



# WPD Customer Panel

Zoom meeting

Thursday 18 March 2021

# 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)
- 10.00am – 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 Panel Agenda

18 March 2021

- 09.30 Closed member session – optional for all members
- 10.00 Welcome and introductions
- 10.05 Customer Panel changes  
Richard Allcock, Stakeholder Engagement Manager
- 10.20 RIIO ED2 Business Plan – an update  
Alison Sleightholm
- 11.10 COMFORT BREAK
- 11.30 Introducing the CEG – an update  
Duncan McCombie, CEG Chair
- 12.00 Trello update & Social Contract update  
Ellie Patey, Social Obligations Officer
- 12.30 CLOSE  
*(Performance slides included for info in slide pack)*



# Attending

## Customer Panel members (confirmed)

<b>Mari Arthur</b>	Afallen
<b>Graham Biggs</b>	Rural England Network
<b>Jo Giles</b>	Cadent
<b>Richard Hellen</b>	The Schumaker Institute
<b>Ron Loveland</b>	Welsh Government
<b>Gabby Mallett</b>	Customer representative
<b>Matt Neal</b>	National Energy Foundation
<b>David Penfold</b>	Teal Hippo
<b>Daksha Piparia</b>	Piparia Consulting (Chair)
<b>Eddie Proffitt</b>	Major Energy User's Council
<b>Bob Radford</b>	Customer representative
<b>Nicola Roberts</b>	South West Water
<b>Noni Roberts</b>	British Red Cross
<b>Julie Robinson</b>	Coventry Citizen's Advice
<b>Jacob Shell</b>	Coventry Citizen's Advice
<b>Alex Spreadbury</b>	B&Q
<b>Cathy Tibbles</b>	Whitwick Parish Council

## Western Power Distribution:

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



# Customer Panel changes

Richard Allcock, Stakeholder Engagement Manager

# Panel feedback

At the last meeting the Customer Panel gave feedback to WPD on how the Panel could be improved going forward to ensure it remains useful and effective.

## The Panel said

- Members would like some oversight on the CEG work and a the CEG Chair visiting the Panel would be insightful
- It was felt that sometimes the information for the Panel is too technical
- 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

# Decisions agreed

The following decisions were agreed at the meeting

- The Terms of Reference are still relevant but the spotlight report needs reviewing.
- A chair-to-Chair relationship will be established so the CEG and Chair can interact. The CEG will review activity but not guide or inform WPD and the Panel will work closely with us and guide and advise us.
- Panel recommendations:
  - ✓ 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 would be valued
  - ✓ Revisit panel name – revert to the 'Customer Panel'

# Actions progressed already

Actions taken to date:

- The Terms of Reference remain
- The name has reverted back to 'The Customer Panel'
- A new Chair has been appointed - **welcome back Gabby!**
- **And a huge thank you to Daksha for all of your work to date**
- We are introducing a shared platform – more later...
- Duncan McCombie, Chair – WPD Customer Engagement Group is here today and will continue to engage with the Panel going forward
- Chair to Chair meetings will be arranged

# 2021 Business Plan Workshops

- In February 2021, **257 stakeholders** attended five (online) workshops

- Our DSO & Connections Strategy
- Our Digitalisation Strategy
- Our Innovation Strategy
- Our Consumer Vulnerability Strategy and Social Contract
- Our Environmental Strategy



- Then in March, **86 stakeholders** attended a further event on the Business Plan Commitments
  - A quick-fire feedback session for those that may not have had time to respond to the consultation
  - Opportunity to vote on all 67 core commitments
- The following slides will give you an update on our progress

# RIIO-ED2 Business Plan Update

Alison Sleightholm, External Resources Director

# Recap from previous presentation – Mark Shaw

## Topics covered previously

- Business Plan Process and Timetable
- Business Plan Delivery Structure
- The role of the Customer Engagement Group
- Our stakeholder engagement
- Output Categories & Types
- What a Successful Plan Looks Like

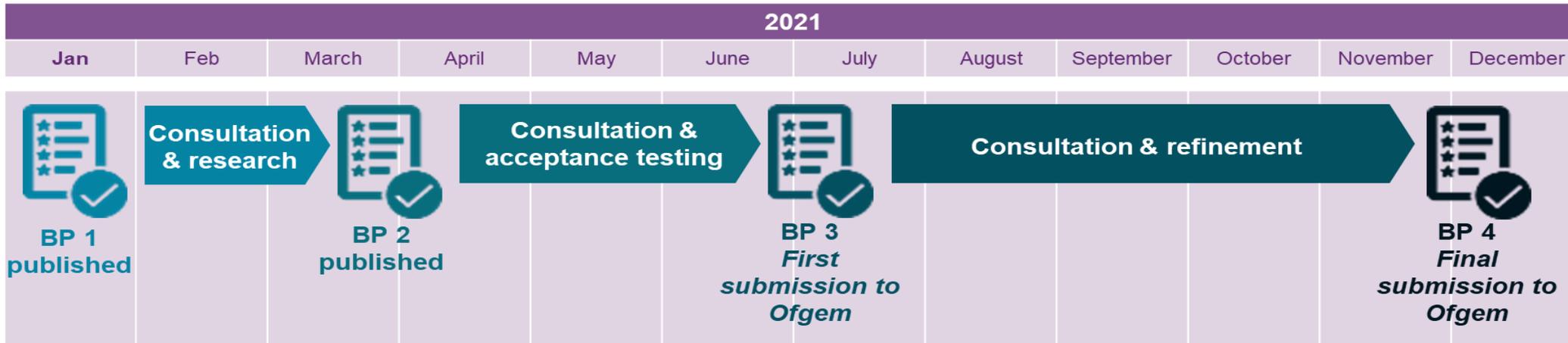
Today I'll talk about our first draft Business Plan and the consultation associated with it



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

# Business Plan timetable

- We will **publish four versions of our Business Plan** up to the final submission to Ofgem on 1st December 2021



# Co-creation with stakeholders

- **We want the best possible Business Plan in the eyes of our customers – entirely reflective of their needs and priorities**
- We are building our Business Plan with stakeholders in stages
- We're aiming for the greatest involvement of stakeholders ever – co-creating our Plan with stakeholders
  
- **We started from a blank piece of paper**
  - *Whilst in many cases the priorities suggested by stakeholders have not come as a surprise, starting afresh was an intentional approach*
  
- **Every commitment in our first draft Business Plan is a result of stakeholder feedback**
  - *In some cases feedback has developed the precise commitment and targets being proposed*
  - *In others stakeholders indicated a general area of focus/priority. We have then suggested what we believe is an appropriate commitment.*



# How our draft commitments were created

- 4,500 stakeholders have had their say via a wide range of engagement and research activities
  - Including tailored events with: bill paying customers, businesses, local authorities, charities, utilities and consumer bodies, etc.
- We believe WPD's 'current view' proposals accurately reflect the feedback we have received from stakeholders to date
- Commitments are therefore a mix of:



- Actions stakeholders have **specifically requested**

- Areas where **stakeholders identified high-level priorities/focusses** (but non-specific commitments), where we have therefore **applied our knowledge** to propose what we believe are appropriate actions

- Environmental/regulatory/legislative **obligations**

*(Customers pay for everything we do, so we still want views on whether we are proposing to deliver these in the right way)*

# BP1 - What we have published so far

## First draft Business Plan



Business Plan Chapters	
Chapter 1	A summary of our plan
Chapter 2	We deliver on our commitments
Chapter 3	Giving consumers a stronger voice
Chapter 4	Our RIIO-ED2 core commitments
Chapter 5	Delivering a smart, flexible energy system
Chapter 6	Proposed RIIO-ED2 expenditure
Chapter 7	Adapting to change
Chapter 8	Glossary

## Accompanying consultation



- Detailed overview of the **67 core commitments**
- **13 consultation questions** for you to respond to

- Business Plan 1 was published 27<sup>th</sup> January 2021 and our consultation opened. (On-line tool, e-mail, one-to one meetings or written response)
- Webinar was held on 3<sup>rd</sup> February to engage stakeholders in the consultation – 86 attendees
- Our Business Plan 1 consultation closed on 28<sup>th</sup> February 2021.
- On 2<sup>nd</sup> March we had a catch-all consultation workshop to obtain further stakeholder feedback – almost 90 attendees

# Headlines of our plan

## Expenditure

- **We propose to invest around £6 billion** in the network across the period 2023-2028 to deliver WPD's current view
- **This is an increase of around £750 million** from current levels (or +£150 million per year)



- This will result in significant benefits to customers and deliver the priorities of our stakeholders and the outcomes they value
- It will also move us towards the achievement of Net Zero carbon emissions in the UK

