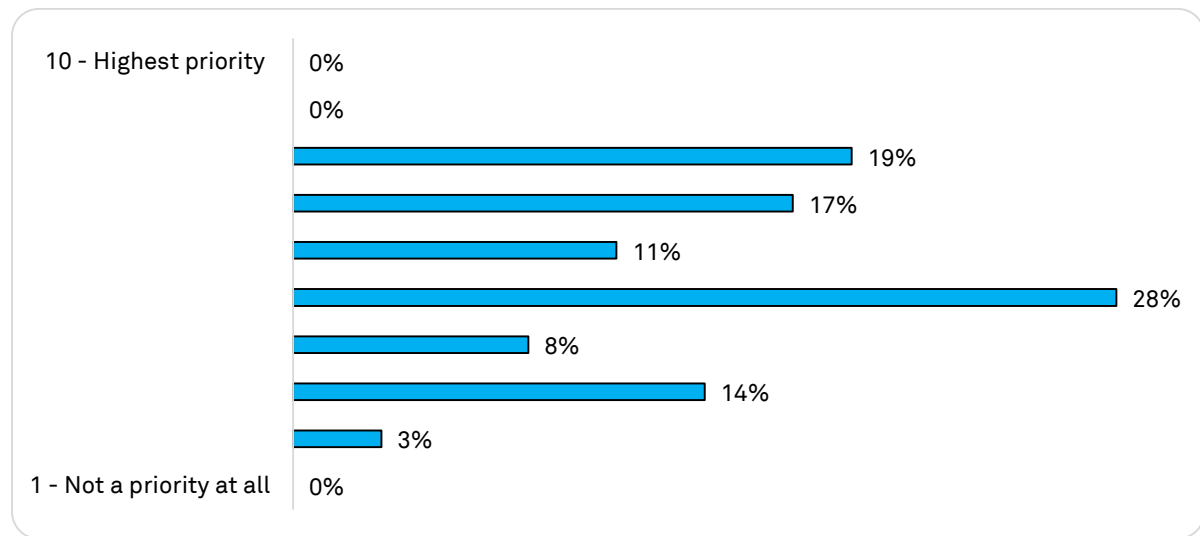
How do you rate “government legislation / policy” as a long-term priority?



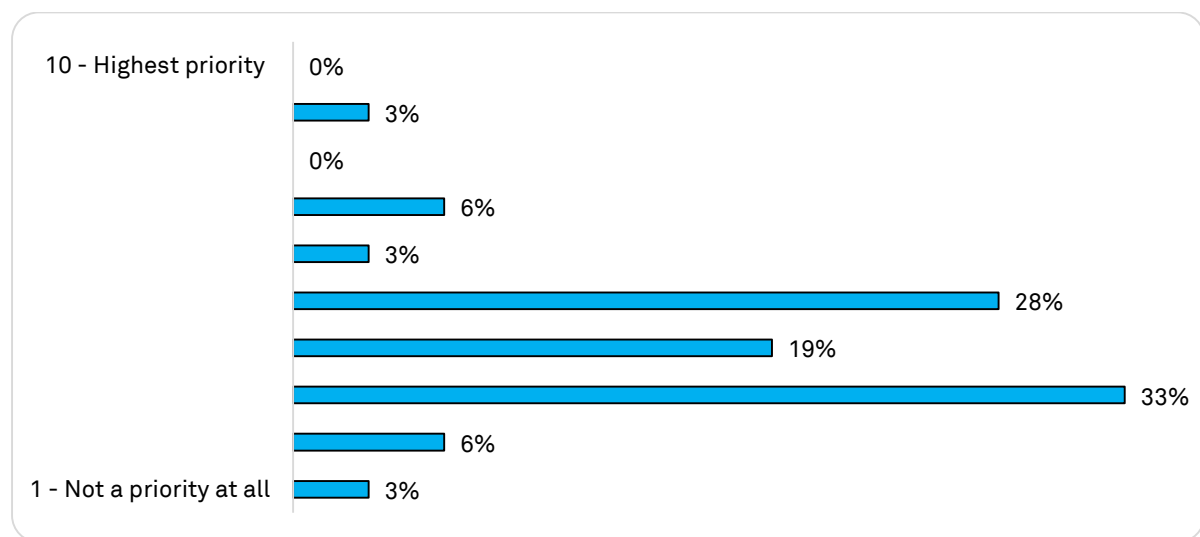
How do you rate “affordability” as a long-term priority?



How do you rate “customer information and data” 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 should 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 (three levels of reporting) still suitable?

Table 1:

- There was consensus amongst the group that WPD had done well with reporting.
- A housing/development representative said *'I would agree that these reports are the right way to do things.'*
- An energy/utility representative added *'it all makes a lot of sense, customers get a report, those interested get a further report and those most interested receive a full in-depth report.'*
- A housing/development representative stated *'I reckon a 20 page report is best.'*
- A business customer representative agreed *'if you had the summary document that would be of interest to all. Then offer the 76 page report afterwards to those still interested, so people could pick a specific area to focus on.'*
- A developer/connections representative made the point that *'a printed executive summary, 20 page hard copy report and then a full 76 page digital copy is best. If you want someone to read a document, printing it off is better.'*
- An energy/utility representative said *'make sure to have all the documents available online and only a few copies of the 76 page document printed since others may not necessarily read it.'*
- A housing/development representative suggested that *'WPD could create a business plan app to show all of this information.'*

**“ It all makes a lot of sense, customers get a report, those interested get a further report and those most interested receive a full in-depth report. ”**

Table 2:

- A local authority officer representative said *'I think it's spot on. The three levels make sense to me.'*
- There was consensus around the table that three levels of reporting was the right approach.

Table 3:

- An elected representative said *'it's still suitable for us; we'd like to keep the option of all three.'*
- A local authority officer representative agreed *'yes it's very sensible.'*
- An environmental representative stated *'for me it would be easiest to see all three. If you want to really drill into it you can see the full detail online while still getting a quick overview with the traffic light report or major points bulletin.'*
- An elected representative felt that *'one newsletter should arrive at every household so they are told how to access the 20 page document and subsequently the full online document. I would say that the one page document, the 20 page report, then the whole lot will satisfy everyone's needs at the level of information they want to access.'*

Table 4:

- A housing/development representative pointed out that *'if you look at the top five companies, WPD will be in the top four. I think feeding into comments and keeping people updated with reports like these is important if you'd like to stay in the top position.'*
- A business customer representative said *'I was just wondering who the report is actually aimed at and how they would receive it?'*
- A voluntary organisation representative felt that *'you have to have a three tier approach because of the variety of stakeholders. I would probably look at the highest level. Perhaps you could find out via your website which is more popular and push that one out more, but still have all three available.'*



Table 5:

- A technology representative said *'a simple app would be useful for drilling down from the higher level, so we could select our own preferences.'*

- A voluntary organisation representative concurred, commenting *‘the different levels make sense to me because different people are interested in different aspects.’*
- A local authority officer representative agreed that *‘having a way to navigate by preference would be useful.’*
- A local authority officer representative asked *‘are the data sets behind the top-level outputs accessible?’*
- A business customer representative commented *‘the historical analysis is very interesting, but more up-to-date technical data would probably be of more use.’*

Table 6:

- A business customer representative described it as *‘sensible.’*
- A technology representative said *‘it seems quite sensible. I do wonder two things though; how many people read the most detailed section and from a nosy point of view, how much does it cost to generate the report? The cost bothers me if it’s not being used.’*
- A business customer representative agreed stating *‘I think that’s a very good point.’*
- A business customer representative commented *‘you have to balance that with accountability, people like to know the details are there.’*
- A technology representative said *‘what I find running my business is that the data is there, but how much time do you spend pulling it together? How much do we save and how useful is it? If there’s no genuine use for it I’d rather you spent the money improving connections.’*
- An energy/utility representative suggested *‘the trouble with cutting the detail in the bottom is that everything comes from it, you can’t summarise what isn’t there.’*
- A technology representative countered this stating *‘I disagree, bringing the raw data together is one thing, but then presenting it on 76 things is something different and if it’s not adding benefit don’t knock it together. You still end up collecting the data.’*
- A local authority representative officer asked *‘do you have a legislative requirement to publish this sort of detail? Do you use it for other things as well – for staff, or is it for customers? It sounds to me like you’ve answered your own question that you don’t need to produce this.’*
- A technology representative queried *‘what about Ofgem, what do you need to report to them? Presumably at that level of detail to clean the data would be more work and you’d start to run into data privacy issues.’*
- A technology representative argued *‘one and two seem no brainer’s – they’re really sensible, it’s a subscription if you want paper, but the default should be to publish them on your website, you don’t need the third one.’*
- A business customer representative suggested *‘you may need to signpost that it’s there, by email etc.’*

- A technology representative asked *‘how often do you publish these? Maybe you do the detailed report and then ask people if you should carry on with this level. It would be nice to go out and ask the people who actually look.’*
- A business customer representative said *‘you call your customers, so every household will in effect be offered one of these, good luck.’*
- A technology representative suggested *‘all you need to do is say here’s where you go for more information.’*

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

Table 1:

- A housing/development representative said *‘I focus on the pictures before noticing the ratings and details.’*
- A business customer representative pointed out that *‘the report is fluffed out with lots of pictures.’*
- An energy/utility representative argued that *‘WPD could make this report more detailed since there are a lot of pictures; perhaps create a 20 page report with fewer pictures or a 30 page report with the same number of pictures. There is often a lot more text and information in these documents.’*
- A developer/connections representative said *‘a succinct executive summary with just facts and figures is best for me, if I didn’t want to see all the facts and pictures I would stick to the executive summary.’*
- A developer/connections representative added *‘the WPD reports are good, all of the information is in there if you need it.’*
- An energy/utility representative stated *‘no other companies come to mind to compare these reports with.’*



Table 2:

- An environmental representative asked *‘is the business plan web based or in paper form?’*
- A housing/development representative suggested that *‘the first business plan could go out as a paper copy to interact with stakeholders, and from there onwards it could be web based. It could also say in the paper copy that if you want more detail go to the website.’*



- An energy/utility representative asked *'in reference to the targets in the plan, are these WPD or Ofgem targets? Does the business plan make this clear? It matters a lot whether targets are internally set, or an Ofgem directive.'*
- A housing/development representative commented *'it's an easy read. The pictures make it simple.'*
- An environmental representative asked *'have WPD considered a printer friendly version? Printing this sort of document out with all the pictures may present a problem for many customers.'*
- A business customer representative highlighted that *'it's important to bear in mind that not everyone has a printer or computer to access an online document. Perhaps people could request a hard copy if they need it.'*
- An academic/education institute representative suggested that *'a company view on how well WPD are doing against each target would be useful. Honesty from the company is always appreciated.'*

Table 3:

- An energy/utility representative questioned *'I haven't seen the twenty page report; are there contact details around particular areas so you can talk to WPD departments about specific topics?'*
- An energy/utility representative agreed *'yes add contact details if they're not already on there.'*
- A local authority officer representative commented *'I like the format; the front page gives a good impression and the data is also still there for anyone that needs it.'*
- An energy/utility representative argued *'from a consumer point of view it would be helpful to explain what things actually mean. For example explain which performance areas are good and bad relevant to the different company areas. Perhaps explain the context of how well WPD is doing compared to what Ofgem wanted them to do. Maybe say these are the points you should be meeting, give a baseline and then explain what WPD has achieved.'*
- A housing/development representative concurred *'yes, put the actual performance in context, perhaps put a best and worst table of DNOs across the country.'*
- An elected representative asked *'coming back to the one page document, does it carry this sort of explanation we're talking about? The contextual explanations of how well WPD is doing would be really helpful, maybe a paragraph or so on what you were expected to deliver and how you're doing?'*

**“ Put the actual performance in context, perhaps put a best and worst table of DNOs across the country. ”**



Table 4:

- A business customer representative raised the point that *‘for someone running a business, I don’t have a lot of time to read the full report. The one page document would be the one I reckon most business people would look at. They might read the 20 page one, but I doubt it.’*

Table 5:

- A voluntary organisation representative commented that *‘the read more buttons make sense to me, so that people can drill down.’*
- A voluntary organisation representative added that *‘a mix of statistical data and case studies is important.’*
- A local authority officer representative suggested that *‘traffic lights should be avoided if possible.’*
- Many on the table agreed.
- A business customer representative observed that *‘I want to know the trends, not just the status.’*
- A technology representative said *‘it’s a very easy document to read – it’s not cluttered. Overall you can gain an understanding very quickly.’*

Table 6:

- A local authority officer representative pointed out *‘sending the longer document as a hard copy must be quite expensive. Could you keep that web based?’*
- A business customer representative queried *‘how is that to be used, will it be sent out or web based?’*
- A business customer representative felt that *‘the less paper we can send out the better, we all get bombarded.’*
- A business customer representative asked *‘how do you get it down to 20 pages?’*
- A business customer representative argued *‘I totally agree that a PDF version hosted online is the best way. If I want the information then I go online.’*
- A technology representative agreed suggesting *‘if you want to look at it again you’re straight back online anyway.’*
- A technology representative said *‘it’s inviting, I have no idea if it’s useful to use.’*
- A business customer representative felt it *‘contained a good mix of words and diagrams.’*
- A business customer representative described it as *‘nice and clean.’*
- A business customer representative argued *‘less than 1% of your customers will look at this I suspect. It will only be those with a serious grouse.’*
- A business customer representative complained *‘what I’m not seeing is an infographic on the data. It works for me, some people like the information some like pictures. I prefer infographics and I don’t see these on here at the moment.’*

