



WPD Customer Collaboration Panel

Zoom meeting

Thursday 3 September 2020

Instructions to join the meeting by Zoom

- **Download the Zoom app** from the app store and open the App when you're ready on 3rd September
- Join meeting by entering the Zoom ID number we **issue the day before the meeting**
- Select that you would like to connect using audio or video and **select 'JOIN'**
- Pre meeting: members join meeting at 9.40 (not open to WPD, Daksha to lead discussion and collate any CCP questions for the full meeting)
- 10am – WPD to join the meeting
- All participants other than the presenter to use 'mute' while presentations are underway, and unmute should you wish to ask questions (welcome throughout)
- You can view the meeting content (slides) simultaneously



Agenda

- 09.40 Closed member session – optional for all members
- 10.00 Welcome and introductions
- 10.05 WPD Director's update
Alison Sleightholm (Resources and External Affairs Director)
- 10.45 COMFORT BREAK
- 10.55 RIIO ED2 Business Plan Outputs: customer service and customer vulnerability
Richard Allcock (Stakeholder Engagement Manager)
- 11.25 Social Obligations project update & next steps
Karen McCalman (Social Obligations Officer)
- 11.40 AOB and CLOSE

(Performance slides included for info in slide pack)



Attending

Customer Collaboration Panel members

Daksha Piparia	Piparia Consulting (Chair)
Mari Arthur	Afallen Cymru
William Baker	Citizens Advice
Helen Ewing	Severn Trent Water
Eddie Proffitt	Major Energy User's Council
Bob Radford	Kirklington Parish Council
Nicola Roberts	South West Water
Alex Spreadbury	B&Q

Western Power Distribution:

Alison Sleightholm	Resources and External Affairs Director
Richard Allcock	Stakeholder Engagement Manager
Karen McCalman	Social Obligations Officer
Nicki Johnson	Stakeholder Engagement Officer



Directors' Update

Alison Sleightholm

Resources and External Affairs Director

PPL Announcement

- On August 10 2020 PPL Corporation announced that it was initiating a formal process to sell WPD
- The announcement followed a strategic review by PPL's Board of directors, resulting in a decision to position PPL as a purely US focussed utility holding Company
- The intention is to announce a transaction in the first half of 2021 and PPL have stated that there will be no further updates until any agreement is signed



WPD's COVID-19 Response

WPD response centred around three pillars:

- Staff
 - Safety at home/work
 - Support
 - Information & advice
- Customers
 - Information & advice available 24/7
 - Essential works only up to 10 May – full works now being risk assessed and undertaken
 - Storm Ellen/Francis response BAU
 - Supplier support scheme
- Community
 - £750k “In This Together Community Matters Fund” supporting over 500,000 customers
 - Support for PSR partners



In This Together – Community Matters

Fund overview

- £750,000 made available to local good causes, supporting communities affected by the coronavirus pandemic
 - **Phase 1 - £500,000 awarded**
 - Launched early April
 - Charities, community groups and charities invited to apply for up to £10k funding. 586 applications received in three weeks
 - All applications reviewed by WPD and members of WPD's CCP
 - 300 organisations funded, directly benefitting 400,000+ people
 - **Phase 2 - £250,000 awarded**
 - Launched in June
 - MPs invited to nominate local support services - £1,500 per constituency
 - 92 MPs nominated 135 organisations
 - Remaining funds awarded to some of the organisations that missed out on funding in Phase 1



WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales

**POWER CUT?
CALL 105**

'In This Together - Community Matters Fund'

Our £750k fund has supported local charities, community groups and councils to deliver vital services and support to communities affected by coronavirus.

500,000+
People benefiting from funding

463
Organisations funded

www.westernpower.co.uk



Ofgem Update



Ofgem published the Sector Specific Methodology & Business Plan Guidance for ED2 in July 2020.

