



# WPD Customer Collaboration Panel

Zoom meeting

Wednesday 16 December 2020

# Instructions to join the meeting by Zoom

- **Download the Zoom app** from the app store and open the App when you're ready
- 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 9.30 (not open to WPD, Daksha to lead discussion and collate any CCP questions for the full meeting)
- 10.15am – 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)
- We will share the slides of the meeting throughout



# Customer Collaboration Panel Agenda

16 December 2020

- 09.30 Closed member session – optional for all members
- 10.15 Welcome and introductions
- 10.20 Evolving the CCP and improving its effectiveness  
Daksha Piparia (Chair)
- 11.00 COMFORT BREAK
- 11.15 RIIO-ED2 Business Planning  
Mark Shaw (RIIO-ED2 Business Plan Manager)
- 12.00 Recent Panel outcomes  
Daksha/Nicki
- 12.15 Social Obligations: CCP feedback on workshop outputs (optional surgery)  
Karen McCalman (Social Obligations Officer)
- 12.45 CLOSE

*(Performance slides included for info in slide pack)*



# Attending

## Customer Collaboration Panel members (confirmed)

<b>Daksha Piparia</b>	Piparia Consulting (Chair)
<b>William Baker</b>	Citizens Advice (part)
<b>Jo Giles</b>	Cadent
<b>Richard Hellen</b>	The Schumaker Institute
<b>Tom Pike</b>	The University of Nottingham
<b>Bob Radford</b>	Customer representative
<b>Noni Roberts</b>	British Red Cross
<b>Julie Robinson</b>	Coventry Citizen's Advice
<b>Mike Rowe</b>	Customer representative
<b>Jacob Shell</b>	Coventry Citizen's Advice
<b>Alex Spreadbury</b>	B&Q
<b>Cathy Tibbles</b>	Whitwick Parish Council
<b>Adele White</b>	Customer representative

## Western Power Distribution:

<b>Alison Sleightholm</b>	Resources and External Affairs Director
<b>Richard Allcock</b>	Stakeholder Engagement Manager
<b>Karen McCalman</b>	Social Obligations Officer
<b>Nicki Johnson</b>	Stakeholder Engagement Officer
<b>Ellie Patey</b>	Social Obligations Officer



# Evolving the CCP and improving its effectiveness

Daksha Piparia, Chair

# Questions

- Do we need to revisit the Terms of Reference (ToR) as they were last updated in February 2019?
- Do panel members still feel that we are making a contribution and that WPD are making the best use of our expertise?
- As stakeholders do we have the opportunity to engage with WPD on the topics we are interested in?
- What is our relationship with the Customer Engagement Group?
- Do we have any other issues or concerns we have as a panel members?

# Terms of Reference

- ‘TOR is still mostly fit for purpose. The one aspect I’m not so sure on is the Spotlight Report: The TOR says it’s published on the website yearly with WPD’s plans, but I couldn’t find it and I was looking! A question I’d like to ask is who’s benefit is the report for, as I’m not sure if anyone’s really benefitting.’
- ‘I have read through the TOR document and I believe that the information within is still relevant’
- ‘I think the TOR seems to be okay’

# Contribution and Expertise

- 'I still see my role on the panel as being important'
- 'WPD do appear to appreciate and seek our input'
- 'There must be a panel to talk about how things are actually done, where and when.'
- 'It feels like the decisions have already been made'
- 'Sometime feels we are spoken at and there is no explanation as to how things have turned out'
- 'The Panel now has a role as a rubber stamp, broadcast *and it's* not as two way as it was.'

- ‘I think there is scope for us to suggest more topics for the agenda – in the past I’ve asked for topics and they go straight into the next agenda! We have a good cross-section of speakers from the company – Long may it last.’
- ‘The flip side is we do have a part to play – turning up and contributing. On the whole we achieve this well.’
- ‘This year has for obvious reasons proven difficult for the panel to operate and meet as in previous years however I am certain that it still has an important role to play in the future and WPD should continue to encourage its development’
- ‘How often does the group set new actions, when are they refreshed? Do actions align with the business plan commitments for connections and social obligations’

# Customer Engagement Group (CEG)

- Things have definitely changed since the CEG
- ‘*We need to Clarify the link between CEG and CCP*’
- ‘*There is less sense of working with the CEG.*’
- ‘WPD, in getting feedback from a cross-section of people at the ‘coal face’ of electricity use. This has not changed even though the CEG now exists, as their focus is more strategic’
- ‘I think there possibly is an opportunity for a stronger relationship with the CEG’
- ‘The one thing I had been wary of when the changes happened as CEG was set up was the new name for the Panel. I feel having Collaboration in our name implies that we might not be as impartial as we endeavour to be’

# Recommendations

- Revisit the TOR and develop an implementation plan
- Review the chair's role and responsibilities
- Formalise the relationship with the CEG
- Revisit panel name
- Track actions, recommendations and issues
- Consider an independent secretariat

# RIO-ED2 Business Plan

Mark Shaw, RIO-ED2 Business Plan Manager

# What is a Price Control?

- **Ofgem:** Regulates how much revenue we can earn and what we must deliver
- **Price controls:** Set by Ofgem to determine how much we can spend and what customers will receive as a result
- **Business Plan:** Setting out, in detail, our commitments to stakeholders, performance targets and planned investment and expenditure



**“RIIO-ED2”:**  
Revenue = Incentives + Innovation + Outputs  
(Electricity Distribution 2)

# RIO ED2 Business Plan

## Key Focus:



ED2 covers the period 2023 to 2028  
Final Business Plan to be Submitted by December 2021