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

Table 1:

- A business customer representative said *'this report is what you expect to see with absolute statistics available.'*
- A developer/connections representative stated *'the nitty gritty and the figures are here, those with a greater understanding go for this, it works very well with the other shorter report.'*
- A business customer representative pointed out that *'my members would want to see this rather than the shorter report.'*
- A developer/connections representative made the point that *'the majority would go for the 20 page report, and then the more detailed one.'*
- An elected representative commented that *'the short report is more engaging. Some people may only read what is applicable to them and the larger report figures can put people off.'*
- An energy/utility representative considered that *'it's important information for those that connect.'*
- A developer/connections representative added *'all the figures do have a place in the report.'*
- A housing/development representative argued that *'WPD should make sure to have a brand connection; all reports should look like a part of WPD.'*
- A business customer representative suggested *'be sure the report looks like a continuation of the same document, the two do not look like they combine to the same document.'*
- A developer/connections representative stated *'I would forward the shorter one to my members, but I would stick with an executive summary personally.'*



Table 2:

- An academic/education institute representative said that *'having Excel tables in it is always useful.'*
- An environmental representative commented *'I would say this is the right level of detail. There is a light read version, and a detailed read, which this document provides. I would want this level of detail so this is useful for me.'*
- A housing/development representative suggested that *'perhaps the report shouldn't be presented as a bundle, but produced separately under individual headings so people can download only the bit of the report that is relevant to them.'*

Table 3:

- An energy/utility representative said *'you really want a glossary; many people won't know what the acronyms and technical terms mean.'*
- An energy/utility representative queried *'who is your audience? If a consumer wanted to dig into it, it needs to be in plain English, however, as I work in the industry I can understand it fine.'*

Table 4:

- A local authority officer representative pointed out that *'we tend to be interested in one or two specific areas, so having the high level report to hand means that we can narrow it down from the one page report and then look it up on the longer one.'*
- A housing/development representative said *'I think the one page report is necessary so we know which one we can then focus on in the longer report. The different layers are definitely helpful.'*

#### 5.4 Are there any other points you would like to make?

Table 2:

- An environmental representative said *'we received a nice calendar from an environmental company with beautiful pictures on one side, and the annual report and details on the other side. This is quite a nice way of doing things.'*
- An energy/utility representative highlighted that *'most of us wade through our local paper on a daily basis. I would have thought information from WPD would be the sort of public information that could feature in our local papers where relevant.'*
- A business customer representative suggested that *'perhaps business plans could be targeted at different stakeholder audiences. Create a customer version and a business group version to save people reading through tonnes of material that isn't relevant to them.'*



Table 3:

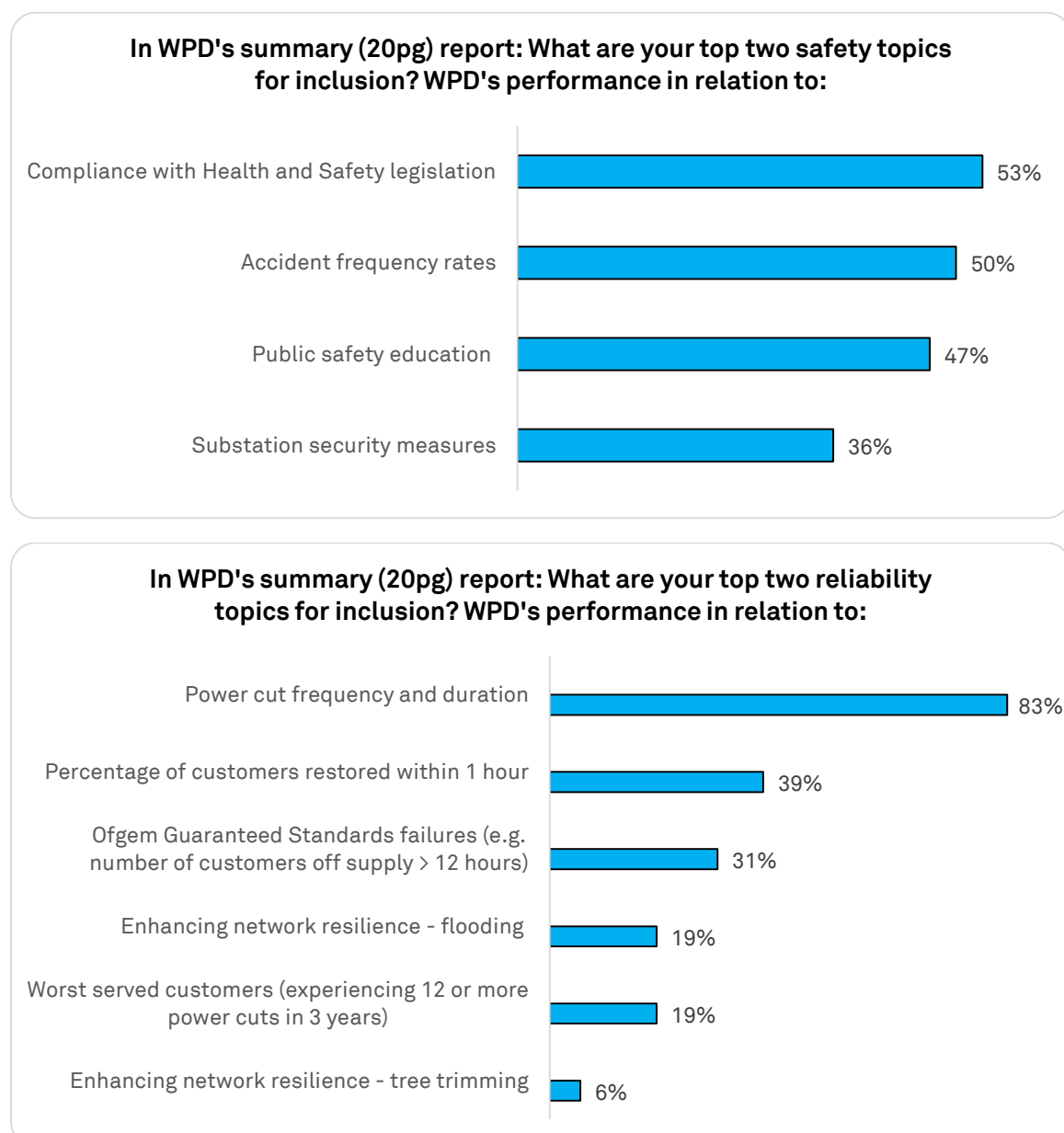
- An environmental representative commented *'if you had to post just one report out I'd say the second report would be the best – certainly not the detailed one.'*
- A housing/development representative remarked *'it's about access to the information, as long as it's absolutely clear how you can access all the additional bits of information it doesn't matter too much how you send it out.'*

Table 4:

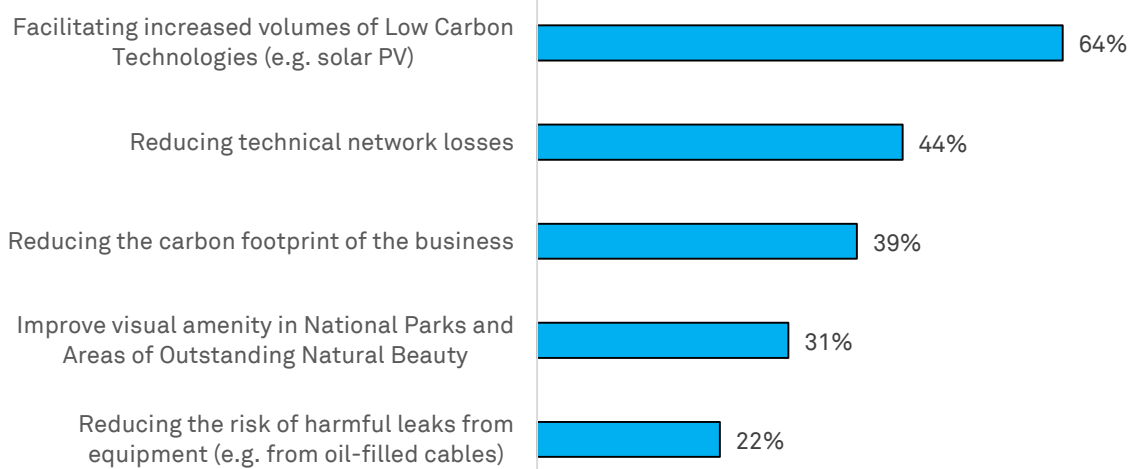
- A housing/development representative felt that *'as a customer, I take comfort knowing that WPD is the best performing DNO in the country. When we do have a power cut, the information is generally there, and you do keep us informed. I personally feel quite proud of WPD. We are in an area where our DNO takes these things seriously.'*

## 5.5 Individual voting results

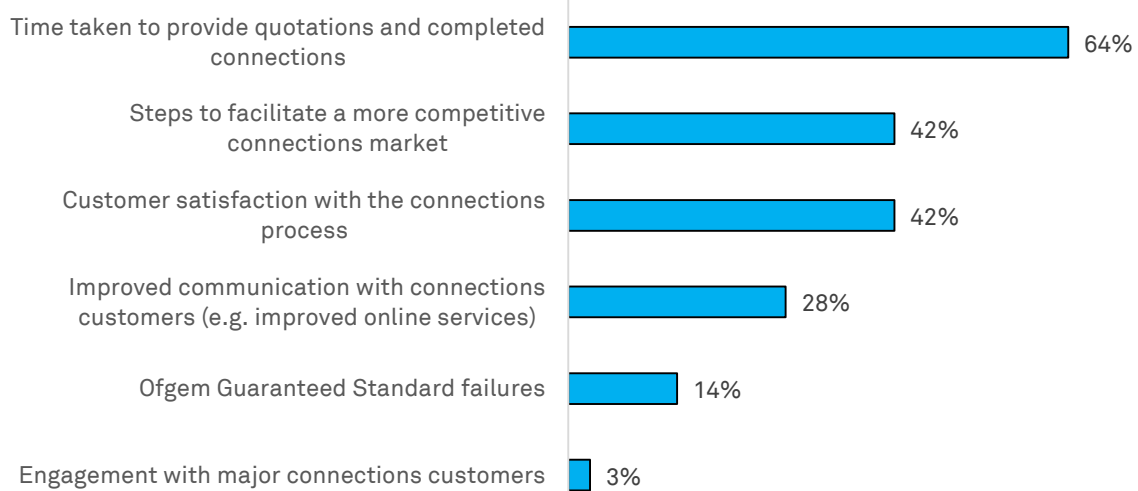
After the group discussions, stakeholders were asked to vote individually on their top two topics to be included in each section of the summary report. The results are displayed below.



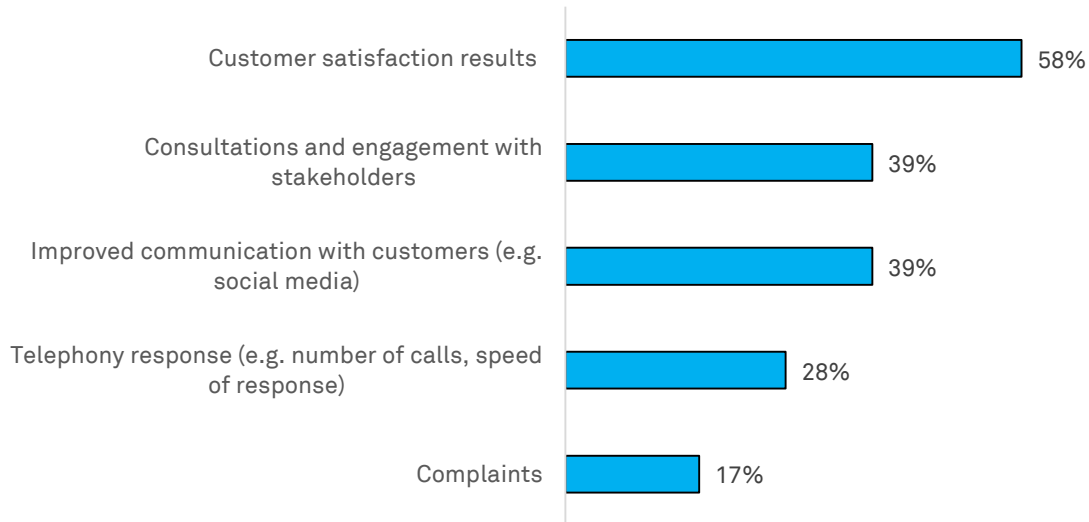
**In WPD's summary (20pg) report: What are your top two environment topics for inclusion? WPD's performance in relation to:**