Sector Specific Methodology Consultation

- Provides a range of minded-to scenarios which are subject to consultation
- Follows the same approach as Gas and Transmission
- Is heavily focussed on DSO activities
- Recommends a number of re-openers within the price control period
- Will lead to the publication of the Sector Specific Methodology Determination in December 2020

Business Plan Guidance for ED2

- Requires WPD to produce a range of Strategies
 - Vulnerability, Major Connections, Asset Resilience, Workforce Resilience, Environmental Action Plan, DSO & Digitalisation Strategy to name a few
- Provided details the Business Plan Incentive



Key Internal Milestones - RIIO ED2 Business Plan

Dec 2020	First Detailed Draft ED2 Business Plan published
Jan/Feb 2021	Consultation
March 2021	Second Detailed Draft ED2 Business Plan published
April/May 2021	Consultation
June 2021	Business Plan submission to Ofgem Challenge Group
Nov 2021	Final Business Plan submission to Ofgem



Stakeholder round-up

Here are just some of the useful documents we have produced and published recently. (Links can be circulated with minutes if useful):

- EV Strategy Summary
- EV Guide for Drivers
- Heat Pump Strategy & Heat Pump Strategy Summary
- Connecting Heat Pumps Guide
- ENA electricity Innovation Strategy
- Losses Strategy Summary
- Consultation reports from our Distribution Future Energy Scenarios 2020 stakeholder engagement webinars
- WPD respect charter launched
- Distribution Networks and Innovation Jargon Buster
- Superfast electricity consultation (Engagement Hub)

NEW

- Innovation Strategy
- EV Strategy
- Getting Electric Vehicles Moving
- EV Charging and Engagement for Local Authorities
- Losses Strategy
- Annual reports and financial statements
- Connecting Community Energy Guide for 2020
- 'Capacity Allocation and Reservation' revised guidance and webinar (10/09/20) invite

UP-
DATED



RIIO ED2 Business Plan Outputs: customer service and customer vulnerability – panel input

Richard Allcock, Stakeholder Engagement Manager

Business Plan engagement process

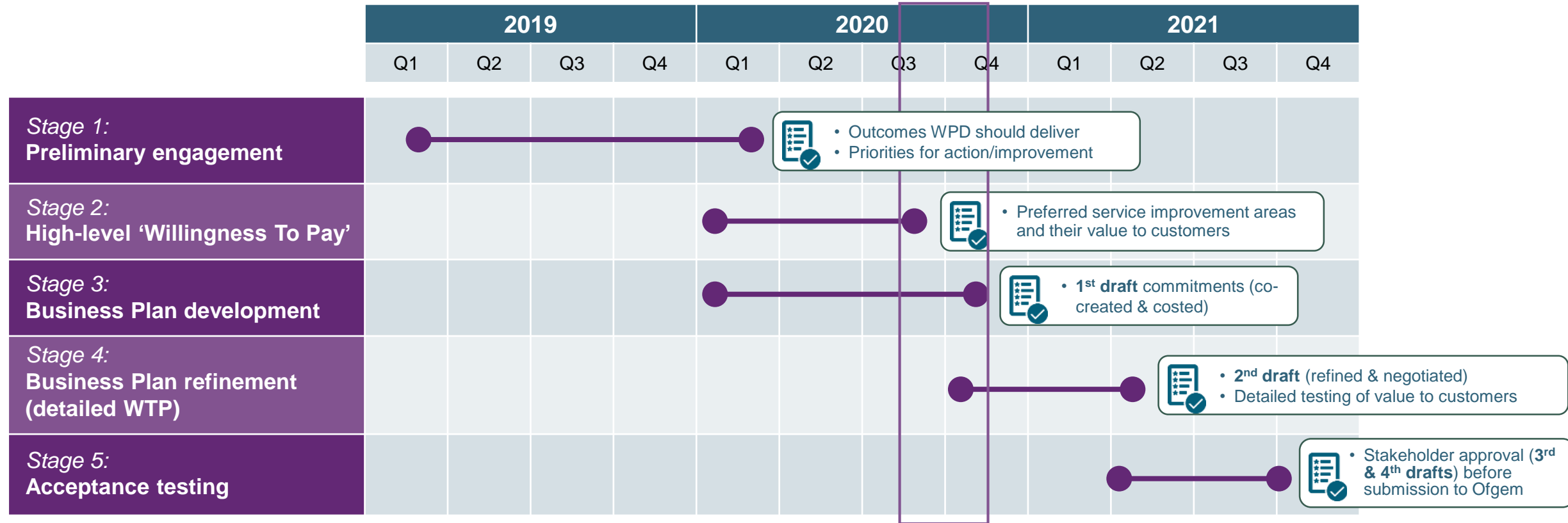
Update on engagement and Business Plan outputs for customer service and customer vulnerability

- Engagement timetable
- Business Plan engagement process update
- Synthesis of feedback
- Review and feedback on draft Business Plan outputs for customer service and vulnerability