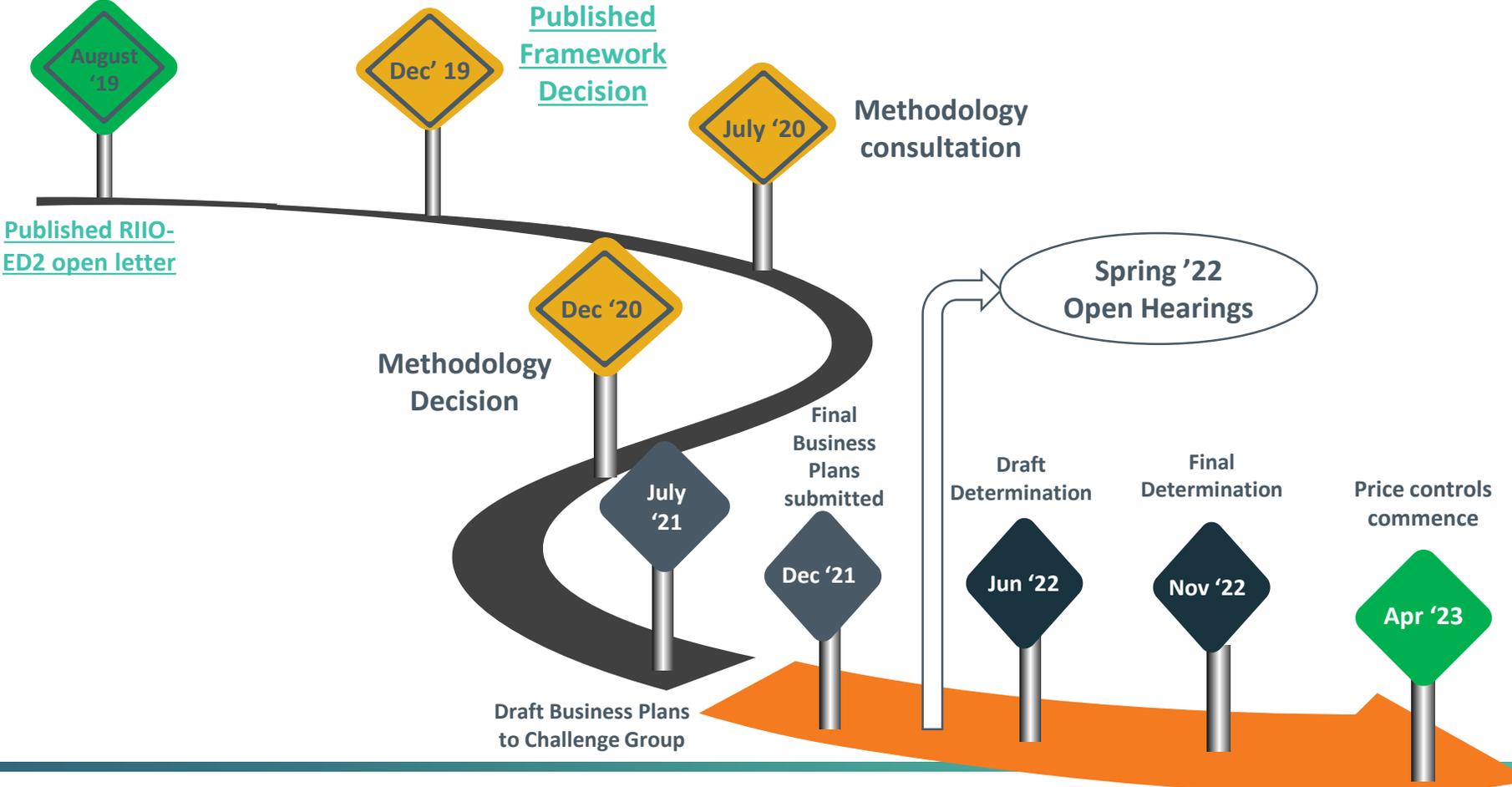


Engagement throughout the development of the Plan  
Stakeholder Engagement, Customer Engagement Group and Ofgem's Challenge Group

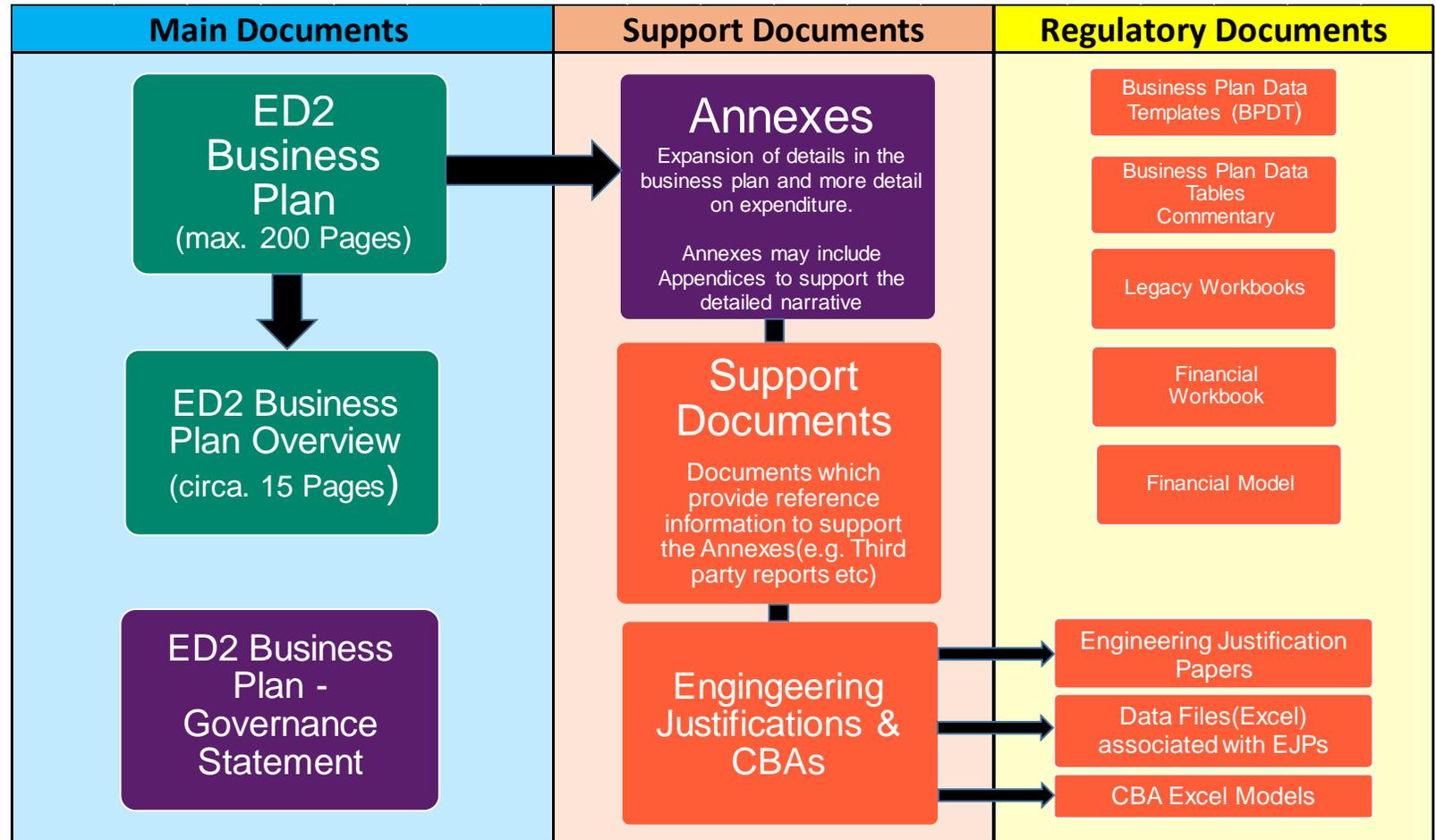


ED2 Business Plan must be Ambitious, Challenging, Credible, Deliverable and most importantly the outputs need to be evidenced through Stakeholder Engagement