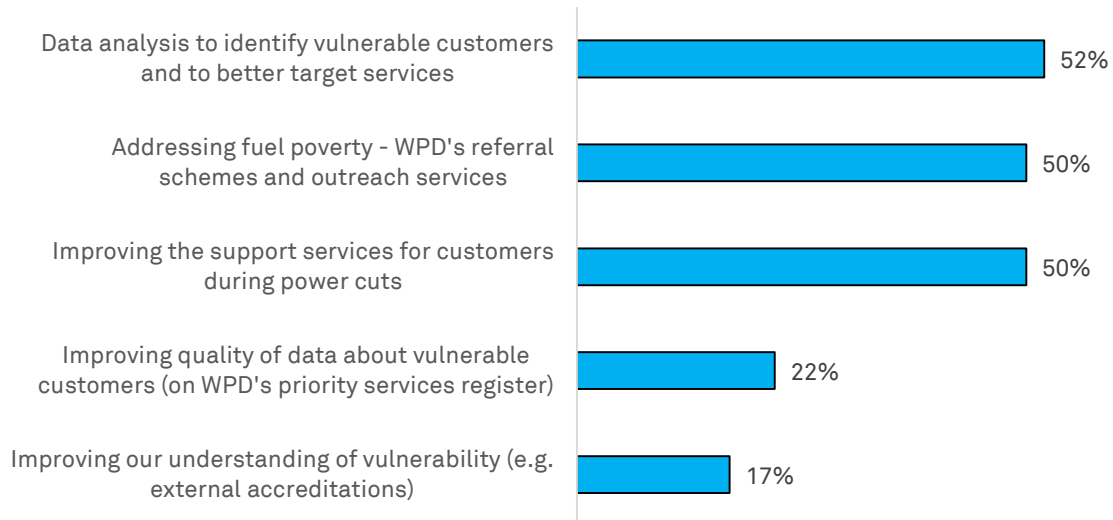
**In WPD's summary (20pg) report: What are your top two connections topics for inclusion? WPD's performance in relation to:**



**In WPD's summary (20pg) report: What are your top two customer satisfaction topics for inclusion?**



**In WPD's summary (20pg) report: What are your top two 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:

- There was general consensus amongst the group on the understanding of “smart networks”.
- A housing/development representative raised the point that *“smart networks” were mentioned in the presentation but I didn’t understand what a DSO is compared to DNO, this should be made clear for future presentations.*

Table 2:

- A business customer representative asked *‘aren’t “smart networks” happening already? I don’t know if the current management is smart, but it should be doing all the things that “smart networks” are supposed to do?’*
- An energy/utility representative highlighted that (s)he *‘previously campaigned for smart metering’*. (S)he felt that *‘smart metering ought to be the backbone of “smart networks”. I know that WPD don’t have the data available on the low voltage network, but smart meters would help this. The problem is that smart metering is not going to be mandatory for all premises. If WPD rely on smart meters to get their data, it’s a dead duck if it isn’t rolled out to every company.’*
- A business customer representative felt that *‘if there’s not capacity in the grid, then a “smart network” won’t work anyway.’*

**“If there’s not capacity in the grid then a smart network won’t work anyway.”**

- A business customer representative said (s)he *'didn't know that we had sophisticated enough batteries to store large amounts of renewable energy for short periods of time. This is news to me.'*

Table 3:

- An energy/utility representative stated *'yes it's just information, that's what makes a network smart. It can get big and complex but ultimately it's just telecoms talking to each other. Opening that part up reveals different business models and especially for me, it opens up the energy market at a customer level. This could enable you to trade your energy bill instead of just getting it through the post.'*
- A local authority officer representative said *'you could distribute the energy more effectively instead of opening up new power stations to fill the demand so it's definitely a good idea.'*

Table 4:

- Everyone understood what a smart network was and agreed on the advantages discussed in the video.

Table 5:

- All the representatives agreed they were clear on what "smart networks" are.

Table 6:

- A business customer representative commented *'I thought the video was very good; I can't understand why these guys can't get on and do it.'*
- A business customer representative said *'it's very clever choosing a child to do the voice over.'*
- A business customer representative contended *'I think we all understand the theory, the challenge is out on the ground. From an agricultural perspective, understanding what part landowners and building owners can play going forward would be useful. We've seen field wide generation, which the Government has pulled back on supporting. The question I'd like to pose and why I'm here, is will there be opportunities for agricultural and residential developments going forward?'*
- A business customer representative argued *'we're in a position where we're 20 years behind the continent. It's not all about financial support, it's about certainty of policy. Who wants to put initial support into a market where there's not much certainty.'*



- An energy/utility representative agreed *‘that’s the fundamental underpinning of everything; you can’t talk about smart grids without electric vehicles, and nothing seems to be happening about that. If it became viable to do it economically then the network wouldn’t be able to cope.’*
- A business customer representative commented *‘this strikes me as being a very dynamic field we’re talking about, we don’t really know what’s round the corner. In the past there appears to have been a lot more certainty, as previously constructing the network was just about coping with maximum capacity now it’s much more complicated and we don’t really know.’*

## 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:

- An elected representative argued that *‘power factor management is a key issue that may be worth emphasising, particularly with the rise of solar. It’s also one of the factors of loss of energy.’*
- An elected representative highlighted that *‘the equipment suitability is there. An example is a fixed panel of units all in one chamber, if there is a problem with a switch in the chamber you will lose all of the switches. It’s rare to have a problem but it’s possible. In the past you could easily fix the one switch.’*

Table 2:

- A local authority officer representative highlighted that *‘I notice education for domestic premises is missing, for example how to manage your electricity better. This is important.’*
- An energy/utility representative added *‘data should be up there as a priority. Without data WPD can’t do smart management, so this in my mind is vital.’*
- A business customer representative said *‘shouldn’t energy capture be on the list? I notice it’s missing.’*
- An academic/education institute representative queried *‘what about the social aspects such as domestic electricity management? It’s not all about engineering, it’s about how people behave in the system.’*

- A housing/development representative commented *‘consumer management is important if WPD is to understand and manage its network.’*

Table 3:

- A local authority officer representative highlighted *‘for me lack of timescales is an issue – is this a five or ten year project and are we in an interim period? If you promise something might be delivered in five years’ time, what are we meant to do up until then? Some things may well require legislation and you need to incorporate what the Government might do with that too – which admittedly is very hard.’*
- An energy/utility representative pointed out that *‘there will be a future energy gap in the next seven years; coal will go by 2022, nuclear will take 15 years to come on stream and gas fire power stations have a big question mark over them; but there’s no long term subsidy. So if we look at the next seven years there’s a gap, look beyond that and there’s even more of a gap. Yes, in terms of challenges that’s what you want to tackle as you design a smart network - but in the short-term you need to figure out how those shortage problems will be resolved.’*
- A housing/development representative remarked *‘the end consumer will play a big role too, what if they turn on their dishwasher during the night when they have solar panels that only deliver power during the day?’*
- An elected representative argued *‘the tariffs which are nothing to do with you probably play a much larger role in when people use their energy.’*

**“Consumer management is important if WPD is to understand and manage its network.”**

Table 4:

- An elected representative considered that *‘WPD is one piece of a jigsaw of a smart network. At some level, there needs to be other people involved such as National Grid and the other suppliers and makers of smart appliances who will make up the whole smart network. I don’t know how that’s going to be organised, but we need somebody to pull all the pieces of the jigsaw together.’*
- A regulator/government representative pointed out that *‘it will kick off when smart meters roll out and that will have a big impact.’*
- A business customer representative highlighted that *‘among businesses we can spread the word. A lot of people don’t know about “smart networks”.’*
- A regulator/government representative argued that *‘if you speak to the general public, they won’t know about “smart networks”. That is a challenge at both a local and central level.’*
- A business customer representative raised the point that *‘in the longer term, storage is definitely going to be the bigger thing.’*

- A local authority officer representative felt that *‘a lot of innovation is happening but I think it’s just an issue of time. Understanding needs to be wider about what is available and upcoming.’*

Table 5:

- A business customer representative said *‘what’s missing are the commercial issues.’*
- A technology representative agreed *‘this is purely from a technological perspective.’*
- A technology representative suggested that *‘moving away from silicon technologies should be a concern.’*

Table 6:

- A business customer representative said *‘my impression is WPD are being proactive.’*
- A energy/utility representative said *‘yes, what’s going on at Weybridge and the sunshine tariff there is a good step forward, I haven’t heard any more about it, but it’s a good example.’*
- A technology representative asked *‘are you notified when electric vehicles connect to the network?’*
- A business customer representative pointed out that *‘on page 47 the generation capacity against demand for the West Midlands clearly needs a lot of extra capacity, but in our area we’re potentially generating more than our demand at the moment.’*
- An energy/utility representative responded *‘that’s the peak, it’s not energy produced.’*
- An energy/utility representative questioned *‘what’s WPD doing to try and mitigate that and control that?’*
- A business customer representative questioned *‘the purple line on the map, that’s the logjam, what are we waiting for there? Can I ask a question about big data, that’s what all this is about; have you considered the implications of data management, does it fall on your shoulders as part of smart metering to manage demand data?’*
- A business customer representative asked *‘is it not a concern for you whether you’ve got the capability of managing the data?’*

### 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:

- An elected representative said *'that was actually my old job, to look at the strategies. The strategies are very dependent on customers and what will happen in future. It's difficult to predict what will happen and how many megawatts will be added. It's important WPD reacts to these issues properly.'*
- An elected representative felt that *'WPD do not lack in these strategy areas, now with new modelling things are different and IT systems are very important.'*
- An elected representative raised the point that *'when you rely on mechanical equipment things can go wrong. When relays don't work it's not a lack of maintenance, just a defect, things go down – all companies have these problems not just WPD. This may mean upgrading some protections.'*
- A business customer representative commented *'it really comes back to "affordability" and how much to spend.'*
- A housing/development representative raised the point that *'IT systems are vulnerable to hacking. Cyber security is quite important given what happens; hacking is in the news frequently and an attack could cause power cuts.'*
- A business customer representative agreed that *'heating and lighting control systems controlled by customers on a smart phone allow them to connect to a network which allows data to be transferred, but it can be hacked if it's not kept secure.'*



Table 2:

- An energy/utility representative argued that *'smart metering is absolutely crucial, its importance cannot be understated. This should be a part of WPD's strategy.'*
- An academic/education institute representative questioned *'what is the customer proposition in all of this. WPD need to work out how to interact with its customers on the issue of electricity management.'*



- An academic/education institute representative suggested *'I think there needs to be more emphasis around the rules and regulations. How flexible and fit for purpose are these on what WPD can do and what WPD can't do. I imagine there are a lot of limitations.'*
- A business customer representative commented *'we're in an area with an ageing population, but also lots of businesses. So smart network management is complicated; how can you work out when peak demand is and when to lower prices, as different parts of the population need to use energy at different times.'*

Table 3:

- An energy/utility representative asked *'from WPD's side, does engaging with other DNOs work well? Is shifting energy use something you've looked at doing?'*
- A local authority officer representative remarked *'they all look very good.'*

Table 4:

- An elected representative highlighted that *'one thing Nigel didn't mention is data security. Some of my customers have mentioned that until they can see the benefits of the smart meters, and they know there is data security, they don't want someone knowing that they have been gone for four days.'*
- A housing/development representative commented that *'there also needs to be some sort of regulation that insists DNOs have the infrastructure in place to facilitate this new technology.'*

**“ WPD needs to work out how to interact with its customers on the issue of electricity management. ”**

Table 5:

- A business customer representative observed that *'they're all technical or commercial. Are there any behavioural focuses?'*
- The table agreed that this question was particularly important.