## Customer bills

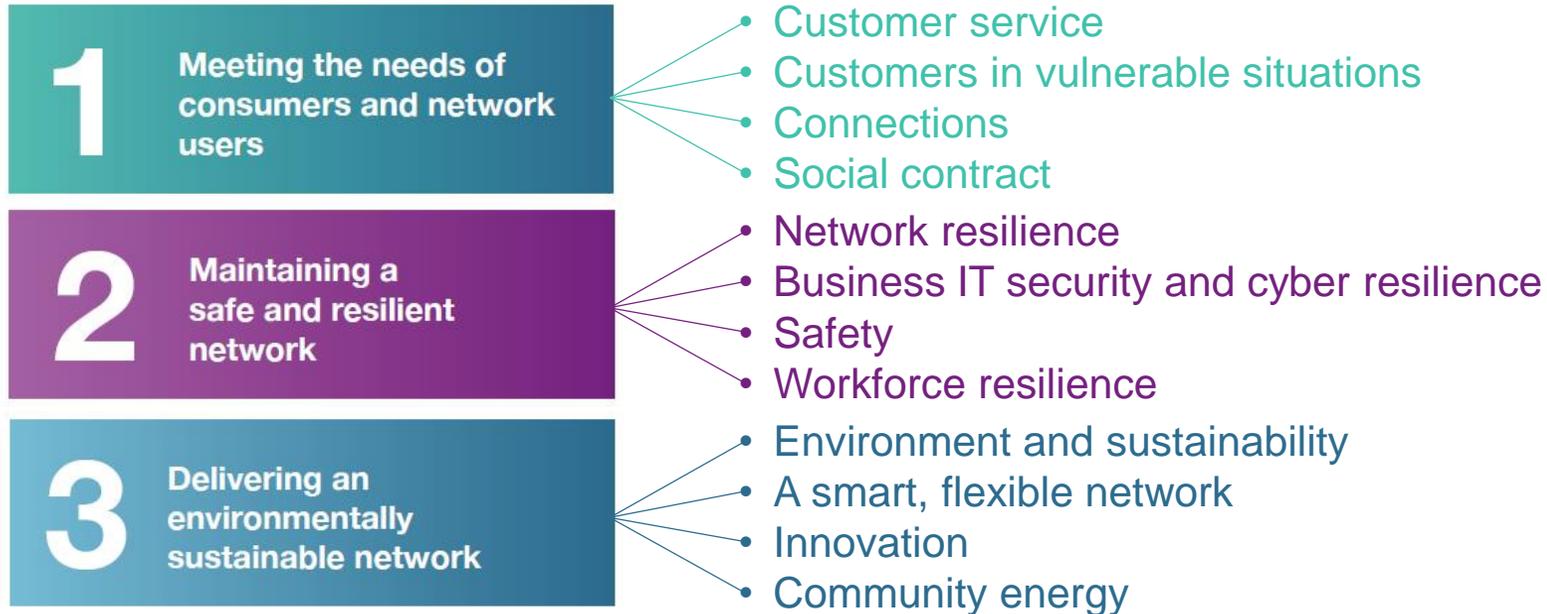
- Our calculations estimate the increased expenditure would result in an approximate £1.50 increase on the average domestic bill.
- **However, we predict that this will be offset by our efficiencies**, changes to the financing parameters and other aspects of the RIIO-ED2 price control process.
- **We therefore intend to keep bills broadly flat across the five year period 2023-2028, in line with present day.**

**£96**  
a year for the average domestic customer

# Headlines of our plan

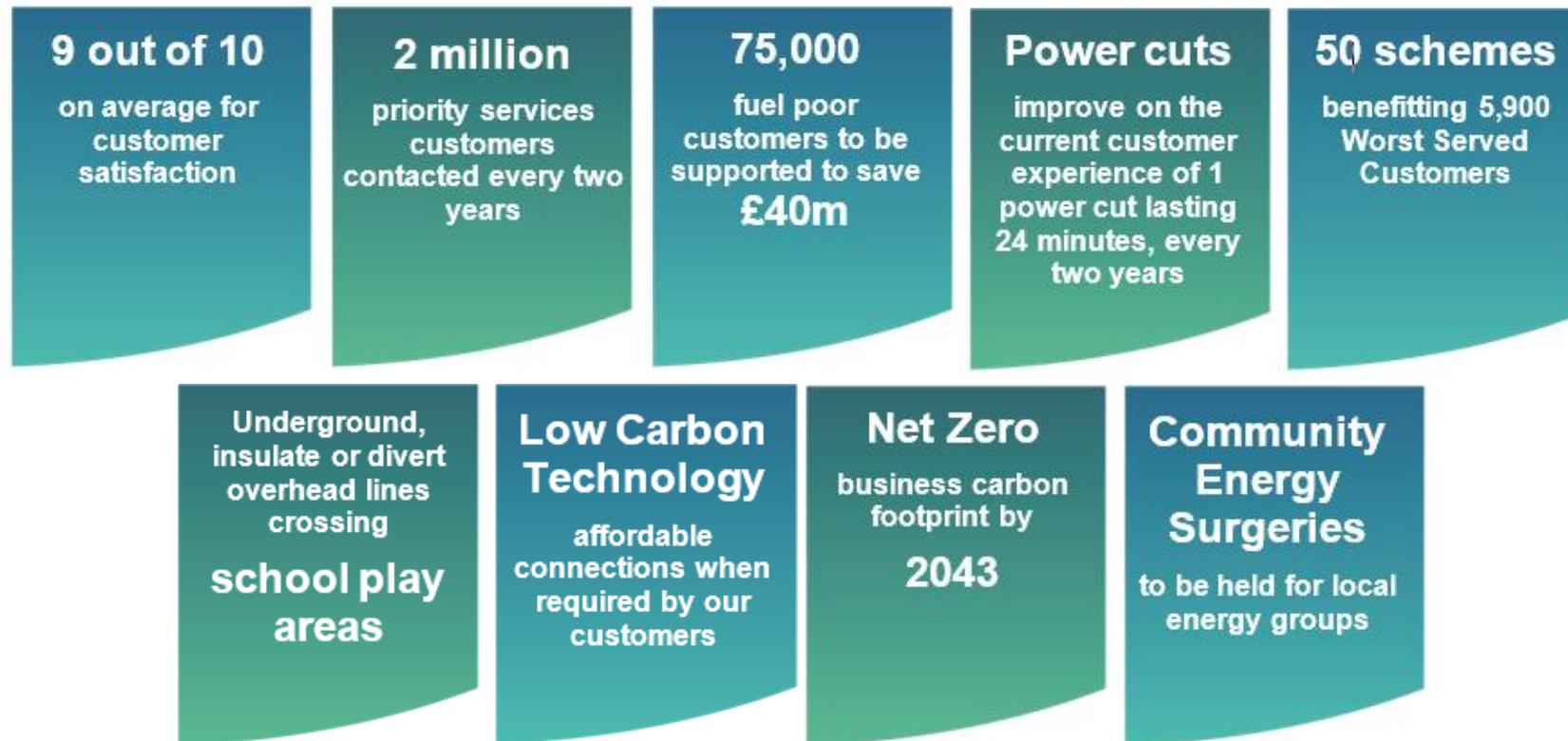
## 67 core commitments

- Within 3 categories:

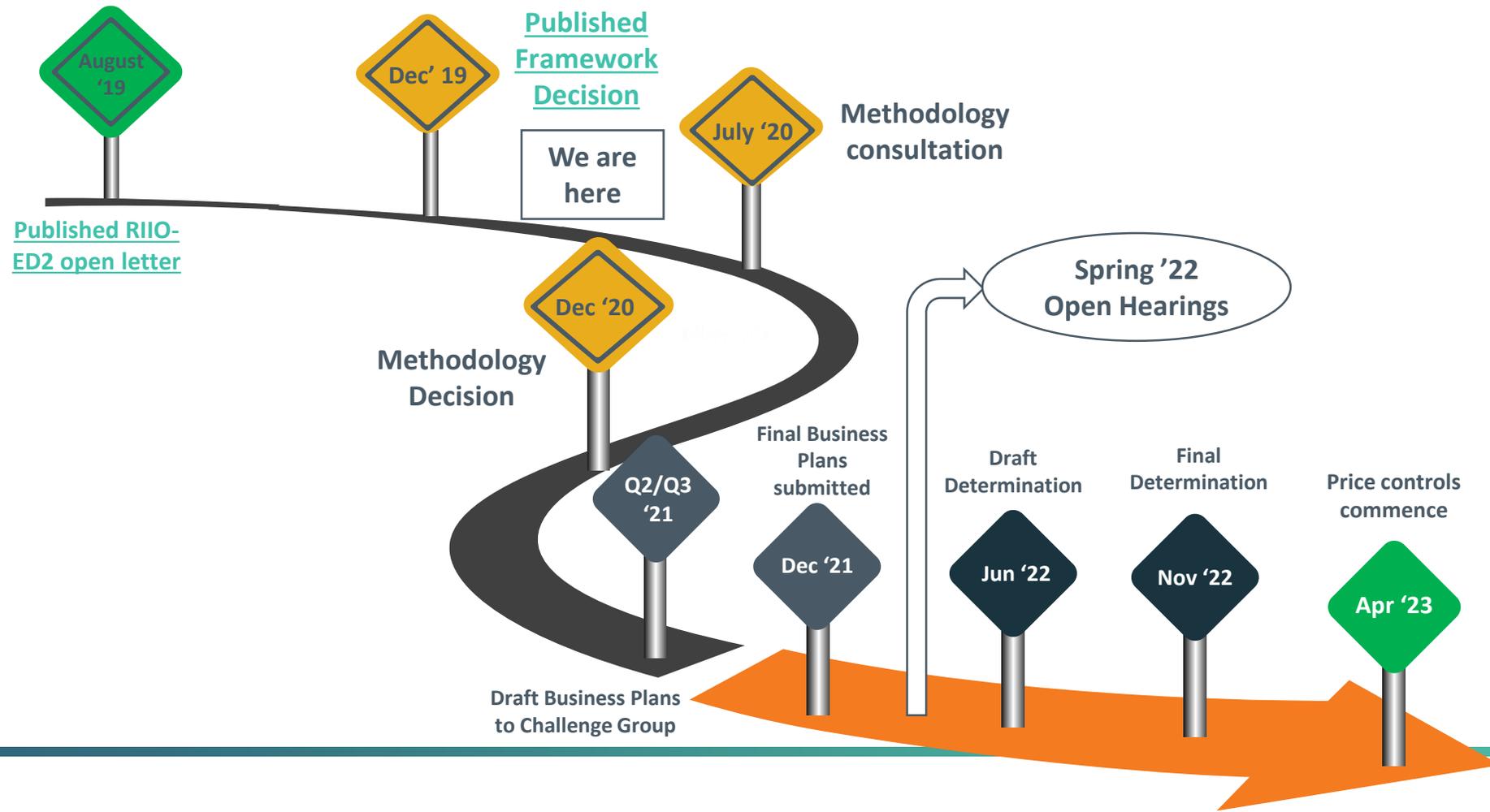


# Headlines of our plan

## Examples of our commitments



# Pathway to ED2





# Questions

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



# Coffee break

# An update from Duncan McCombie

Chair, WPD Customer Engagement Group

# CEG update

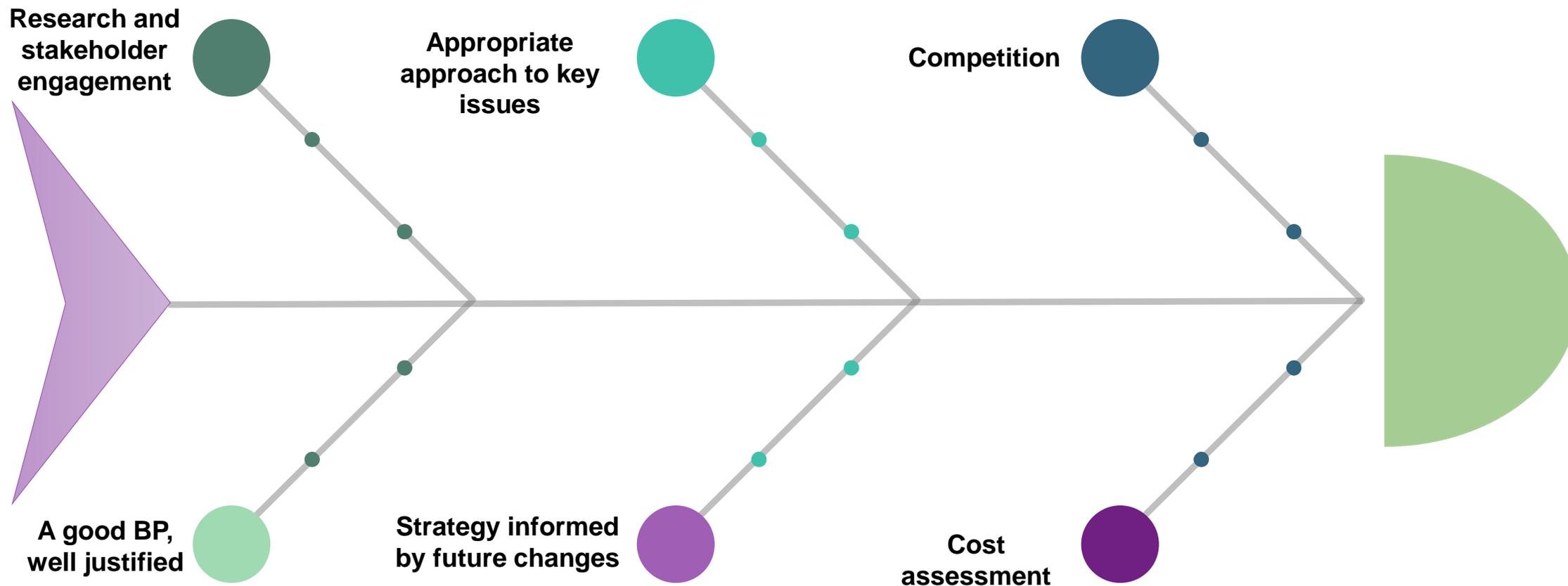
18 March 2021

## Agenda

- To formalise the relationship with the CEG
- Update on areas CEG is challenging
- Update on subgroups
- Open letter to Phil Swift

# Customer Engagement Group (CEG)

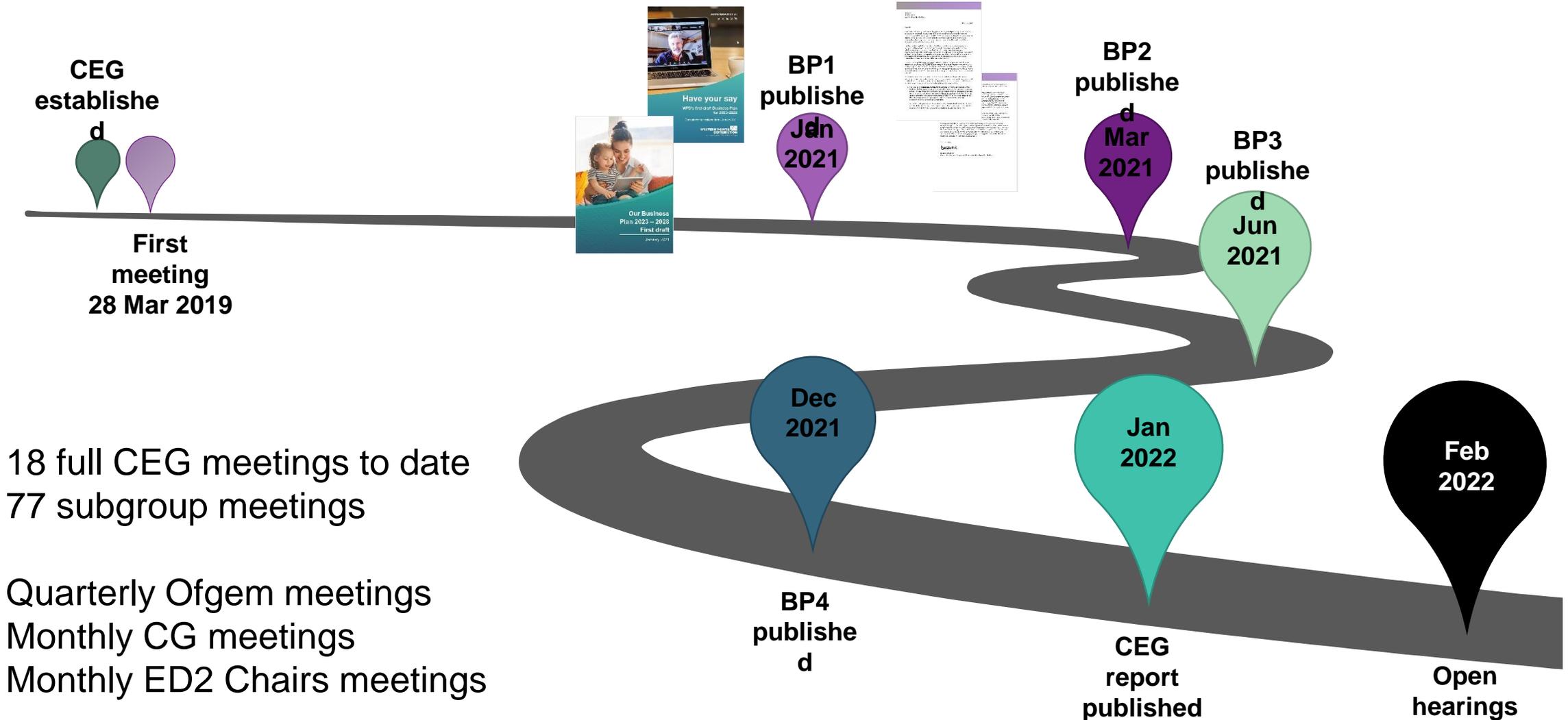
“The CEG will provide independent challenge to the company and views to Ofgem on whether companies’ Business Plans address the needs and preferences of consumers and stakeholders.” \*



\* Overarching definition of the CEG role from the Enhanced Stakeholder Engagement Guidance for RIIO-ED2 Publication date: 30 July 2020 at 3.2 – this is

# Roadmap to ED2

A long road, navigated at quite a rapid pace



18 full CEG meetings to date  
77 subgroup meetings

Quarterly Ofgem meetings  
Monthly CG meetings  
Monthly ED2 Chairs meetings

# Challenges (1 of 2)

To focus the CEG's attention on the critical elements of each topic, and stay true to the specific remit of the CEG, we have identified four key questions that will deliver effective challenges.



