


<h1>WPD CUSTOMER PANEL</h1>		 WESTERN POWER DISTRIBUTION <i>Serving the Midlands, South West and Wales</i>
Last revised: 12.01.21	Meeting Minutes	Notes by: Nicki Johnson

Date/time	16 December - 10.00-11.40	
Venue	Zoom meeting	
Attendees	DPI - Daksha Piparia, Independent consultant (Chair) WB - William Baker, Citizens Advice (part) JG - Jo Giles, Cadent RH - Richard Hellen, The Schumaker Institute RL - Ron Loveland, Welsh Government TP - Tom Pike, The University of Nottingham BR - Bob Radford, Kirklington Parish Council NR - Noni Roberts, British Red Cross JR - Julie Robinson, Coventry Citizen’s Advice JS – Jacob Shell, Coventry Citizen’s Advice ASp - Alex Spreadbury, B&Q CT – Cathy Tibbles, Whitwick Parish Council	WPD: AS - Alison Sleightholm MS - Mark Shaw RA - Richard Allcock NJ - Nicki Johnson KM - Karen McCalman EP – Ellie Patey

Richard Allcock (RA) introduced the morning.

Evolving the CCP and improving its effectiveness

Discussion	<p>Following feedback from Panel members, DP presented to the group on Panel effectiveness and improvement going forward.</p> <p>Members would like some oversight on the CEG work (RH suggesting they can spot potential suggestions that the CEG are prevented from doing) and a the CEG Chair visiting the Panel would be insightful.</p> <p>It was felt that sometimes the information for the Panel is too technical.</p> <p>An IT solution on sharing documents was suggested – a platform for sharing data, documents and actions and where panel members can make suggestions and ideas and develop them. This could be a working space where members do things in an internally collaborative way. Could an independent secretariat run this and potentially the CCP?</p>
Decisions	<p>Terms of reference are still relevant but the spotlight report needs reviewing.</p> <p>A chair-to-Chair relationship will be established so the CEG and Chair can interact.</p> <p>The CEG will review activity but not guide or inform WPD and the Panel will work closely with us and guide and advise us.</p> <p>Panel recommendations:</p> <ul style="list-style-type: none"> ▪ The TOR are still relevant and we should develop an implementation plan ▪ More conversations between the Panel Chair and WPD/Richard Allcock are needed ▪ The chair’s role and responsibilities should be reviewed ▪ The relationship with the CEG will be formalised; periodic update from CEG chair and some conversations between CEG and Panel to include updates on their challenges ▪ Revisit panel name – revert to the ‘Customer Panel’

	<ul style="list-style-type: none"> ▪ Track actions, recommendations and issues ▪ Consider an independent secretariat
Actions	<ol style="list-style-type: none"> 1. RA to examine the possibility of an information portal – include online discussion area which includes shared documents 2. CCP name to revert back to Customer Panel 3. RA to discuss chair responsibilities and agree them going forward with Daksha 4. New Chair to be appointed to commence from March 2021 5. RA and DPi to agree a way forward for CEG engagement 6. Invite CEG chair to the next panel meeting to give an update and overview

RIO-ED2 Business Planning

Discussion	<p>MS gave a presentation to aid the understanding of the Panel on the Business Planning process.</p> <p>RH asked about the metrics WPD use to demonstrate comprehensive stakeholder engagement in a quantified way and MS explained WPD held open workshops early in 2020 where we targeted specific groups including DNOs and Local Authorities. We repeated them in November to re-test our understanding of stakeholder feedback. We also target lots of individual groups for bespoke engagement and an external company examines our engagement to ensure we don't miss out any stakeholders who we should be gaining input from.</p> <p>DPi asked about the 'NetZero by 2050' target and questioned why it is not more ambitious. MS explained we have spoken to all LAs to understand their ambition and their confidence that they might achieve it. There's a very mixed response. We must support and ensure we don't slow down any LAs.</p> <p>ASp asked if there are ambitions towards business Rates of Return and have they been affected by Ofgem's Gas and Transmission document. MS confirmed Rate of Returns will not be covered in 'Business Plan 1' but will be built in later using Ofgem/water and other relevant analysis.</p> <p>RL noted Ofgem is clearly moving to a low carbon future and wondered how this will affect WPD. MS explained we will continue to have a well justified business plan and considering resources and internal capability to deliver the DSO/Net Zero capability that Ofgem wants. Moving to a DSO requires new data and skill sets and we are changing.</p> <p>The group discussed innovation and the way it will drive efficiency AS noted that some technology (e.g. EV) is moving so fast and asked about uncertainty from stakeholders or nervousness from WPD in knowing which route to take. MS explained about our DFES engagement and national studies being used to create our 'best view' which will again be tested with stakeholders so we pitch correctly in the Business Plan. RH asked who we spoke to in Gloucester about DFES and MS agreed to find out.</p> <p>RH asked about LA engagement with respect to social obligations and NJ agreed to consider this area.</p>
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Decisions	MS to return in March with an update for the Panel
Actions	7. MS to email RH with details about LA engagement in Gloucester. 8. NJ to review the referral networks and cross check against LAs who have engaged with us to attempt to increase the number of partners.

Recent Panel Outcomes

Discussion	NJ fed back to the group on the recent Panel sub-group which helped WPD review/test the Business Plan Commitments Report. NJ also asked for a further subgroup to collaborate with WPD in the design of some new PSR stickers. DPI fed back to the group on the recent Panel sub-group which administered the final round of ITT funding.
Actions	9. A sub-group will be set up to discuss and design new PSR stickers 10. A sub group will also be set up in the new year to discuss how WPD can improve the wording of our communications around 24 hour contact

Social Obligations: Project update and next steps

Discussion	KM updated the group on the proposed outputs Social Obligations workshop and requested feedback. CT commented that although stakeholders asked WPD to do more , it may be the case that they are requesting WPD do not cut any current activities. DPi commented that it could also be the case that more should be done to tackle fuel poverty and increase the energy efficiency of homes before considering any new initiatives, this is especially important given the rise in overall levels of poverty, exacerbated by the current public health crisis. JG commented on a bigger priority being given by Ofgem on the Innovation determination.
Actions	11. CP members to feedback and endorse or amend proposed outputs covered

WPD Performance Update

Discussion	The panel discussed recent performance including a recent drop in performance in the SW region; AS explained Ofgem targets. There was discussion around managing resilience as a result of climate change and this being factored into risk assessments. There was a request for network resilience and cyber resilience to be covered at the next panel meeting. The issue of a rise in LTA (lost time accidents) was discussed and discussion took place on impact of Covid and mental health. AS explained measures in place at WPD.
Decisions	WPD to cover network resilience and cyber resilience at the next meeting

There was no further update/information on the Sale of WPD.

2021 meeting dates

- Thursday 18 March 2021
- Thursday 24 June 2021
- Tuesday 21 September 2021
- Thursday 16 December 2021