Table 6:

- A business customer representative felt the strategy areas *'seem sensible, but I wouldn't know enough about them.'*
- A technology representative believed *'these are specialist questions for WPD, rather than just a tick.'*
- An energy/utility representative argued *'the frustrating thing for us is just the speed it's happening.'*

- An energy/utility representative said *‘the thing I don’t really understand is whose going to take the leading role in developing the “smart networks”?’*
- A business customer representative recounted *‘the LEP in Cornwall has a Smart Cornwall initiative.’*
- An energy/utility representative contended *‘I’m not really sure what they’re doing.’*
- A energy/utility representative said *‘with relation to the supply companies they’re only putting in the bare essentials of what they need to forecast for their buying and selling. That data isn’t necessarily useful to smaller groups, developing areas of virtual power stations or supply companies. I’m not sure what WPD view is on this?’*

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

Table 1:

- A housing/development representative stated *‘WPD should be talking to all of the relevant Government agencies, and DNOs should work together as one group with consistent strategies and plans when negotiating.’*
- A business customer representative agreed *‘there must be a unified strategy.’*
- A housing/development representative made the point that *‘there is one National Grid, therefore there should be one group to represent DNOs.’*
- A housing/development representative considered *‘with the advent of smart meters people will change tariffs throughout the week or day, and this could influence WPD as people will switch to a cheaper rate on a certain day. For example if British Gas offers free energy on a certain day then communication with WPD is crucial to say this is possible on the grid.’*
- An elected representative commented that *‘there needs to be clarification if a smart meter is to the benefit of customers, DNOs or suppliers.’*



Table 2:

- A business customer representative felt that *‘smart network management should be left to the experts. At consumer level I am not too concerned with this.’*
- A housing/development representative said *‘WPD manage the network, but when it comes to tariffs to encourage smart electricity use this won’t be something WPD will be able to set. So I’m not sure it’s worth WPD engaging with consumers on too much.’*

Table 3:

- An elected representative stated *‘a hardcopy mail out would be the best way to engage, as it goes to as wide a group as possible. You should communicate with every household at least annually which could go along with the traffic light summary. If people want more information they should be able to access it, just like your other reports.’*
- A local authority officer representative felt that *‘if you give out a piece of paper that talks about the future it’s got to be very appealing, it can’t just bore people with a list of facts and figures.’*
- An elected representative highlighted that *‘people that are already feeding into the grid will have an understanding of many parts of the grid, but I don’t think they know what WPD is, as they only deal with suppliers. Maybe that is something you should be looking at?’*
- A local authority officer representative suggested that *‘it would be a good idea to have that video we just watched on “smart networks” on your website so people can find out more about what they are.’*
- An energy/utility representative remarked *‘it might be because of a new smart meter their electricity bill is cheaper, but most people don’t engage with the specifics and feel as long as their bills are cheaper they don’t really care for much more detail.’*
- An energy/utility representative stated *‘the focus should be on people that aren’t engaged on the energy debate yet – people that don’t have solar panels on their roof are a huge portion of their customers. “Smart networks” are here to stay and you have to let people know exactly what they are. Maybe work through community groups and engage with them to teach people what they are?’*

Table 4:

- A voluntary organisation representative stated *‘I think you need to focus on industry stakeholders first before moving onto “customer awareness” because it would be too messy to cover two areas at once.’*
- A local authority officer representative said *‘I think among industry stakeholders, there is a bigger impact and ability to disperse information more effectively.’*
- A housing/development representative made a point that *‘a huge step in consumer level only happens following a huge step happening at industry level. It has to filter down that way. I can’t see it happening the other way round.’*
- An elected representative argued that *‘the way industry and businesses use power is quite different from domestic customers, especially here in the South West where we don’t have an awful lot of industry. I don’t think we should ignore the domestic demand completely.’*
- A housing/development representative disagreed and emphasised that *‘it has to come through the business stream first and then be adapted to the domestic need. I don’t think there’s an appetite for a purely domestic smart meter to be put forth.’*

- A local authority officer representative mentioned that *‘there’s a lot of misconception about the meters as well – about how they’re bad for your health.’*
- A housing/development representative commented that *‘it’s about education and giving people the information.’*
- A business customer representative raised the point that *‘we need to understand that there are two different kinds of people – those who love technology and people who are frightened of technology.’*
- A housing/development representative agreed and said *‘it’s about identifying which points appeal to people and selling those points to them depending on what they want.’*
- A regulator/government representative felt that *‘it’s also about targeting it to the right people as well. You’ll never be able to convince some people.’*

**“ We need to understand that there are two different kinds of people – those who love technology and people who are frightened of technology. ”**

Table 5:

- A local authority officer representative suggested that *‘WPD will need buy in from suppliers.’*
- A voluntary organisation representative said *‘Government policy will have an affect here.’*
- A business customer representative suggested that *‘the commercial grid is going to be important.’*
- A business customer representative said *‘it’s more about wider conversations than particular events.’*

Table 6:

- An energy/utility representative reported *‘Ovo Energy are doing some interesting things on a smaller scale than Kiwi Power around demand side response. I guess that will become more and more of a business model; it will grow and I’m sure it will happen. How it grows and is incentivised I’m not sure. One useful thing would be the use of system charging.’*
- A local authority officer representative asked *‘do you do pilots? Cranbourne comes to mind, E.ON is doing heat and power.’*

## 6.5 Are there any other points you would like to make?

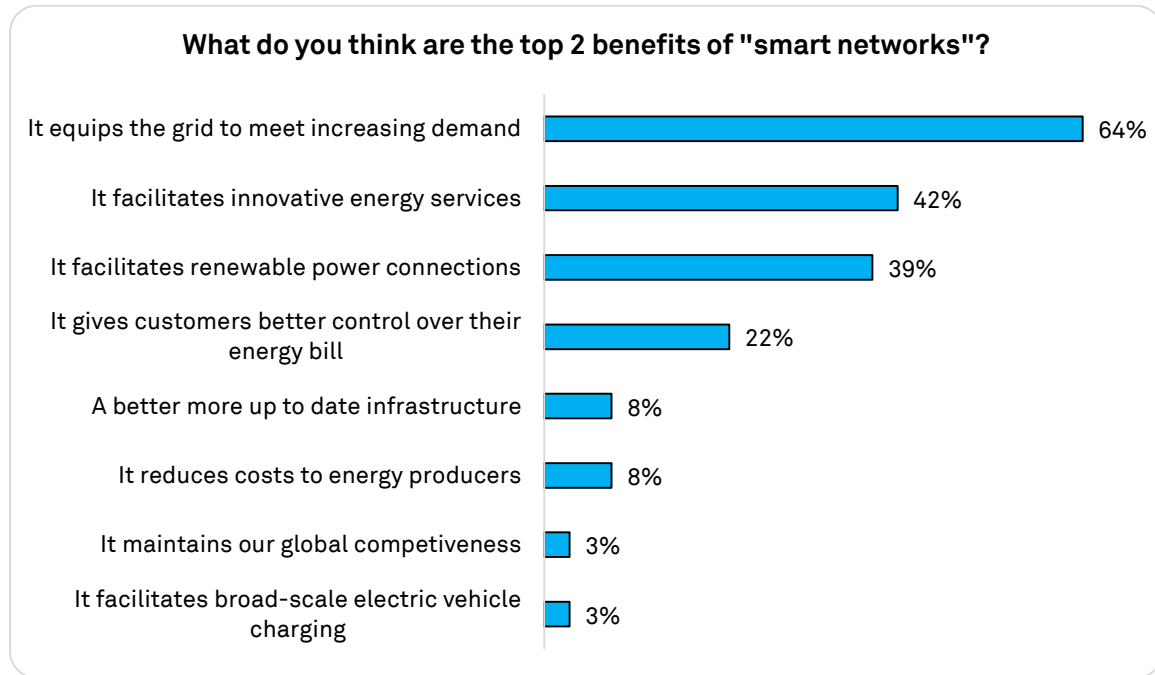
Table 5:

- A business customer representative asked *‘how does WPD manage to get clients to be responsive when balancing networks?’*

- A business customer representative questioned *‘how is the relationship between generation and storage developing? Is WPD running any storage trials at the moment?’*

## 6.6 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/development representative pointed out that *‘I work with energy champions at Yarlington who give residents assistance in the grant funding that supplier’s offer. These suppliers have large funds that people can apply for in order to get them out of excessive debt.’*

- An energy/utility representative said *‘often people can save £200 by changing supplier, but they can be £2000 in debt. In my area people apply to an organisation called Caries Grants to write off that debt. It is important to note that grants and debt relief are available.’*
- A housing/development representative added *‘tariffs are important since people often stick to the same one and can save by switching.’*
- An energy/utility representative stated that *‘a local eco provider can offer a central heating fund that helps people get onto the grid with a new central heating system.’*

Table 2:

- A local authority officer representative asserted that *‘WPD seems to be doing the right things. However, I see the poverty issue as a supplier responsibility and problem first and foremost. I think working with other agencies is a very good idea for getting referrals.’*
- A housing/development representative made the point that *‘suppliers are quick to increase prices; I think more should be put on them as opposed to WPD. I also think that rather than looking at the trusts, WPD should perhaps work with the councils who already have the information on fuel poor households.’*
- A business customer representative questioned *‘what kind of liaison does WPD have with the actual suppliers? Do they take the issue of fuel poverty seriously?’*
- An elected representative said *‘sometimes you find households in fuel poverty are too afraid to ask for help. This is part of the problem, so working with agencies and trusts to get referrals is vital.’*
- An energy/utility representative commented *‘I think the work around “affordability” should be more community focused. There are already community groups with information on the fuel poor who are keen to help address the issue, but they need funding. There is no need to get agencies involved.’*

“ Sometimes you find households in fuel poverty are too afraid to ask for help. This is part of the problem, so working with agencies and trusts to get referrals is vital.”

Table 3:

- An energy/utility representative stated *‘yes it’s a comprehensive list.’*
- An elected representative complained *‘you’re not actually doing these, these are in partnership with other organisations - there’s nothing missing though.’*
- A local authority officer representative said *‘I know through Citizens Advice for a huge number of people talking about debt, their energy bill is a key part of this. For me the best way to get through to people is Citizens Advice, a partnership with Citizens Advice is something I would like to see.’*



- An environmental representative pointed out *‘local authorities can also be useful to identify and work with potentially vulnerable people.’*
- An elected representative commented *‘MPs may also be aware through their constituency sessions - engaging at local community and political levels would be useful.’*
- An energy/utility representative raised the point that *‘social landlords could also be useful in helping to tackle fuel poverty.’*
- A housing/development representative felt that *‘having a mechanism to contact the right organisation to raise a point and get it done may be a good idea, but you need to figure out exactly how a plan will be implemented to help people regardless of which organisation you work with.’*



Table 4:

- A voluntary organisation representative said *‘I have worked for Citizens Advice and these five steps are essentially perfect if you are looking at fuel poverty. The feedback you are going to get is also important.’* (S)he added that *‘from a future Government policy perspective, there might also be an opportunity to tag onto other national schemes.’*
- A housing/development representative complained that *‘the routes to identify people in fuel poverty are effective enough. There seems to be some good routes here, but in my opinion I think there are also people who are completely isolated who have no idea how to get help.’*
- A voluntary organisation representative pointed out that *‘a lot of the trusted organisations you have approached are the best routes to take because they’re already in contact with a lot of these people.’*
- A local authority officer representative agreed that *‘the method of partnering makes a lot of sense. The local knowledge might be a bit patchy, but they are going to be most attuned with local needs. There are a lot of overlaps, so you can identify them through that also.’*

Table 5:

- A voluntary organisation representative said *‘certainly the principles make a lot of sense, but from a local perspective, I’m concerned that there’s nothing operating in Devon and Cornwall. They should apply to all areas. What’s more, social indicators can be quite a blunt measure when dealing with unequal communities, even within parishes.’*

- A voluntary organisation representative suggested *'perhaps charities such as Citizens Advice work on some of these issues.'*
- A local authority officer representative said *'local authority housing departments tend to have a good grasp of what's going on in the area, so they could be worth working with.'*
- A local authority officer representative said *'I think the general principle of not duplicating services is a good one.'*
- A voluntary organisation representative said *'when we visited the call centres, it was great to see the way staff were initially engaging with clients – it's good that they're being given the time to break down some of these barriers.'*
- A business customer representative asked *'what kind of financial resource has been dedicated to these projects?'*
- A voluntary organisation representative observed *'it's great to hear you're getting a feedback loop when engaging with charities such as Citizens Advice.'*



Table 6:

- A business customer representative said *'the only comment that came to my mind is boiler replacement, we all understand the importance, but I'm not sure how that fits into the electrical situation.'*
- A housing/development representative countered this suggesting *'there are electrical boilers out there.'*
- A business customer representative said *'can I step back and ask the question about how you choose to target; which areas and localities, do you happen to know where this information comes from, do local people say, how do you know on the basis of fairness what is a priority area? What I'm aware of is the index of local deprivation, which is a government produced detailed analysis, and there are various domains which the Government measure, but I don't see fuel poverty there. I wondered rather than reinvent the wheel and waste money, if you could work with the Government to target the neediest.'*
- A local authority representative officer commented *'I've been loosely involved in projects like this in the past. Partnering with organisations already delivering them is the way forward and partnering with local authorities; it's much better feeding into a project like that rather than trying to do your own thing. From that point of view the current way of doing things makes a lot of sense.'*
- An energy/utility representative asked *'with energy efficiency are you generally talking about insulation? Is this something WPD's funding or just referring?'*

## 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 or seven ‘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 (smart network projects) in areas of network constraint and high fuel poverty		✓	

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- An energy/utility representative argued that ‘*in reference to a new Power Up referral scheme, it makes sense to have a service available in the East Midlands as well as elsewhere.*’
- A housing/development representative highlighted that ‘*978 referrals in the midlands compared to 2,074 in the South West, shows work needs to be done to get to the same level.*’
- An energy/utility representative commented that ‘*satisfaction research is about right at the moment on an annual basis.*’
- An elected representative felt that ‘*the Affordable Warmth project in the West Midlands seems about right but could be expanded.*’

“ With regards to new Affordable Warmth projects, ‘Cosy Devon’ found it difficult to find people to do installations. ”

- An energy/utility representative complained that *‘with regards to new Affordable Warmth projects, ‘Cosy Devon’ found it difficult to find people to do installations.’*
- An energy/utility representative said *‘the current system for partnership funding seems about right.’*

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 (smart network projects) in areas of network constraint and high fuel poverty	✓		




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- A housing/development representative argued *‘I think WPD should only work with existing community networks rather than bringing in outside trusts to create brand new projects.’*
- A housing/development representative added *‘community bodies are effective vehicles to deal with the fuel poor, but are in desperate need of more funding. Perhaps this is something WPD could look into.’*