# OFGEM's Timeline for RIIO-ED2

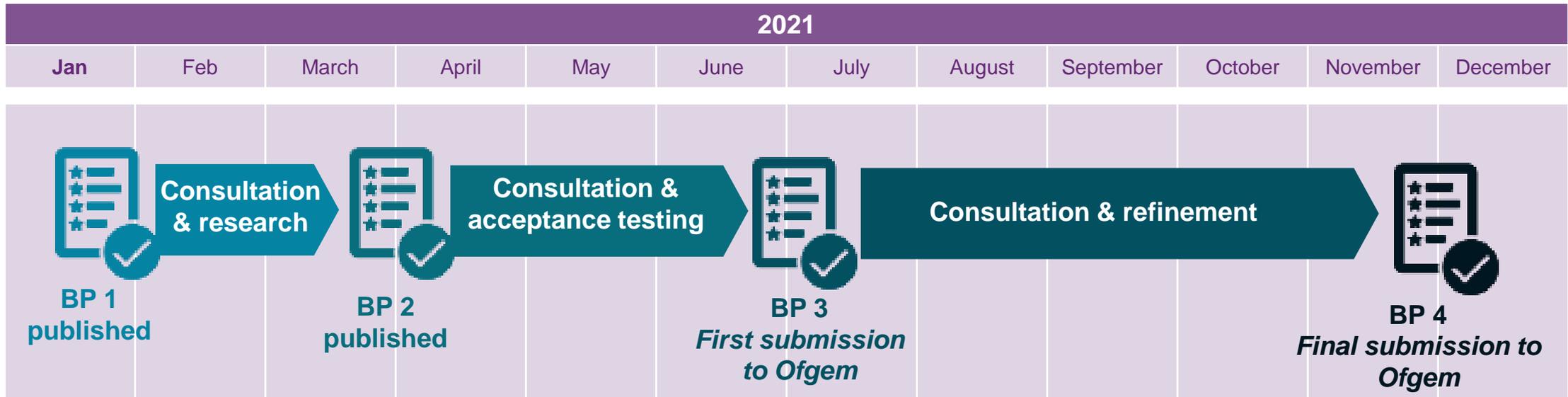


# Business Plan Full Structure

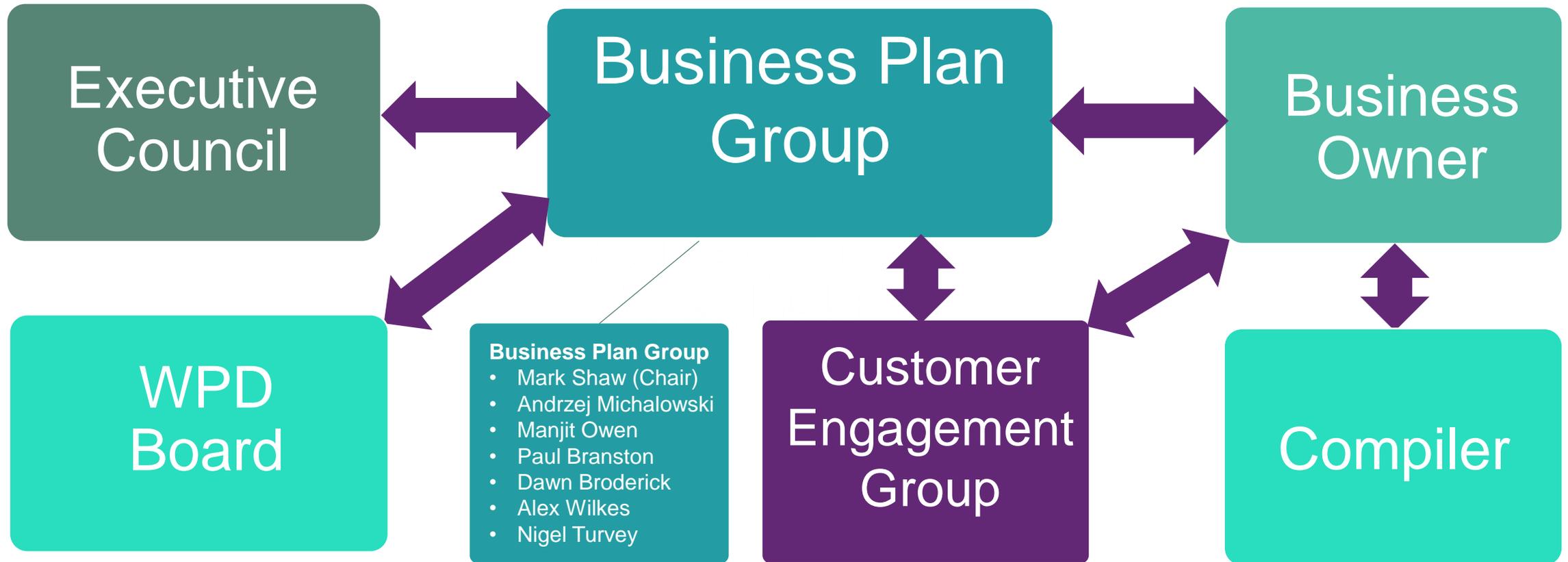


# Delivering the RII0-ED2 Business Plan

- Our Business Plan Process commenced in 2017
- First DNO to establish a Customer Engagement Group
- We started with blank piece of paper and have engaged with over 3,000 stakeholders
- We will publish two versions of our Business Plan prior to submission to OFGEM



# RIIO ED2 Business Plan Delivery Structure



# WPD's Customer Engagement Group (CEG)

A challenge body to scrutinise the process by which our Business Plan is prepared