## **What sources have you based your proposal on?**

- Research? Benchmarking? Engagement?



## **Why are these the right sources?**

- Credibility? Coverage? Level of detail?



## **How did you reach a conclusion?**

- Synthesis of feedback? Differing opinions?  
Weightings?



## **How have you tested your conclusion?**

- Validation process?

The CEG is not here to challenge the specific content of WPD's business plan, rather the method of arriving at the answer. Challenges focus on these areas. If WPD presents a proposal, and all four of these questions can be answered satisfactorily, there *is no cause for challenge*.

# Challenges (2 of 2)

Asset management = 5  
Business plan = 4  
Cost efficiency = 1  
Digitalisation = 1  
Future energy scenarios = 1  
Regional drivers = 2  
Research/stakeholder engagement = 5  
Stakeholder = 6  
Workforce resilience = 1

## Example Challenge

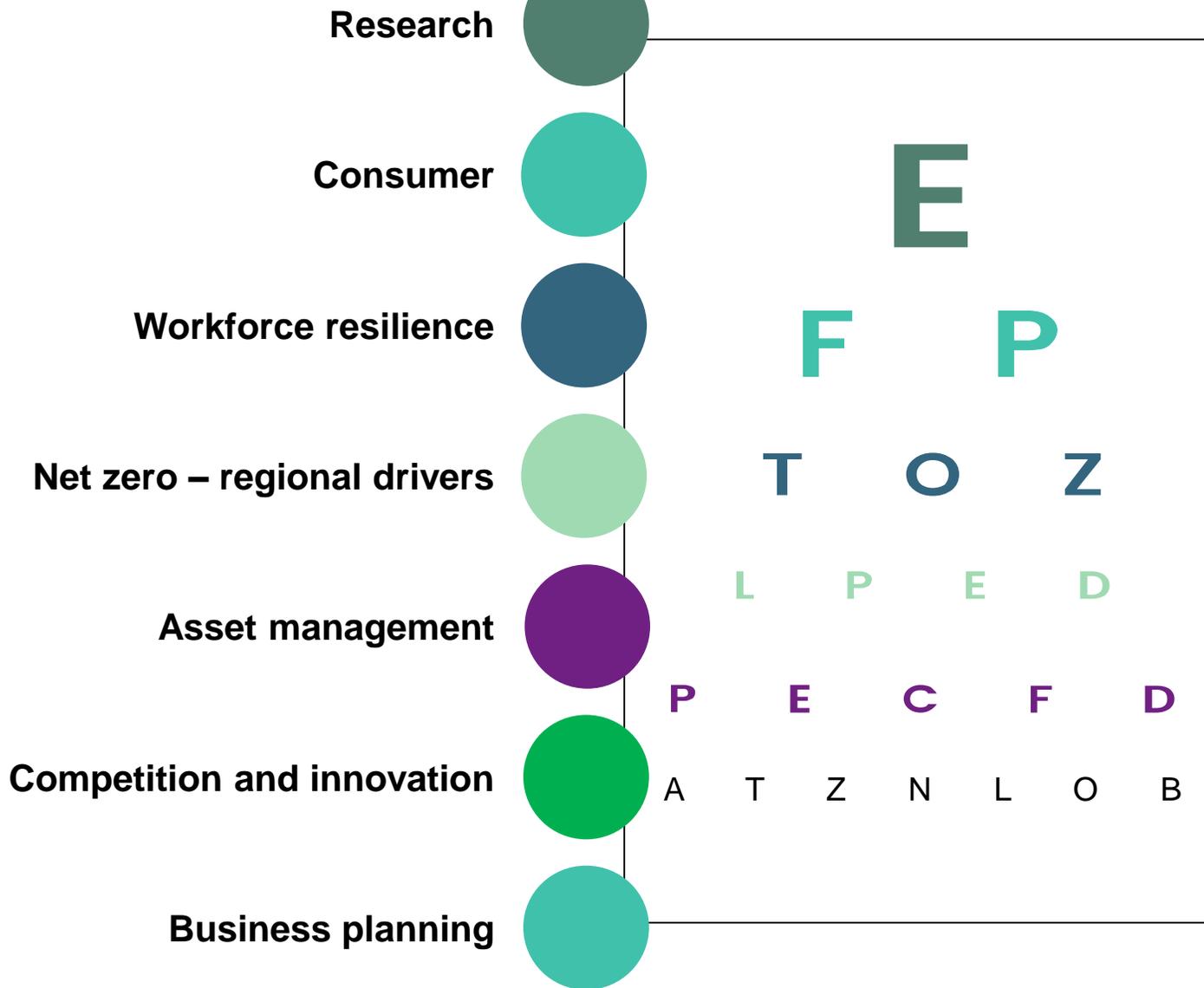
What factors informed WPD's approach to consulting with stakeholders at the 'preliminary stage' of the business plan process?

A clear need, with a clear ask for WPD to provide a solution

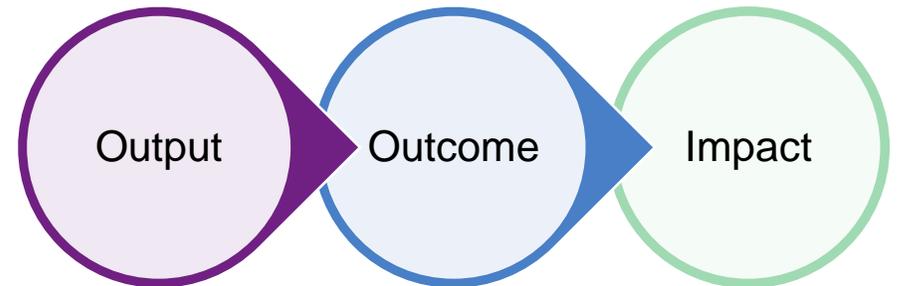
## Response to challenge

- Independent review for WPD, of best practice approaches to engagement including: water; gas and rail, revealed a broad range of engagement activities.
- Scope of preliminary engagement activities significantly expanded, 4 to 16 core activities across the full range of stakeholder knowledge levels from future customers through to expert stakeholders
- Now going significantly further and broader than RIIO-ED1