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 (smart network projects) in areas of network constraint and high fuel poverty	✓		




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- A local authority officer representative mentioned that *'some companies subcontract their customer service work and you can spend ten minutes on the phone for something rather simple. It's very important, but I don't think you have to have monthly communication, that's a little too frequent.'*
- An environmental representative remarked *'more Affordable Warmth projects in the South West is a good idea, although we would say that wouldn't we.'*

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 (smart network projects) in areas of network constraint and high fuel poverty		✓	


  
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- There was general consensus that more should be done with regards to the Power Up referral scheme for the East Midlands.
- A voluntary organisation representative felt that *‘the referral scheme seems to be a logical need.’*
- There was general consensus that more should be done around developing new Affordable Warmth projects.
- A local authority officer representative commented *‘what you said about going where there are strong needs, as well as identifying areas where fuel poverty is an issue and targeting those, I think that’s very good.’*
- An elected representative argued *‘it’s very easy to think that we have these pockets of fuel poverty. We have a lot of people moving in with lots of money and no issues at all while next door there is someone living in a stone house with lots of issues. You cannot always identify these people geographically.’*


***“ I am delighted you have separated vulnerability from affordability. People will admit to being vulnerable more than admitting they can’t afford it. ”***



- An elected representative stated *'I am delighted you have separated "vulnerability" from "affordability". People will admit to being vulnerable more than admitting they can't afford it. There is a stigma with the latter.'*
- A voluntary organisation representative mentioned that *'it's just mirroring what the other areas are already doing, so it makes sense.'*
- There was general consensus that less could be done in terms of developing a competition for existing schemes.
- A local authority officer representative raised the point that *'there is a danger with competitive routes that they are short term, so ideally it should be about building longer term support structures. However, I understand why it is done because resources are scarce.'*
- A housing/development representative considered that *'on an "affordability" front, I know in Devon there has been a fair bit of focus on changing out old boilers and putting in air source heat pumps. Then they found that they are spending more money than they did before. We need to verify that the information out there is right.'*
- A voluntary organisation representative insisted *'that it is important to validate that data.'*

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 (smart network projects) in areas of network constraint and high fuel poverty			
Expand schemes to Devon and Cornwall			




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- A voluntary organisation representative said *'I'd like to see a scheme set up for other areas that aren't included.'*
- A business customer suggested that *'there must be clarity on the WPD route map.'*
- A technology representative agreed.
- A local authority officer representative argued that *'it can't be a one-size-fits-all approach – approaches may work in one place but not in others.'*
- A business customer representative replied that *'approaches need to be standardised nonetheless.'*
- A business customer representative said *'I'm not sure we can comment on the East Midlands referral scheme.'* A technology representative agreed.
- A technology representative asked *'how is customer satisfaction measured at the moment?'*
- A business customer representative suggested that *'it has to be sufficient, but I don't know whether monthly is appropriate or not.'*
- A technology representative said *'if it's coping with the existing referral level, I don't think the West Midlands referral programme needs to be expanded.'*
- A business customer representative said *'WPD should definitely develop more projects.'*
- The table agreed.

Table 6:

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 (smart network projects) in areas of network constraint and high fuel poverty		✓	
Targeting: a national approach to statistics, support and data	✓		
Target gas areas	✓		



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- A business customer representative felt that developing a new Power Up referral scheme for the East Midlands seemed *'reasonable if you're not doing one already.'*
- A local authority representative officer commenting on introducing monthly satisfaction research said that *'this sounds completely over the top to me.'*
- A local authority representative officer argued *'people need to have a whole winter or a whole year, monthly is a waste of time.'*
- A business customer representative joked about expanding the existing Affordable Warmth project to the West Midlands saying *'it's all very Midlands centred.'*
- A business customer representative concurred and felt *'we need to know the rationale for why that's so.'*
- A business customer representative argued *'the payback on that was quite good, so if you're trying to get good savings from customers it was one of the more successful ones.'*
- On developing new Affordable Warmth projects a local authority officer representative said *'I think so as Devon and Cornwall do not seem to be getting anything, not to be parochial.'*
- A business customer representative agreed saying *'yes, set one up in Devon and Cornwall.'*
- An energy/utility representative suggested that developing a competition for existing schemes seemed *'a bit crazy; there are so many different organisations.'*
- A local authority representative officer felt *'these sorts of schemes are always looking for funding and it can divert things, maybe subject to them partnering up with each other, within parameters, it makes sense to do it.'*
- A business customer representative said *'this follows the point I was making about the index, for fairness, so it's not being done randomly.'*
- A technology representative said *'avoid duplication.'*
- A business customer representative agreed, saying *'lift it so it is a national strategic approach to fuel poverty. Identifying and supported by existing data.'*
- An energy/utility representative pointed out *'I'm not sure how this has ended up at WPDs door, originally it was the big six, then it shifted to the suppliers and now it's on your door.'*
- An energy/utility representative said *'is there not a business model that could tap into eco, because of the obligation the big six have to reducing costs. There's more than one funding stream for vulnerable customers.'*




## 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/development representative raised the point that ‘*regarding partnerships with gas distributors, we already do that with Wales & West Utilities, since some residents are on certain benefits. However, for WPD this might be going outside of their remit, I am not sure.*’
- An elected representative stated that ‘*I have often found that showing the help available to those in need is more useful than going to food banks directly.*’
- A business customer representative made the point that ‘*social indicator mapping is expensive to keep up to date.*’
- Overall the group was unsure of the benefit of more detailed social indicator mapping.

- An elected representative commented that *‘encouraging people to use less energy is useful for WPD and should be encouraged for everyone, not just poorer people.’*
- A housing/development representative pointed out that *‘energy efficiency funds can cause people to become reliant and may not solve the problem but can delay peoples’ troubles.’*
- An energy/utility representative considered *‘installing better technology in addition to these efficiency funds if they are on a vulnerable register. This will protect vulnerable customers from power cuts and enable them to make use of cheaper energy at off-peak times.’*

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)	✓		
Working with existing groups such as social care	✓		


  
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- An energy/utility representative commented *‘partnering with gas suppliers is asking WPD to do even more. A new role would distract from its central purpose to keep the lights on.’*
- A housing/development representative disagreed, arguing *‘if WPD combine with gas this will cover off more households and areas, meaning less fuel-poor slip through the cracks.’*
- Commenting on the suggestion for a bi-annual refresh of social indicator mapping, the table agreed that this was a lot of effort for little return.

- On the idea of fuel poverty outreach via food banks, an elected representative commented that *'this would be an effective and easy way of getting referrals.'*
- An energy/utility representative disagreed, arguing that *'working with food banks is going too far from WPD's core business. Getting involved in these new areas and engaging with another lot of stakeholders is time consuming and expensive.'*
- Regarding the suggestion for energy efficiency surgeries a business customer representative pointed out that *'you wouldn't get the people into the surgeries that you need to. Often the fuel poor have restricted mobility.'*
- The consensus on the table was that energy efficiency surgeries wouldn't be very effective.
- On the idea of energy efficiency funds an energy/utility representative asserted that *'I think this is the one that WPD should go for. If a community can demonstrate it is active in trying to reduce energy bills and consumption then it should be encouraged by WPD.'*

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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- An energy/utility representative stated *'if you talk about "affordability" most people are on gas so I'd say yes it's a good idea to create partnerships with gas distributors.'*



- An environmental representative asked *‘if you work with local authorities why not work with food banks? That gets you in direct contact with the people that are really struggling financially.’*
- An energy/utility representative made the point that *‘you can run the risk of chasing your tail if you try to tackle the social indicator mapping bi-annually – that’s a little too frequent. You do need to understand what’s happening however the timeframes are a little off and hence you risk losing the value of the scheme.’*
- A housing/development representative felt that *‘energy efficiency surgeries would be good to get more information out there, it’s part of your smart networking principles too. It interlinks and provides good education to the end user.’*
- An environmental representative queried *‘maybe rewards for people that do manage to reduce their energy consumption could be a good idea? You could run competitions between different communities to reduce energy consumption.’*

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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- There was general consensus that fuel poverty outreach projects were not a good idea.
- A voluntary organisation representative commented that *‘the fuel poverty outreach projects seem to be a niche too far.’*

- A housing/development representative felt that *‘the only benefit I see in that is finding people who wouldn’t be identified through other routes, but I don’t see how it would be more effective than what’s already being done.’*
- The table could not reach consensus on whether social indicator mapping would be a useful area of focus.
- There was general consensus that energy efficiency surgeries were a good idea.
- An elected representative said *‘I would support that. Well, not for you to deliver it yourself but to encourage people who are already doing it.’*
- A housing/development representative agreed that *‘you should facilitate that rather than manage it since it is not necessarily your frontline.’*
- A voluntary organisation representative suggested that *‘something like a joint partnership would be a good idea.’*
- The table was not sure about whether energy efficiency funds should be adopted.
- A business customer representative asked *‘is it really WPD’s responsibility?’*
- A housing/development representative pointed out that *‘you can’t benefit many communities with that.’*

Table 6:

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/development representative felt that partnerships with gas distributors was *‘a great idea.’*
- A technology representative agreed saying *‘yes, it’s more joined up in more ways.’*

- On fuel poverty outreach via food banks a business customer representative queried *‘how much money have you got to spend?’*
- A technology representative believed this to be *‘a bit arbitrary, just going where poor people are.’*
- A local authority representative officer commented on bi-annually refreshing social indicator mapping, *‘twice a year, I think that’s too much.’*
- A business customer representative questioned *‘why are you doing it?’*
- A local authority officer representative pointed out that *‘local authorities have all that data already.’*
- A local authority officer representative felt that energy efficiency surgeries and community projects *‘seem duplicative to me.’*
- An energy/utility representative asked *‘are people interested?’*
- A technology representative felt *‘that’s the wrong way to do it.’*
- A local authority representative officer suggested energy efficiency funds *‘could potentially fund local communities to do the things above.’*
- A technology representative argued that *‘energy efficiency is part of the solution, it’s a good idea, whether that is the best approach to do it I don’t know.’*

## 6.9 Are there any other points you would like to make?

Table 5:

- A business customer representative asked *‘how do you get fuel-poverty data from suppliers?’*

Table 6:

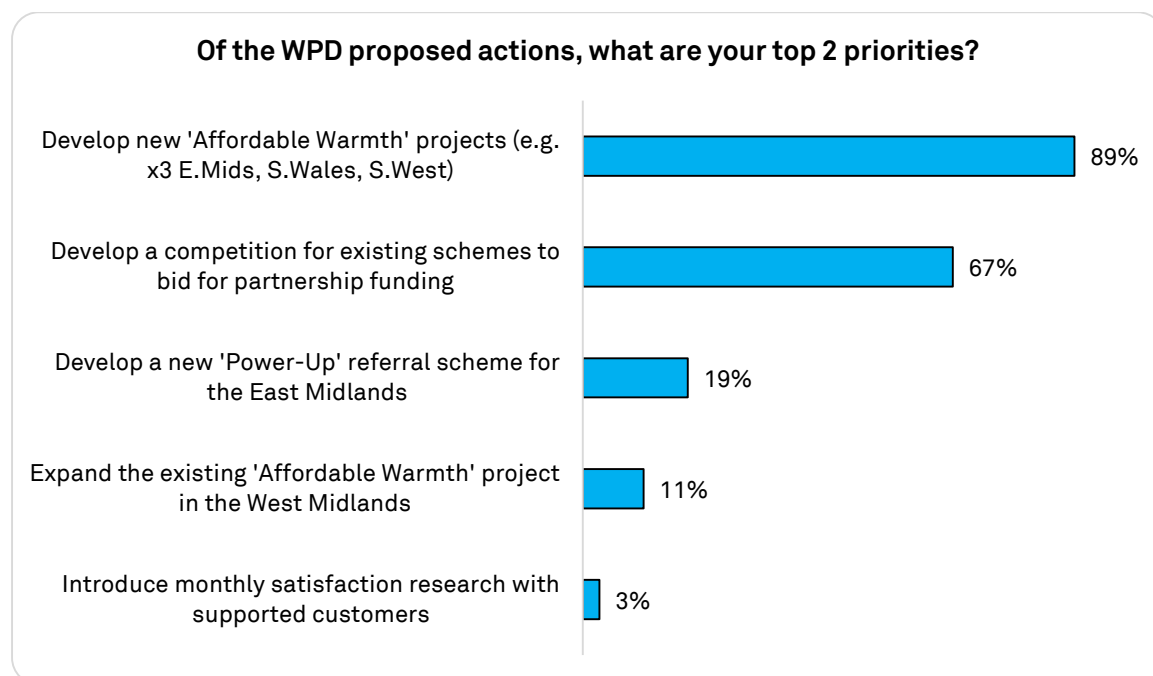
- A local authority officer representative commented *‘the only thing I’d say on the other side is that people living in off-gas areas tend to really struggle as they often need to use electric heaters.’*
- A business customer representative retorted *‘trying to retrofit insulation is not the easiest thing to do.’*
- A business customer representative argued *‘I can’t help but feel this is a political football, you haven’t got huge powers here; this is what you’re told to do. Apparently the Government scrapped a target to abolish fuel poverty, so how committed are they?’*
- A business customer representative agreed saying *‘there was something last week where they were asked to vote for heat or energy conservation and they wouldn’t support it.’*