- WPD was the first DNO to form its CEG
- Independent Chair (Duncan McCombie, CEO of YES Energy Solutions – a fuel poverty company)
- Independent Secretariat
- 14 members



# Stakeholder Engagement

Over 3,000 stakeholders have helped to co-create our Business Plan to date

- 'Golden thread' back to stakeholders for every output being proposed

## Co-creation stage



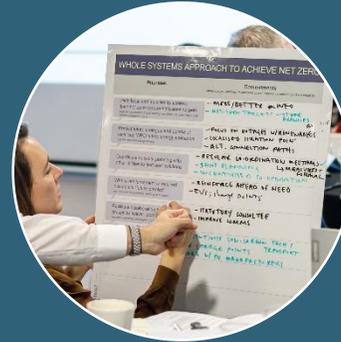
### Blank sheet

- Sharing essential context and baseline performance only



### Priorities

- 2,058 stakeholders
- 14 key priorities
- Via 15 unique engagement events: workshops, surveys, research events, online panels, focus groups and conferences



### Commitments

- >1,000 stakeholders
- Over 800 commitment suggestions
- Via workshops, vulnerability conferences, local network investment surgeries, bilaterals



### Narrative Creation

- Business Owners reviewed the commitments
- Prepared their section of the Business Plan
- Created Outputs



# OFGEM's Main Output Categories for ED2

## Meet the needs of consumers and network users

WPD must deliver a high quality and reliable service to all network users and consumers, including those that are in vulnerable situations

## Maintain a safe and resilient network

WPD must deliver a safe and resilient network that is efficient and responsive to change

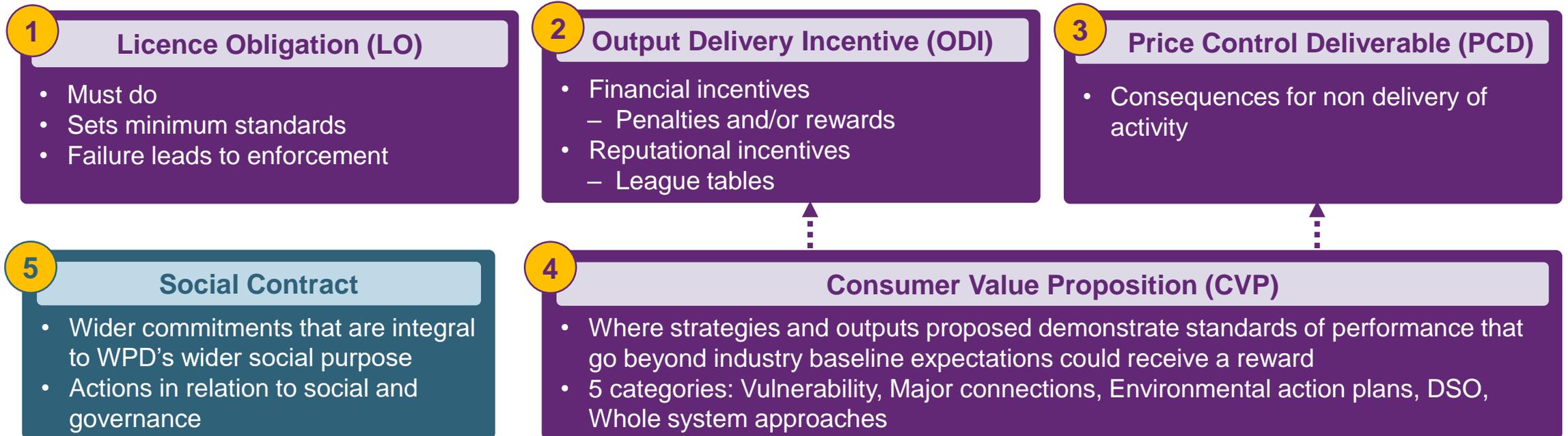
## Deliver an environmentally sustainable network

WPD must manage the impact of their activities on the environment and enable the transition towards a smart, flexible, low cost and low carbon energy system for all consumers and network users

Outputs generated from the commitments raised by our stakeholders

# Output Types

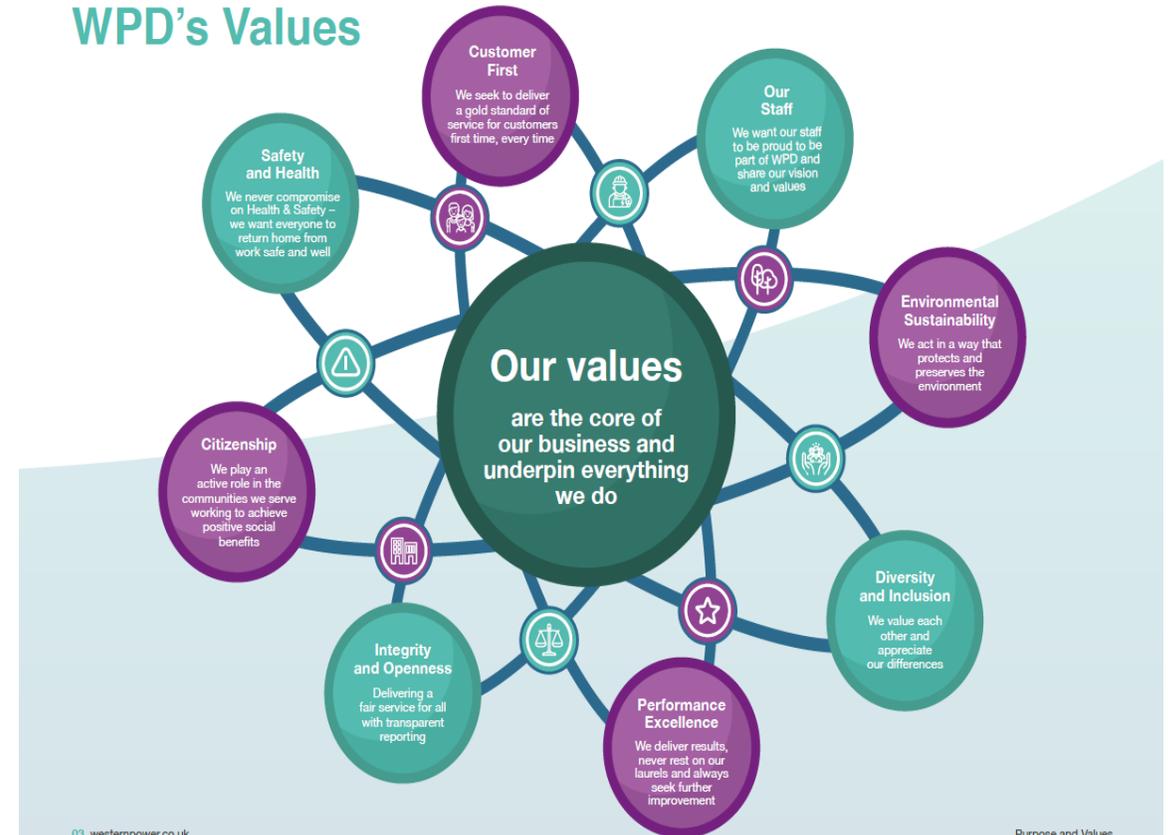
- The Outputs will be classified as an output type
- These will clearly signpost this within the Business Plan drafts we publish in 2021