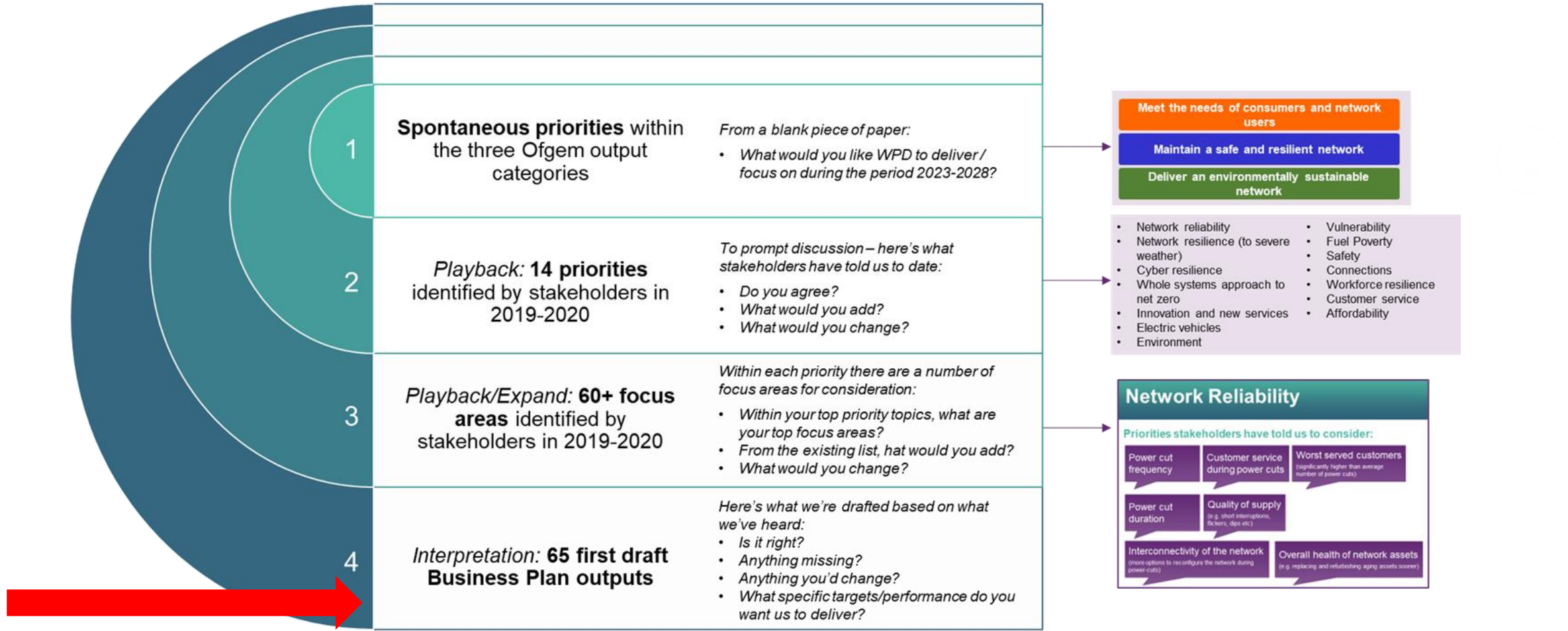


Our engagement timetable

We will build our plan with stakeholders, from scratch, via 5 stages



Business Plan engagement process



Synthesis of feedback

Stakeholder feedback synthesis report and analysis

- Our second synthesis report summarises and details the feedback obtained from the Business Plan development phase of our engagement starting with the our roadshows in Feb/Mar and other activities up to the end of July
- The report produced by SIA Partners draws from nineteen WPD engagement activity sources, covering 1090 stakeholders and a total of 3,362 pieces of feedback captured within our engagement database
- The feedback in the report has been analysed against WPD's draft Business Plan commitments to asses from two aspects:
 - 1) strength and weight of feedback supporting proposed commitments
 - 2) aspects of feedback not captured in the proposed commitments
- The analysis is being used to update and refine outputs and identify where further engagement is required



Draft Business Plan Outputs – panel input

Customer service and customer vulnerability

- Our 64 draft Business Plan outputs have been produced by from the review and refinement of over 800 draft commitments captured at our stakeholder roadshows
- Analysis of the synthesis report has provided further strengthening of the ‘golden thread’ between Business Plan outputs and stakeholder feedback
- It has also highlighted some elements where we need further feedback
- We are keen for the CCP to input into these elements to provide feedback on these draft outputs to help us to further refine and strengthen them
- Today we want to focus on the outputs and feedback for **Customer Service** and **Customer Vulnerability**