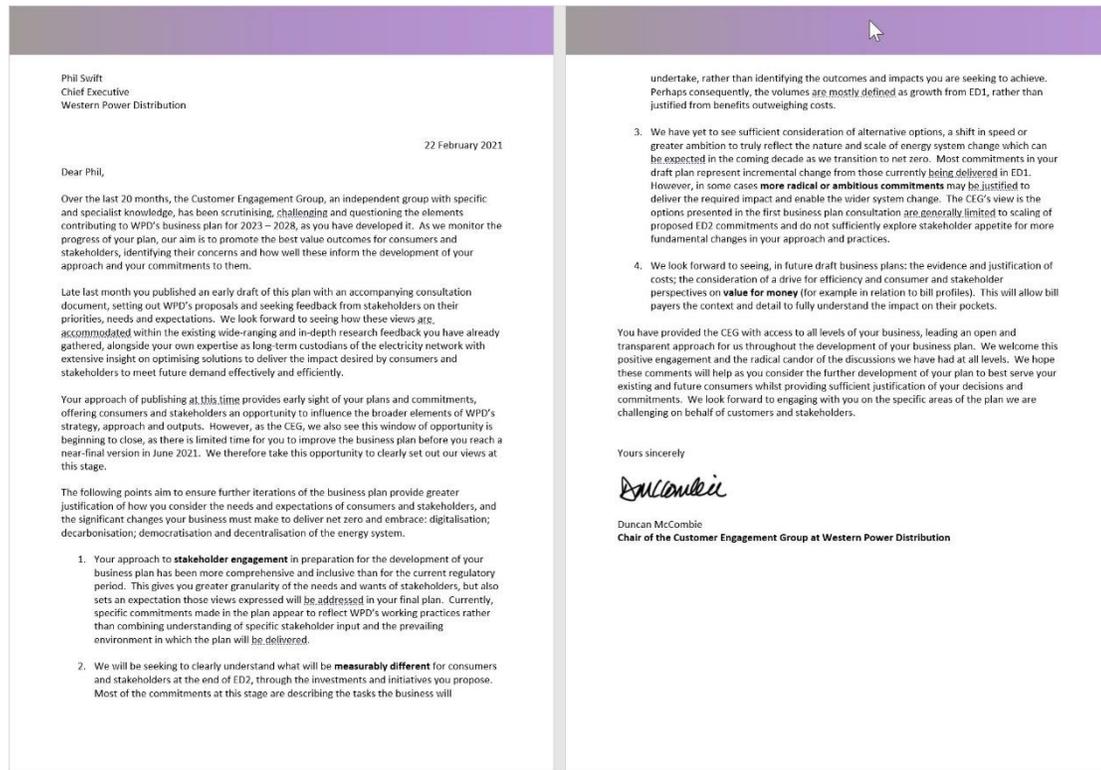
# Subgroups



- Specific focus
- Expert members
- Detailed engagement
- Clarifications
- Golden thread analysis
- Inform collective CEG view



# Open letter



Wrote to Phil Swift highlighting the CEG view of where the Business Plan was at that point in time

Key points in the four bullet points

**stakeholder engagement**

**measurably different**

**more radical or ambitious commitments**

**value for money**

WPD are preparing a response

# Trello update

Ellie Patey, Social Obligations Officer

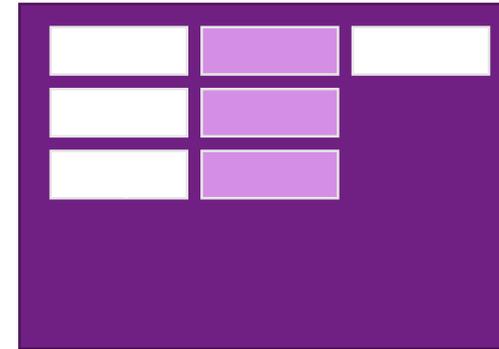
# Customer Panel online platform

## What is Trello?

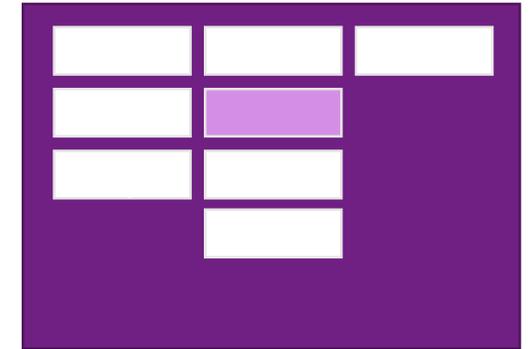
- Trello is a free online tool and group platform to help teams plan and collaborate on group tasks and projects
- Projects can be organised into bite-sized pieces with lists and cards
- Trello brings a visual perspective to projects, allowing you to see an overview of project tasks and progress



**Boards** represent a whole project



**Lists** are a collection of related cards or can represent stages of a process / workflow



**Cards** represent single tasks which can be moved from one list to another

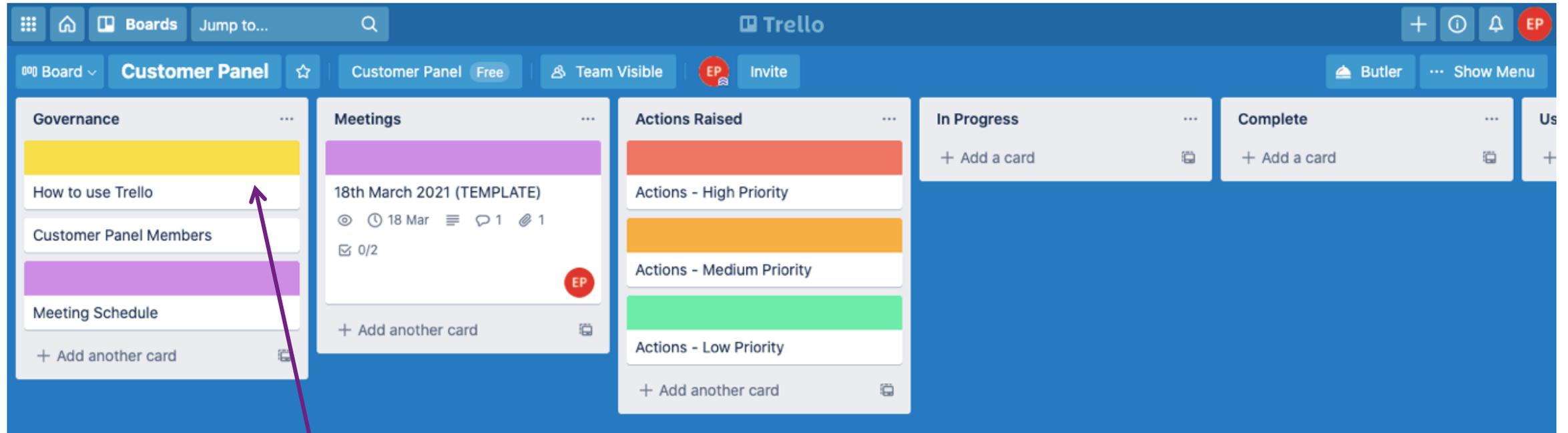
# Why Trello?

- Easy to use with flexibility to how you use it
- CP intranet - one-stop-shop for documents/questions related to a topic/meeting
- Create specific 'boards' for topics of interest
- Comment and feedback on shared files e.g. meeting minutes, agendas
- Private space for CP members
- Live action tracking
- All members can contribute documents, links, items of interest, etc.

## Limitations:

- Free version doesn't allow you to easily download information
- Some organisations do not allow access (need a personal email account)

# Customer Panel Trello



Links to 'how to' guides, explaining in depth Trello's different features & their uses