# What Does a Successful Business Plan Look Like?

1. Co-created with our Stakeholders and supported by them.
2. Our Plan – “prepared with our Stakeholders for delivery by us.”
3. Aligned with WPD’s Values.
4. Affordable for all of our customers.
5. Sustainable and enable Net Zero by 2050.

## WPD’s Values



[westernpower.co.uk](http://westernpower.co.uk)



# Questions

# Recent Panel Outcomes

Daksha Piparia  
Chair

# Business Plan Commitments reporting

- In June 2019 the CCP gave us valuable feedback on what our Business Plan Commitments summary report should look like
- The CCP compared our reports with other published DNO reports and suggested:
  - We don't need a one page summary as well as summary report
  - We could put links to our website and infographics into the summary document
  - The Plain English Campaign assessment was not required and instead the Panel could undertake a readability test prior to publishing
- This year's summary document (still supported by a full document for stakeholders who want more detail) was drafted at the end of September 2020 and can be found at:  
[yourpowerfuture.westernpower.co.uk/business-plan-commitments-report-2020](https://yourpowerfuture.westernpower.co.uk/business-plan-commitments-report-2020)
- **Thank you to the subgroup** (Daksha, Sean and Matt) who reviewed the document



# Business Plan Commitments reporting

Sub-group suggestion	WPD action
Issues with the font - Quick test on different devices needed and some text missing on one output	<b>Designer corrected this</b>
There's no early explanation of RIIO ED1 so unfamiliar readers need to navigate to the glossary. Short/high-level explanation with reference to Ofgem in the introduction on page 3 and/or a subtitle on the front page?	<b>Explanations of RIIO ED1 and the purpose of this report added to p2 the CEO statement</b>
Page 8 has a lot of abbreviations, perhaps spell some out or include reference to the glossary	<b>Added link to the glossary and broken down the first instance of technical abbreviations</b>
Not enough difference between a small blue tick and a large blue tick, perhaps a different symbol or colour for 'on track' would make this clearer	<b>Changed symbols for 'annual output achieved' and 'output on track' to make it clearer</b>
It would be useful to know how much WPD spends on Social Obligations and can we include a case study to bring the social obligations work to life?	<b>No time to add financial data but we did add a case study</b>

*Overall the report was clear, well laid out and easy to read*

*We thought the 'who we are' page was really good*

Green – suggestion incorporated  
Red – unable to amend



# In this Together

- The ITT fund was recently increased with the addition of the new Festive Fund
- Inviting applications from charities, community groups and Local Authorities during the pandemic to allow them to help the most vulnerable
  - e.g. with food, clothing parcels and gifts for children
- CCP members came together once again to form an administering sub-group
- **Huge thanks** to Daksha, Pauline, Sean and Jacob for reviewing the criteria/scoring process then assessing an impressive 584 of the 1,040 applications received



# In this Together

- This led to the full £250,000 being allocated to 408 organisations and helping 62,750 people
- Examples of funding this time around include:

£200 to Okehampton Coronavirus Support Group to provide free meals to 100 elderly and vulnerable people over Christmas

£750 to Podsmead Community Association for winter clothing packages and Christmas treats. Estimated to help 100 people

£750 to Pembrokeshire Action to Combat Hardship (PATCH) to provide gifts and food parcels for struggling families

£750 to Broxtowe Community Group in Nottingham, to give a selection box and book tokens to 125 children on the food bank register



# Coming up...

- Our partners have asked if we can provide stickers for customers to save to retain useful information
- Current thinking is that we design and print TWO different stickers
  1. For customers who might want to join the PSR – promoting its benefits and containing joining info
  2. For customers already registered (e.g. through partners) with power cut advice and the direct dial number for registered customers
- How do you envisage they could be used and by who (stuck on meters, medical equipment, etc.)
- We would welcome your input on content and layout decisions
- Ideally 3-4 volunteers we can share ideas with and progress to the next stage of design
- Thank you!

# Social Obligations Update

Karen McCalman, Social Obligations Officer

# 2020 Social Obligations Workshop

- On 29 September 2020, 57 stakeholders representing 48 different organisations attended this year's (online) Social Obligations workshop
- **The purpose of the workshop was to inform stakeholders about the company's activities in relation to the support provided to customers in vulnerable situations and in fuel poverty**
- The workshop was split into three sessions. Each included a presentation followed by a round-table discussion
- The discussion sessions allowed WPD to obtain feedback on its activities and to improve joint ways of working
- The following slides summarise the key feedback received and the activity we propose as a result
- **We welcome CCP feedback, support, comments and suggestions before we finalise this Business Plan content**



# 1: Intro & our current programme

- The first presentation provided a brief introduction to WPD's role and outlined the current activities that WPD is delivering as part of its consumer vulnerability strategy. The presentation concluded with a section on WPD's response to Covid-19, including In This Together – its community fund
- The round table discussion was also followed by 'Slido' online voting to provide quantitative feedback

## Summary feedback

- Stakeholders were very positive about WPD's current programme, and those who currently work or partner with us felt that their relationship was good
- Stakeholders supported WPD's four-pronged strategy particularly the inclusion of fuel poverty, given the current economic circumstances
- Stakeholders voted on how they think WPD is currently performing in the area of consumer vulnerability, answering **4.16 out of 5 on average**
- Asked how much further stakeholders would like to see WPD go with regard to consumer vulnerability, they answered **3.66 out of 5 on average**, expressing support for WPD going further

## Questions for discussion:

- Why have you attended today?
- Do you currently work with WPD on their current consumer vulnerability programme and if so how do you think they are doing?
- Does our strategy still seem fit for purpose?