Draft Business Plan Outputs – panel input

Customer service

Output Category	Output No.	Output
Meeting the needs of our consumers and network users	1.1	Maintain an average customer satisfaction of 9/10 (90%) or higher across all key services areas
	1.3	Achieve full compliance with the Customer Service Excellence Standard every year, undergoing rigorous external assessment and benchmarking every year to evaluate our performance
	1.4	Answer calls within an average of two seconds and maintain an abandoned call rate of less than 1%, within our UK-based, in-region Contact Centres



Draft Business Plan Outputs – panel input

Customer service

Output Category	Output No.	Output
Meeting the needs of our consumers and network users	1.9	Resolve at least 90% of complaints within one day & resolve 99% of complaints within 31 days
	1.10	Make automatic payments to customers for any GSOP failures, without the need for customers to apply



Draft Business Plan Outputs – panel input

Customer service and customer vulnerability

- Feedback identified in the synthesis feedback which do not have a clear output associated with them:

Service	Publicise information on how power cuts affect customers and what are customers' rights during power cuts
Service	Affordability of plan - particularly for the fuel poor
Service	Education about energy use, and providing information for customers to make energy-related decisions
Vulnerability	Smart Meters - Force vulnerable customers onto smart meters because of the problems around pre-paid and pay-as-you-go meters. Need to help vulnerable customers accept the meters as they are the most likely group to fear smart meters through education and awareness campaigns
Vulnerability	Contingency fund for stakeholders
Vulnerability	Countering loneliness
Vulnerability	Electricity awareness and understanding





Social Obligations Update

Karen McCalman, Social Obligations Officer

Energy Affordability Fund

- Biannual competition working in partnership with CSE
- Third time running the competition
- Objectives:
 - Support organisations to deliver innovative affordable warmth & PSR related services in response to the need to adapt to the circumstances created by the Covid-19 pandemic
 - Respond to new and emerging themes for help and intervention
 - Target areas or groups with particular needs, e.g. off-gas areas, people with related health conditions
 - Develop local approaches, partnerships and projects which ideally can be scaled or replicated in order to benefit the wider licence area
 - Stimulate ideas from potential partners for using WPD's Social Indicator mapping



Energy Affordability Fund

- £90,000 Grant Pot (max grant £20k)
- Closing date for competition was 23rd August 2020
- 18 applications received
- Projects to run for 6 months over Winter 2020/21
- Short-listed to 9 projects
- Customer Collaboration Panel members to help score and allocate final winning applications
- Final decisions to be announced 11th September 2020