**“ People living in off-gas areas tend to really struggle as they often need to use electric heaters. ”**

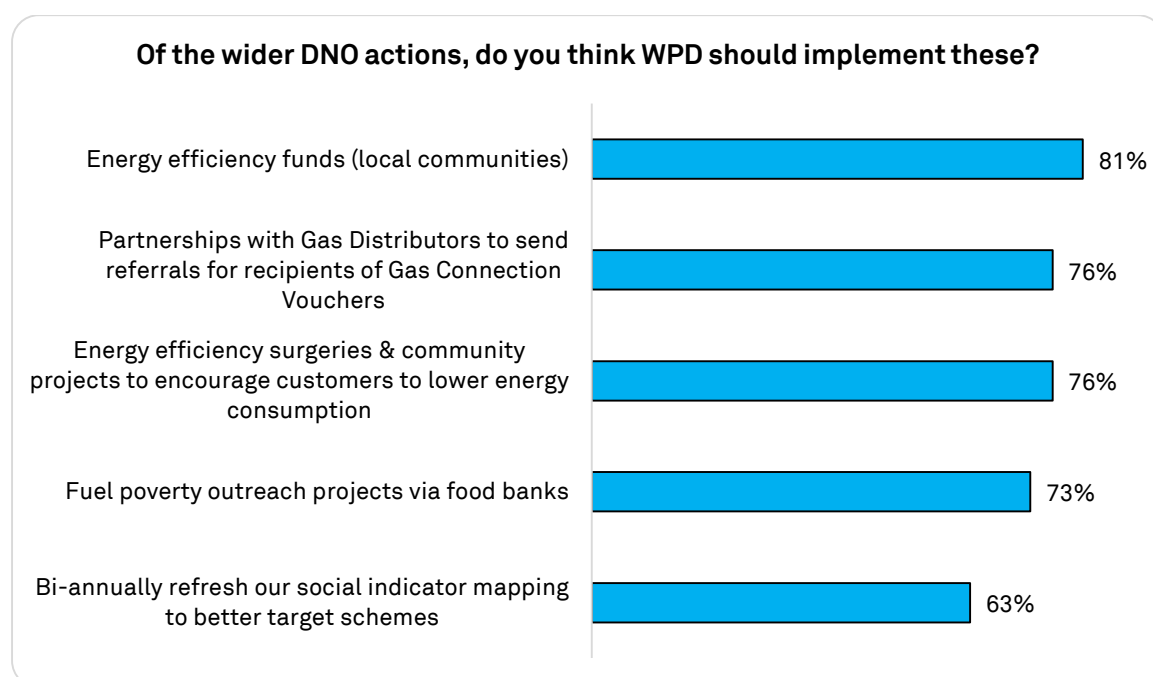
## 6.10 Individual voting results

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:



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:



## 7. Surgeries on specific topics

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.

### 7.1 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:

- The majority of stakeholders had not had experience of applying for a connection.
- It was commented that costing is not always transparent and that timeframes can change.
- It was noted that some developers of solar farms have had offers accepted but are not progressing with them. This causes a block in the system.
- Stakeholders were keen to see information updated regularly on the WPD website.
- It was commented that there is very little capacity in the south west.
- Early engagement is valued in order to explore alternative options.
- WPD was complimented for its professional approach to new connections.
- It was noted that it is hard to plan new connections when there is still uncertainty over Hinckley C. It was recommended that WPD should engage with the NFU on this subject.
- It was asked whether sites granted for one source of energy could be used for something else if not progressed.
- It was commented that there is a 'grey area' on what has been accepted and what has not.
- It was stated that DG Forecasting should be WPD's biggest priority.
- The point was made that managing constraints and queues is vitally important, as is visibility.

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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>

## 7.2 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.

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

Key points stakeholders raised were:-

- It was right to include ‘health and wellbeing’ interventions as one of the capabilities required by referral projects.

### *Voting form*

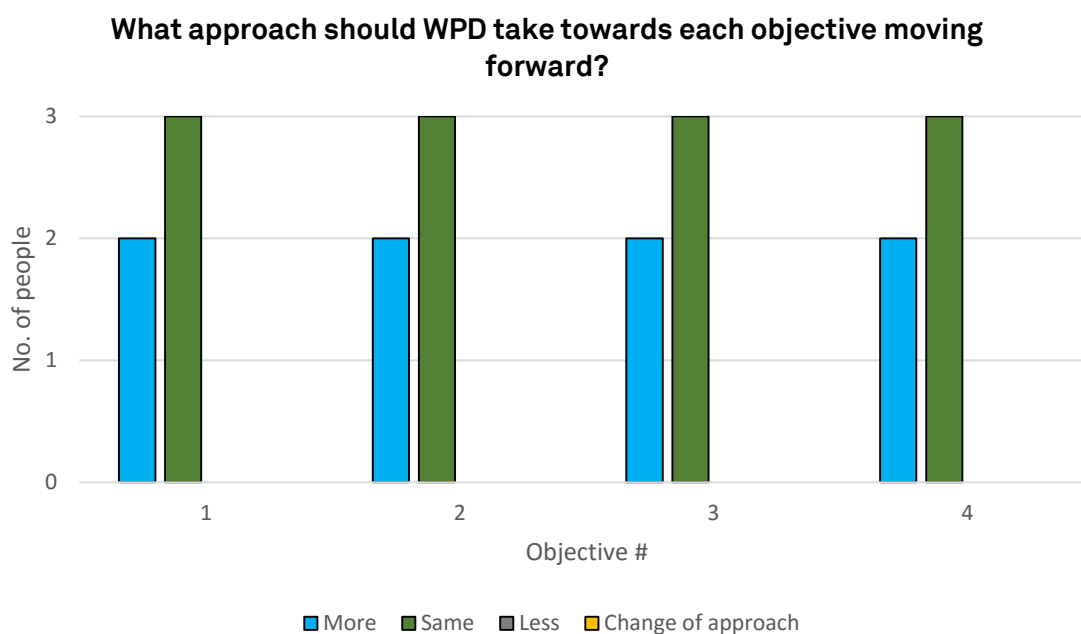
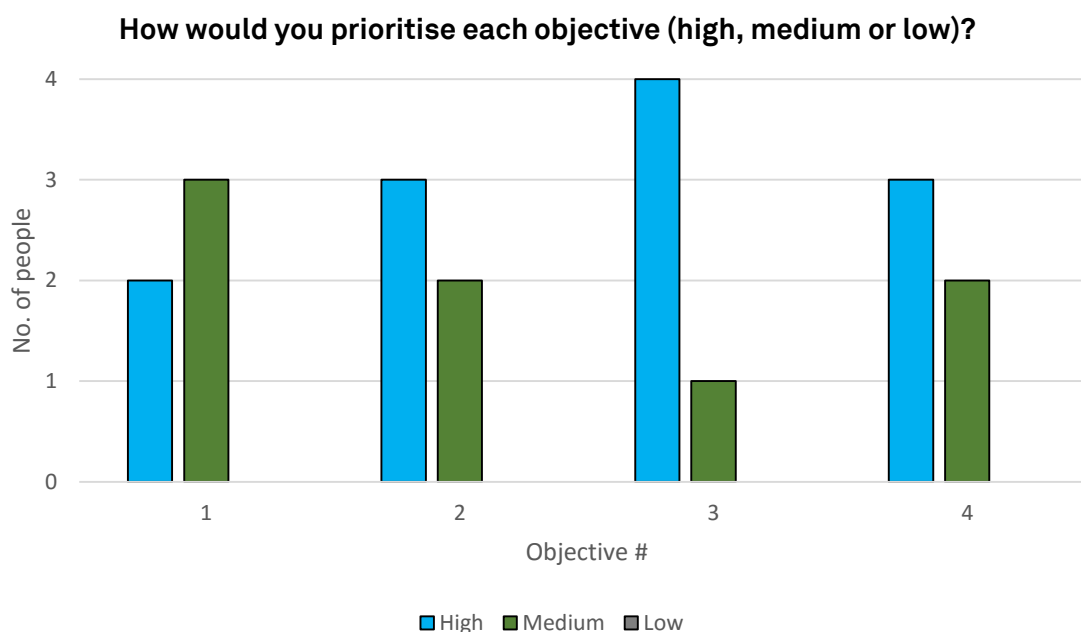
The table below summarises the voting results for the objectives of the fuel poverty referral schemes. The average scores are set out below and the highest averages are in bold.

Objective #	Objective	Priority average	Future actions average
1	Expand referral project capabilities to include interventions relating to ‘Health & Wellbeing’	2.40	<b>2.40</b>
2	Renew and expand existing ‘Power Up’ fuel poverty schemes (with Citizens Advice, Energy Savings Trust & Centre for Sustainable Energy)	2.60	<b>2.40</b>
3	Set up a 4th ‘Power Up’ fuel poverty scheme in East Midlands (ensure one per licence)	<b>2.80</b>	<b>2.40</b>
4	Trial ‘Affordable Warmth’ fuel poverty projects with local authorities and other existing schemes (incl. receiving referrals onto WPD’s PSR)	2.60	<b>2.40</b>

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



Detailed scores are in the below tables:



Additional comments on the voting forms included:

- Co-ordinate with local health services. (In relation to objective 1)
- Always keep an eye on your core business when doing this work. (In relation to objective 2)

## PSR referral networks

Key points stakeholders raised were:-

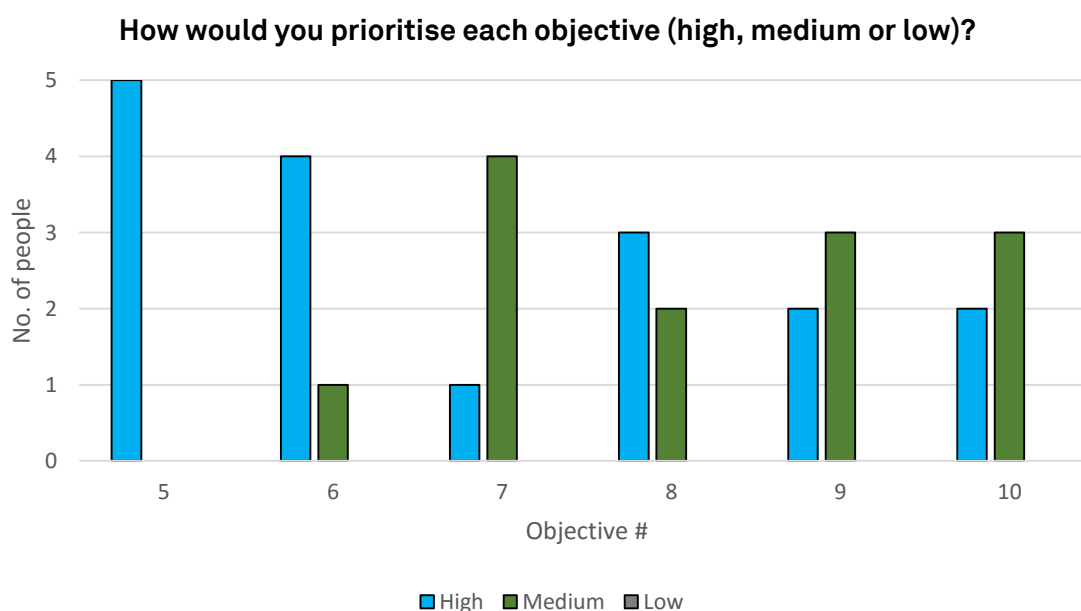
- Whether WPD is being careful that it is using the right phrase to ask people if they are happy for their data to be shared in an emergency.
- That WPD should engage with core NHS Trusts because they are sending people home who are both temporarily vulnerable and vulnerable in the long term.
- That WPD should provide referral information to MPs in their network area as they hold surgeries with customers.

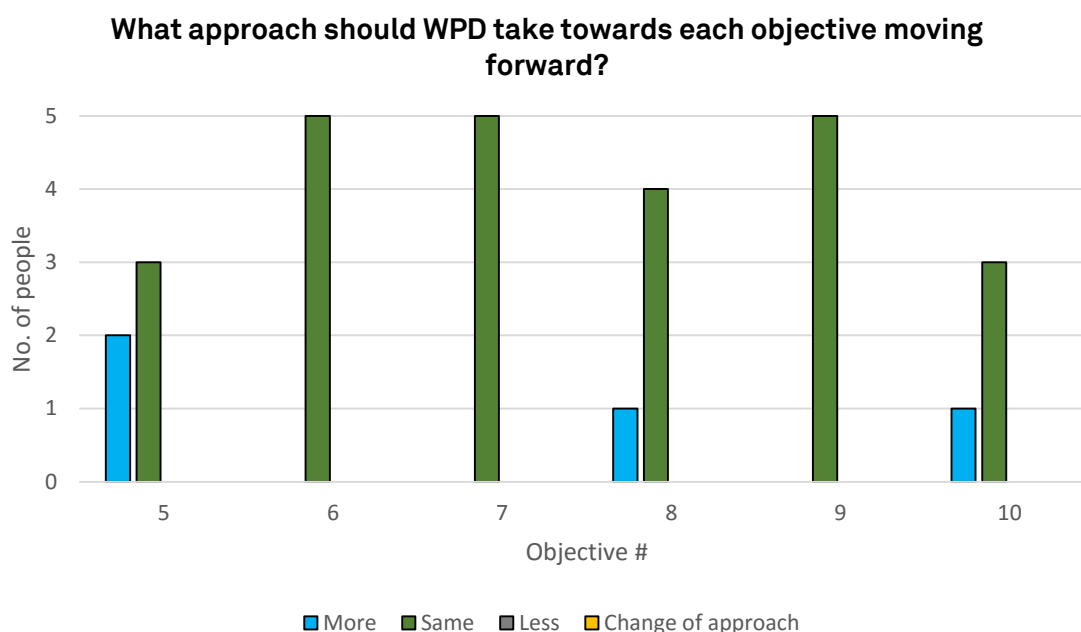
### *Voting forms*

The table below summarises the voting results for the objectives for PSR referral networks. The average scores are set out below and the highest averages are in bold.