# 1: Intro & our current programme

## Stakeholder insight

### Key feedback from stakeholders:

- Stakeholders thought technologies such as zoom should be something WPD's partners adopt as an efficient way of engaging with customers in vulnerable situations
- It was suggested that WPD should be encouraged to work more closely with councils as well as working with social housing providers who could be a resource to sign eligible customers up to the PSR

### Proposed activity:

- WPD will work with all project partners to establish opportunities to use video calls and meetings where possible to interact with & support customers
- WPD will continue offering councils and social housing providers opportunities to work together on signing customers up to the PSR and referring customers into fuel poverty projects
- WPD will work with partners to be aware and support customers experiencing transient vulnerability especially in light of the pandemic

# 2. Our next business plan

- The presentation gave an overview of RIIO-ED2 and the process to build WPD's Business Plan with stakeholders. We explained the engagement process which led to the creation of the proposed outputs and how we were now seeking help to refine our plans
- Stakeholder feedback was played back to attendees along with each corresponding draft BP output proposed in a 'we heard - so we have proposed' format
- In the discussion sessions stakeholders were first asked whether we had interpreted their feedback correctly and whether their priorities had changed, particularly due to the pandemic

## Summary feedback

Stakeholders were very positive about WPD's proposed business plan outputs and broadly agreed with the priorities but felt the Covid19 pandemic had impacted these priorities. In particular affordability had risen in importance due to the economic recession facing the country and the importance of increasing PSR registrations at a time of increasing vulnerabilities.

### Questions for discussion:

- Do you still agree with the proposed consumer vulnerability priorities suggested last year?
- In terms of the eight draft outputs, have we interpreted stakeholder feedback correctly and what's missing?
- What are the specific targets, measures and performance levels required?
- With the impact of Covid-19, has there been any change in priorities or emerging issues which will need to be addressed?

# 2. Feedback on Business Plan outputs

## Proposed outputs

1. Proactively contact 1 million Priority Services Register customers each year to provide advice and update their records

2. Achieve a 'one-stop-shop' service for vulnerable customers joining the PSR so they only have to register with WPD once and give consent to be registered automatically with their energy supplier and water company

## Feedback & outcomes

Stakeholders expressed support for this and the level of ambition on average. Stakeholders ranked the output in terms of the level of ambition, it scored an average of **3.23 / 5**, which is 'stay the same'.

► **Maintain output in the ED2 business plan**

There was support for this output, stakeholders felt that involving the whole industry and cross-industry collaboration is important. It scored an average of **4.38 / 5** which is 'go further'.

► **Review output and calibrate in line with stakeholder encouragement to go further**

# 2. Feedback on Business Plan outputs

## Proposed outputs

3. Identify and engage over 30,000 hard-to-reach vulnerable customers each year to join the PSR

4. Work with expert stakeholders including our CCP and referral partners to annually refresh our understanding of vulnerability and co-create an ambitious action plan inc. staff training.

## Feedback & outcomes

There was support for this output, several stakeholders sought to expand the scope to see the provision of holistic support and obtain cross referrals from healthcare providers. **They ranked the output 4.29 out of 5, which is 'do more'.**

- ▶ **Review output and wider commitments to ensure BP includes how WPD will expand partnerships with health care providers and offer holistic support to customers on the PSR**

Stakeholders supported this output, saying ongoing review and improvement is important. Several suggested vulnerabilities that should be included, such as loneliness and digital exclusion. **They ranked the output 3.96/5, 'do a little more'.**

- ▶ **Ensure BP and strategy set out how WPD will work with expert stakeholders to refresh our understanding of vulnerability annually and then expand the holistic support offered via our projects to address emerging vulnerabilities during the ED2 period**

# 2. Feedback on Business Plan outputs

## Proposed outputs

5. Support over 15,000 fuel poor customers to directly save on average £8.25m per year

6. Develop a model to identify the capabilities of vulnerable customers to participate in smart, low carbon future. Use this to maximise participation, remove barriers to entry and encourage collaboration with the wider industry

## Feedback & outcomes

Stakeholders would like this to also be about educating customers so they have a better understanding of their energy bills. They wanted to see more collaboration with others in the industry as well as landlords. **They ranked the output 4.28 out of 5, which is 'do more'**.

- ▶ **Ensure BP and strategy set out how WPD include education on energy usage and bills. Calibrate output in line with stakeholder encouragement to go further**

Stakeholders were keen to know more about this and there was a concern that for customers in vulnerable circumstances they are unlikely to have the capital required to participate in a smart future. **They ranked the output 4.14 out of 5, which is 'do more'**.

- ▶ **Ensure BP fully and clearly explains how the model will be developed and used. Calibrate output in line with stakeholder encouragement to go further**

# 2. Feedback on Business Plan outputs

## Proposed outputs

7. Develop innovation trial to improve the resilience of customers in vulnerable situations, utilising the positive impacts of new technologies such as smart networks and low carbon technologies

8. Provide vulnerable and fuel poor customers with specific support and education in relation to the smart energy transition

## Feedback & outcomes

Stakeholders were supportive of this areas but wanted emphasis on turning trials into business as usual and suggested to review all innovation projects to establish any benefits for vulnerable customers. **They ranked the output 3.96 out of 5, which is 'do a little more'.**

- ▶ **Ensure BP sets out how successful trials will be developed into business as usual role out, and how model in 8. will be used to assess all innovation schemes. Calibrate output in line with stakeholder encouragement to go further.**

Stakeholders were keen to ensure that this would reach those who are digitally excluded and would work with a wide range of partners. **They ranked the output 4.20 out of 5, which is 'do more'.**

- ▶ **Calibrate output in line with stakeholder encouragement to go further. Ensure BP is clear on how WPD will work with a wide range of partners using a variety of methods to ensure all customers have the opportunity for support, include learning from Covid to address digital exclusion**

# 2. Feedback on Business Plan outputs

## Additional areas raised by stakeholders:

- Stakeholders were also asked to consider some additional areas of feedback identified through the 'golden thread' analysis where there were elements which did not have a direct link to any of the high level outputs (although some were covered by wider BP commitments)
- They were asked to consider whether these areas should be raised to higher level outputs

Smart Meters - Encourage vulnerable customers onto smart meters because of problems around pre-paid/pay-as-you-go meters. Help vulnerable customers accept the meters through education and awareness campaigns as they are the most likely group to fear the change

Contingency fund for stakeholders

Countering loneliness

Electricity awareness and understanding

## Feedback & outcomes

Stakeholder feedback was focussed on smart meters with views that they were critical to progress smart technology and not to be left behind. There was also concern that smart meters can cause issues if they are not understood.