centre for
sustainable
energy



Social Obligations Conference

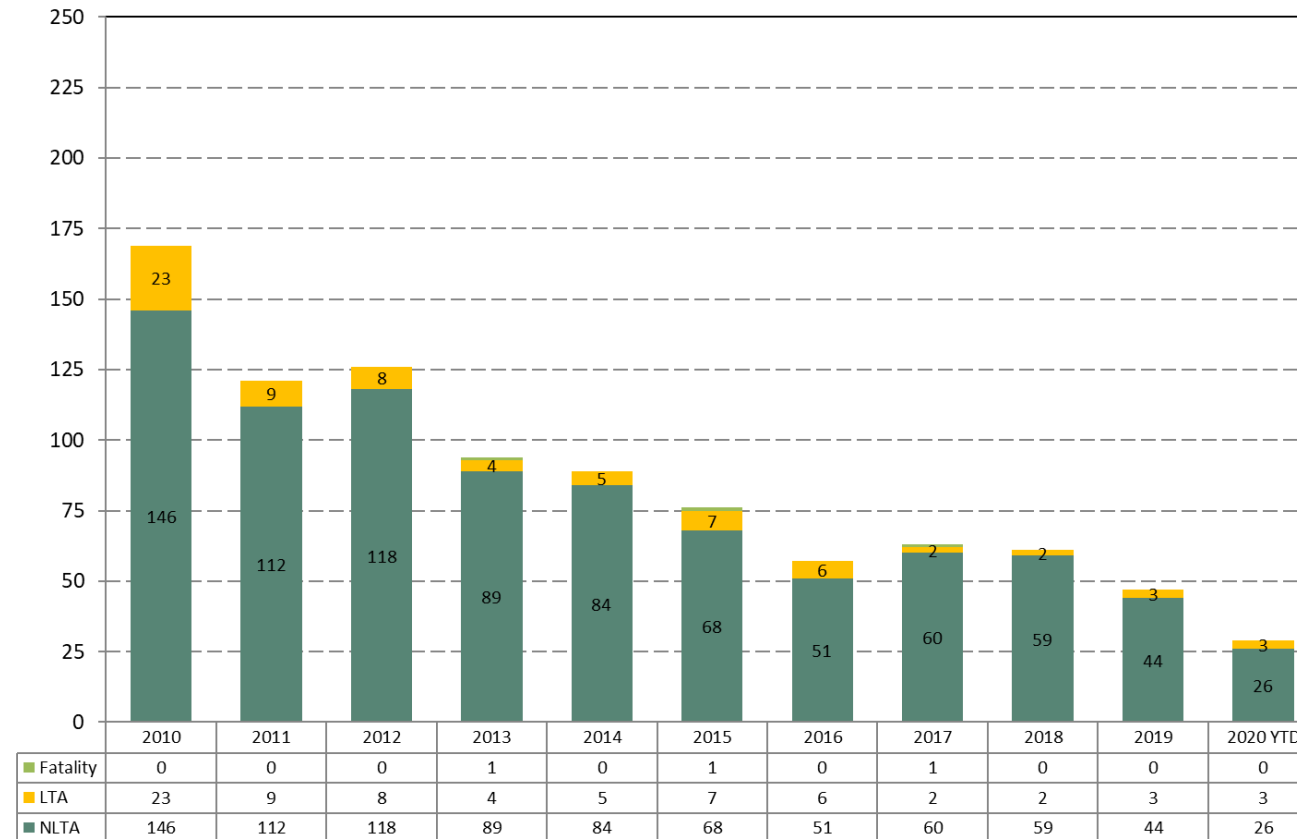
SUPPORTING FUEL POOR AND VULNERABLE CUSTOMERS IN THE TRANSITION TO A ZERO CARBON FUTURE

- We are hosting a virtual Social Obligations Conference on 29th September 2020
- Format to replicate face to face workshops – presentations followed by facilitated table discussions (in break-out ‘rooms’)
- Objectives:
 - Share/consult on WPD’s current programme inc. our Covid19 response
 - Discuss future priorities and our ED2 Business Plan
 - Consult on how to ensure we ‘leave no customers behind in a smart future’
- 75 delegates already registered to attend with waiting list in place



Appendix – YTD performance

Safety incidents



As at end of July 2020

*Loss Time Accident / Non Loss Time Accident



IIS outturn 2019/20

	WPD West Midlands		WPD East Midlands		WPD South Wales		WPD South West	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2020/21	80.9	52.0	50.5	36.4	52.5	33.1	58.1	43.5
IIS Outturn 2020/21	41.2	26.0	31.2	18.6	37.5	22.6	53.8	37.5
% Out Performance	49.0%	50.1%	38.2%	48.8%	28.6%	31.8%	7.40%	13.9%
*Potential reward (£m†)	21.2		20.5		7.1		4.6	