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))	<b>3.00</b>	<b>2.40</b>
6	Develop links between key relevant services – e.g. Fire Service home fire safety checks	2.80	2.00
7	Count and report the number of customers we have informed consent from to share data	2.20	2.00
8	Expand WPD's PSR data cleansing teams to ensure contact with c.500,000 PSR customers annually	2.60	2.20
9	Lead industry changes to PSR (e.g. common needs codes, 2-way data flows between suppliers & DNOs)	2.40	2.00
10	Initiate PSR data sharing trials with other industry members (e.g. suppliers, gas networks, water)	2.40	2.25

Detailed scores are in the below tables:





### Establish area-wide 'Affordable Warmth' services that expand existing pilots

Key points stakeholders raised were:

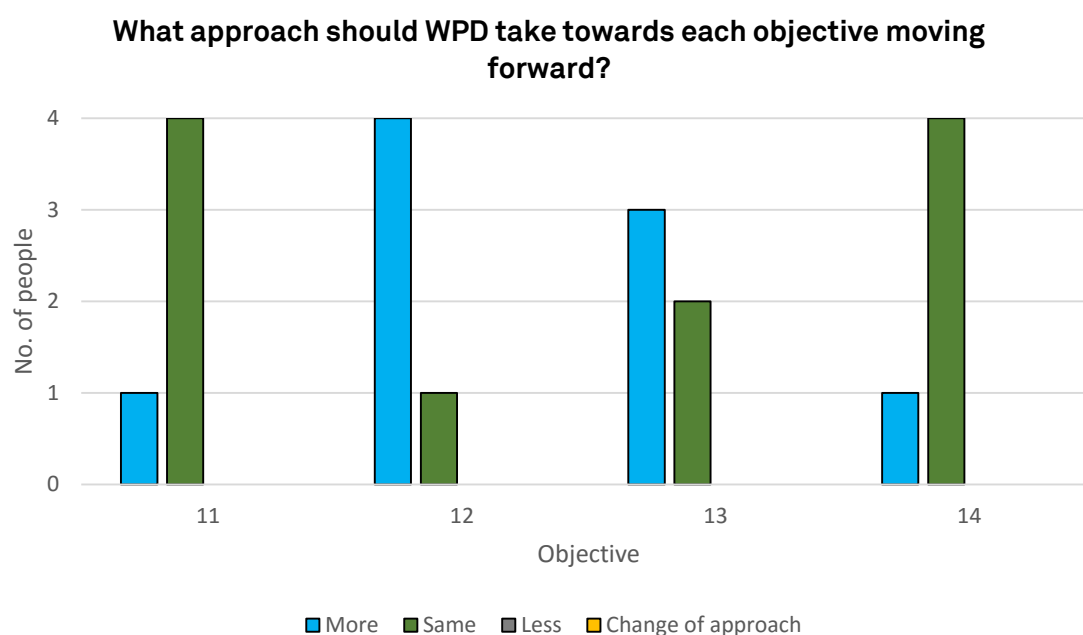
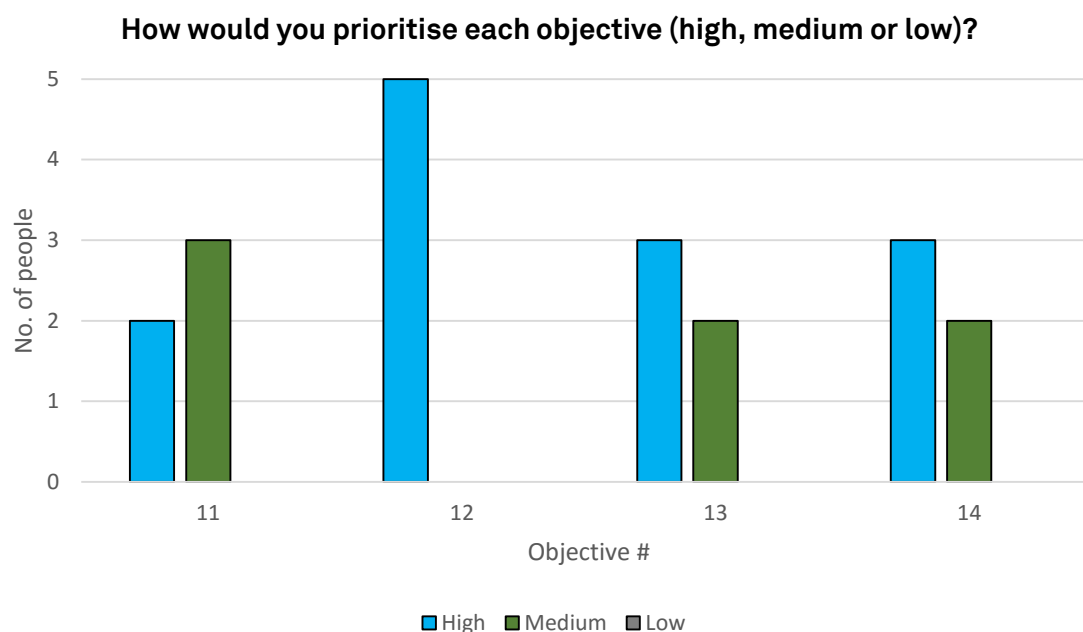
- That the installation of devices in vulnerable / fuel poor households was a good idea and that it was right to pilot this first, with 500 homes being a good number.

### *Voting forms*

The table below summarises the voting results for the objectives of the Affordable Warmth services. The average scores are set out below and the highest averages are in bold.

Objective #	Objective	Priority average	Future actions average
11	Expand the existing 'Affordable Warmth' project in West Midlands	2.40	2.20
12	Develop new 'Affordable Warmth' projects (e.g. x3 E.Mids, S.Wales, S.West)	<b>3.00</b>	<b>2.80</b>
13	Develop a competition for existing schemes to bid for partnership funding	2.60	2.60
14	Install devices to automatically notify WPD of power cuts in potentially vulnerable/fuel poor households, in areas of above average power cut levels	2.60	2.20

Detailed scores are in the below tables:



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

Key points raised by stakeholders were:

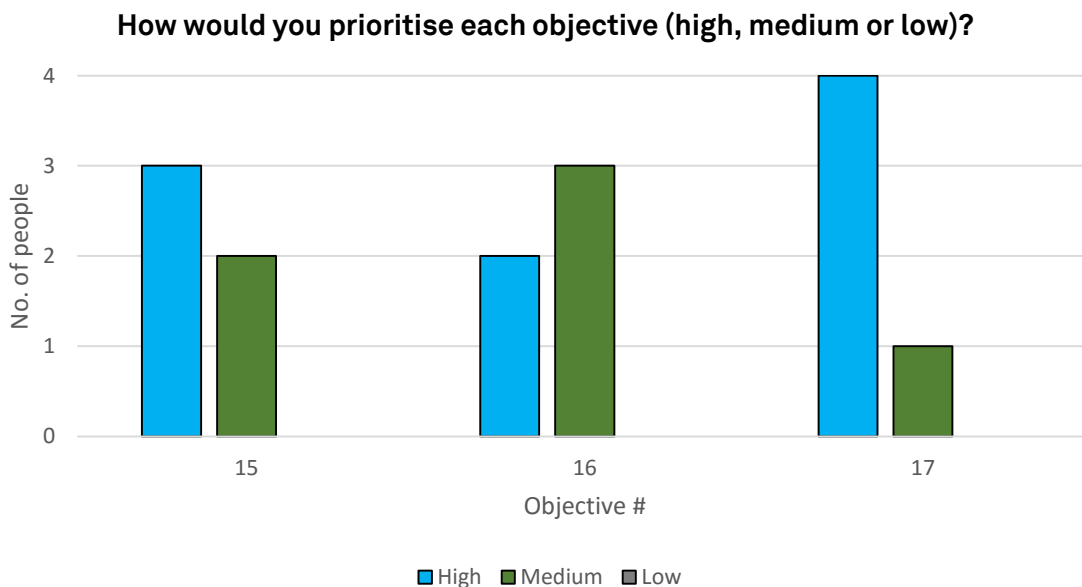
- That the three goals for staff seemed about right, although a one button call back was probably a better approach.

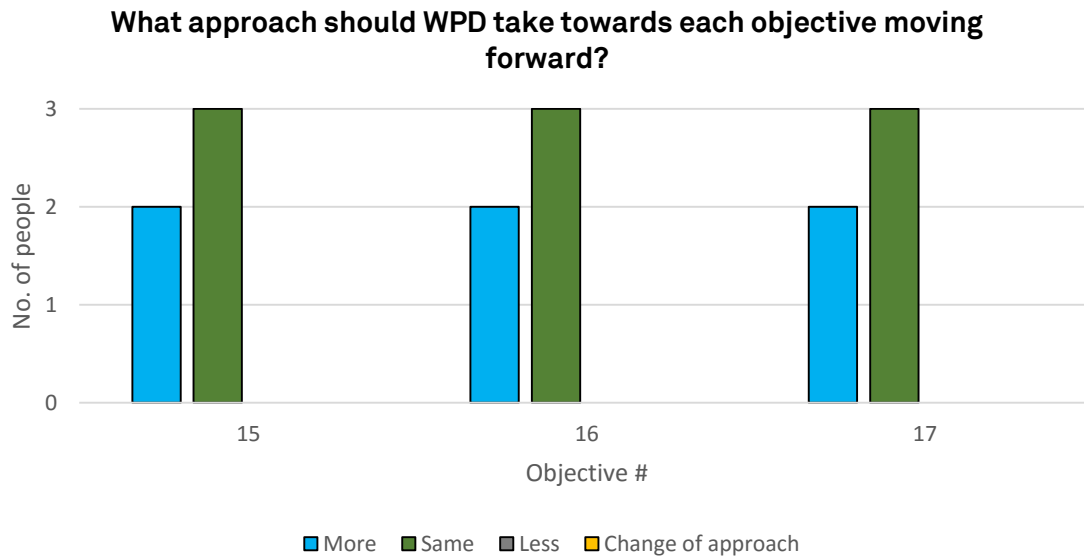
## Voting forms

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>	2.60	<b>2.40</b>
16	Monitor 12 hour faults impacting vulnerable customers specifically	2.40	<b>2.40</b>
17	Introduce a WPD standard to ensure no vulnerable customer is off supply >12 hours (in normal weather)	<b>2.80</b>	<b>2.40</b>

Detailed scores are in the below tables:





### 7.3 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:

- Whether WPD would find themselves in competition with other suppliers when it came to demand side response. It was clarified that WPD were in discussions with National Grid and tariff suppliers, but that it was important that the public know what demand supply is.
- That WPD are forbidden from owning and offering storage, and any change from DECC was unlikely. A stakeholder felt it made sense for change to happen as long as it doesn't cost other operators.
- Whether hydroelectric was being considered in any of the regional or sub-regional 'scenarios' that WPD are developing. It was confirmed that the main focus was on battery storage.

Other points discussed included:

- Whether fibre was going to be deployed along the telecommunications network. WPD were encouraged to look at utilising all modern technology.