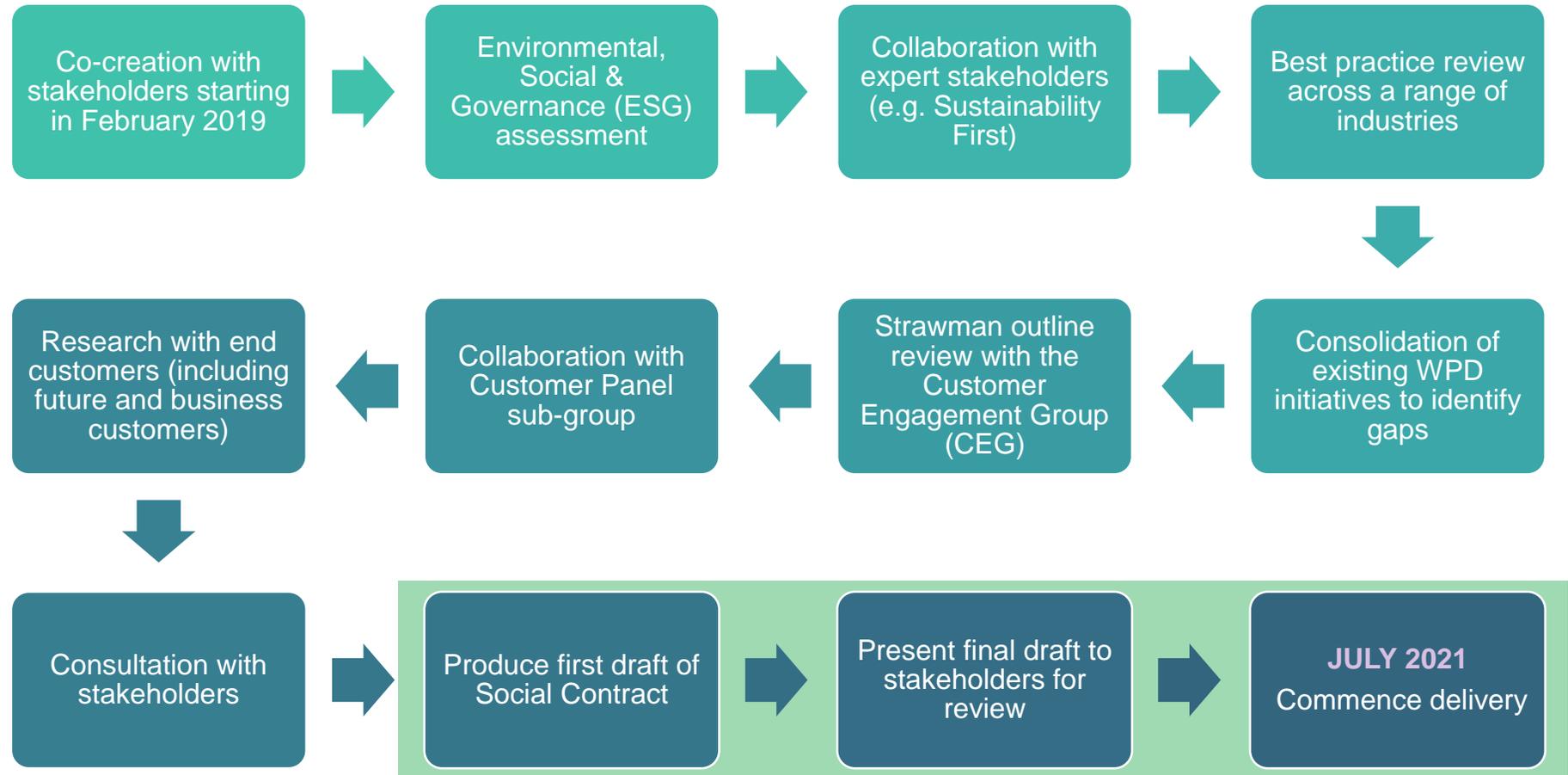
# Social Contract Update

Ellie Patey, Social Obligations Officer

# The development of the Social Contract

## Co-created with our stakeholders

We have worked with stakeholders at every step to develop a Social Contract to meet their needs and expectations



# Customer Panel sub-group

## Thanks to Jo, Richard and Daksha for input.

- Sub-group of the Customer Panel evaluated an outline and draft introduction of the Social Contract
- Their insights:
  - Ensure the social contract is embedded (built-in not bolt-on)
  - Illustrate the weighting of priorities as well as interaction between different focus areas
  - Situate the social contract in the wider global context (i.e. UN SDGs, Covid-19)
  - Ensure it is industry leading – set an example for others with a replicable framework
  - Identify opportunities to maximise social value (for example, through collaboration)



## Focus Areas

- Based on the priorities identified by stakeholders, we are proposing the following framework of **10 high-level focus areas**.
- Within these key areas, the social contract will consolidate the huge amount of work we are already doing, with new initiatives to generate greater social impact and fill any 'gaps' in our approach.

# Enduring performance evaluation

## Providing transparency on our performance

### Stakeholders told us:

- Include Key Performance Indicators (KPIs) so WPD can be held accountable
- Report annually, with external scrutiny
- Include the social contract as a separate section of the business plan

### So we're proposing:

An enduring framework, with an annual process of action and review, to ensure the Social Contract continually evolves



# Deliberative research with end customers

96 customers (including current, future and business) who have worked on the Measures of Success project

## Core objectives:

- Understand which brands customers trust and how WPD should act
- Understand customers' key issues
- Review priorities already identified by stakeholders
- Explore how WPD should address these priorities
- Develop methods for evaluation and reporting

## Structure:

- Pre-task – identifying what constitutes a good social contract (outside energy sector)
- Define pledges that WPD should make to employees, communities, customers and environment
- Interviews with stimulus material to gather spontaneous insights
- Building customers' knowledge to give informed responses

# Key Findings

- Social Contract concept well received, but language not familiar
- Customers reference 'Best in Class' service providers
- Idea of clear social purpose strongly welcomed – clarify WPD's 'core' vs 'over and above'
- 'Wheel' covers the three broad areas – language and presentation tricky, needs simplification
- Internal measurement and striving for external accreditation will heighten credibility
- Transparency via active communication published online & periodic engagement to 'refresh' and improve initiatives

# Next steps...

## Consolidate findings, draft & review.

- March / April – take stock of findings from customer research, stakeholder engagement and Customer Panel collaboration
- April / May – revise Social Contract
  - We would welcome continued input from the sub-group (and any other panel members) in refining & redrafting
- July 2021 – publication

# Appendix - Investment workshop outputs for consideration

## YTD performance at Jan 2021, Covid-19 update & Trello additional info

# Investing in the Electricity Network to Support Growth and the Transition to a Zero Carbon Economy

**ACTION:** Panel endorsement and feedback required.

Please review the following slides/actions.

Comments to Nicki Johnson, WPD by 25.03.21



# 2020 Investment workshops

- In September 2020, WPD's Distribution Managers (DMs) hosted a series of 11 workshops to gather feedback from stakeholders across WPD's network area
- The events gave stakeholders the opportunity to get involved in WPD's RIIO-ED2 Business Plan development, virtually 'meet' local teams, find out about WPD's planned investments and discuss constraints/capacity issues
- WPD aimed to further its understanding of local growth agendas, including Local Energy Plans, and to collect information on stakeholders' ambitions around electric vehicle charging, heat pumps and other low-carbon technologies (LCTs)
- WPD used the workshops as an opportunity to explain its Distribution Future Energy Scenarios (DFES), share best practice and understand stakeholder's areas of interest

# 2020 Investment workshops

- 206 stakeholders attended in total, including councillors, council planning officers, developers and others involved in the growth agenda
- Each workshop was split into three sessions:
  - Introducing WPD
  - Supporting the Growth Agenda
  - Supporting the Transition to Net Zero
- The proposed actions are detailed on the following slides
- Feedback covering core business plan commitments has been picked up as part of the business plan consultation process and not duplicated here
- Reports can be found at <https://yourpowerfuture.westernpower.co.uk/workshops-and-events/investment-workshops>



# Building actions from stakeholder feedback

## Workshop session 1:

### Introducing WPD and ED2 outputs

\*Feedback covering core business plan commitments will be picked up as part of the business plan consultation and process

#### Key feedback:

- WPD should play a key role in the green recovery. Among other things, the company was called on to improve its communication to expedite the green recovery, meet requirements for additional capacity, continue to focus on customer service and support Local Authorities as they return to long-term planning.
- Local authorities were keen to ensure that local tree planting schemes align with WPD's network plans. There was also widespread support for undergrounding cables to strengthen resilience.\*
- WPD should engage with residents before finalising its outputs. The company was advised to improve reliability and resilience by engaging with other DNOs, urban planners, developers and water companies.

#### Actions\*

1. **Co-ordinate a Green recovery network investment plan for the last two years of ED1 (Christian Hjelm)**
2. **Collaborate with other DNOs on communication/engagement with respect to the green recovery (Richard Allcock)**
3. **Continue to liaise with Local Authorities to support their planning (DMs)**
4. **Engage extensively on the Business Plan for ED2 with workshops and online consultations (Richard Allcock)**

# Building actions from stakeholder feedback

## Workshop session 2:

### Supporting the growth agenda

\*Feedback covering core business plan commitments will be picked up as part of the business plan consultation and process

#### Key feedback:

- WPD was advised to engage with domestic households on connections, including through landlords, and to educate the public on LCTs and planned development.
- There were calls for WPD to broaden the DFES approach to incorporate more sources of energy and whole city ecosystems, while the importance of engaging with community energy groups and businesses was also highlighted\*.

#### Actions\*

5. Continue to provide Customer, LA and Developer Guides and Strategy Documents for LCTs such as Electric Vehicles and Heat Pumps. (Paul Jewell)
6. Refresh the investment map data online for 2021 (DMs)
7. Continue with DFES engagement allowing all LAs the opportunity to meet and work with their local DM and consider broadening the DFES approach as suggested (Ben Godfrey)
8. Continue to educate CE groups, e.g. holding workshops or surgeries, providing technical support (including on feasibility), providing resources such as business templates and advising on funding opportunities (Yiango Mavrocostanti)