As at 31/07/2020

*Subject to Ofgem audit

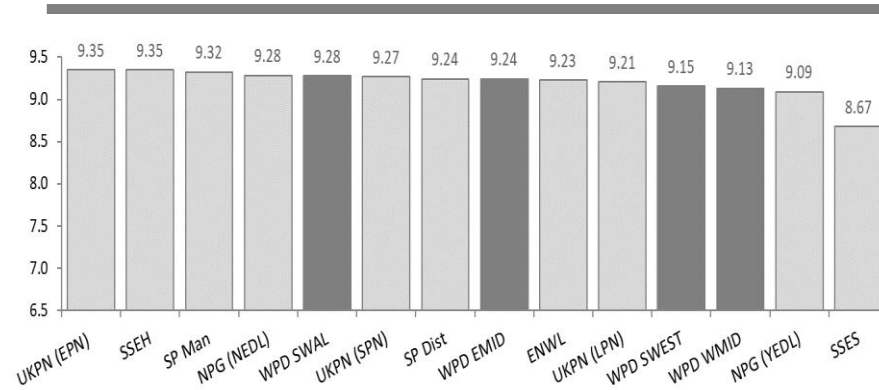
†At 2020/21 prices



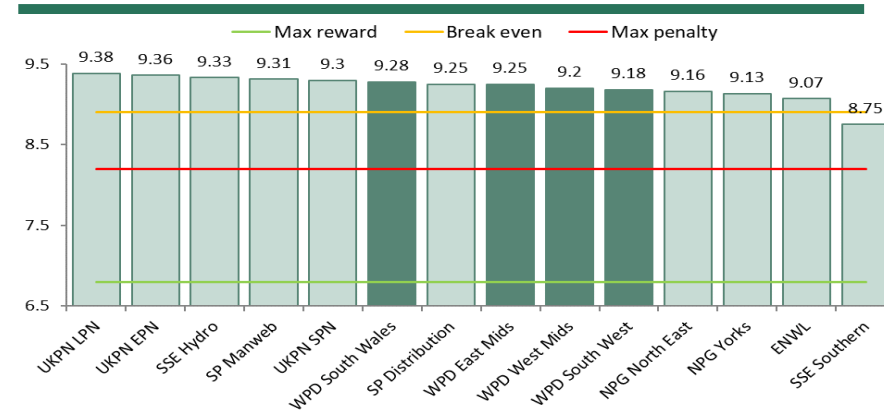
Customer Service Performance

2019/20 regulatory year to date

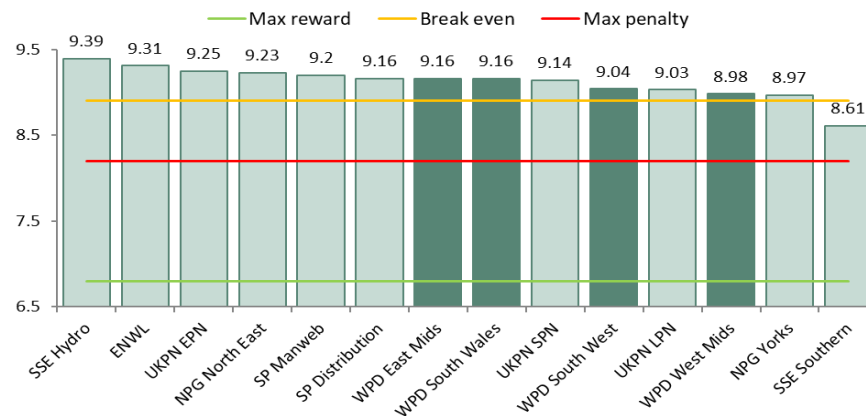
Overall Combined



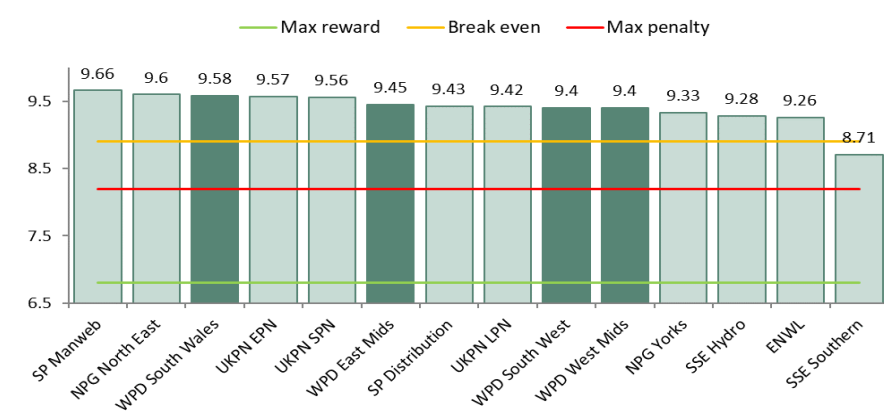
Interruptions



Connections



General Enquiries



Note: Ofgem's incentive only considers individual performance in the 3 categories. An overall score is generated for summary purposes, using Ofgem's weightings of : 30% Interruptions; 50% Connections; 20% General Enquiries

Contact Centre Performance – YTD July 2020

Inbound	Service	Total calls	Average speed of response - Calls 4.88 secs	
	General enquiries	49,859	Average speed of response - Twitter 4 mins 2 secs	
	No supply	259,864	Average speed of response - Webchat 43 secs	
Calls to 105 (included above)		131,318 (50.53%)		
Outbound – Proactive			Total call backs	Total to vulnerable customers
	During fault		24,501	21,037
	When ETR changes (Estimated Time of Restoration)		25,011	7,304
	Post fault		95,937	36,423
	Total		145,449	64,764
Total proactive text messages sent		254,865		
PSR data cleanse			Total contacts	
	Customers attempted to contact		119,171	
	Success rate		68.4%	
	Onward referrals made (e.g. for fuel poverty support)		3,199 (inc 1,518 to fire service)	