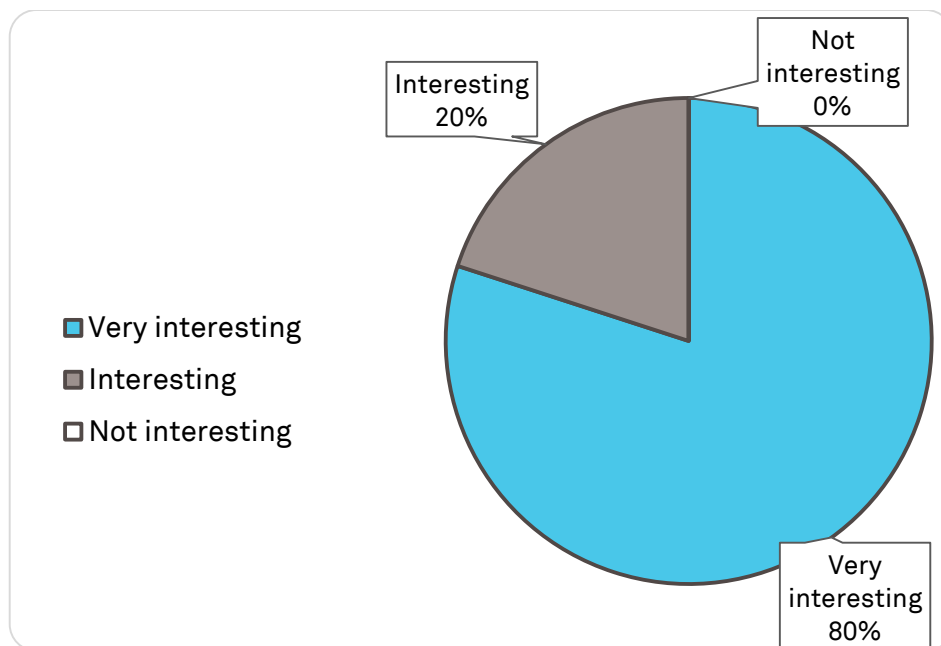
<sup>4</sup> <http://www.westernpower.co.uk/docs/About-us/Stakeholder-information/January-2016-Workshops/Stakeholder-Workshop-January-2016-The-Role-of-a-DS.aspx>



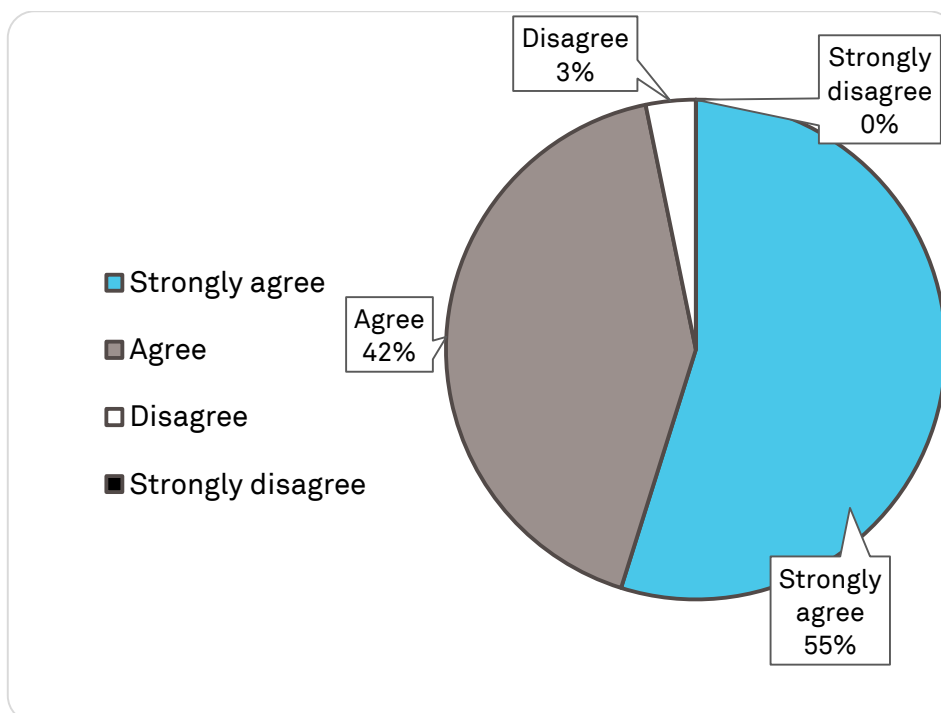
## 8. Written feedback

Of the 42 attendees who attended the workshop, 31 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?



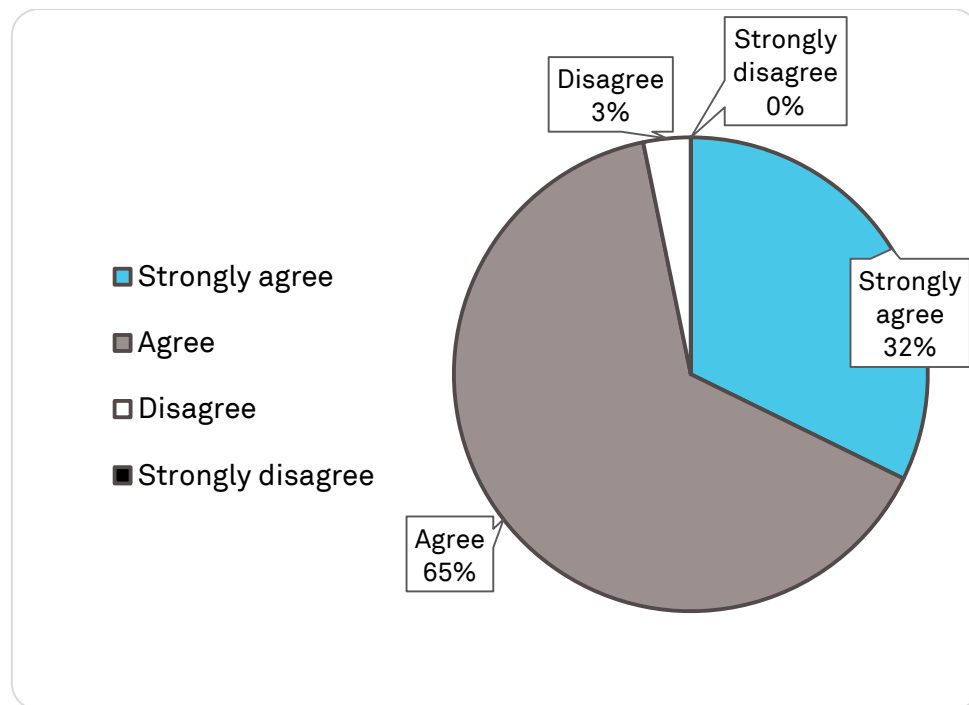
### Q2. Did you feel that you had the opportunity to make your points and ask questions?



Stakeholder made the following comments:

- *'A good open opportunity to discuss, with excellent support from WPD attendees.'*
- *'My table was well facilitated.'*
- *'Voting was a little rushed, too little time to digest choices.'*

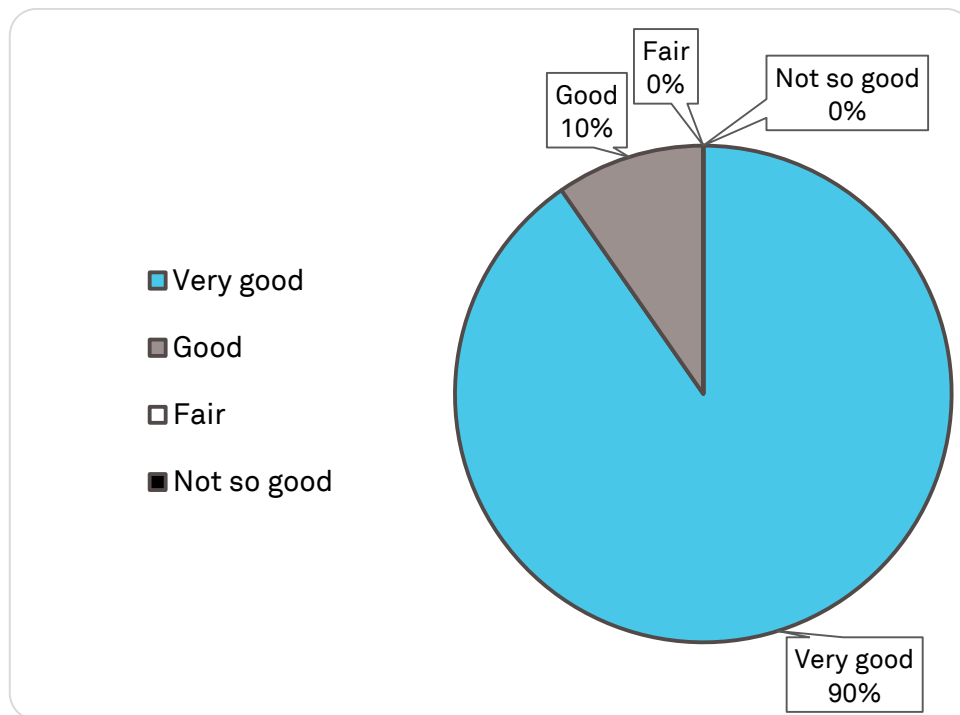
**Q3. Did we cover the right topics for you on the day?**



Stakeholder made the following comments:

- *'The range and relationship of subjects was well thought out, easy to follow and gave a useful view.'*
- *'A bit too much time was spent on the fuel poverty item. I don't feel this is really a distribution company's problem.'*

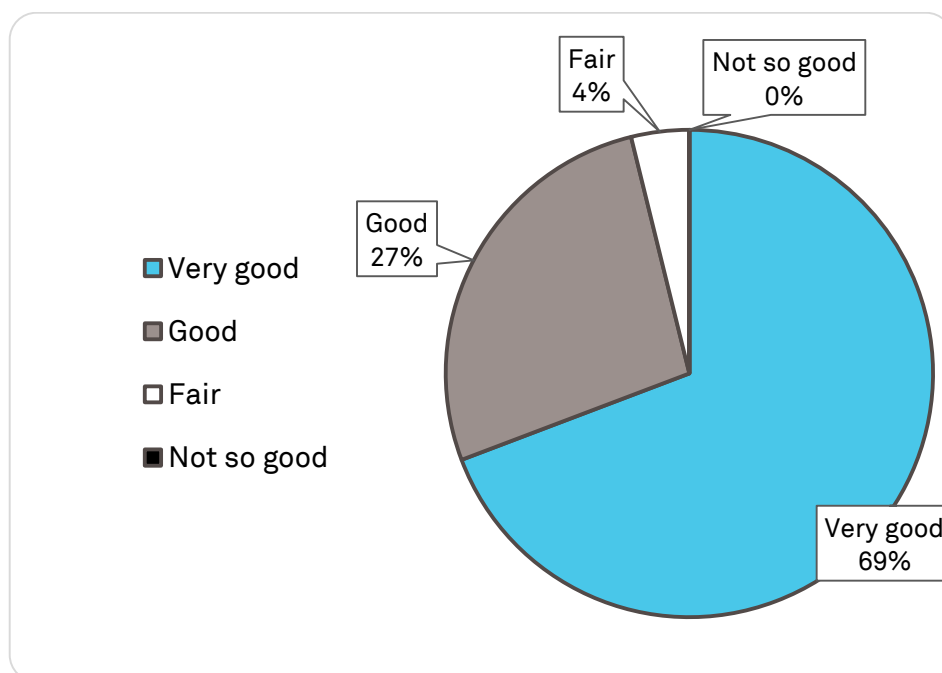
**Q4. What did you think of the way the workshop had been facilitated?**



Stakeholder comments included:

- *'The format was good, and the electronic voting system was a good way to conclude the pulse of the room.'*
- *'Good interaction.'*
- *'It was a bit time constrained.'*

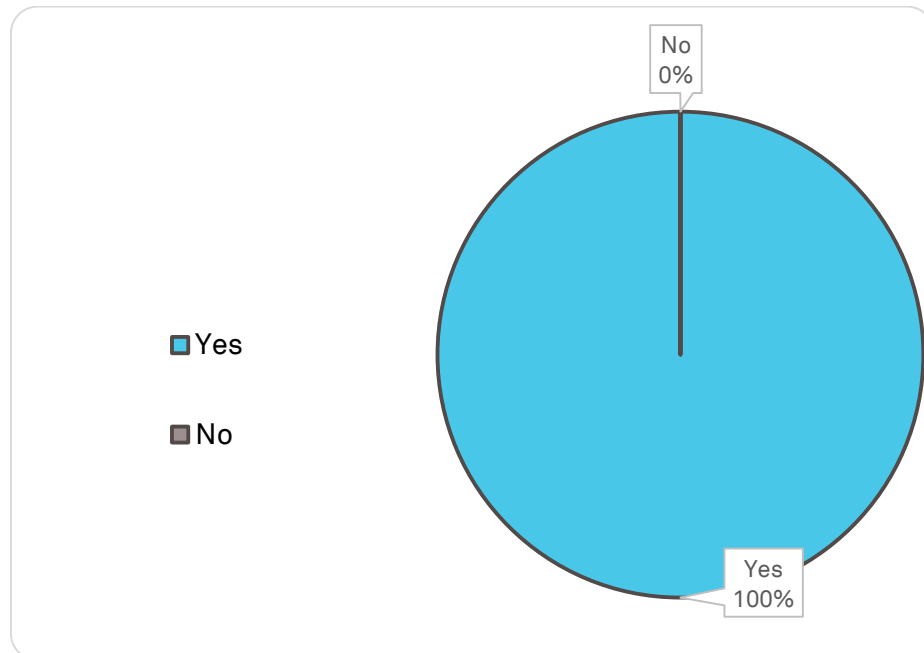
**Q5. What did you think of the venue?**



Stakeholder comments included:

- *'The venue was easy to get to.'*

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



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

Stakeholder comments included:

- *'I liked the voting system.'*
- *'Time was tight on some of the later votes. I'm not sure we necessarily understood what we were voting on. More discussion around the table would have helped.'*