# Building actions from stakeholder feedback

## Workshop session 3:

### Supporting the transition to Net Zero

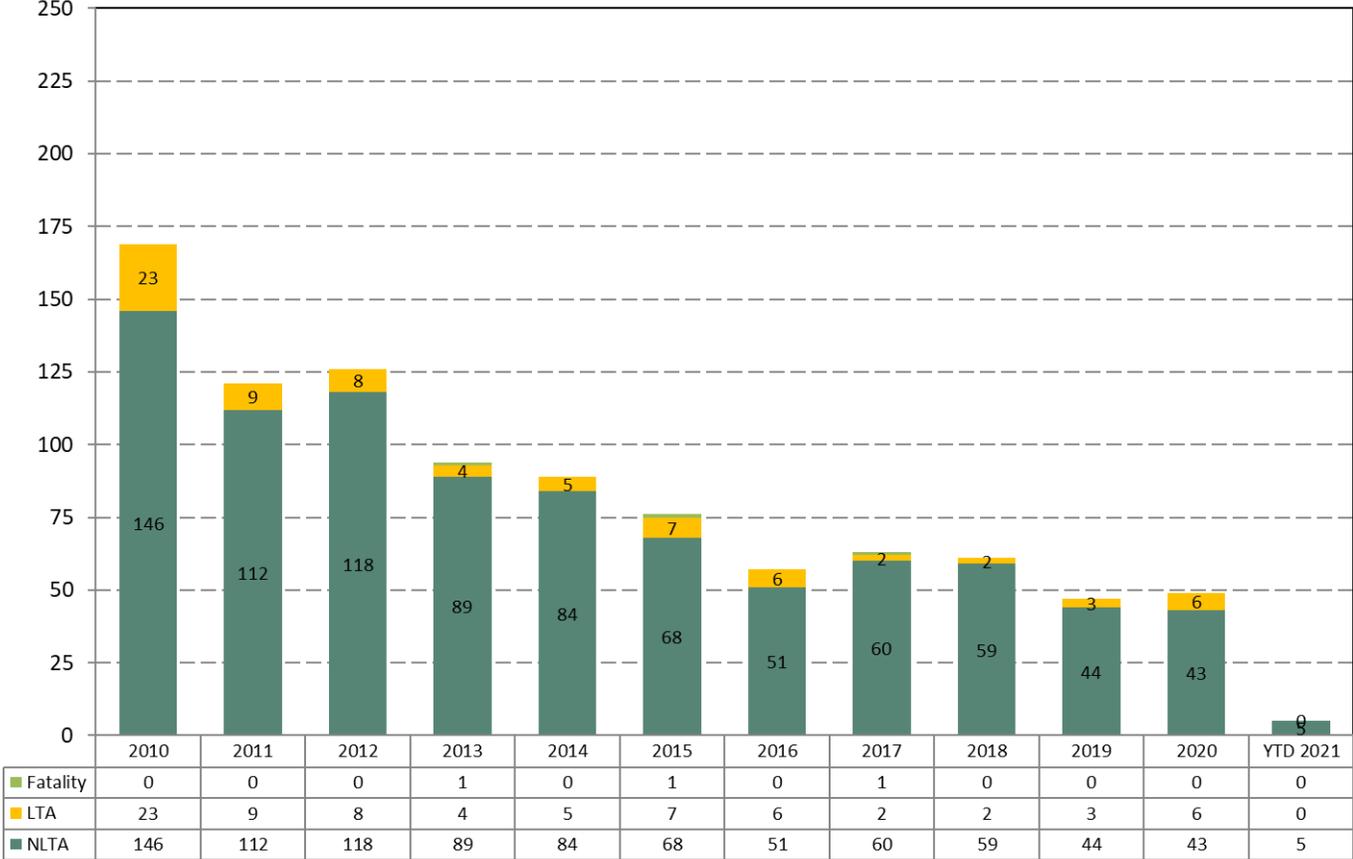
#### Key feedback:

- There were calls for WPD to lead as a DNO, raise its ambition (and further engage) around Net Zero and innovation, and ensure that the transition to Net Zero is inclusive and just. Stakeholders agreed that WPD should prioritise finding innovative solutions to providing additional network capacity.
- Stakeholders felt that better communication from WPD around local opportunities would facilitate this, and many were interested in accessing simple information on network availability in different areas.
- WPD should ensure its website is easy to use and consider introducing specific staff to engage on innovation.

#### Actions

9. Take a lead in supporting small businesses to achieve Net Zero (Richard Allcock)
10. Run innovation projects focusing on communities and consumer vulnerability (Yiango Mavrocostanti)
11. Seek to establish innovative solutions to providing additional network capacity (Ben Godfrey)
12. Continue to publish capacity information and promote it more widely (Ben Godfrey)

# Safety Incidents



As at end of January 2021  
 \*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	42.9	28.1	37.4	21.8	38.6	23.9	58.2	42.0
% Out Performance	47.0%	45.9%	25.8%	40.1%	26.4%	27.8%	-0.1%	3.4%
*Potential reward (£m†)	21.2		19.9		6.3		0.9	

As at 31/01/2021

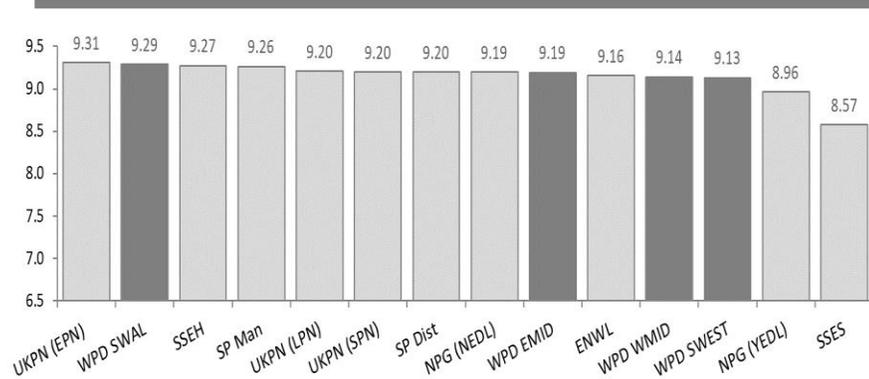
\*Subject to Ofgem audit

†At 2020/21 prices

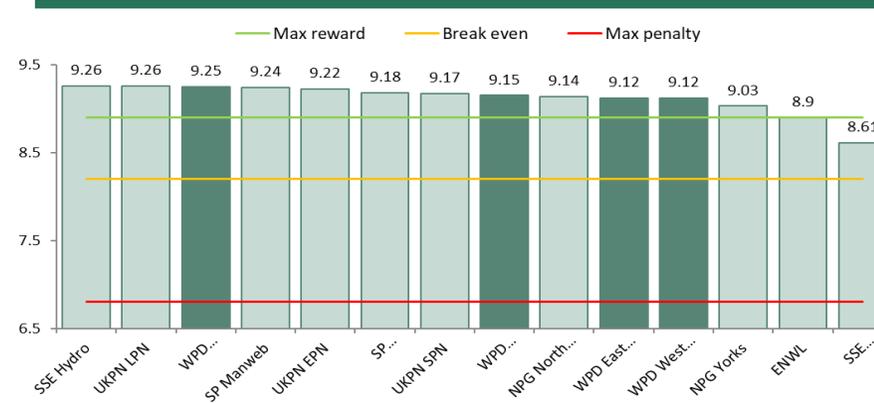


# Customer Service Performance – ytd Jan 2021

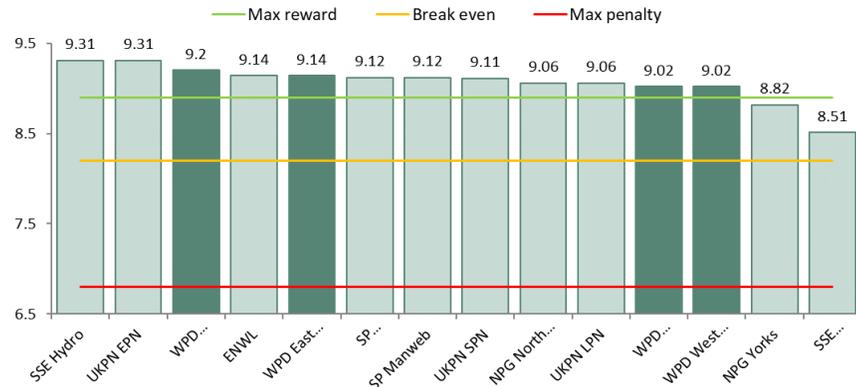
## Overall Combined



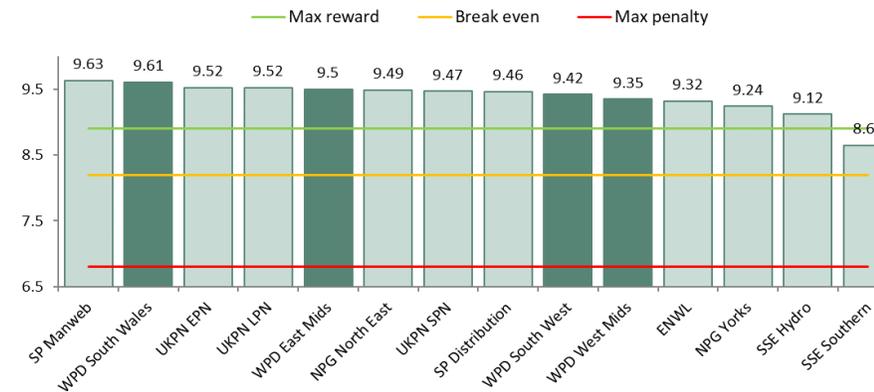
## Interruptions



## Connections



## General Enquiries



# Contact Centre Performance – ytd Jan 2021

## Inbound

Service	Total calls	Average speed of response - Calls 5.29 seconds
General enquiries	141,390	Average speed of response - Webchat 43 seconds
No supply	686,913	
<b>Calls to 105 (included above)</b>		<b>336,315 (49%)</b>

