

WPD CUSTOMER COLLABORATION PANEL



Last revised : 14.09.20

Meeting Minutes

Notes by: Nicki Johnson

Date/time	3 September - 10.00-11.40	
Venue	Zoom meeting	
Attendees	<p>DPI - Daksha Piparia, Independent consultant (Chair) MA - Mari Arthur, Afallen Cymru WB - William Baker, Citizens Advice SG - Sean Gauton RL - Ron Loveland, Welsh Assembly MN - Matt Neal, National Energy Foundation EP - Eddie Proffitt, Major Energy User's Council BR - Bob Radford, Kirklington Parish Council NR - Nicola Roberts, South West Water ASp - Alex Spreadbury, B&Q</p>	<p>WPD: AS - Alison Sleightholm RA - Richard Allcock NJ - Nicki Johnson KM - Karen McCalman EP – Ellie Patey</p>

Richard Allcock (RA) introduced the morning.

Strategic Priorities: Emergency resilience - Covid-19, our response

Discussion	<p>AS mentioned to the group that PPL have announced WPD will be sold so they can become a purely US focused business.</p> <p>AS updated the Panel on WPD's response to the current pandemic situation.</p> <p>ASp asked if we have taken measures to set up our office for a return. AS explained we have already risk assessed 28 offices and capacity varies from 30% to 50%. ASp talked about the plans at B&Q.</p> <p>DP asked if WPD have factored in any modelling about energy use now there are so many offices moving to home-working? RA noted that our DFES scenarios are taking account of this and we will be engaging with stakeholders at the upcoming Local Network Investment workshops about how COVID-19 has affected their operations and what we can do for them going forward.</p> <p>AS confirmed that WPD has offered support in the Supplier Support scheme. EP felt the fund did nothing to support companies struggling as suppliers have not passed the saving on to companies. AS explained we did stress to Ofgem that support offered by DNOs was used and passed through in the way that it was intended to.</p>
Actions	<p>1. AS agreed to follow up with Ofgem and share WPD concerns in relation to the supplier support scheme.</p>

Strategic Priorities: Government & Regulation

Discussion	<p>AS updated the group on Ofgem’s Sector Specific Methodology Consultation (which sets out how they will operate the price control framework for DNOs) and Business Plan Guidance for ED2.</p> <p>EP asked about Ofgem removing 55% of the Totex from National Grid ET and if that worried WPD with respect to reliability of supply? AS agreed that cutting their investment plan jeopardises reliability but they have to balance customer bills, meeting net zero and ensuring companies are doing so at a fair rate of return. For us we want to put in a plan, supported by stakeholders, which assures Ofgem that we will deliver original (and new DSO/COVID) actions based on our track record.</p> <p>ASp asked how convoluted would it be if you did need to request additional funds from Ofgem. AS agreed Ofgem would need to be agile in the event that price controls are re-opened.</p> <p>AS gave a short summary of the price control periods and explained the meaning of RIIO-ED1 and RIIO-ED2. AS also gave the Panel an Ofgem update and a round-up of recently published and updated WPD documents.</p> <p>ASp asked if many stakeholders want to talk about charging hubs (rather than home charging). AS said we did learn about requirements through the first round of our engagement. The group discussed connections for charging.</p> <p>EP talked about some EV issues such as customers wanting to plug in all at once and supplier charges, etc. AS explained it is an industry issue to ensure charging is fair and doesn’t favour the first adopters and leave behind those who might be vulnerable. This is being reviewed to address some of that balance by an industry charging review.</p> <p>WB said CAB are reviewing and considering specific sectors but currently Net Zero is not high on the agenda of current clients. DP asked WB for a summary or paper for the panel.</p> <p>SG noted he is conscious that Local Plans from LAs are varied, they have lots of uncertainty and he asked how we approach this. AS noted that over half of the 130 LAs in our patch have strong Net Zero ambitions and some have more advanced plans than others. AS said we factor in plans from LAs to our DFES (scenario plans) – we are aiming for a best view and working with LAs to understand what that means.</p> <p>With respect to Ofgem, AS explained they are currently aiming for one central plan (2050 is a legally binding target) so we need to have a conversation with them about doing things at different rates for different LAs.</p> <p>RL said there is tremendous pressure from Downing Street to use a whole systems approach and using LA planning is the only way forward to provide an evidence base. Welsh Government is pressing Ofgem to take more notice of LA energy planning. RL feels it is important to rely on DFES and LA planning. RL also noted that we must take the consumer with us as we move forward on the Net Zero journey.</p>
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Actions	<p>2. AS talked about the October Smart and Fair event and said members will be invited</p> <p>3. WB agreed see what information he can provide on CAB reviews and will share the link to the website on future energy.</p> <p>4. RL agreed to share further information with the Panel (NOTE – Ron later shared the link on No10/CST work on moving to a whole systems approach to net zero. (also below)</p> <p>https://www.gov.uk/government/publications/achieving-net-zero-carbon-emissions-through-a-whole-systems-approach</p>
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RIIO ED2 Business Plan Outputs – Customer Service and Consumer Vulnerability

Discussion	<p>RA talked to the group about some of the Business Pan outputs WPD is proposing for the ED2 Business Plan. They have been arrived at following stakeholder engagement and CCP members were asked for input into these elements to provide feedback to help us to further refine and strengthen them.</p> <p>DP asked if they are standards we are already delivering and wonder if we should improve on this now. RA agreed this can be discussed with stakeholders in October. NR also agreed it is worth considering if we can save money by answering calls in say, ten seconds instead of two – all things which will be covered at our November events.</p> <p>RL suggested that when we have EVs and heat pumps, etc. key services may change. RA confirmed Ofgem is looking at whether EV/Low carbon customers need specific satisfaction and connections targets. In addition we will have to put a new connections strategy into the Business Plan.</p> <p>WB asked about WPD’s role and the fit with wider national vulnerable customer work around Smart Meters. RA said it is an opportunity we have taken already and in light of ensuring we don’t leave customers behind we will work to ensure vulnerable customers can access smart and flexible services and smart meters is one method of doing this.</p> <p>EP noted storm updates were helpful and said he would also welcome information about network resilience in future and how we are helping vulnerable customers. RA noted these targets are included in the Business Plan outputs.</p>
Actions	<p>5. CCP members to feed any comments in to RA by email by Friday 11 September.</p> <p>6. NJ to ensure members are invited to the November workshops</p>

Social Obligations: Project update and next steps

Discussion	<p>KM updated the group on the Affordability Fund and the Social Obligations workshop.</p>
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WPD Performance Update

Due to the meeting being held by Zoom the performance update was provided in the slides (prior to and after) the meeting but not discussed. Members discussed recent performance at the closed meeting.

2020 meetings - please note amended September venue

Wednesday 16 December - Zoom

2021 meetings – proposed dates, yet to be confirmed

Thursday 18 March 2021

Thursday 24 June 2021

Thursday 23 September 2021

Thursday 16 December 2021