- ▶ **Existing WPD support projects include smart meter advice, ensure BP sets out how this forms part of output 8.**

# 3. A smart and fair future

- This workshop began with a presentation from the Centre for Sustainable Energy about exploring social justice in the future energy system. It was then followed by a presentation from WPD on our new call for innovation projects seeking to address the challenge of ensuring no one is left behind in a smart energy future.
- Stakeholders were very supportive of WPD's proposal to use innovation funding to explore initiatives that would ensure that the future is smart and fair. In general, stakeholders were also supportive of the three challenges identified. However there was some concern expressed as to the uptake of the innovation projects as it was felt communities and charities are focused on the significant issues they face today, rather than in the future, particularly in terms of fuel poverty
- WPD presented three 'key challenges' that it was calling for ideas to respond to

## Challenge one:

- How can we improve access to smart solutions for all of our customers?
- Can we develop new solutions to enable the fuel poor to directly benefit from smart technologies and network flexibility opportunities?

## Feedback:

Stakeholders felt smart meters have an important role to play in supporting customers in vulnerable situations, and that this challenge should not just address today's customers but should also look to involve future customers, particularly younger generations.

# 3. A smart and fair future

## Challenge Two:

- Can you help us better understand how the needs of our vulnerable customers will change in the future?
- What new processes or systems do we need to create to be able to continue offering excellent customer service to our vulnerable customers as their needs change?

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## Challenge Three:

- Can we create novel ways of supporting our vulnerable customers through the transition to Net Zero and how can community groups play a role in that?

## Next steps

- WPD will use the feedback to help assess the current call for ideas.
- Additionally for future call for project idea's WPD will use the feedback to specifically address these points including: working with local authorities; ideas that specifically focus on properties; use of PV and Batteries
- Consider further refinement of BP vulnerability outputs and wider commitment to ensure these areas are addressed

## Feedback:

Some suggestions for this area included the opportunity to support vulnerable customers by using battery storage to help those that are worst served by the electricity network or saving money for fuel poor customers by installing solar PV on social housing. It was also suggested that smart meters need to be better promoted among those customers.

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## Feedback:

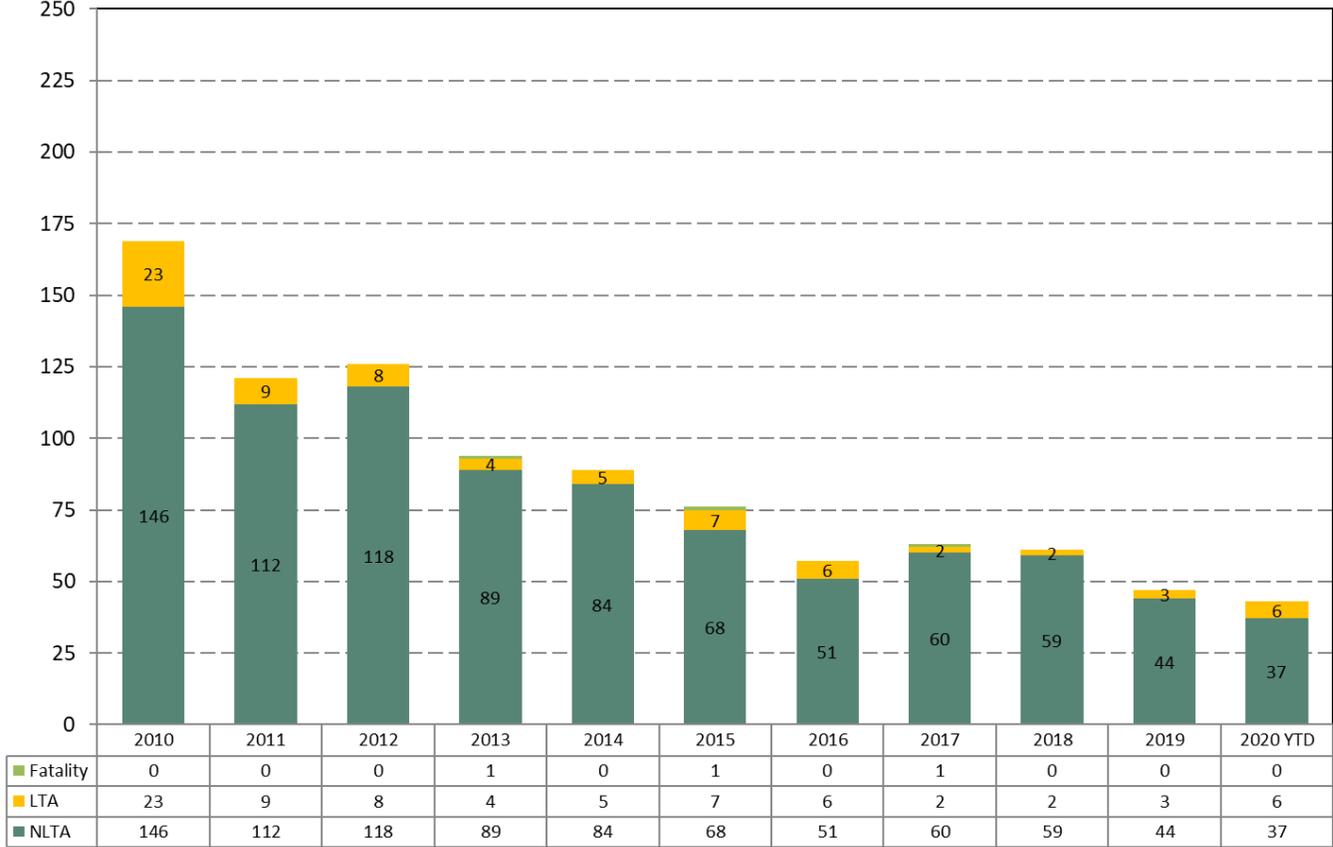
Suggestions in this area included projects that consider alternative pricing systems for customers in vulnerable situations. Local authorities should be included in addition to community groups. Several stakeholders made the point that the call for innovation projects needs to include projects that address properties, particularly those owned by landlords in the private rented sector.

# Your feedback

- Is anything missing in our proposed Business Plan outputs?
- Have we heard and interpreted stakeholders correctly?
- Do you support or disagree with our proposed response?