## Outbound – Proactive

	Total call backs	Total to vulnerable customers
During fault	74849	64757
When ETR changes (Estimated Time of Restoration)	73698	21798
Post fault	266,289	101,419
<b>Total</b>	<b>414,836</b>	<b>187,974</b>
<b>Total proactive text messages sent</b>		<b>600,590</b>

## Priority Service Register data cleanse

	Total contacts
Customers attempted to contact	624,460
Success rate	36.5%
Onward referrals made (e.g. for fuel poverty support)	9253 (including 4194 referrals to fire service)

# WPD's COVID-19 Update

- **Staff**

- Covid-19 cases within the company are under five at the time of writing
- Intranet information has had 348 updates since March and 1,682,282 'hits'
- We remain stocked up on hygiene supplies and will be working on getting staff back in to the office
- A new work from home policy has been implemented: Where it is viable and appropriate staff will work from home for part of their working week

- **Customers**

- Information & advice remains available 24/7 and full works continue to be risk-assessed/undertaken
- We continue to work around the clock to deliver vital services in a safe and Covid-secure way
- 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



# Trello - Meetings

## Meeting Cards

Each meeting card will contain a record of information such as:

- Pre-reading materials
- Agenda
- File attachments
- Attendees / Apologies
- Minutes (Draft to Final)

The screenshot shows a Trello card interface for a meeting template. The card is titled "18th March 2021 (TEMPLATE)" and is located in a list named "Meetings". It features a red header bar with a "Cover" button. The card is organized into several sections:

- MEMBERS:** A section with a "DUE DATE" of "18 Mar at 15:58".
- Description:** A section with an "Edit" button.
- Agenda Items:** A section titled "Required pre-reading:" containing a bullet point "Agenda".
- Meeting and Minutes:** A section titled "List of docs".
- Attachments:** A section containing a "PPTX" attachment titled "DRAFT agenda 18 march.pptx" with a "Delete" button and a "Add an attachment" button.
- Attendees:** A section with a "Delete" button and a progress bar showing "0%". It contains a member "Panel Member (TEMPLATE)" with an "Add an item" button.

On the right side of the card, there are several utility buttons:

- ADD TO CARD:** Buttons for "Members", "Labels", "Checklist", "Due Date", and "Attachment".
- POWER-UPS:** A section with a "+ Add Power-Ups" button and a link to "Upgrade Team".
- BUTLER:** A section with a "NEW" label and a "+ Add Card Button" button.
- ACTIONS:** Buttons for "Move", "Copy", "Make Template", "Watch" (with a green checkmark), and "Archive".

# Trello - Meetings

You can choose to **watch** or **comment** on individual cards that have specific relevance or interest.

You will then receive notifications of any changes to this card.

You will be able to register your attendance or non-attendance by checking your name in this list

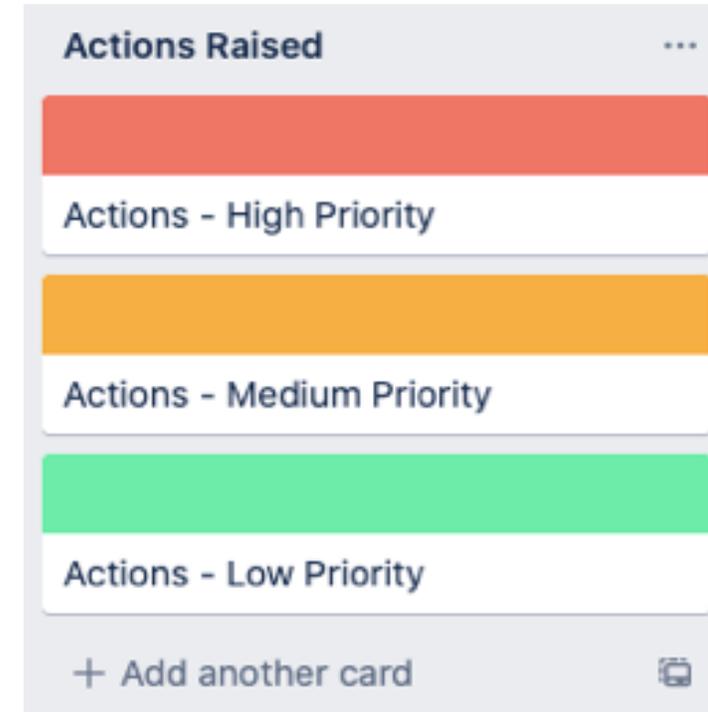
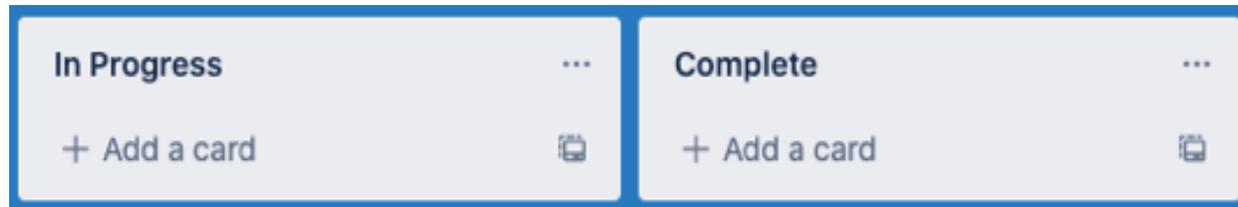
The screenshot displays a Trello card interface with the following sections:

- Attachments:** A file named "DRAFT agenda 18 march.pptx" is attached, with a "PPTX" icon. Below it is a button labeled "Add an attachment".
- Attendees:** A section with a checkmark icon and the title "Attendees". It shows a progress bar at 0% and a list with one item: "Panel Member (TEMPLATE)" with an unchecked checkbox. Below the list is a button labeled "Add an item".
- Actions:** A vertical list of actions including "Move", "Copy", "Make Template", "Watch" (which is selected with a green checkmark), and "Archive".
- Right Sidebar:** Contains a promotional message "Get unlimited Power-Ups, plus much more." with an "Upgrade Team" button, a "BUTLER NEW" indicator, and an "Add Card Button" option.

Three purple arrows point from the text boxes on the left to specific elements in the screenshot: one to the attachment name, one to the "Attendees" section, and one to the "Watch" action button.

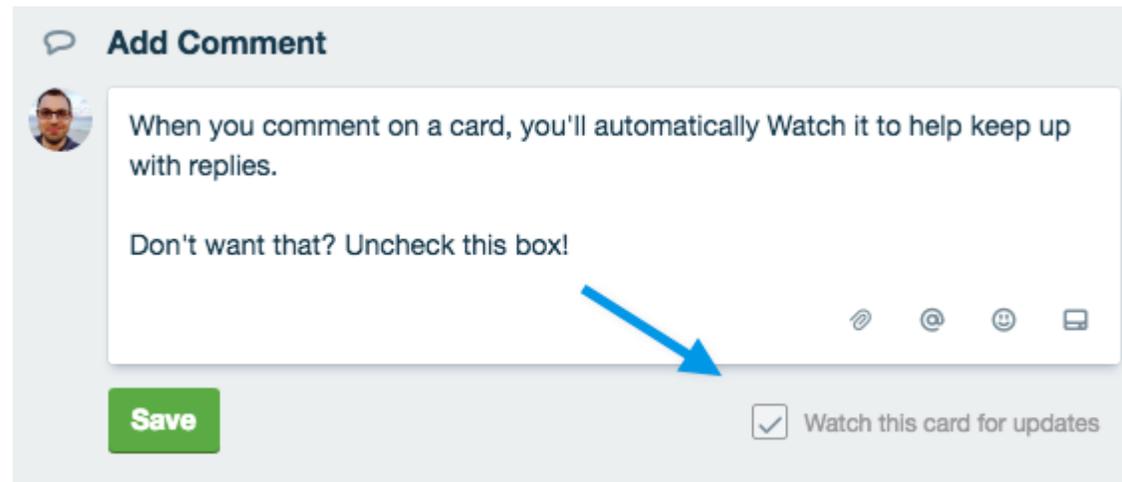
# Trello - Action Tracking

- Space for panel members to list actions
- Panel members can add relevant links, comments or attachments
- Once actions are acted upon, they can be moved to the 'in progress' / 'complete' lists to clearly track the status of actions



# Trello - Adding comments

## Add comments, links or attachments



- You can **add comments** to a card via the "Add comment" textbox in the "Activity" section of the card back.
- You can mention people in comments by using the **@mention** in the conversation thread.