# Appendix – YTD performance at Oct 2020 & Covid-19 update

# Safety incidents



As at end of October 2020  
 \*Loss Time Accident / Non Loss Time Accident



# IIS outturn 2020/21

	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	41.6	27.7	35.2	20.4	41.3	24.6	62.0	46.0
% Out Performance	48.5%	46.7%	30.4%	43.9%	21.2%	25.6%	-6.6%	-5.9%
*Potential reward (£m†)	21.2		20.5		5.5		-2.5	

As at 30/10/2020

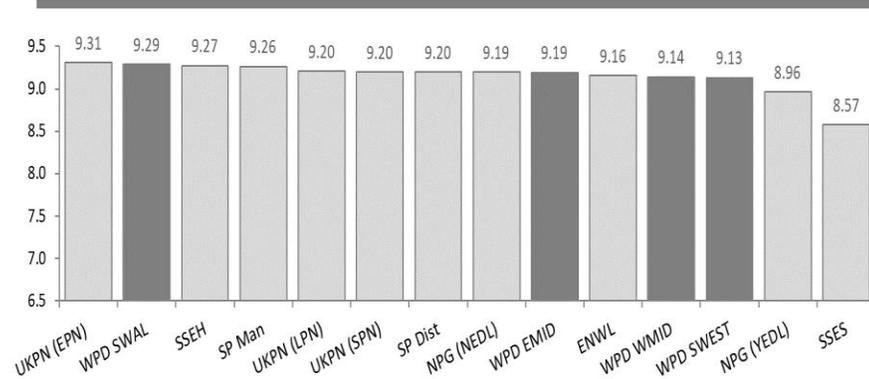
\*Subject to Ofgem audit

†At 2020/21 prices

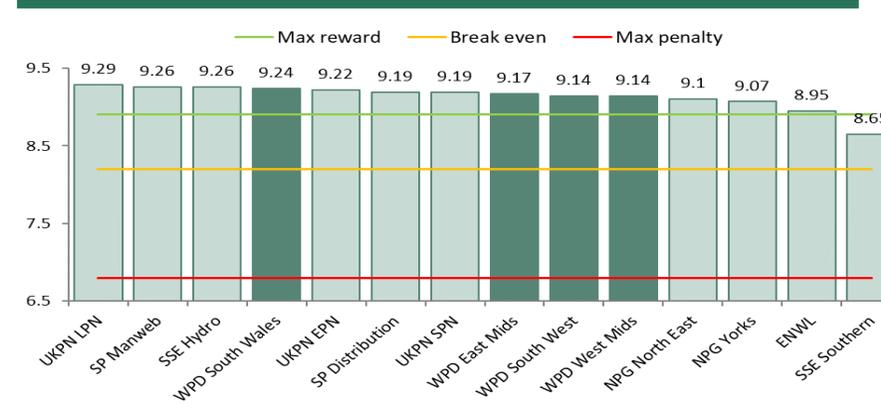


# Customer Service Performance – ytd Oct 2020

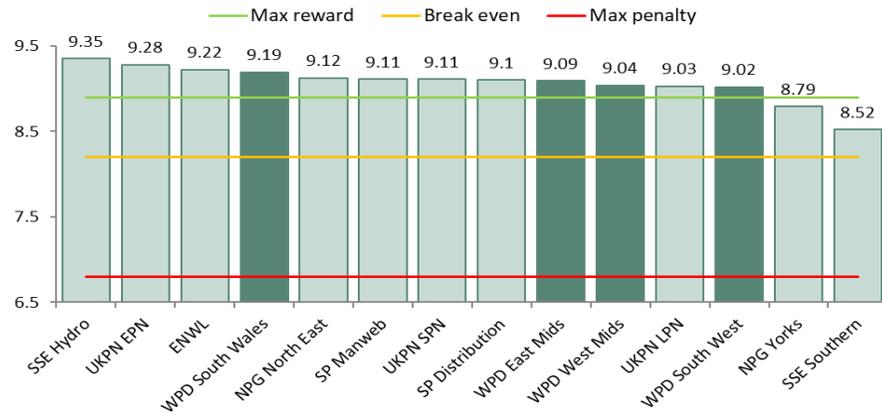
## Overall Combined



## Interruptions



## Connections



## General Enquiries



# Contact Centre Performance – ytd Oct 2020

## Inbound

Service	Total calls	Average speed of response - Calls 5.27 seconds
General enquiries	99194	Average speed of response - Webchat 43 seconds
No supply	482116	
<b>Calls to 105 (included above)</b>		<b>236398 (49.03%)</b>

## Outbound – Proactive

	Total call backs	Total to vulnerable customers
During fault	48410	41906
When ETR changes (Estimated Time of Restoration)	49969	14851
Post fault	181923	68968
<b>Total</b>	<b>280302</b>	<b>125724</b>
<b>Total proactive text messages sent</b>		<b>430721</b>

## Priority Service Register data cleanse

	Total contacts
Customers attempted to contact	241948
Success rate	75.8%
Onward referrals made (e.g. for fuel poverty support)	6022 (including 2537 referrals to fire service)

# WPD's COVID-19 Update

## WPD response continues to be centred around three pillars:

- **Staff**

- Intranet information has had 300 updates since March and 1,109,150 'hits'
- Many office based staff continue to work at home
- Offices made Covid-safe for those who want/need to attend
- Staff survey attracted 1,600 responses
  - 90.6% felt WPD should have a policy on home working
  - 87% see home working on an enduring basis as a permanent solution
  - 82% would like some form of homeworking for part of the week
  - Key advantages: greater flexibility for both WPD/staff along with reduced office overheads
  - Key disadvantages: homeworking not being available to all employees, followed by difficulties in maintaining team working and customer service



# WPD's COVID-19 Update

## WPD response continues to be centred around three pillars:

- **Customers**

- Information & advice available 24/7
- Full works continue to be risk assessed and undertaken
- During England's lockdown 2.0 and Wales' "firebreak" our Operations Director reassured customers that we continue to work around the clock to deliver electricity in a safe and Covid-secure way
- A thorough risk assessment is undertaken for all work before we begin
- If we need to enter a property to carry out work we will speak to the customer beforehand and will only proceed if they are comfortable

- **Community**

- In this together – Community Matters fund extended to £1m
- Thanks to CCP members for administering – 408 grants awarded in phase three (see slides 10/11)

